



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**Motion 16215**

**Proposed No.** 2022-0337.1

**Sponsors** Dembowski

1           A MOTION relating to public transportation;  
2           acknowledging receipt of the Access paratransit service  
3           update submitted in response to the 2021-2022 Biennial  
4           Budget Ordinance, Ordinance 19210, Section 113, Proviso  
5           P2.

6           WHEREAS, the 2021-2022 Biennial Budget Ordinance, Ordinance 19210,  
7 Section 113, Proviso P2, states that \$1,000,000 of the transit appropriation shall not be  
8 expended or encumbered until the executive transmits two Access paratransit service  
9 updates, the first by August 31, 2021 and the second by August 31, 2022, and a motion  
10 acknowledging receipt of each Access paratransit service update is passed by the council,  
11 and

12           WHEREAS, Ordinance 19210, Section 113, Proviso P2, directs that the Access  
13 paratransit service update motions required by the proviso are to reference the subject  
14 matter and the proviso's ordinance, ordinance section and proviso number in both the title  
15 and body of the motions, and

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

- 20           1. The contractor's compliance with contract terms;

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21           2. Performance metrics and trends over each reporting period, including, but not  
22 limited to:

23           a. on-time performance;

24           b. pick-up window, including early pick-ups, late pick-ups and excessively  
25 late pick-ups;

26           c. missed trips;

27           d. drop-off window, including early drop-offs and late drop-offs;

28           e. on-board time and excessively long trips; and

29           f. will call;

30           3. Areas of deficiency or improvement during each reporting period;

31           4. Potential service improvements, including information about their budgetary  
32 requirements; and

33           5. Potential service innovations, such as increased opportunities for same-day  
34 service using taxicabs or transportation network companies, including information about  
35 their budgetary requirements, and

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

41           WHEREAS, the Metro transit department has compiled the required information  
42 and the executive has transmitted the second of the two required Access paratransit  
43 service updates by August 31, 2022, which is included as Attachment A to this motion;

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- 44 NOW, THEREFORE, BE IT MOVED by the Council of King County:
- 45 The council hereby acknowledges receipt of the Access paratransit service update,
- 46 Attachment A to this motion, as required by Ordinance 19210, Section 113, Proviso P2.

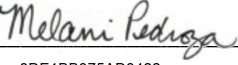
Motion 16215 was introduced on 9/6/2022 and passed by the Metropolitan King County Council on 9/27/2022, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

DocuSigned by:  
  
7E1C273CE9994B6...  
Claudia Balducci, Chair

ATTEST:

DocuSigned by:  
  
8DE1BB375AD3422...  
Melani Pedroza, Clerk of the Council

**Attachments:** A. Access Paratransit Service Update August 31, 2022

## Access Paratransit Service Update

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August 31, 2022



**King County**

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## Executive Summary

This is the Phase Two response to the adopted King County 2021-2022 Biennial Budget Ordinance 19210, Section 113, Proviso P2. This report documents the performance of the Access Paratransit Service from May 2021–April 2022, including the COVID-19 impacts, contractor’s compliance with contract terms, performance metrics, areas of deficiency, potential service improvements, and potential service innovations.

## Current Conditions

### Ridership

During the time period covered by this service update, the COVID-19 pandemic has continued to impact ridership. From May 2021 to April 2022 there were 615,112 boardings on the service, an increase of 167,478 (36 percent) from the 2020-2021 service update, though 470,105 (43 percent) below 2019 ridership, the last full year of pre-COVID-19 service levels.

### COVID-19

Ensuring the safety of Access riders, employees, and members of the community, continues to be of paramount importance for King County Metro and the Access Contractor MV Transportation. Many of the policy and procedure changes created to promote safety and social distancing continued into the early part of the time period covered by this service update. As the state formally completed its reopening plan, Access and Metro began to restore service capacity to pre-COVID-19 levels. In Q2 of 2022, the federal requirement for masks on-board public transportation was rescinded. As a result,

### [Access Paratransit Service Update](#)

Metro and Access Transportation no longer require masks on-board transit, though the King County Public Health recommendation that masks should be worn on public transit, when possible, continues to be promoted.

The need for adaptive and unique transportation solutions continued during the time covered by this service update. The services established in the months immediately prior to this report period continued to be provided by Metro, MV Transportation, and the Access program. During this period Access delivered over 100,000 trips across the various innovative transportation services created to meet the needs of the community during the pandemic. These included a continued alliance with nutritional assistance programs, with Access completing 84,781 trips of hot meal deliveries and 15,450 trips of food box deliveries. Metro also continued a partnership with King County Public Health to transport over 300 COVID-19 positive and presumptive persons, and to provide vaccine transportation, which provided over 1,000 trips to vaccine distribution sites. Due to the effects of COVID-19 on the service, all performance metrics for Access continued to be impacted for the time covered by this service update.

### Workforce Challenges

As ridership on Access has begun to increase, staffing challenges, such as hiring and retention, have significantly impacted Access as shown in the [Performance Metrics, Improvements and Deficiencies](#) section. The labor market for vehicle operators and support staff have not only affected the Access program, but Metro and the transportation industry at large. During this time, MV Transportation worked with staff who were unable to meet the county's vaccine requirement for contractors, including information sharing, transfers to different locations and other employee actions. Eventually 16 (6 percent of) operators separated from MV Transportation and its subcontractors after the requirement went into effect, in addition to those that left previously. MV Transportation also saw a reduction of 24 (16 percent of) Non-dedicated Service (NDS) operators during that time. MV Transportation and Metro have collaborated on solutions to increase retention and hiring of Access Transportation staff. MV Transportation has also continued to solicit new, non-dedicated subcontractors to provide additional service capacity.

### Compliance with Contract Terms

Service availability and software maintenance continued to be areas of importance prior to and during this service report period. The implementation of certain new features, and other items agreed to within the Access contract, continued to be impacted during this time. Some delays were a result of unique challenges faced during the COVID-19 pandemic response, and others related to software coordination, vendor support, market and regulatory conditions. Due to the continued impacts of the pandemic on ridership levels, the costs per boarding incentive and disincentive were held in abeyance during the entire service report period. When ridership reaches 70 percent of projected levels, incentives and disincentives for cost per boarding will be restored.

### Performance Metrics Improvements and Deficiencies

Of the 18 Key Performance Indicators (KPIs) listed in this report, 11 have a defined performance standard, of which eight reached the standard at some point during the time covered by this report. Access began the report period covered by this service update performing at or above standard for eight of 11 KPIs, due to the current conditions outlined previously in this update, performance declined over the course of the report period. Of the three that did not meet the standard at least once during the

period, two have a performance standard of zero allowable instances in a month, a significantly more challenging KPI to achieve. Other significant findings for this report include the following.

- [On-time Performance Appointment](#) performed above standard for the first five months, but performance decreased and was below standard for the final seven months of the report period.
- [On-time Performance](#) Pick-up performed above standard for the first five months, but performance decreased and was below standard for the final seven months of the report period.
- Of the three KPIs associated with the [Pick-up Window](#), all three showed a decrease in performance between the first and fourth quarter of the report period.
- Of the two KPIs associated with [Missed Trips](#), both showed a decrease in performance between the first and fourth quarter of the report period. Both did not reach the performance standard of zero instances during a month.
- Of the two KPIs associated with the [Drop-off Window](#), both showed a decrease in performance between the first and fourth quarter of the report period.
- Average [On Board Time](#) for Access were shorter than comparable fixed route On-Board times for the entire report period.
- [Excessively Long Trips](#) performed above the performance standard for the entire report period.
- [Will Call Trip](#) response times fluctuated during the report period, ending with an increase in response time between the first and fourth quarters.
- For [Maintenance](#), two of the three KPIs performed above standard for most or all of the report period, with one performing below standard for the majority of the report period.
- Of the two KPIs associated with the [Control Center](#), both performed above standard the entire report period.
- [Cost Per Boarding](#) showed improvement between the first and fourth quarter. If this KPI was not in abeyance, it would have performed below standard for the entire report period.

#### *Rider Engagement*

Metro continued to engage riders in meaningful and effective ways during this report period. The [Ongoing Rider Survey](#) and [Post Trip Rider Survey](#) provided Metro with broad and focused rider feedback on different aspects of the service while the [Access Paratransit Advisory Committee \(APAC\)](#) collaborated with Metro on key projects such as the service model and parameter development of the Access Same Day Service. With the launch of the [Access Quarterly Newsletter](#) in Spring of 2021, Metro proactively engaged riders on a variety of topics throughout the report period including policy changes, new service offerings, fleet updates, survey analysis, and performance measurements. Additional rider engagement efforts included a project that provided riders the opportunity to demo and submit feedback on electric vehicle characteristics as part of Access's fleet electrification efforts. Significant rider survey feedback included the following.



- Riders continued to be highly satisfied with the Value of Access (95 percent) and Service Area (93 percent) and Access Overall (90 percent)
- Riders continued to value the safety of the service with high satisfaction scores for Safe Operation of the Vehicle (99 percent), Safety on Vehicle (98 percent), Overall Safety (97 percent), and COVID-19 Safety Precautions (96 percent)
- Riders were very satisfied with Access drivers, giving high scores to Operator Followed Rules of the Road (100 percent), Driver Operated Vehicle Safely (99 percent), Operator was Courteous to Others (99 percent) Operator Assistance (94 percent), and Satisfaction with Drivers (89 percent)

### Service Improvements and Innovations

Metro launched several improvements to the service during this report period. This includes the [Subsidized Annual Pass](#) for Access and the award-winning [Common Paths system](#).

The subsidized annual pass for Access riders will provide eligible riders with a fully subsidized pass use on Access along with other Metro services. This includes those who are living at or below 80 percent of the federal poverty level and who are enrolled in one of six state benefit programs.

The Common Paths system launched in November 2021 with high regard, receiving METRO magazine’s Innovative Solutions Award for Accessibility [\[LINK\]](#). Common Paths is an open-source system for the collaborative collection and distribution of pedestrian pathway data, including automated calculation of pedestrian pathways. This system is available for use to improve pedestrian accessibility within King County and globally. Metro staff have begun discussions and demonstrations with local municipalities on how to use this system to improve accessibility.

### Potential Service Improvements and Innovations

Metro continued efforts to improve fare payment options on Access through the ongoing development of the [E-faring](#) payment option. E-Faring or “EZ Wallet” will provide riders with the opportunity to pay for trips online or over the phone via a credit or debit card. Launch of EZ Wallet is currently planned for Q1 2023.

During this report period Metro made progress in the development of the [Same-Day Service Pilot](#). The Same Day Service Pilot will provide Access riders with an additional mobility option, allowing for trips to be scheduled and taken on the same day. During this time Metro collaborated with Access riders and stakeholders, APAC members and King County staff from other departments to develop a service model and service parameters for the pilot. Metro put extensive effort into understanding the needs of Access riders and incorporating them into the service through a human-centered design process. Metro plans to take an innovative approach to providing this service, comingling same day service trips on Metro’s Flexible Services while supplementing with resources such as taxis and other transportation companies. The current timeline for launch and implementation of this service is Q1 2023.

Metro began work on fulfilling the King County Strategic Climate Action Plan (SCAP) commitment of electrifying two-thirds of the Access paratransit fleet by 2030. [Fleet Electrification](#) efforts during this report period included the planning and development of an electric vehicle pilot, and the initial project scoping for electrifying the South Park Operations Base.

Metro and MV Transportation staff collaborated over the course of this report period on the [Access Optimization](#) project. The purpose of this project is to review the various aspects of the service that could be sources of optimization. Recommendations were discussed with the APAC with feasibility review and planning efforts ongoing. Recommendations under consideration for future implementation include retaining food service delivery, ORCA expansion and long-term technology improvements.

