King County METRO Access Transportation

For September meeting discussion:

August 2018 Update

Procurement Process for New Contract
We extended the deadline for the proposals to September 6 to ensure that all bidders had adequate time to receive and analyze relevant data. Visit here to see the RFP: https://procurement.kingcounty.gov/procurement_ovr/detail.aspx?bidid=3460.

The proposals will be evaluated through the fall with the goal of selecting a contractor in January 2019 and new contract implementation on August 1, 2019.

Reducing the Drop-Off Window from 60 Minutes to 30 Minutes
We recently received budget authority to reduce the drop-off window for appointments to 30 minutes. This is scheduled to start Oct. 1, 2018. This is in direct response to requests from Access customers and FTA guidance. Access staff and contractors are implementing work plans now to make sure this can happen on Oct. 1. One of the biggest challenges is ensuring we have enough drivers to meet this new standard. The job market for drivers is extremely competitive right now.

Mobile Computers on Fleet
Installers are on-site and are actively replacing the mobile computers on our vans. So far ¼ of the Access fleet is now equipped with upgraded systems. We expect the entire fleet to be upgraded by the end of September.

Web Booking
Our contractor is continues development and testing of the new web booking system for Access. The current project timeline calls for the contractor to deliver a final version of the software in November or December of this year. We will begin piloting the service shortly thereafter.

Staffing News
In the coming weeks, we will be interviewing candidates to replace John Rochford, who is easing his way in to retirement. John will be working intermittently with us over the next several months to help with the transition. Jeremy Trenhaile is currently on parental leave, celebrating the birth of his new baby.