



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**August 30, 2017**

**Motion 14938**

**Proposed No. 2017-0333.2**

**Sponsors Dembowski and Kohl-Welles**

1           A MOTION expressing the council's support to explore  
2           development of a transit function in the office of the  
3           ombudsman to receive, investigate and help resolve  
4           complaints about transit and paratransit operations.

5           WHEREAS, King County Metro Transit operates a regional transit system that  
6           provided more than one hundred twenty million boardings through three-and-a-half  
7           million service hours in 2015, and

8           WHEREAS, King County Metro Transit, in compliance with the Americans with  
9           Disabilities Act, includes as part of the transit system the Access paratransit service for  
10          people whose disabilities prevent them from using the regular fixed route transit system,  
11          and

12          WHEREAS, the Access paratransit service provided nearly nine hundred  
13          thousand rides to more than eight thousand people during 2016 at a cost of sixty-one  
14          million dollars, and

15          WHEREAS, in 2017, Ordinance 18449 adopted a long-range plan for Metro  
16          Transit that focused around strategies to provide additional frequent, express, local and  
17          flexible transit services by 2040, including improvements to Access paratransit, and

18          WHEREAS, it is the shared goal of the executive and council that Metro Transit  
19          services are efficient and cost-effective and that these services appropriately and reliably

20 meet the diverse needs of the traveling public, and

21 WHEREAS, people with disabilities and advocacy organizations that work on  
22 behalf of people with disabilities have expressed concerns with the current operations of  
23 Access paratransit and its ability to reliably meet the transportation needs of people with  
24 disabilities, and

25 WHEREAS, the council intends to make improvements to Access paratransit, but  
26 also intends to provide a more effective and efficient way for all transit riders, including  
27 people with disabilities, to express concerns about transit service and to have those  
28 concerns investigated;

29 NOW, THEREFORE, BE IT MOVED by the Council of King County:

30 A. The council expresses its support to explore development of a transit function  
31 in the office of the ombudsman to receive, investigate and help resolve complaints about  
32 transit and paratransit operations.

33 B. The ombudsman is requested to present to the chair of the King County  
34 council by September 15, 2017, a proposal to implement a transit function within the  
35 office of the ombudsman beginning in January 2018. The proposal should include a  
36 request for any needed increased staff and budget, a proposed timeline for  
37 implementation of the new function and a description of how members of the public,  
38 including people with disabilities, will be alerted to the presence of the new function.  
39 The proposal should be presented to the chair of the council in the form of a  
40 memorandum, with copies also presented by the ombudsman to the chair of the

41 transportation, economy and environment committee, the chief of staff and the director of  
42 legislative services.  
43

Motion 14938 was introduced on 8/14/2017 and passed by the Metropolitan King County Council on 8/28/2017, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn,  
Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles  
and Ms. Balducci  
No: 0  
Excused: 0



ATTEST:

  
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Melani Pedroza, Clerk of the Council

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

  
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J. Joseph McDermott, Chair

**Attachments:** None