### Next steps

As Metro looks towards the future, significant concerns for the Access program include contractor staffing, budget, and ridership, along with the unclear future surrounding the pandemic and its impacts on public transportation. Metro will continue to closely monitor the contract and will be hiring a consultant to assist in reviewing and planning for the future of paratransit service. Metro and MV Transportation will continue to work together to deliver the quality of service that riders have asked for and the contract requires, while supporting the needs of the greater community in unique and innovative ways.

Access seeks to increase contractor staffing and retention to meet increasing ridership demands, while also adding additional subcontracted non-dedicated service providers. Metro and MV Transportation will continue the implementation of service innovations and improvements, such as same day service launch in 2023, while also moving forward with additional service optimization. Access riders and interested parties will continue to be engaged through ongoing and post trip surveys, the Access quarterly newsletter and APAC, in order to increase efficiencies and resolve rider concerns with a customer focused approach. The launch of an electric vehicle test project, and further development of fleet electrification plans, will help move the service towards the goals of King County's Strategic Climate Action Plan. Metro will continue work on the findings of the Equity Impact Review (EIR), including implementing actions to address barriers to the service for people with limited English proficiency such as working with community partners to pilot a navigator program to assist applicants during the eligibility process.

## Background

### Department Overview

King County Metro is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

### Key Historical Conditions

The Americans with Disabilities Act (ADA) requires transit agencies like King County Metro ensure their transportation systems are accessible for people with disabilities. The ADA also mandates that transit systems have a complementary paratransit service for when riders can't take the bus or rail because of barriers they face due to their disabilities. Access Transportation is the complementary ADA paratransit service provided by Metro and is designed to meet the eligibility and service criteria established by the Federal Transportation Administration (FTA). Under pre-COVID-19 service conditions, Access provided approximately 1,000,000 trips for upwards of 12,000 registered users annually; as of March 2020, Access ridership has been significantly reduced.

ADA paratransit has specific eligibility and service criteria set forth by the Federal Transportation Administration. The FTA mandates that paratransit must be comparable to fixed route in regard to service area (at least three-fourths of a mile on either side of a fixed route); fares (not more than twice the regular fixed route fare for a comparable trip); no restrictions on trip purpose, hours, and days of service (at least the same as fixed route); and no capacity constraints. Access Transportation adheres to these criteria and at King County Council direction, provides service that goes above and beyond FTA minimum requirements through an expanded service area (providing service outside three-fourths of a mile from fixed routes) and increased hours of service in select areas.

Historically, Access service has been provided by private companies and non-profits who contract with Metro, overseeing day-to-day operations and staffing to include operators, supervisors, maintenance, control center, and reservation staff and support. The current contractor, MV Transportation, has been solely responsible for providing paratransit service for the Access program since November 2019.

### Current Conditions

During the service report period, Metro and Access continued to be guided by King County's Strategic Plan mobility goal to, "Deliver a safe, reliable, and seamless network of transportation options to get people and goods where they need to go, when they need to get there<sup>2</sup>." Progress has been made in implementing the recommendations from the Equity Impact Review<sup>3</sup>, published in January 2020. Actions include identifying community partners best able to assist riders with limited English proficiency in navigating the eligibility process and developing metrics and outreach goals as part of the pilot navigator program. Metro has continued to find ways to engage with riders while many in-person outreach opportunities remained halted due to the pandemic. Outreach efforts included the post trip customer survey, ongoing rider survey, and rider newsletter. As the pandemic subsides and more in-person events return, Metro will seek to resume in-person community engagement opportunities.

Metro and Access Transportation continued to move forward with the goals and objectives set forth by the King County Metro Strategic Plan. Metro's continued refinement of contract management includes quality assurance processes with holistic approaches to service quality paired with robust rider feedback. Such tools align with the strategic objective of delivering consistent, responsive, equitable, high-quality services. Metro's continued efforts on planning for a zero-emissions paratransit fleet has led to the development of an electric vehicle test project set to launch later in 2022. This work furthers the King County Strategic Plan goal of Healthy Environment by helping reduce countywide greenhouse gas emissions by 50 percent by 2030.

Metro continues to utilize numerous customer feedback and engagement opportunities for Access riders, in order to help address challenges with the service and increase system satisfaction and optimization. During this report period, Metro worked with the Access Paratransit Advisory Committee to assist with developing a same-day service pilot model and parameters, and to provide feedback on optimization recommendations while also utilizing feedback gained in ongoing and post-trip survey programs. Robust rider engagement supports Access's commitment to public engagement and

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<sup>2</sup> <https://kingcounty.gov/depts/executive/performance-strategy-budget/performance-strategy/Strategic-Planning/2015-strategic-plan-update.aspx>

<sup>3</sup> King County Metro Access Paratransit Equity Impact Review, <https://kingcounty.gov/~media/depts/metro/accountability/reports/2020/metro-access-paratransit-equity-impact-review.pdf>

transparency by promoting diverse public outreach that informs, involves, and empowers people and communities served by the program.

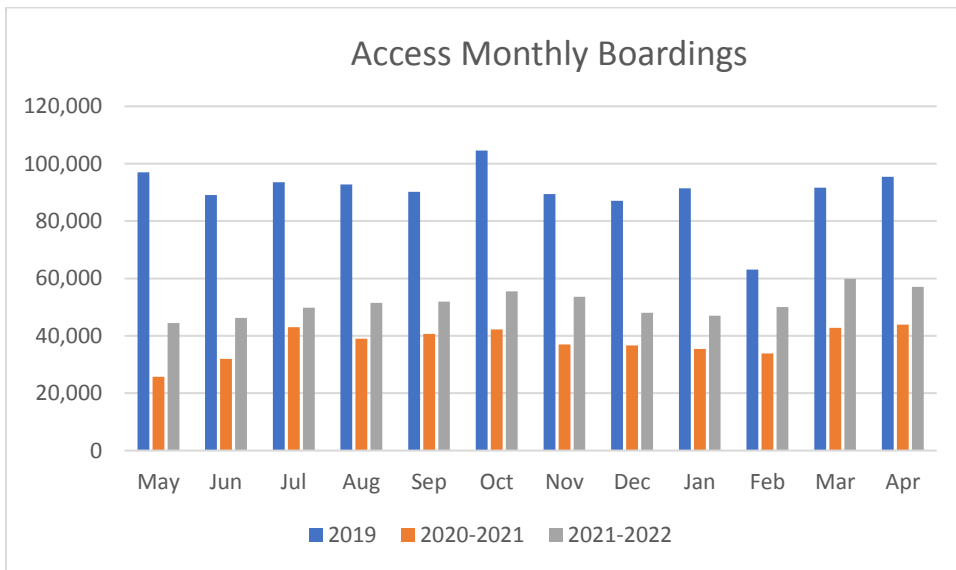


Figure 1: Monthly Ridership on Access 2019, 2020 – 2021, 2021-2022

Year	Boardings
2021-2022 Service Update	615,112
2021	557,048
2020	541,851
2019	1,085,217
2018	1,027,395
2017	958,439
2016	961,478
2015	994,628
2014	1,079,309
2013	1,158,467
2012	1,164,935

Table 1: Yearly Ridership on Access 2012 – 2021 + 2021-22 Service Update

## Ridership

During this report period, the pandemic continued to significantly impact Access Transportation, other Metro transit services, and public transportation at large. Access began the report period in May 2021 with 44,508 boardings, a 73 percent increase from the previous year. Ridership fluctuated throughout the entire report period, before finishing at 615,112 boardings, a 36 percent increase from the previous report period. Though Access saw a significant increase in ridership during this period, the total number of boardings was still 470,105 less than 2019 boardings, the most recent year for pre-COVID-19 ridership.

## COVID-19

Metro continued with previously-established policy and procedures changes to address the COVID-19 pandemic in the early months of this report period. These changes, with the goal of safeguarding employees and riders, impacted all aspects of system performance. The most significant policy and procedures changes are summarized below.

- Enhanced Cleaning and Sanitizing:** Additional cleanings of all Access vehicles were accomplished through the creation of enhanced sanitizing procedures. Cleaning stations were deployed at Access bases across the county, aimed at preventing the potential spread of COVID-19 to riders and employees via increased cleaning of high-touch surfaces. These processes continued into the first month of this report period, ending in May 2021.
- Social Distancing and Decreased Capacity:** Social distancing was accomplished by decreasing the density of riders on Access vehicles and closing down seats to maintain distance between riders and employees. To provide additional protective measures for riders, plastic shields were installed on Access vehicles and procedures were developed to increase ventilation onboard vehicles. These policies remained in effect through July 2021. This change coincided with Washington State government moving to Phase three of the “Healthy WA: Roadmap to Recovery<sup>4</sup>”, at which time the governor authorized full reopening of all counties.
- Mask Requirement:** On January 29, 2021, the Centers for Disease Control and Prevention (CDC) released an order<sup>5</sup> requiring the wearing of masks by people on public transportation conveyances or transportation hubs to prevent spread of the COVID-19 virus. The Transportation Security Administration subsequently released security directive 1542-21-01, requiring that transit agencies enforce the CDC order mandating masks<sup>6</sup>. After multiple extensions of this requirement, the CDC’s 2021 order was ruled no longer in effect on April 18, 2022, as a result of court order. Subsequently, the Transportation Security Administration (TSA) determined to no longer enforce previous security directives<sup>7</sup>. As a result, King County Metro and Access Transportation no longer require riders to wear masks onboard its services, though Metro continues to recommend wearing a mask on public transit.
- Staffing:** As ridership for Access decreased, Vehicle Revenue Hours (VRH), the primary compensation method for MV Transportation provision of Access service, was also reduced. MV

<sup>4</sup> <https://www.governor.wa.gov/sites/default/files/HealthyWashington.pdf>

<sup>5</sup> <https://www.cdc.gov/quarantine/masks/mask-travel-guidance.html#:~:text=The%20Centers%20for%20Disease%20Control,virus%20that%20causes%20COVID%2D19.>

<sup>6</sup> <https://www.tsa.gov/sites/default/files/sd-1542-21-01.pdf>

<sup>7</sup> <https://www.transit.dot.gov/TransitMaskUp>

Transportation subsequently made the business decision to adjust staffing levels to meet service demand.

### Meeting the Transportation Needs of the Community

During the initial pandemic response, Metro and MV Transportation sought ways to implement the mobility goals of the County’s strategic plan, delivering safe and reliable transportation. This work included partnerships with other county departments and local community organizations. During this report period Access delivered over 100,000 trips across the various innovative services created to address community needs during the pandemic.



### Transportation for Pandemic Response (TPR)

In the initial months of this report period, Metro continued to provide the Transportation for Pandemic Response (TPR), a partnership created between King County Public Health, social human service agencies, and area medical providers to meet the increasing need for transportation of confirmed COVID-19 patients and symptomatic, test-pending individuals. TPR utilized Metro Access vehicles

with partitions that were specially designed by Metro Vehicle Maintenance. Vehicle operators, call center, and maintenance support staff from MV Transportation all collaborated to provide this service. TPR provided over 300 trips from May 2021 through its closure in July 2021. From the start of TPR service in April 2020 until its completion in July 2021, over 3,600 COVID-19 positive patients were transported in partnership with King County Public Health. This innovative service was awarded King County Executive’s [2020 Performance Excellence Service Innovation Award](#). The award “recognizes department teams whose projects, improvements and ingenuity deliver exceptional, measurable results.”<sup>8</sup>

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<sup>8</sup> <https://kingcountymetro.blog/2021/09/03/king-county-executive-recognizes-metro-program-for-safely-transporting-covid-patients/>

### Transportation for Nutrition Support

As a response to the pandemic, many local foodbanks and community-based organizations closed for on-site food pantries and hot meals, transitioning to a delivery-only service model (implemented prior to this report period). Due to the continued need for nutrition transportation, Metro continued in its



collaboration with organizations to deliver food boxes and hot meals in a safe manner. These organizations included United Way, Northwest Harvest, and Seattle YWCA, among numerous other food banks, nonprofits, and community-based organizations. During this report period Access made over 84,781 trips delivering hot meals and 15,450 trips delivering food boxes. As ridership on Access increased, the Transportation for Nutrition Support was transferred from the Access program to Solid Ground Transportation via Metro's Community Access Transportation (CAT) program.

