



King County

Shannon Braddock

King County Executive

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August 28, 2025

The Honorable Girmay Zahilay
Chair, King County Council
Room 1200 Courthouse
C O U R T H O U S E

Dear Councilmember Zahilay:

This letter transmits the Access Paratransit Services Update, in response to Ordinance 19861, Section 115, Proviso P3.

Access Transportation (Access) is Metro's paratransit service, providing accessible transportation for riders who are unable to use fixed-route bus or rail services due to disability-related barriers. This service is federally required under the Americans with Disabilities Act (ADA) and supports King County's commitment to fostering "a welcoming community where every person can thrive" by ensuring that individuals with disabilities have equitable access to the region's public transportation system.

As required by the Proviso, the enclosed report outlines Access's performance in 2024. It includes the contractor's compliance with contract terms, performance metrics and trends, areas of deficiency and improvement, and potential service improvements and innovations, consistent with Ordinance 19861.

Thank you for your consideration of this report. If there are any questions, please contact Chris O'Claire, Mobility Division Director, King County Metro, at 206-477-5801.

The Honorable Girmay Zahilay

August 28, 2025

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Sincerely,

A handwritten signature in black ink, appearing to read 'Karan Gill', written in a cursive style.

for

Shannon Braddock

King County Executive

Enclosure

cc: King County Councilmembers

ATTN: Stephanie Cirkovich, Chief of Staff, King County Council

Melani Hay, Clerk of the Council

Karan Gill, Deputy Executive, Chief of Staff, Office of the Executive

Stephanie Pure, Council Relations Director, Office of the Executive

Michelle Allison, General Manager, Metro Transit Department

Christina OClaire, Director, Mobility Division, Metro Transit Department