



## King County

### **Dow Constantine**

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August 31, 2021

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 first of two Access Paratransit Service updates, in response to Ordinance 19210, Section 113, Proviso P2.

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 report includes a description of the current conditions of the Access Program including the significant impacts on the service as a result of COVID-19.

The enclosed report demonstrates the progress that Access Paratransit has made in the final stage of transitioning into a new Paratransit Service provider and contract. As shown in the report, the Access contractor MV Transportation has made progress in reaching the increased performance standards of the new contract while providing safe and effective service during the COVID-19 pandemic. King County Metro and MV Transportation continue to work together to deliver the service that riders have asked for and the contract requires. The Access Paratransit program has met the public transportation challenges presented by the COVID-19 pandemic and supported the greater community in unique ways.

The efforts outlined in this report further the King County Strategic Plan mobility goal by providing effective, efficient, safe, and equitable mobility access for riders. It also supports the healthy environment goal of reducing countywide greenhouse gas emissions through the delivery of efficient and effective public transportation.

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.

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Thank you for your consideration of this report. Access Paratransit plays an important role in ensuring that King County provides 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, Accessible Services Supervisor, Metro Transit Department, at 206-263-3220.

Sincerely,

 for

Dow Constantine  
King County Executive

Enclosure

cc: King County Councilmembers

ATTN: Janine Weihe, Interim 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

Terry White, General Manager, Metro Transit Department