### Transportation for Vaccines

Metro continued its efforts to ensure that all King County residents had access to the vaccine against COVID-19. Access was a founding member of the COVID-19 Vaccine Mobility Task Force, which brought together transportation providers, Public Health, Aging and Disability Services, and others. The Task Force identified transportation barriers to receiving vaccinations (availability, accessibility, information gaps, as well as actual transportation) and systematically addressed them. Access leveraged its relationship with riders and community organizations to assist in communication, encouraging customers to become vaccinated and telling them about opportunities to be vaccinated. Access also provided transportation to vaccination appointments for members of the public, regardless of Access eligibility. From May 2021- April 2022, Access provided over 1,000 trips through the vaccine transportation program.

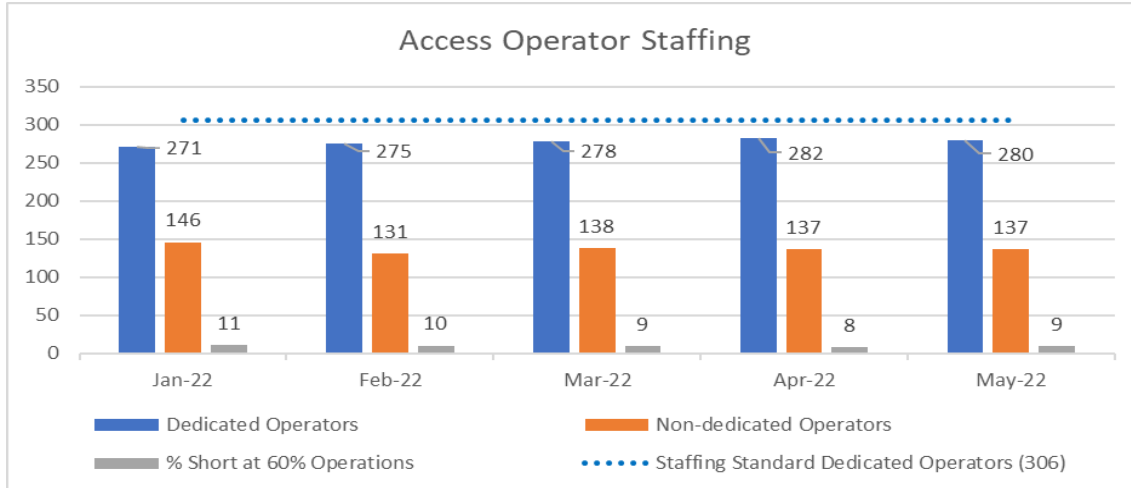


Figure 2: Access Operator Staffing Jan – May 2022

### Workforce Challenges

As ridership continues to increase from pandemic lows, hiring operators and call center staff to meet demand has been significantly challenging for Access. The challenge is being faced by transit agencies and transportation companies across the country<sup>9</sup> and industry-wide. Much of the decrease in performance over the course of this report period can be attributed to the shortage of operators and call center staff, with MV Transportation and subcontractors losing 16 (6 percent) operators and 24 (16 percent of) non-dedicated service operators. The impacts staffing had on service became most apparent in January 2022 through downward trending performance KPIs. To address these challenges, MV Transportation has implemented increased and varying recruiting and retention efforts. Metro has partnered with MV Transportation on retention and recruitment strategies, to maintain current staff while increasing staffing to meet service demands. Additionally, MV Transportation is exploring subcontracting with additional non-dedicated service providers and models to supplement dedicated Access service capabilities. MV Transportation also worked with their union to institute a new route bid that reassigned labor resources to meet service demand more efficiently. In addition to the challenges of hiring and retaining operators, the loss of a key subcontracted service provider in Q1 of 2022 impacted system performance as well.

### Report Methodology

To produce this report, Metro staff utilized data systems for performance analysis and reviewed monthly and quarterly performance reports. The data represented in this report was developed in collaboration between MV Transportation and Metro, as part of monthly and quarterly performance reviews and other established reporting and monitoring processes. The report was developed by Metro's Accessible Services staff with assistance from the Communications team.

### Contractor's Compliance with Terms

This section of the report covers King County Council's request for an update on the Access contractor's compliance with the contract terms.

<sup>9</sup> <https://learn.sharedusemobilitycenter.org/casestudy/managing-the-labor-shortage-at-transit-agencies/>



Items with significance during this service update include the following.

- *Service Level Agreement:* Service availability was within the performance standard for the report period; no issues of non-compliance were identified.
- *Software Maintenance Policy:* The contractor has been compliant with the Software Maintenance Agreement. No issues of non-compliance were identified during this report period.
- *Pricing:* In response to the unique service conditions that arose as a result of the COVID-19 pandemic, Metro and MV Transportation continue with an emergency pricing plan to ensure continuity of operations throughout it.
- *Contract Amendment:* During this report period, Metro and MV Transportation agreed to four contract amendments. These amendments focused on the continuity of operations during the pandemic, as well as requirements for future fleet electrification.
- *Changed Requirements:* As in the previous report periods, due to the pandemic, local and state orders regarding social distancing have impacted the service requiring significant policy and procedures changes. Federal directives regarding mask usage on public transportation required updates to policies and procedures, and when ceased, a return to previous policies and procedures. Metro and MV Transportation worked together to respond to these orders and directives.
- *Audits:* The contractor provided access for Metro staff to conduct audits of records as part of contract oversight. There have been no issues of noncompliance with audit access identified during this report period.
- *Contract Incentives and Disincentives:* Contract incentives and disincentives for the Access program continued to be levied during this report period, with the exemption of cost per boarding. Due to the impacts of COVID-19 on Access ridership, and its subsequent impact on the cost per boarding, incentives and disincentives related to the cost per boarding were held in abeyance for the entire report period. The cost per boarding incentive and disincentive is planned to resume once ridership reaches 70 percent of projected levels for the current year<sup>10</sup>.
- *Implementation Date Changes:* Some of the implementation dates for new features and components associated with this contract were delayed or postponed during the report period. Some of the delayed features include “E-faring,” which is scheduled for launch in Q1 2023.

## Performance Metrics and Trends

This section provides performance metrics and trends for the Key Performance Indicators (KPI) for the report period of May 2021 through April 2022. Included in this section are KPIs related to: On-time Performance, Pick-up Window, Missed Trips, Drop-off window, On-board times, Will Call, Maintenance and Control Center, and Cost Per Boarding. As part of the weekly, monthly and quarterly performance review process, Metro and MV Transportation review all KPIs and discuss issues and challenges and plan for future service. Areas of deficiency, or “where performance does not meet the standard,” are given

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<sup>10</sup> The 70 percent criteria is applied to ridership projections for the current year, as stated in the Access contract signed in 2019.

increased attention including the levying of liquidated damages and the development of action plans to improve performance.

### Key Findings

- *Of the 18 performance metrics listed in this report, 11 have defined performance standards. Six performed above the performance standard for most of the report period or showed improvement during this report period.*
- *Of the 11 KPIs with defined performance standards, eight met the performance standard at some point during the report period<sup>11</sup>; of the three that did not meet the standard at some point during the report period, two had a performance standard of zero instances allowed in the month.*
- *The call center KPIs performed the best during this report period, with all three performing above standard for most or all of this time.*
- *Customer satisfaction with the service remained high during this reporting period, with customers most satisfied with Value of Access (95 percent), Access Service Area (93 percent) and Access Overall (90 percent).*
- *Customers were very satisfied with safety and satisfaction scores remained high across the board, this included Driver Operated Vehicle Safely (99 percent), Felt Safe on the Vehicle (98 percent), Satisfaction with Safety (97 percent), Satisfaction with COVID-19 Safety Precautions (96 percent).*
- *Customer satisfaction was high in-regards-to Access Operators, scores included Operator Followed Rules of the Road (100 percent), Operator was Courteous to Others (99 percent), Satisfaction with Operator Assistance (94 percent), and Satisfaction with Drivers (89 percent).*

The pandemic continued to have significant impacts on the Access program during this report period, including decreased ridership, changes to rider transportation patterns, and continued closure of common locations (e.g., adult day and community centers), along with federally-required policy and system changes put in place by Metro and others to protect the health of staff and riders. In addition to the impacts felt by the pandemic, labor shortages have also played a role in system performance during this service update. As a result, virtually all performance metrics for the Access program were impacted for this period, with continued impacts on ridership and travel patterns likely to be felt for the near to mid-term future. Also significant to the performance during this report period were staffing challenges, including impacts to operator and call center staff and the loss of a key subcontracted service provider.

The Access contract contains three different tier levels of performance. The current funding for Access is for Tier Level One. All performance standards listed within this update are from Tier Level One.

[Appendix C: KPI Definition Tier Chart](#) contains all tier levels as defined within the contract. Additional tables with performance metrics are included in [Appendix B: Performance Metrics Tables](#).

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<sup>11</sup> Performance standards as defined in this report refers to those defined in the Access Paratransit Contract, Statement of Work, pgs. 117-122.

## On-time Performance

On-time Performance includes two associated performance metrics: *On-time Performance Appointment (OTP-A)* and *On-time Performance Pick-up (OTP-P)*. *On-Time Performance Appointment (OTP-A)* is a relatively new KPI for Access, established for the first time in November 2019.

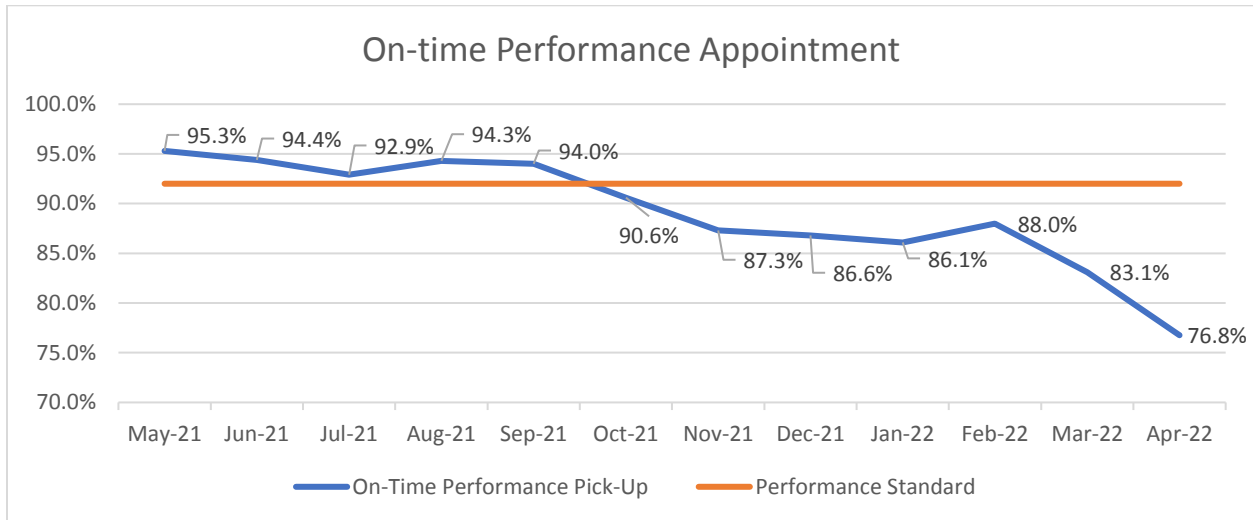


Figure 3: On-time Performance Appointment, May 2021 – April 2022

**On-time Performance Appointment (OTP-A)** is defined as the percentage of total appointment-based trips (including No-shows and Cancel at Door appointments) where the vehicle arrived between zero and 30 minutes before the customer’s scheduled appointment time. Riders who would like to arrive early for their appointment are able to opt out of this requirement via the Rider’s Choice program. The performance standard for OTP-A is 92 percent.

