



King County
METRO

2019-B0159

King County at a Glance

POPULATION

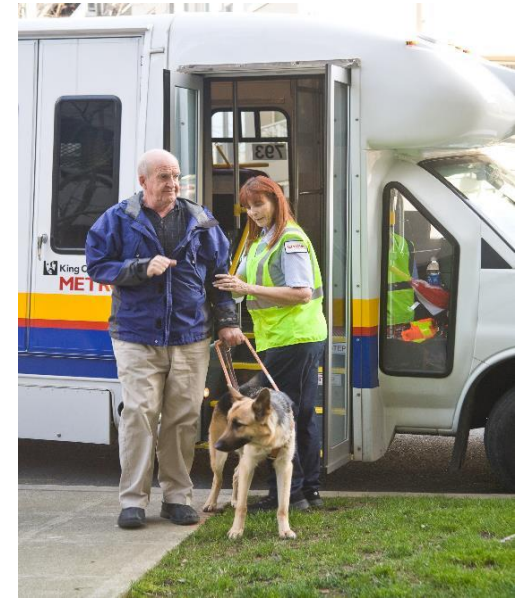
2.2
million

PEOPLE LIVING WITH A DISABILITY

195,000

FIXED ROUTE DISABLED FARES

5 million



Accessible transportation is critical for people to live full, independent lives, giving access to:

- ✓ Employment
- ✓ Education
- ✓ Health care
- ✓ Social events
- ✓ Civic engagement

Fixed Route Service Improvements

Increase accessible coach design for all services

- Move toward 100 percent low-floor buses and 100 percent accessible stops
- Build interiors to better accommodate customers and what they bring on board

Use inclusive planning

- Involve people with disabilities in our planning to better understand their challenges
- Make general public services more accessible to all customers

Expand customer information customer access

- Enhance availability of interpretation services and translated materials
- Include audible announcements on vehicles and at facilities
- Provide more tactile wayfinding options



ACCESS PARATRANSIT

What is the Access paratransit program?

- ✓ Public transit access to people who, by reason of their disability, cannot access fixed-route or rail services
- ✓ Service is to be provided in a manner that provides “origin to destination” accommodation
- ✓ Shared ride service
- ✓ King County policies beyond ADA requirements



Access at a glance

RIDERSHIP

FIXED-ROUTE

122
million

ACCESS

1.03
million

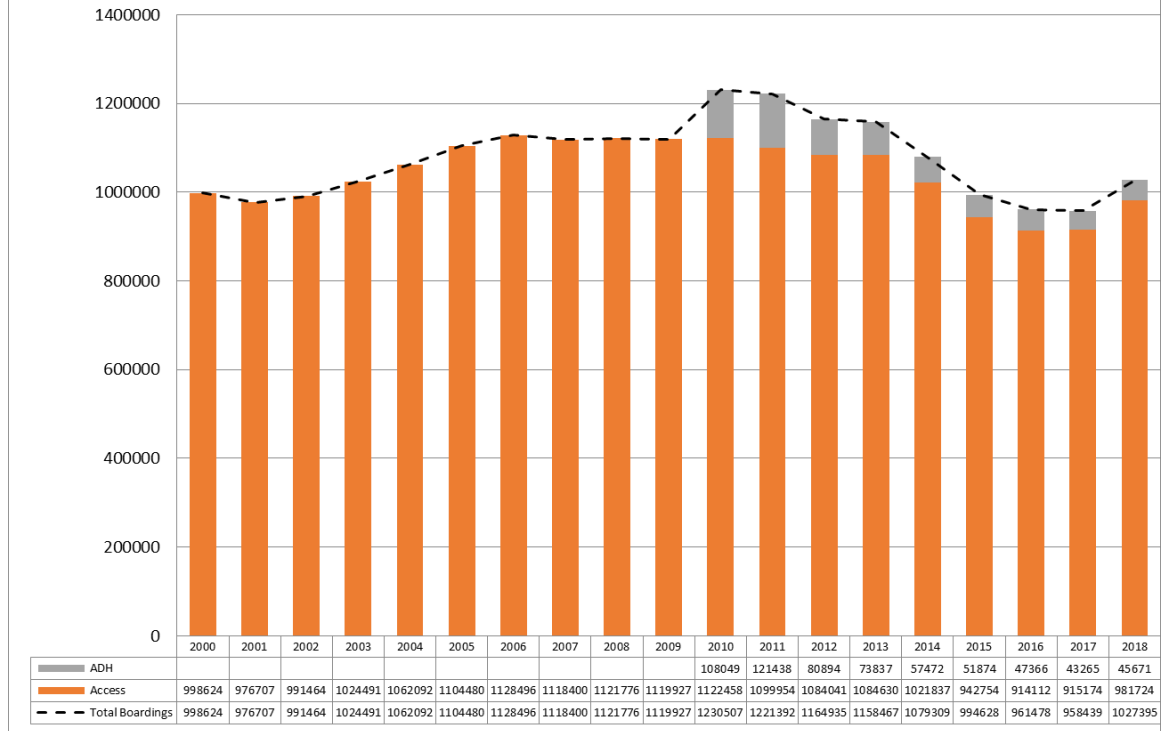
ACCESS ELIGIBLE
INDIVIDUALS

14,215

2018 COST PER
TRIP

\$59.87

Access Boardings 2000-2018



Access RFP Development and Procurement Process

2017

- KC Auditor Report
- Access Task Force
- Request for Proposal

2018

- RFP Paused
- RFP Workgroup Formed
- RFP Revised

2019

- Proposals submitted & reviewed
- MV Transportation Selected
- October 26, 2019 start date for single contract model

New Contract

- MV Transportation selected
- Five year contract
- Single provider model
- Partnership with King County for continuous improvement of system
- Advanced technology integration
- Rider focused approach to conducting business
- Equity focus: Improved access for multi-lingual populations
- National leader in implementing new Rider Choice models to improve rider mobility while also reducing cost



What we heard

2017-2019 changes

What's next

"I'm picked up
or dropped off too late"

On-time performance
increased from 86% to 91%
(standard = 90%)
Drop-off window shortened
from 60 to 30 minutes
(supplemental request)
ETA updates by phone or online

Higher on-time measures
Set standards for drop-off's
Potentially shorter pick-up and
drop-off windows
Financial incentives and
disincentives for contractor

"My ride is too long"

Align on-board time with fixed
route

Trip length comparable to fixed
route, plus 15 minutes, with
stronger disincentives for
contractor

"I would like more flexible
scheduling"

Improved scheduling policies
Same-day, on-demand pilot
(late 2018)

Option for same-day, on-
demand pilot
Online trip booking

"The contractors are not
accountable"

Signed new contract model
with higher KPI's
Access paratransit advisory
committee ordinance #18838
Stronger daily contract
management

Much stronger performance
measures, with significant
incentives and disincentives,
including to contain costs

What's Next

Access paratransit advisory committee

- Composed of at least nine members appointed by the executive and confirmed by council
- Will develop work plan to help improve Access via policy recommendations and other actions

Continued enhancements in current service

- On-time performance and shorter drop-off window
- Same-day pilot
- Customer surveys

New Service launch

- Service begins October 26th
- Comprehensive contract management plan



QUESTIONS?