



King County

Dow Constantine

King County Executive

401 Fifth Avenue, Suite 800

Seattle, WA 98104-1818

206-263-9600 Fax 206-296-0194

TTY Relay: 711

www.kingcounty.gov

August 17, 2022

The Honorable Claudia Balducci
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Balducci:

This letter transmits the second of two Access Paratransit Service updates, in response to Ordinance 19210, Section 113, Proviso P2. Also included is a proposed Motion that would, if approved, acknowledge the Council's receipt of this report.

As required, the enclosed service update outlines the performance of the Access Paratransit program with updates on the contractor's compliance with the contract terms, performance metrics and trends, areas of deficiency and improvement, potential service improvements and potential service innovations consistent with Ordinance 19210.

The enclosed report includes a description of the current conditions of the Access program, including the significant impacts of the COVID-19 pandemic and the current labor challenges facing the service. As shown in the report, the Access contractor MV Transportation has continued to provide safe and effective service during the pandemic, though they have faced challenges in meeting the performance standards of the new contract. King County Metro continues to closely monitor the contract and will be hiring a consultant to assist in reviewing and planning for the future of the paratransit service. Metro and MV Transportation continue to work together to deliver the quality of service that riders have asked for and the contract requires, while supporting the needs of the greater community in unique and innovative ways, such as providing transportation to quarantine and vaccination sites, and delivering food and hot meals as part of the Transportation for Pandemic Response (TPR), Transportation for Nutrition Support, and Transportation for Vaccines programs.

The efforts outlined in this report furthers the goals of the King County Strategic Plan in a number of ways, as follows:

- It encompasses the goal of mobility by providing integrated, efficient, safe, and equitable mobility access for riders.
- It furthers the goal of economic vitality by supporting access to jobs for workers who rely on accessible public transportation.

The Honorable Claudia Balducci

August 17, 2022

Page 2

- It enables increases access to medical care, which assists in the goal of health and human services by reducing disparities and improving the overall health and well-being in our community.
- It supports the goal of healthy environment by reducing Countywide greenhouse gas emissions through the delivery of efficient and effective public transportation, including vehicle electrification.
- It aids the goal of efficient, accountable regional and local government by optimizing the service through innovation and continuous improvement.

It is estimated that the report required 80 hours by Metro staff to produce, costing approximately \$4,000 in staff hours. The estimated printing cost for this report is nominal.

Thank you for your consideration of this report. The services Access provides are vital to ensuring that King County provides residents with a safe, reliable, and effective network of transportation options to get them where they need to go, when they need to get there.

If your staff have any questions, please contact Ashish John, Accessible Services Supervisor, Metro Transit Department, at 206-263-3220.

Sincerely,

 for

Dow Constantine
King County Executive

Enclosure

cc: King County Councilmembers
ATTN: Stephanie Cirkovich, Chief of Staff
Melani Pedroza, Clerk of the Council
Shannon Braddock, Chief of Staff, Office of the Executive
Karan Gill, Deputy Chief of Staff, Office of the Executive
Mina Hashemi, Council Relations Director, Office of the Executive
Terry White, General Manager, Metro Transit Department (MTD)
Christina O'Claire, Director, Mobility Division, MTD