- Overall OTP-A for the time period covered by this service update was 89 percent.
- Access began the report period with an OTP-A of 95.3 percent for the month of May, the best performance for the entire period. Performance decreased over the course of the period, ending with a low of 76.8 percent in April.
- OTP-A was above the performance standard for the first five months of the period covered by this service update and below standard for the final seven months.

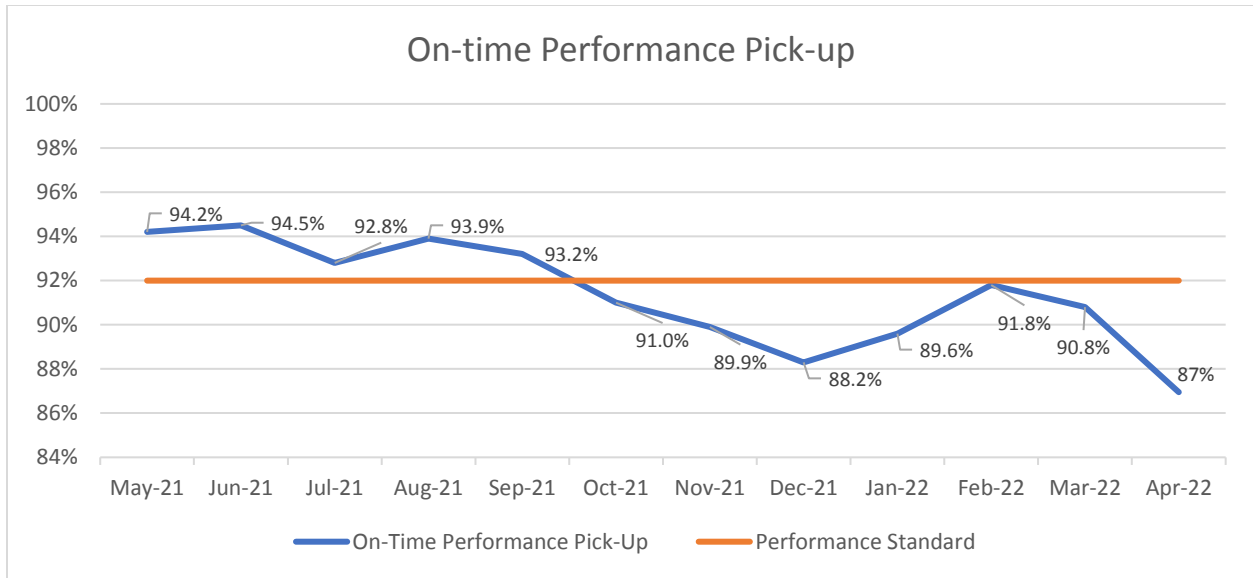


Figure 4: On-time Performance Pick-up May 2021–April 2022

**On-time Performance Pick-up (OTP-P)** is defined as the percentage of total trips (including No-shows and Cancel at Door appointments) where the vehicle arrived between zero and 30 minutes in relation to the beginning of the pickup window. The standard performance range for OTP-P is 92 percent. OTP-P may operate in a range of 91.5 - 92.5 percent before incentives or disincentives are applied.

- Overall OTP-P for the time period covered by this service update was 91.4 percent.
- Access began the report period with an OTP-P of 94.2 percent for the month of May, the second highest performance for this time. Performance decreased over the time covered by this service update ending with a low of 87 percent in April.
- OTP-P was above the performance standard for the first five months of the report period and below standard for the final seven months.

## Pick-up Window

The Pick-up window refers to the 30-minute time period when a rider is scheduled to be picked up by the Access vehicle. There are three KPIs associated with the Pick-up Window: *Early Pick-up*, *Late Pick-up*, and *Excessively Late Pick-up*. Early Pick-up and Excessively Late Pick-up were established for the first time in November 2019.

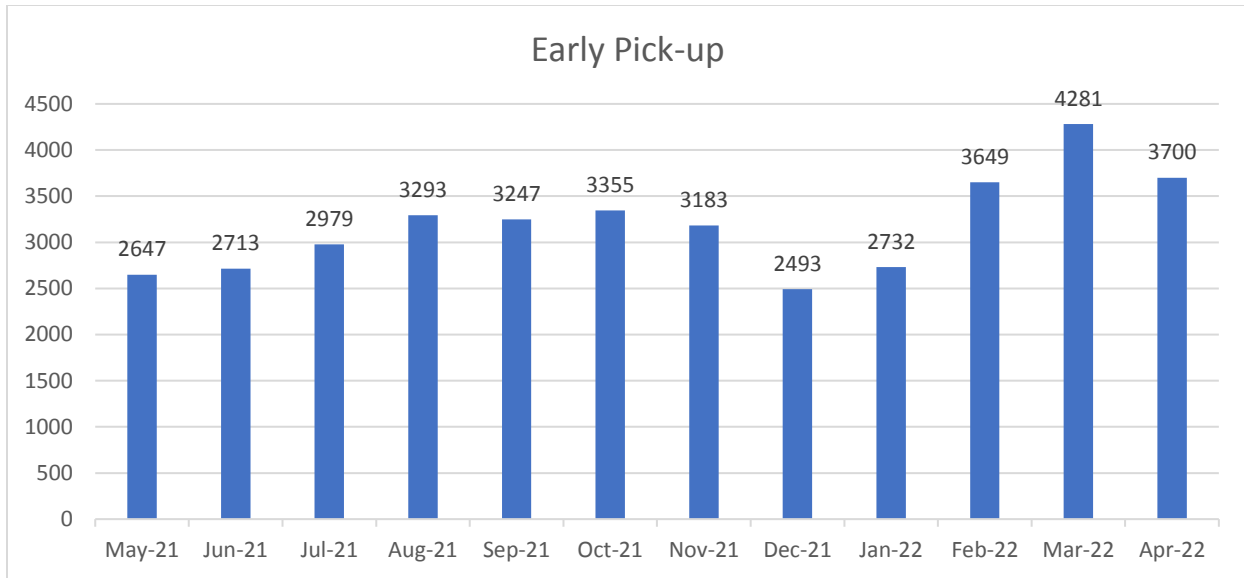


Figure 5: Early Pick-up May 2021-April 2022

**Early Pick-up** is defined as when the vehicle arrives before the beginning of the pick-up window. This practice is discouraged, but these trips are counted as On-time. It is Access policy that riders are not required to board until the window opens. There is no performance standard for Early Pick-up, but the trips are tracked and reported by the contractor and monitored by Access for excessive Early Pick-up activity.

- Access began the report period with 2,647 instances of Early Pick-up in May, the 2nd lowest amount during this time.
- Early Pick-up fluctuated before reaching a high of 4,281 in March and ending the report period with 3,700 instances in April.
- The majority of Early Pick-ups occurred when the trip was assigned to a non-dedicated service provider.

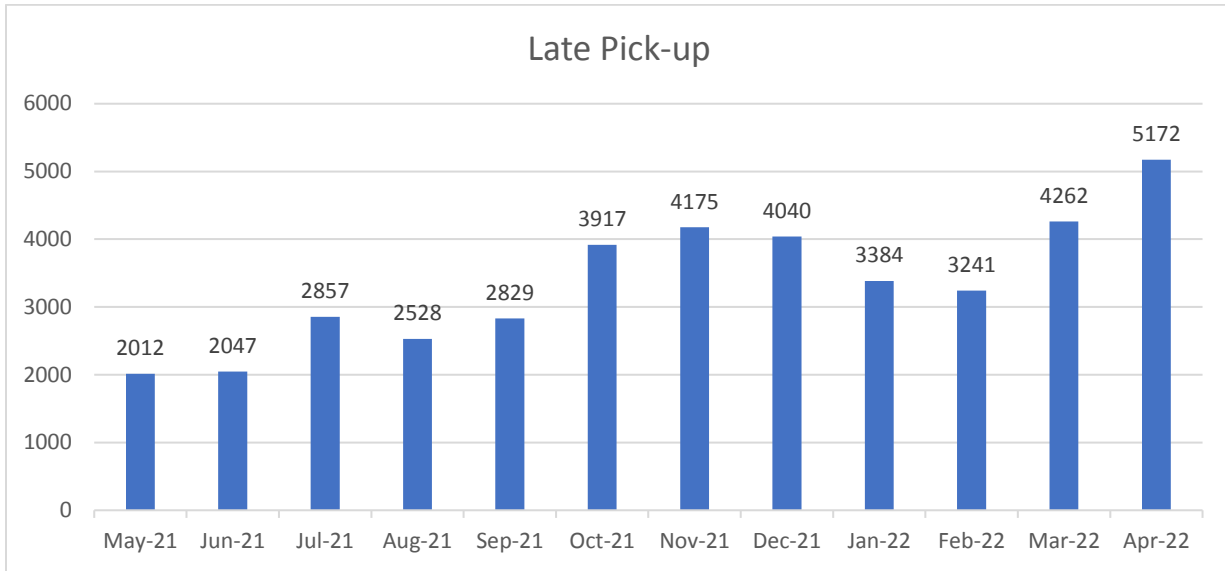


Figure 6: Late Pick-up May 2021-April 2022

**Late Pick-up** is defined as a trip in which the vehicle arrived between zero and 30 minutes after the pick-up window, and the rider chooses to still take the trip. There is no performance standard for Late Pick-up. This KPI is tracked and reported by the contractor and monitored by Access for excessive instances.

- Access began the report period with 2012 instances of Late Pick-Up in May, a low number for the report period.
- Late Pick-up increased from May to November, before decreasing through February and then increasing through the final month of the report period, ending with a high of 5,172 instances in April.
- Late Pick-up saw an increase in occurrences for the final two months of the report period.

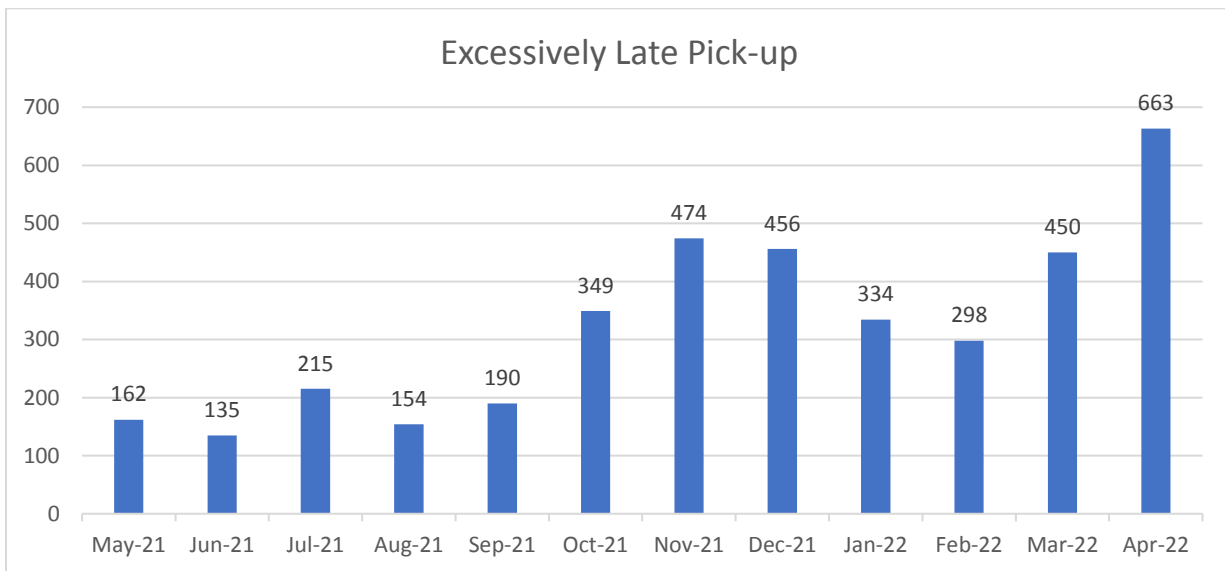


Figure 7: Excessively Late Pick-up May 2021-April 2022

**Excessively Late Pick-up** is defined as a trip where the vehicle arrived between 30 and 60 minutes past the end of the pick-up window and the rider chooses to still take the trip. There is no performance standard for Excessively Late Pick-ups, but this KPI is tracked and reported by the contractor and monitored by Access.

