King County METRO Access Transportation

September 2018 Update

Procurement Process for New Contract

We have received updated proposals from 4 vendors. These are currently being reviewed by a multi-disciplinary team. We plan to have vendors present to the RFP workgroup on Nov. 5. Because we are in a procurement process, we cannot discuss details of the proposals with anyone outside of this process. Visit here to see the RFP: Access RFP.

We anticipate selecting a contractor in January 2019, with final contract negotiations to take place in February and March. We anticipate new contract implementation on August 1, 2019.

On October 1: Drop-Off Window to be Reduced from 60 Minutes to 30 Minutes

We continue to plan and prepare for our new policy change to reduce the drop-off window for appointments to 30 minutes. This is scheduled to start Oct. 1, 2018.

Same Day Service Pilot

Metro plans to sign an agreement with Yellow cab (largest taxicab association in King County with the most accessible taxicabs) and a Transportation Network Company (TNC), such as Uber, by December to provide service for the same-day service pilot. There are advantages and disadvantages to TNCs and taxicabs, so we want to test both types of services for the pilot. We plan to invite Access registered customers to sign up for the pilot as soon as the agreements are signed.

The pilot will require customers to choose the taxicab provider or the TNC, which is a common practice for this type of service, because current technology does not allow us to provide and track subsidies between two different services that track fares and payment differently.

We hope interested members of the Access Taskforce who are Access registered customers will sign up so we can get your feedback and you can help us troubleshoot any issues before we open it up to all pilot participants.