



July 2018 Update

Service Snapshot – June

Total Access boardings: 72,812

Change from last year: 0.4%

Total Overflow boardings: 10,209

Change from last year: 15.4%

On-time performance: 90.0%

Procurement Process for New Contract

Proposals for the new contract are due to the county on August 23. Visit [here](https://procurement.kingcounty.gov/procurement_ovr/detail.aspx?bidid=3460) to see the RFP:

https://procurement.kingcounty.gov/procurement_ovr/detail.aspx?bidid=3460. The amended RFP has a stronger focus on performance, accountability, equity and social justice, customer service, and continuous improvement. Proposers are asked to provide cost estimates for three tiers of performance standards. For example, being on-time 92%, 95% and 96% of the time. The amended RFP also includes a new focus on both pick-up and drop-off windows to avoid having riders spend more of their day traveling than they prefer. We include financial disincentives when service runs late, and when the trip takes much more time than comparable fixed-route transit service.

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

Federal Transit Administration Review Goes Well

The FTA recently conducted its Triennial Review of King County Metro. This review occurs once every three years and currently examines 17 areas, including paratransit. The review went relatively well. Metro just received the draft report from the FTA. More details will be available when the report is officially released.

Same-Day Service Pilot

Planning for a same-day service project continues, with an anticipated start date in the fourth quarter of this year. We plan to start recruiting 400 pilot participants in October. We are exploring working with both a taxi and a transportation network company.

Expansion of Wheelchair Accessible Taxicabs (WAT)

We have been working with the City of Seattle and King County to increase the number of WAT medallions. We anticipate that the City of Seattle/King County will add 25 WAT medallions, with 15 being approved for late 2018 and another ten approved in early 2019. The City of Seattle/King County intends to release a statement of intent this summer. This expansion is key to our Access strategy and the same-day service pilot program.

Updates to our Sexual Assault Policies and Procedures

King County Metro recently launched an important public awareness campaign to encourage reporting of unwanted sexual harassment and misconduct onboard our services. Over the next few months, we will review and update the Access paratransit sexual misconduct policy. We are hosting a meeting with

stakeholders and experts on August 3 to inform this process. The purpose of this review is to ensure that riding Access is safe for all people all the time.

Mobile Computers on Fleet

We currently are replacing the mobile computers on our vans, and we're on track to complete the project this year. We expect to begin a small pilot of the new system before the end of the month. With the new computers, operators will have access to Google's real-time traffic information.

Customer Satisfaction Surveys

Update on same-day survey

We recently completed a month-long pilot project to survey customers immediately after their Access trip. During the pilot, our contractor, Lighthouse for the Blind, called 972 customers and collected 297 surveys. We learned the following:

- 91.47% of customers said they were satisfied with the driver's customer service;
- 95.55% of customers were satisfied with the assistance they received from drivers;
- 92.5% were satisfied with the cleanliness of the vehicle;
- 96.6% were satisfied with the maintenance of the vehicle; and
- 96.59% were satisfied with the vehicle safety.

Our next steps are to develop a summary report and to review if we can implement this survey on a long-term basis.

Customer satisfaction with Harborview evaluations

Every quarter, Harborview Medical Center conducts a satisfaction survey with the customers who participate in the Access Transportation evaluations. In June 2018, 132 customers were surveyed. We learned:

- 100% of customers were satisfied with the courtesy level of front desk staff who schedule appointments and escort customers to/from the vans and the waiting room (95% said excellent; five% said good);
- 100% of customers were satisfied with the courtesy level of the evaluators who conduct Access evaluations and provide information regarding additional transportation resources (96% said excellent; four% said good); and
- 100% of customers were satisfied with the overall experience of the Access evaluation (94% said excellent; six% said good).