- Access began the report period with 162 instances of Excessively Late Pick-ups in May, the third lowest amount during this time period.
- Performance fluctuated throughout the report period, increasing to 474 instances in November, before decreasing to 298 occurrences in February, and then increasing to a high of 663 in April.

## Missed Trips

There are two KPIs associated with missed trips: *Missed Trip Pick-up (MT-P)* and *Missed Trip Appointment (MT-A)*. Missed Trip Appointment was established for the first time in November 2019. Missed Trip Pick-up has seen no changes in recent time.

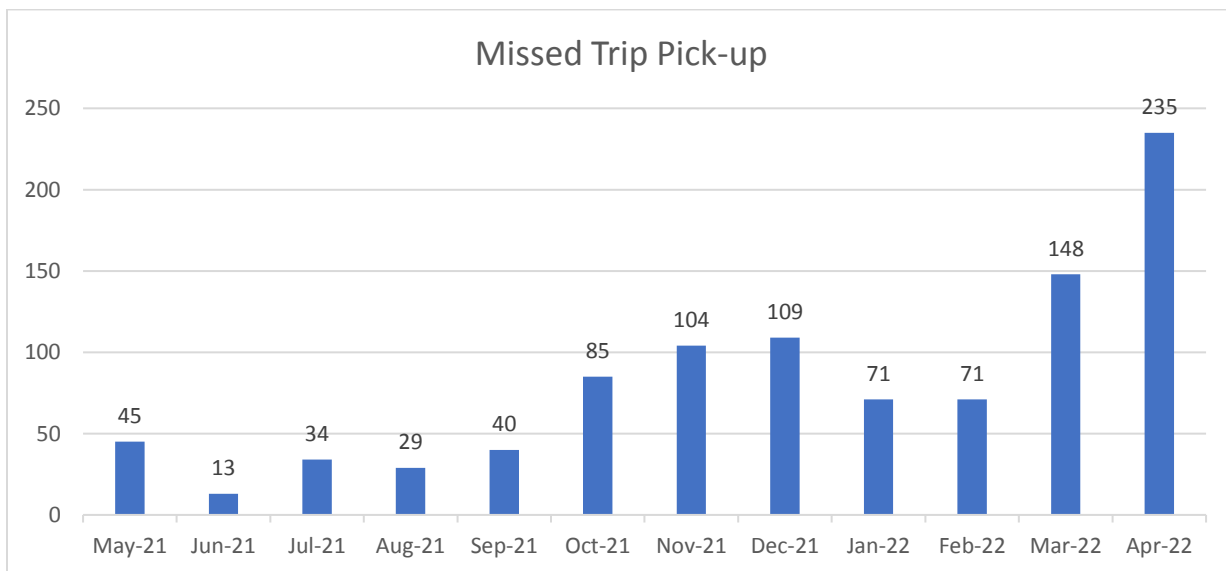


Figure 8: Missed Trip Pick-up May 2021-April 2022

**Missed Trip Pick-up (MT-P)** is defined as a trip in which the vehicle arrived more than 60 minutes after the pick-up window, regardless of whether the rider chooses to take the trip. The performance standard for Missed Trip Pick-up is zero instances per month.

- Access began the report period in May with 45 instances of Missed Trip Pick-ups, the fifth highest number for the report period.
- Missed Trip Pick-up's fluctuated from the start before reaching a mid-period high of 109 occurrences in December, and subsequently decreasing to 71 in January and February before increasing the final two months to a high of 235 in April.
- Access did not meet the performance standard of zero Missed Trip Pick-ups during this period.

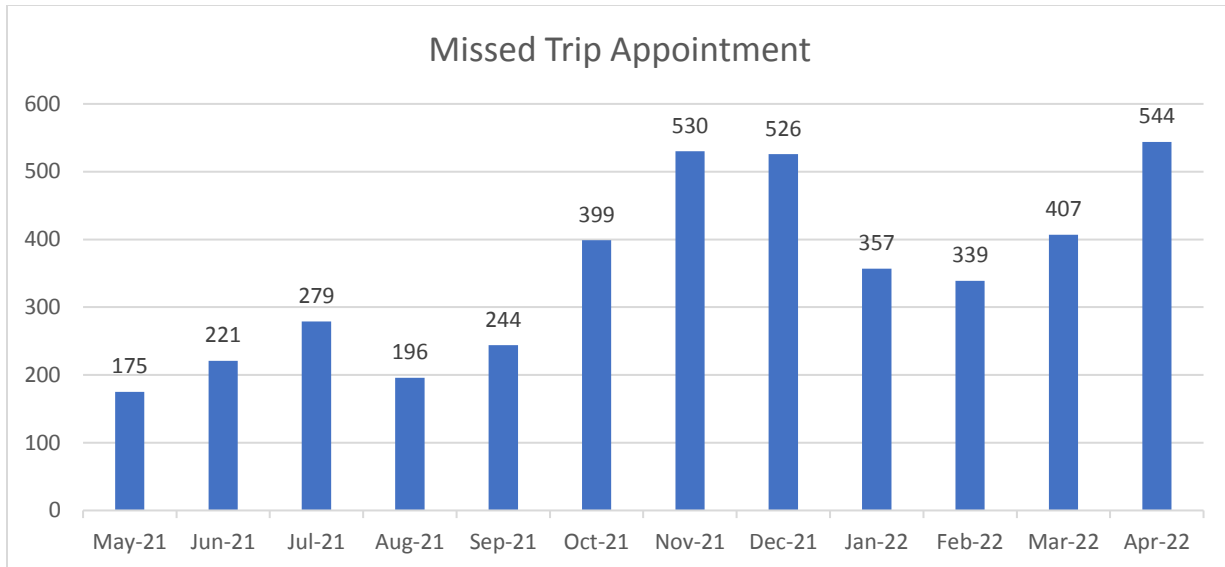


Figure 9: Missed Trip Appointment May 2021-April 2022

**Missed Trip Appointment (MT-A)** is defined as a trip in which the vehicle arrives more than ten minutes late for the customer's scheduled appointment time. The performance standard for Missed Trip Appointments is zero instances per month.

- Access began the report period with 175 instances of Missed Trip Appointments in May, a low for the report period and best performance during this time.
- Missed Trip Appointments fluctuated to 530 instances in November before decreasing to 339 in February and ending with a period high of 544 in April.
- Access did not meet the performance standard during this report period of zero Missed Trip Appointments during this period.

### Drop-off Window

The Drop-off Window refers to the 30-minute window riders are given prior to their appointment. KPIs for this section include Early Drop-off and Late Drop-off. Both KPIs were implemented for the first time in November 2019.



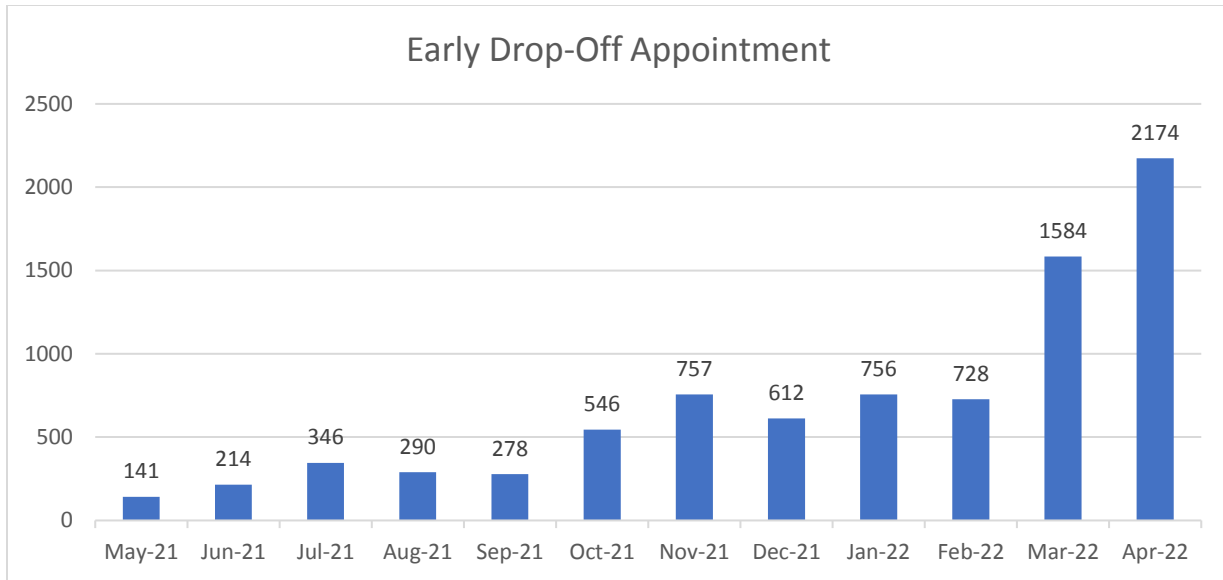


Figure 10: Early Drop-off Appointment May 2021-April 2022

**Early Drop-off** is a trip in which the vehicle arrives at a drop-off more than 60 minutes prior to the customer’s scheduled appointment time, excluding trips where the customer has agreed to arrive early. The Rider’s Choice program, which provides riders the opportunity to approve to arrive early for an appointment early, was developed after listening to customer feedback. There is no performance standard for Early Drop-offs, but this KPI is tracked and reported by the contractor and monitored by Access.

- Access began the report period with 141 instances of Early Drop-off in May, the lowest amount and best performance for the report period.
- Early Drop-offs increased to 757 in November, leveling off through February before increasing to a report period high of 2,174 instances in April.

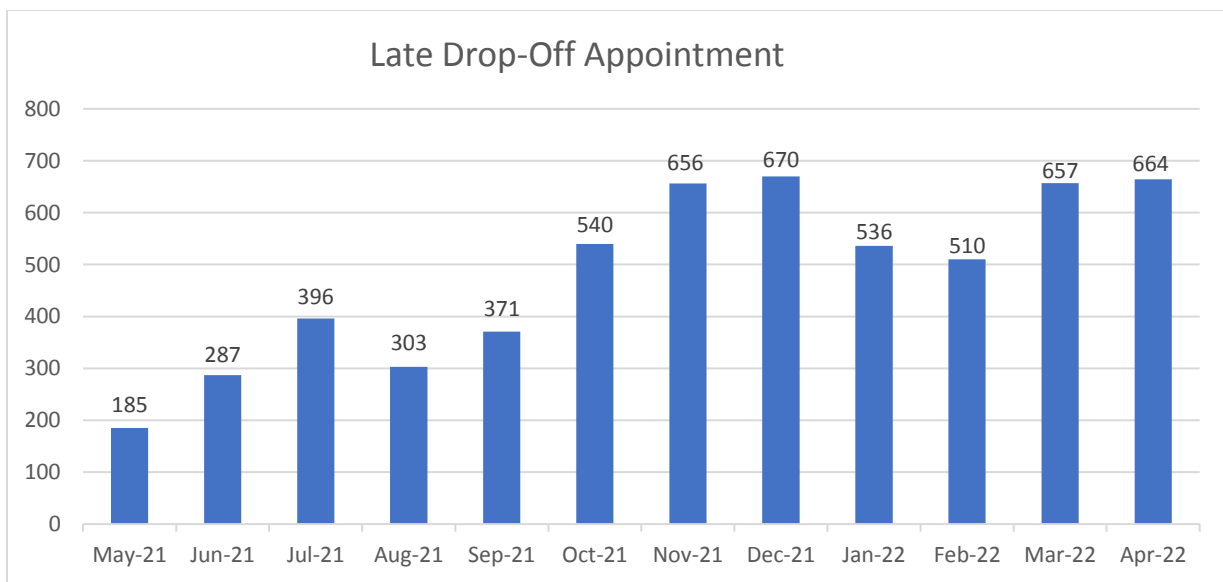


Figure 11: Late Drop-off Appointment May 2021-April 2022

**Late Drop-off** is a trip in which the vehicle arrived between zero and 10 minutes late in relation to the customer’s scheduled appointment time. There is no performance standard for Late Drop-off, but this KPI is tracked and reported by the contractor and monitored by Access.

