



King County

Dow Constantine

King County Executive

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July 29, 2020

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 Access Paratransit Six-month Oversight Report, in response to Ordinance 18835, Section 109, Proviso P1.

As required, the enclosed report outlines the six-month oversight report 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 18835. The report includes a description of the current conditions of the Access Program including recent impacts on the service as a result of COVID-19.

The enclosed report demonstrates the progress that Access Paratransit has made in transitioning into a new Paratransit Service provider and contract. As shown, the Access contractor MV Transportation has made significant progress in meeting the increased performance standards of the new contract. King County Metro and MV Transportation continue to work collaboratively to raise the performance of the service to the levels that riders expect and the new contract requires. Performing public transportation during the COVID-19 pandemic has proved challenging and presented unique ways in which Access has supported the greater community.

The work outlined in this report furthers the goals of key County plans and initiatives as follows:

- Furthers the King County Strategic Plan goal of Mobility by providing effective, efficient, safe and equitable mobility access for customers;
- Supports economic vitality of the region by providing access to jobs for workers who rely on accessible public transportation;

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- Reduces disparities and improves overall health and well-being to create thriving community through increasing access to medical care and green spaces; and,
- Delivers effective and efficient public transportation furthers the Transportation and Land Use goal area of the Strategic Climate Action Plan.

It is estimated that the report required 90 hours to produce, costing approximately \$5,000. The estimated printing cost for this report is nominal.

Thank you for your consideration of this report. The important services Access Paratransit delivers help King County to continue to provide residents with safe, reliable, and seamless 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, Access Supervisor, Metro Transit Department at 206.263.3220.

Sincerely,

A handwritten signature in black ink, appearing to read "Dow Constantine". The signature is fluid and cursive, with a horizontal line at the end.

Dow Constantine
King County Executive

Enclosure

cc: King County Councilmembers
 ATTN: Carolyn Busch, Chief of Staff
 Melani Pedroza, Clerk of the Council
Shannon Braddock, Deputy Chief of Staff, Office of the Executive
Karan Gill, Director, Council Relations, Office of the Executive
Rob Gannon, General Manager, Metro Transit Department