



Citizens Accessibility Advisory Committee Charter

(Revised June 2, 2026)

Purpose

Established in 1999, the purpose of the Citizens Accessibility Advisory Committee (CAAC) is to provide advice to Sound Transit to make its transit system more usable and accessible for people with disabilities and older adults. The work of this committee enhances other public involvement groups and activities through its crucial focus on ADA compliance and accessibility best practices.

Role of the Committee

The committee meets on the first Tuesday of every other month, beginning in the month of February each year, via a virtual meeting platform. The committee identifies challenges and proposes solutions to improve regional mobility, provides input regarding existing and future projects, and advises Sound Transit staff on the enhancement of transportation services for individuals with disabilities and older adults. Areas under the CAAC's purview include:

- ST Express bus, Link light rail, Tacoma Link light rail, and Sounder commuter rail
- Stations and stops used by Sound Transit buses and trains
- Park-and-ride lots for Sound Transit riders
- Expansion plans and construction designs
- Innovative mobility projects

Areas not under the CAAC's purview include:

- Local bus service provided by King County Metro, Community Transit, Pierce Transit, and human service transportation providers not under contract with Sound Transit

- Private transportation services provided by taxicab, transportation network companies (Uber and Lyft), rideshare services, shared micromobility, motorcoach and charter service
- Individual customer issues such as late pick-up for a specific trip or unsatisfactory performance from a specific driver. All such complaints will be processed through Sound Transit's customer feedback program

The committee's work does not replace other outreach or public involvement efforts. Committee input is considered in Sound Transit's decision-making process. Final decisions reside with the Sound Transit Board and staff.

Membership

The CAAC is a 15-member committee representing Sound Transit's diverse ridership. Committee members are Sound Transit riders who have a disability, are 65 or older, are family members or caregivers of people with disabilities or older adults or are professionals or volunteers in the disability and aging services field. Every effort is made to represent the Sound Transit geographic service area through the following composition:

- Two members from each of the following:
 - Pierce County
 - South King County
 - North King County
 - East King County
 - Snohomish County
- And five members at large

Sound Transit also seeks CAAC member representation from passengers who use ST Express bus, Link light rail, Tacoma Link light rail, and Sounder commuter rail, as well as representation from diverse disability perspectives.

Term Limits

All members will be appointed for two year terms and eligible to serve three consecutive terms for a maximum of six years consecutive service. Terms may be extended beyond six years of consecutive service if no other qualified candidates are available and if all of the committee members agree to the

extension. Committee members must reapply for their position on the Committee at the end of each term.

Sound Transit will have the option to fill vacancies which occur during the term cycle without going through the application process. If no qualified individual is available to serve, the vacancy will be filled through the application process at the start of the next term cycle at the beginning of the year.

Member Conduct

To facilitate collaborative and productive meetings, members are expected to participate in a respectful manner. At no time while serving on the committee shall members represent themselves as employees or consultants for Sound Transit.

Recruiting

Sound Transit will issue a recruitment notice at the beginning of each year to fill open positions, review all applications, conduct follow-up interviews as needed, and select the most qualified and eligible applicants to serve. Consideration will also be given to maintain the diversity of the committee and to strive to meet the geographic service area goals as well as service modal representation.

Member Responsibilities

Per the CAAC membership's roles, CAAC members are responsible for working together to advise Sound Transit within the scope of the committee. Sound Transit relies on the advice of members to improve mobility options for people with disabilities and older adults in the Sound Transit service area.

Individuals agreeing to serve on the CAAC are expected to take an active role as advisors on accessibility and may be called upon to contribute as follows:

- Gain a working knowledge of Sound Transit's plans, policies and programs

- Proactively engage colleagues and peers not serving on the CAAC to gain a greater insight into the customer's experience of Sound Transit
- Take a leadership role in sharing information with the public regarding the accessibility of Sound Transit's services
- Review background materials, brochures and training manuals
- Review equipment, facility, signage and service design
- Participate in orientations, training, site visits and other activities
- Participate in periodic surveys for the purpose of evaluating the committee's effectiveness and to recommend improvements

Attendance

To remain a member in good standing, members must attend 75% of all regularly scheduled business meetings. If a member is unable to attend a meeting, no substitutes or alternates may attend in their place. If three consecutive meetings are missed by a member, Sound Transit will contact that member to establish if they plan to continue serving on the committee.

Organization

Sound Transit staff will lead the meetings and set the agendas with input from the committee. All CAAC meetings are held as closed meetings on a virtual (web-based) meeting platform, with meeting notes available to the public upon request. Members of the public may attend meetings if invited by Sound Transit and members of the public may request attendance by contacting Sound Transit staff before the meeting. Agendas for future meetings are discussed at the end of each meeting and members are encouraged to suggest topics of discussion. Members may invite guest attendees or guest speakers with advanced request. Guest attendee requests should be sent to ST staff at least 2 days prior to a meeting to allow for sending the meeting link. Guest speaker requests should be made at least 30 days in advance of a meeting, in order to facilitate planning. The availability of guest presenters or speakers may determine which month's agenda they are able to present on.

Order of Business

Sound Transit staff are responsible for maintaining order and decorum at all meetings with support from members as needed.

Sound Transit staff will record summary minutes of each meeting and distribute it to CAAC members before the next meeting. Sound Transit staff will prepare a year-end summary report on committee discussions and advice. This report will be presented to the committee for review and feedback and made available to the public online or to individuals by request.

Miscellaneous

Sound Transit will provide reasonable accommodation for CAAC members in order to facilitate full participation at meetings and other events and may reimburse committee members for predetermined and approved expenditures.

Sound Transit reserves the right to change the charter as needed and will present revisions to the committee for feedback. The CAAC may be disbanded and reconstituted as necessary to ensure an effective engagement process.

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