- Access began the report period with 185 instances of Late Drop-offs in May, the lowest number and best performance for this report period.
- Late Drop-offs increased through December to a high of 670 instances, before fluctuating and ending with 664 instances in April.

**On Board Time, Excessively Long Trips, Will Call**

On Board Time and Excessively Long Trip KPIs are associated with the amount of time a rider is on the Access vehicle during their trip. The Will Call response time is the amount of time it takes for the vehicle to arrive after a rider requests a Will Call Trip.

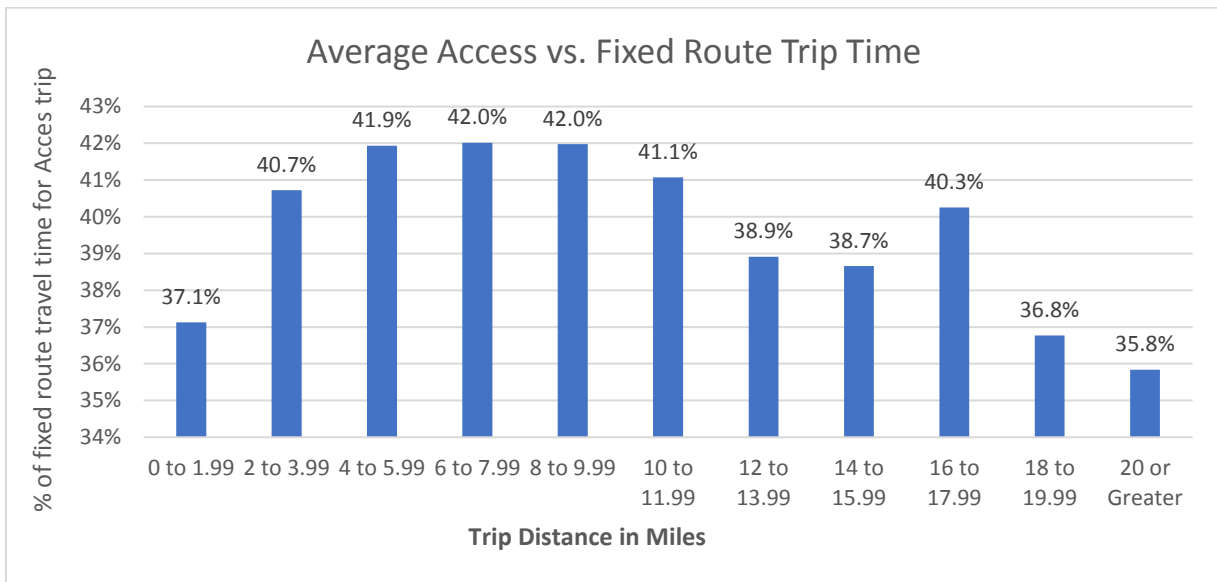


Figure 12: Average On-board Travel Time Access vs. Fixed Route May 2021–April 2022

**On-Board Time (OBT)** is the amount of time a rider spends on the Access vehicle. Excessively Long Trip is the KPI used to measure OBT performance.

- Average travel times on Access were roughly 40 percent of the travel time on similar length fixed route trips.
- Average OBT slightly increased from the first quarter to the fourth quarter, [Appendix D](#) highlights the average monthly travel for Access time based on mileage.

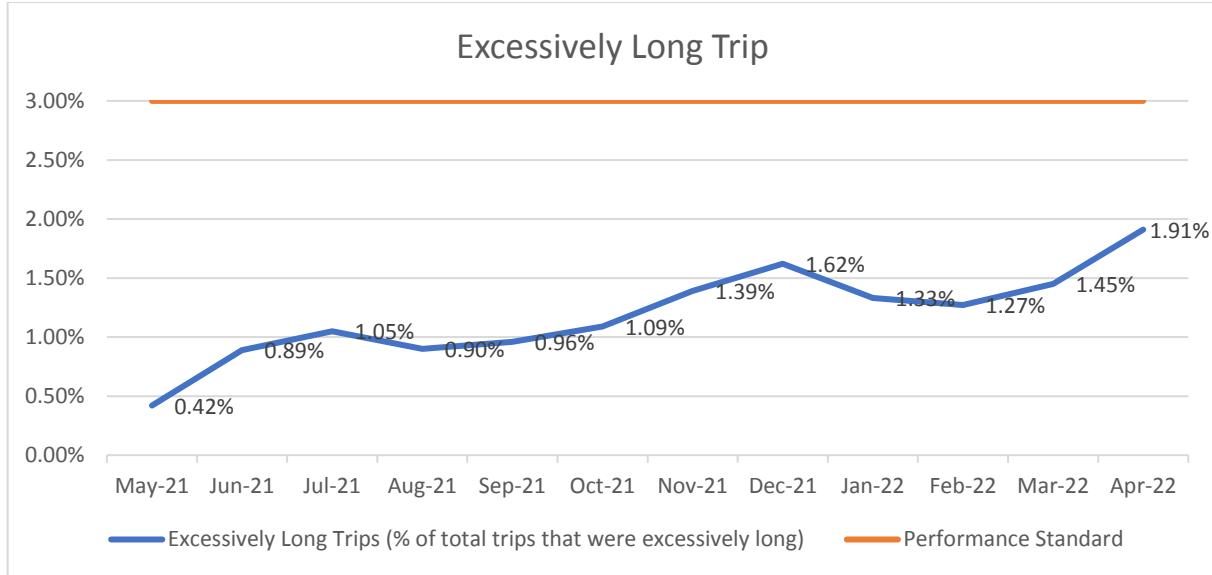
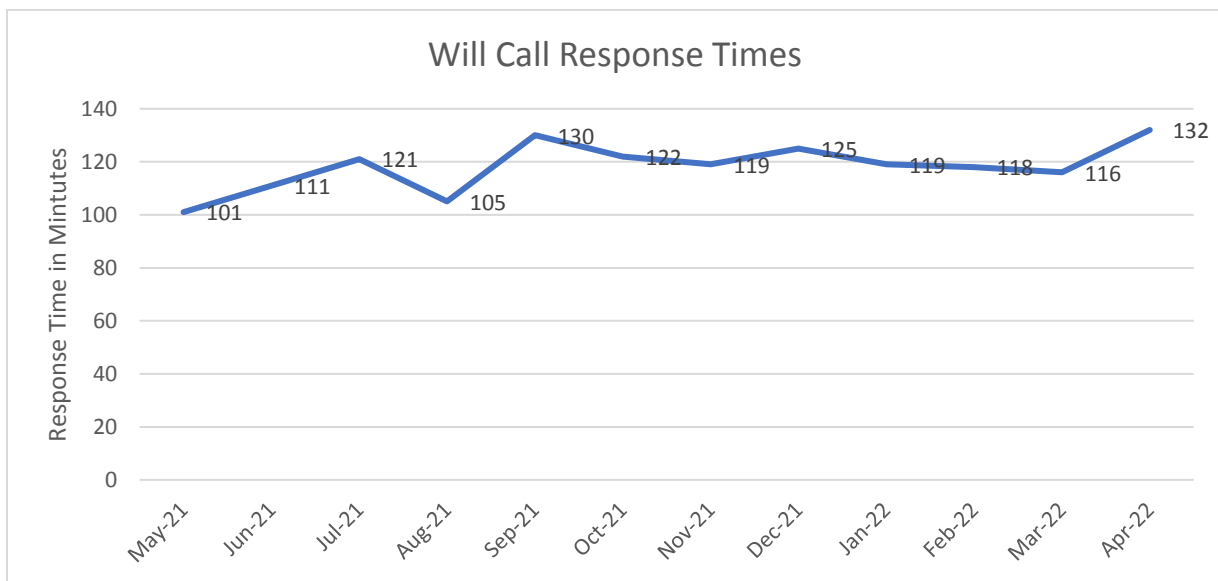


Figure 13: Excessively Long Trip May 2021–April 2022

**Excessively Long Trip** is defined as a trip where the customer’s on-vehicle time from origin to destination is greater than an equivalent fixed route travel time (as defined by the ADA) plus 15 minutes. The performance standard for Excessively Long Trip is the total percentage of excessively long trips that are longer than the defined value are not more than three percent of all trips delivered.

- Overall average Excessively Long Trip for the time covered by this service update was 1.2 percent.
- Access began the report period with a low of 0.42 percent of trips Excessively Long in May, the lowest percentage and best performance for the report period. Excessively long trips increased throughout the report period, ending with a high of 1.91 percent in April.
- The performance standard for this KPI was met for the entire report period.



*Figure 14: Average Will Call Response Time May 2021 - April 2022*

**Will Call** is defined as a same-day trip that is scheduled for a rider that is not ready at the time of their original request. There currently is no performance standard for Will Call response times, but Access has a No Strand policy for riders, meaning Access guarantees a rider a ride back from their destination. Access will negotiate a Will Call ride home for customers as schedule permits. Though not required by FTA for ADA paratransit, Access's No Strand policy provides riders a piece of mind should they experience a delay in their regularly planned trip.

- Overall average Will Call response times for the time period covered by this service update was 118 minutes.
- Access began the report period in May with the lowest Will Call response time of 101 minutes. Performance fluctuated before ending with a high of 132 minutes response time in April.



## Maintenance

There are three KPIs associated with vehicle maintenance for the Access program: Miles Between Road Calls, Preventative Maintenance, and Random Inspection. The maintenance KPI's are key to ensuring optimal service performance through reliable and efficient performance of the fleet of Access vehicles.

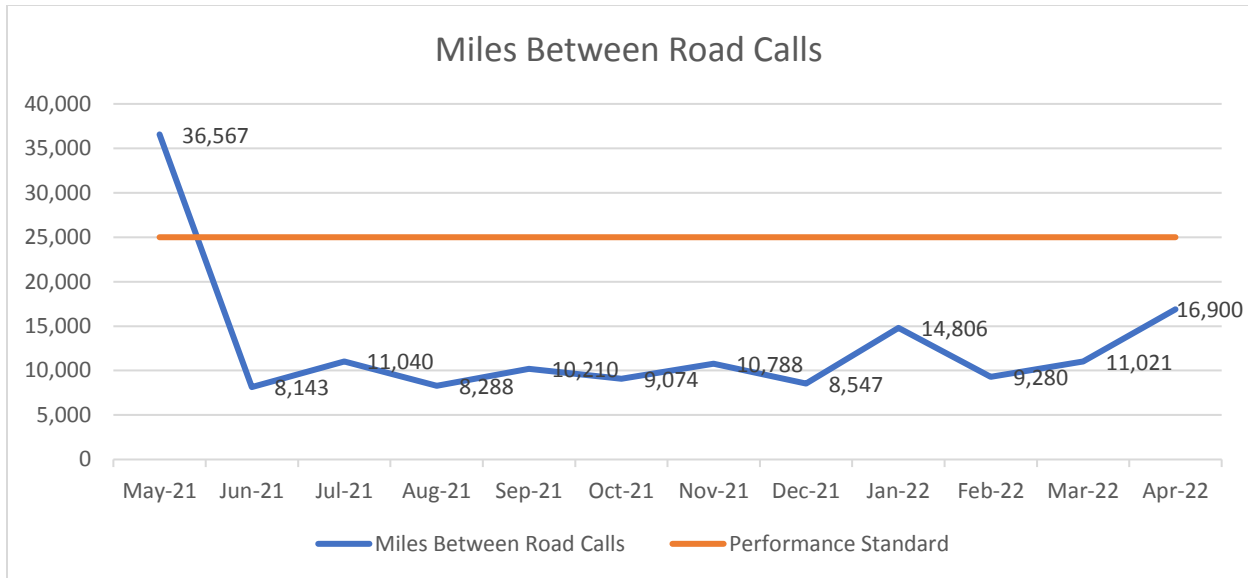


Figure 15: Miles Between Road Calls May 2021-April 2022

**Miles Between Road Calls** is calculated by dividing the number of mechanical roads calls by the total mileage of revenue fleet vehicles traveled in a period. The performance standard for miles between road calls is 25,000 for mechanical issues. A Road Call or “Vehicle Road Call” is defined as, “Mechanical failures of a vehicle in revenue service that causes a delay to service and necessitates repair or adjustment in the field or removing the vehicle from service until repairs are made.” Higher Miles Between Road Calls is indicative of a higher performing maintenance system.

