



King County Transit Advisory Commission
2017 WORK PROGRAM
GOALS, OBJECTIVES & DESIRED OUTCOMES

Introduction

The King County Transit Advisory Commission helps improve transit services, planning, and programs by advising Metro, King County, and leaders about transit policy. The commission's members include residents and other transit stakeholders. Our goal is to reflect the county's diversity. Most members ride the bus, and all live in King County. Each serves a two-year term. The commission meets monthly or as needed. As set in our policy, half of our commission seats must be filled by people with disabilities or those who serve them.

1. We make the Transit Advisory Commission relevant in decision making about plans, policies, programs, and day-to-day operations so customers are better served. We:

- Build regular face time with decision makers into monthly meetings and outside of the regular meeting process.
- Will develop language to describe our goals and desired outcomes to deliver and reinforce during conversations with decision makers.

Desired outcome(s):

- Decision makers are aware of TAC and responsive to TAC feedback

2. Recognizing that transit is not an equal player at the table in local transportation planning, we advocate for bus priority improvements with local jurisdictions. We:

- Identify local transportation master planning efforts underway and weigh in consistent with the needs of transit riders
- Pay attention to infrastructure and identify specific things to advocate for with local jurisdictions when learning about and weighing in on service planning – for example, SR-520 construction as it relates to the 520 Link Connections service restructure
- Learn from Metro staff working on this where priorities are that are consistent with short and long term planning efforts
- Connect with other resident or citizen advisory groups, where possible, on this topic to find common interests and common opportunities to advocate.

Desired outcome(s):

- Provide direct feedback (letters, testimony, etc.) to jurisdiction planners and elected bodies on identified priority improvements and the need for these investments to be made and the value these investments would provide for bus riders and local residents

3. We are involved in short and long term service planning. We:

- Participate in Sounding Boards and advisory groups – including the 520 Link Connections Sounding Board, One Center City, Metro Fares Advisory Group, and Access Transportation Community Advisory Group
- Inform service planning efforts as appropriate – including RapidRide expansion, the Metro Connects Development Program, Access Transportation, and the alternative services program

Desired outcome(s):

- Provide direct feedback (letters, testimony, etc.) on behalf of customers to King County Council and Metro staff as service change and planning decisions are made

4. We support Metro’s General Manager in making customers the center of what Metro does. This year, we will focus on:

- A Customer “bill of rights”
- Instant feedback tools – informing Metro’s efforts to get instant feedback tools in place for customers to share their feedback, as well as marketing efforts to let customers know about these tools
- Systemic uses of existing customer feedback – learning about how customer feedback comes in and how it is analyzed; informing how that data is used by the agency to take action
- Real-Time Information Systems – learning about and identifying ways to improve Metro’s Real Time Information Systems

5. We are actively recruiting new members with a goal to fill all vacant seats on the commission. In particular, our focus is to:

- Recruit new members from the south part of the county
- Assure that our membership reflects the diversity of our ridership consistent with our commitment to equity and social justice

Desired outcome(s):

- All positions on TAC are filled, including all council districts being represent