

WHEREAS, in recognition of the importance of Access paratransit to the passengers it serves and to reflect the council's commitment to service excellence in Access paratransit operations, each Access paratransit service update should include, but not be limited to:

1. The contractor's compliance with contract terms;
2. Performance metrics and trends over each reporting period, including, but not limited to:
 - a. on-time performance;
 - b. pick-up window, including early pick-ups, late pick-ups and excessively late pick-ups;
 - c. missed trips;
 - d. drop-off window, including early drop-offs and late drop-offs;
 - e. on-board time and excessively long trips; and
 - f. will call;
3. Areas of deficiency or improvement during each reporting period;
4. Potential service improvements, including information about their budgetary requirements; and
5. Potential service innovations, such as increased opportunities for same-day service using taxicabs or transportation network companies, including information about their budgetary requirements, and

WHEREAS, Ordinance 19210, Section 113, Proviso P2, directs the executive to file each Access paratransit service update and the motions required by the proviso in the form of an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the mobility and environment committee, or its successor, and

WHEREAS, the Metro transit department has compiled the required information and the executive has transmitted the first of the two required Access paratransit service updates by August 31, 2021, which is included as Attachment A to this motion;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The council hereby acknowledges receipt of the Access paratransit service update, Attachment A to this

motion, as required by Ordinance 19210, Section 113, Proviso P2.