- Overall average Miles Between Road Calls for the time period covered by this service update is 12,888.
- Access began the report period with 36,567 Miles Between Road Calls in May, this was the best performance for the report period. Performance fluctuated during the report period before ending with 16,900 Miles Between Road Calls in April.
- Access performed below the performance standard for all but one month of the report period.

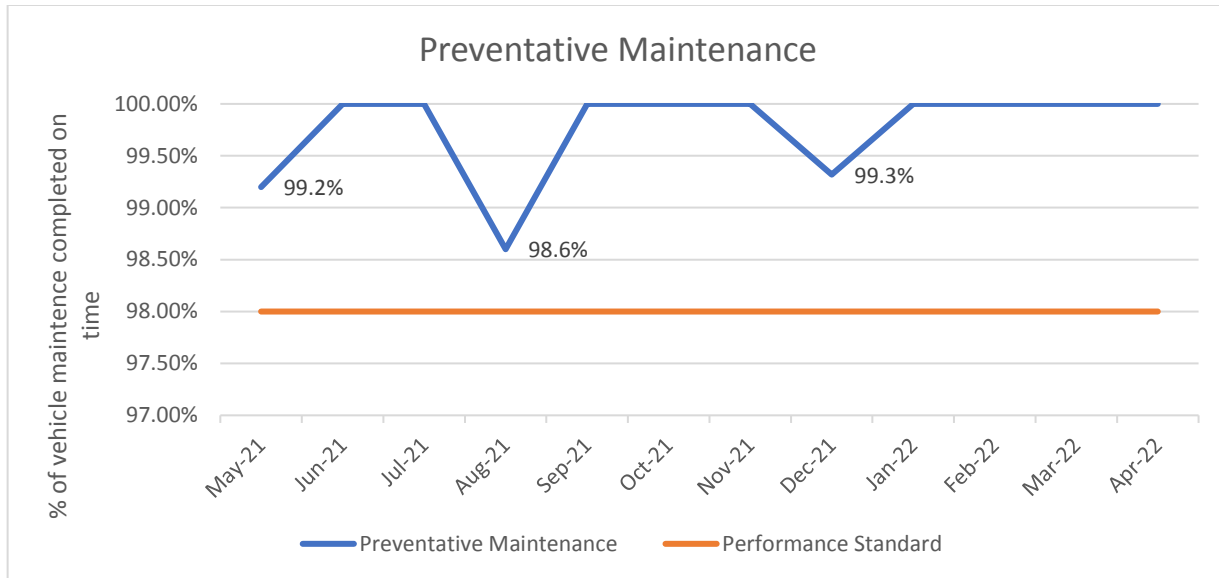


Figure 16: Preventative Maintenance Performance May 2021-April 2022

**Preventative Maintenance** focuses on the performance of necessary maintenance on Access vehicles as specified by the manufacturer or within an accepted preventative maintenance plan. The performance standard is 98 percent of all preventative maintenance performed on-time and per plan.

- Overall average Preventative Maintenance completed on time for the time covered by this service update was 99.8 percent.
- Access began the report period with 99.2 percent Preventative Maintenance in May. Performance fluctuated slightly, reaching 98.6 percent in August, before ending the report period with 100 percent in April.
- This KPI was above standard for all twelve months of the report period.

**Random Vehicle Inspections** is defined as random inspections of vehicles in revenue service. The performance standard for random vehicle inspections is all revenue service vehicles must meet standards specified for operational features and safety equipment when in service. MV Transportation inspects 15 percent of in-service vehicles monthly while Metro completes random vehicle inspections during base visits and while vehicles are in service.

- During the month of November, one instance of vehicles not meeting operational or safety standards was found.
- No other instances of vehicles not meeting operational, or safety standards were found during this report period.



### **Control Center Hold Time, Control Center Call Chaining**

There are two KPIs associated with the control center, they include the hold time for all calls made to the control center and the incidence of call chaining events on calls made to the control center. These KPIs are essential in ensuring that Access riders, caregivers, or stakeholders are able to book trips efficiently and effectively and are also able to communicate with the service in real time to ensure trips are delivered successfully.

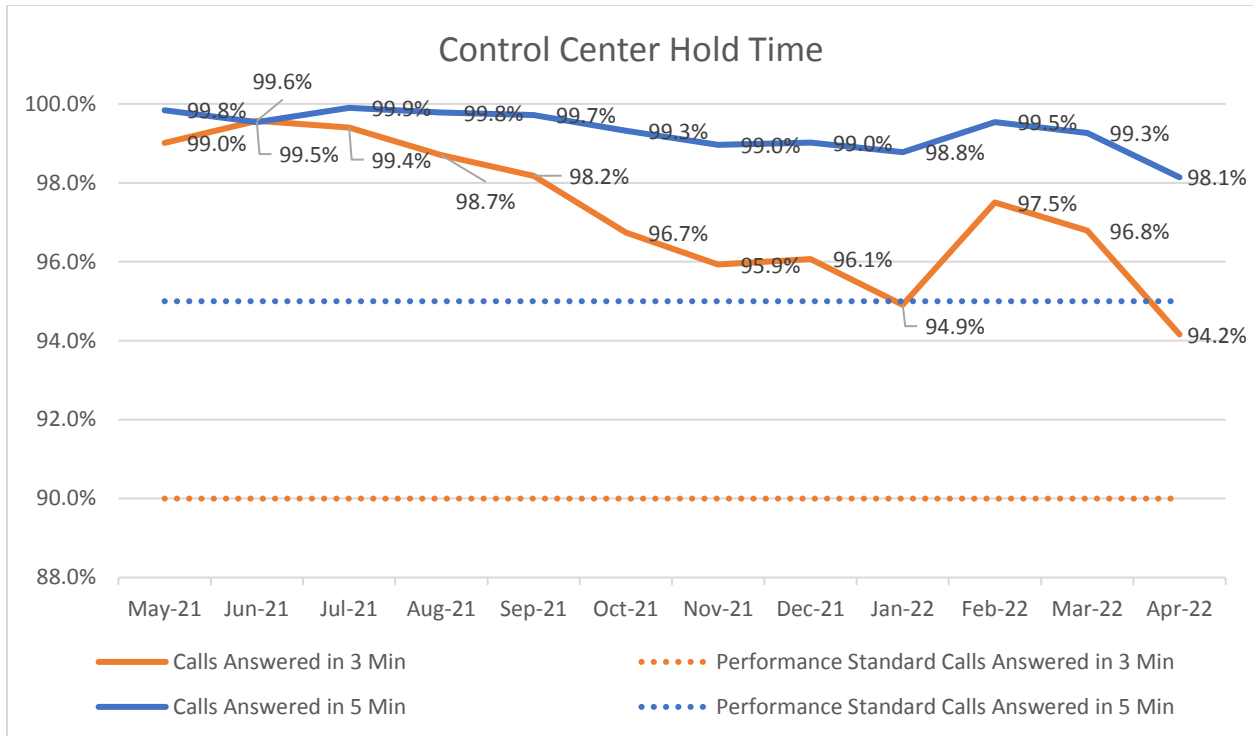


Figure 17: Control Center Hold Times May 2021–April 2022

**Control Center Hold Time** is defined as the average time a call spends in queue before being answered by an employee. This applies to all public contact channels: reservations, ride check, rider services, etc. The performance standard for control center hold time is 90 percent of calls answered in less than three minutes and 95 percent of calls answered in less than five minutes per calendar month.

- Overall Control Center calls answered in three minutes was 97.3 percent and 99.3 percent of calls answered in five minutes.
- Access began the report period with 99 percent of Control Center calls answered in three minutes and 99.8 percent of calls answered in five minutes.
- Both KPIs saw performance above the performance standard for the entire report period.

**Call Chaining** is defined as when a customer call is answered and then immediately put on hold in order to meet performance requirement metrics. The performance standard means that call chaining is prohibited or there are zero instances of call chaining. There were no instances of call chaining during the time covered by this update.



## Cost Per Boarding

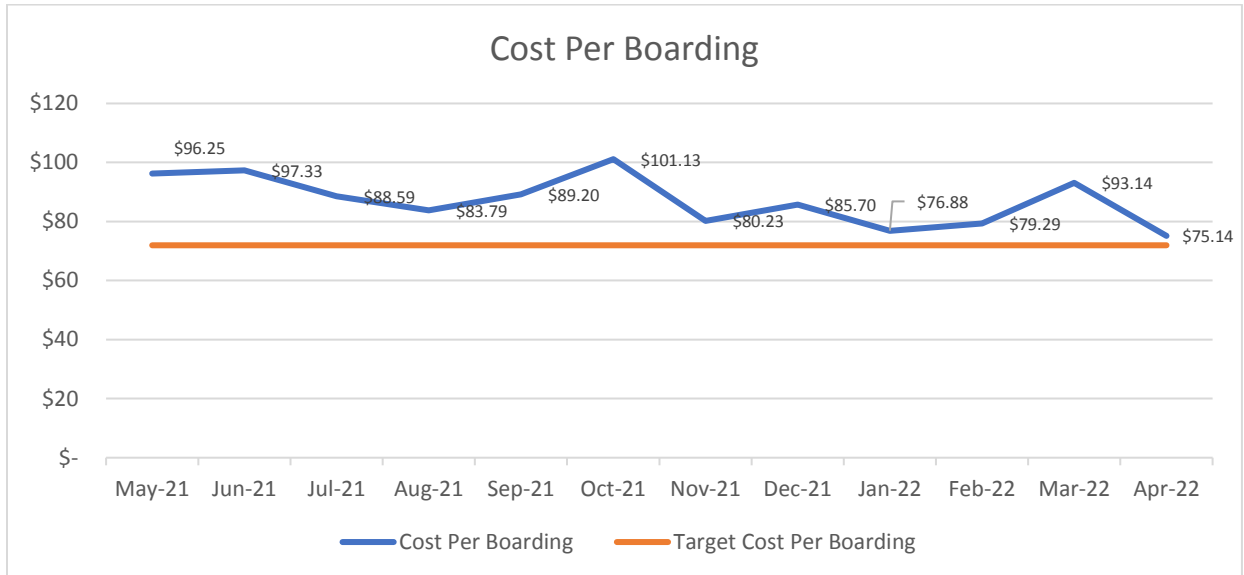


Figure 18: Cost Per Boarding May 2021-April 2022

**Cost Per Boarding** is a key performance metric and part of overall system performance monitoring. The target cost per boarding for the third year of the Access contract is \$71.95. Metro and MV meet quarterly to review cost per boarding as part of the cost containment strategy.

- The report period began with a monthly cost per boarding for the month of May of \$96.25.
- Performance fluctuated throughout the report period, with cost per boarding reaching a high of \$101.13 in October before ending at the lowest cost per boarding of \$75.14 in April. Increased cost per boarding was a direct result of the service impacts related to COVID-19.
- Of all KPIs impacted by the pandemic, Cost Per Boarding was the most negatively affected by the decrease in trip volume and implementation of social distancing requirements, with additional cost increases due to a decrease in passengers per vehicle, increased vehicle hours due to additional cleanings, and the emergency adjusted vehicle revenue hour rate.
- Despite the increased cost per boarding during the pandemic, overall costs for the services are lower than projected.
- Due to the impacts of COVID-19 on system performance, the cost per boarding disincentive was waived for the entire report period. This disincentive will resume once the actual boardings reach 70 percent of projected ridership for the current year (using projections as stated in the Access contract signed in 2019).



## Rider Engagement

As in previous report periods, Metro continued to seek out effective and meaningful engagement with Access riders and stakeholders during this report period. Key components of the Access rider engagement strategy include the Ongoing or Annual Access Rider Survey, Post Trip Rider Survey, the Access Paratransit Advisory Committee, and the Access Quarterly Newsletter.

### Ongoing Access Rider Survey

The **Ongoing Access Rider Survey** began implementation in 2019 and captures opinions of up to 200 Access riders each calendar quarter and 800 annually. The Access rider survey is used to measure customer satisfaction and is part of the quality assurance processes used to maintain and improve service. Other quality assurance processes used to measure both rider satisfaction and experience include the post trip survey and the mystery rider program.

In the most recent survey period of Q1 2022, the survey was made available in 16 different languages, including Amharic, Arabic, English, Filipino, Hindi, Japanese, Korean, Mandarin Chinese, Punjabi, Romanian, Russian, Somali, Spanish, Tigrinya, Vietnamese, and Yue Chinese. The majority of completed surveys (70 percent) were taken over the phone, while the remaining 30 percent were completed online.

- Combined average satisfaction score across all areas covered during the report period totaled 88 percent.
- Value of Access received the highest score of any attribute with 95 percent average satisfaction.

- Three of the 13 key attributes averaged over 90 percent satisfaction.

<b>Customer Satisfaction Scores</b>					
<b>Service Attribute</b>	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Total
<b>Value of Access</b>	94%	96%	96%	94%	95%
<b>On-time performance</b>	93%	90%	88%	86%	89%
<b>Access service area</b>	92%	93%	93%	93%	93%
<b>Access overall</b>	90%	89%	92%	90%	90%
<b>Scheduling overall</b>	89%	92%	88%	87%	89%
<b>Total trip time</b>	89%	88%	89%	86%	88%
<b>Rating of last trip*</b>	87%	92%	85%	83%	87%
<b>Scheduling subscription trips</b>	86%	91%	89%	86%	88%
<b>Application process</b>	84%	86%	88%	86%	86%
<b>Taxi drivers</b>	84%	84%	84%	80%	83%
<b>Payment methods</b>	82%	87%	90%	86%	86%
<b>How kept informed</b>	81%	89%	88%	87%	86%
<b>Real-time information</b>	81%	87%	90%	85%	86%

*Table 2: Topline Survey Results, Access Ongoing Survey Q2 2021 – Q1 2022*

### Post Trip Rider Survey

The post trip rider survey serves as a real time snapshot of customer feedback, which is utilized to help identify areas of improvement and potential challenges. Each week MV Transportation surveys 35+ riders after a recent Access trip. Questions are geared towards their most recent trip, and results are discussed amongst staff and utilized to make service improvements and identify areas of success.

- The top three satisfaction scores for the time period covered in this service update included: Operator following rules of the road 100 percent, Operator was courteous to others 99 percent, and rider felt safe riding on vehicle 98 percent.
- Seven of the top 10 satisfaction scores were related to safety and operator behavior.
- Trends were mostly positive with 17 areas improving scores, one staying the same, and seven decreasing.
- Knowledge of, usage of and satisfaction with Web booking had the lowest survey scores, Metro and MV continue to work on improving and spreading awareness of the scheduling option including providing notice in the Access newsletter and other customer engagement methods.
- Satisfaction with and implementation of the Rider's Choice program had the second lowest survey scores, MV Transportation and Metro continue to monitor the awareness and success of this program and develop actions to improve the program.

Service Attribute	Customer Satisfaction Scores				
	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Total
Satisfaction with Access overall	85%	92%	90%	88%	89%
Satisfaction with drivers	86%	93%	90%	88%	89%
Satisfaction with reservations	89%	93%	95%	90%	92%
Satisfaction with dispatch	88%	93%	88%	88%	89%
Satisfaction with service	88%	90%	85%	84%	87%
Satisfaction with safety	96%	99%	97%	98%	97%
Satisfaction with COVID-19 safety precautions	96%	99%	93%	94%	96%
Satisfaction with operator assistance	92%	98%	97%	90%	94%
Driver operated vehicle safely	99%	99%	97%	100%	99%
Felt safe riding on vehicle	96%	99%	97%	100%	98%
Operator followed rules of the road	99%	100%	100%	100%	100%
Operator was courteous to others	96%	100%	99%	100%	99%
Rider's choice satisfaction	19%	34%	36%	40%	32%
Was asked if they wanted to use Rider's choice program	17%	32%	38%	43%	33%
Know about Rider's choice	20%	35%	33%	37%	31%
Satisfaction with web booking	27%	36%	28%	34%	31%
Know about web booking	36%	49%	34%	34%	38%
Tried web booking	17%	22%	21%	23%	21%
Satisfaction with newsletter	42%	52%	39%	24%	39%
Received newsletter	31%	38%	28%	16%	28%
Found newsletter informative	83%	97%	79%	65%	81%
Satisfaction with fare	69%	76%	78%	78%	75%
Aware Access requires fare	76%	92%	85%	95%	87%
Asked for fare on last trip	73%	73%	76%	76%	74%
Taxis asked for fare	55%	59%	70%	63%	62%
<i>Table 3: Survey results, Access Post Trip Survey Q2 2021 – Q1 2022</i>					

### Access Paratransit Advisory Committee (APAC)

The Access Paratransit Advisory Committee advises Metro on priorities and areas of mutual concern while developing a vision for ongoing improvements. The APAC was established by King County Ordinance #18838<sup>12</sup> in November 2018, and membership is comprised of Access riders, family members of Access riders, representatives of organizations that provide services to Access riders, and organizations that support Access riders who are linguistically diverse. The APAC held 11 monthly meetings during this report period and provided useful feedback on a variety of issues, including the Access same day service pilot development, service optimization, mystery rider program, and Metro fares.

<sup>12</sup> <https://aqua.kingcounty.gov/council/clerk/OldOrdsMotions/Ordinance%2018838.pdf>

### [Access Quarterly Newsletter](#)

Beginning in the spring of 2021, Access began publishing a quarterly newsletter. The newsletter proactively engages riders on a broad spectrum of topics including policy changes, new service offerings, fleet updates, survey analysis and performance measurements. The newsletter is mailed to all customers who've used the service within the past year including members of the APAC. Feedback on the newsletter has been positive as customers have expressed appreciation for being kept informed about Access.



### [Areas of Deficiency or Improvement](#)

This section contains the response for King County Council's request for Areas of Deficiency or Improvement during each report period and covers the KPIs that either improved or failed to meet the performance standard during the report period. This information is also included in the [Performance Metrics and Trends](#) section. Strong consideration should be given to the impacts of staffing shortages and varying levels of ridership when reviewing the KPIs.

### [Key Findings](#)

- Of the 18 performance metrics covered in this report, 11 have defined performance standards. Of these, five met the performance standard for most or all of the report period, while five didn't meet the performance standard for most or all of the report period. The final one (cost per boarding) was in abeyance for the entire report period.

- Of the five that didn't meet the performance standard, two have a standard of zero, a more difficult to reach standard.
- Cost per boarding saw the biggest improvement of all KPIs, with cost per boarding decreasing \$11.53 from Q1 to Q4 of the report period.

### Improving Areas of Deficiency

As part of regular contract monitoring processes, Metro works closely with MV Transportation to improve service performance in areas where KPIs are not performing to standard. To improve service performance, the following actions have been taken during this service update.

- Increased resources to support employee hiring, training, and coaching
- Increased resources to support employee retention
- Implementation of additional route reorganization (run cuts)
- Reorganizing schedules to better match service demand
- Reopening the Bellevue operations base, previously was closed due to decreased service demand
- Increased collaboration with subcontractors on performance issues
- Additional support from MV Transportation corporate resources to maximize system resources as cancellations occur
- Planning and negotiating additional non-dedicated service provider subcontracts to add service capacity
- Continued analysis and troubleshooting of scheduling and reservations challenges
- Vehicle type restructuring project – increased ability to manage fleet based on specific vehicle types

### On Time Performance

**On-Time Performance for Appointment** saw a decrease in performance during this report period; the average number of trips arriving on time for appointments in the fourth quarter of this report period was roughly 11.6 percentage points lower than the first quarter. OTP-A was below standard for the final seven months of the report period.

### On Time Performance

**On-Time Performance for Pickup** saw a decrease in performance during this report period, the average number of trips arriving on time for pickup in the fourth quarter was roughly four percentage points lower than the first quarter of the report period. OTP-A was below standard for the final seven months of the report period.

### Missed Trips

**Missed Trip Pick-Up** performance decreased from the first quarter of the report period to the fourth quarter of the period, with an average of .65 Missed Trip Pick-Ups per 1,000 boardings in Q1 and 2.67 in

Q4. Missed Trip Pick-Up did not meet the performance standard of zero instances per month during this report period.

**Missed Trip Appointment** performance decreased from the first quarter of the report period to the fourth quarter of the report period, with an average of 4.76 missed trips for appointment per 1,000 boardings during the first quarter and 7.70 during the fourth quarter. Missed Trip Appointment did not meet the performance standard of zero instances per month during this report period.

### **Cost Per Boarding**

**Cost Per Boarding** performance improved over the course of the report period, going from an average of \$94.06 per trip in Q1 to \$82.52 in Q4. This KPI was in abeyance for the entire report period. Had it not been in abeyance, it would have performed below standard for the entire time. As ridership continues to increase towards pre-COVID-19 levels, Metro anticipates the Cost Per Boarding to be reduced to pre-pandemic levels.

### **Miles Between Road Calls**

**Miles Between Road Calls** performance decreased over the course of the report period, going from an average of 18,583 in Q1 to 12,400 in Q4. Miles between road calls was deficient for 11 of 12 months during this report period. A change to the analysis of this KPI occurred in the second month of the report period, performance improved over time between the second month and the fourth quarter.

## **Service Improvements and Innovations**

This section covers major improvements and innovations launched during this report period. This includes the Subsidized Annual Pass program and the award winning Common Paths program.

### **Subsidized Annual Pass**

Along with Sound Transit, Metro has launched a new, subsidized annual pass program for qualified riders to travel on specific transit options in the region with subsidized fares, including Access Transportation<sup>13</sup>. Riders that meet the eligibility requirements, which includes living at or below 80 percent of the federal poverty level, and who are enrolled in one of six state benefits programs, are provided with an annual pass valid for 1 year with opportunity for renewal.

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<sup>13</sup> <https://kingcounty.gov/depts/transportation/metro/fares-orca/subsidized-annual-pass.aspx>

## Common Paths

### Metro and MV

Transportation jointly developed Common Paths – a new, open-source system for the collaborative collection and distribution of high-fidelity pedestrian pathway data and automated calculation of pedestrian travel paths. Such collections are based upon pathway conditions and user mobility limitations. Common Path development was completed in November 2021 and has been awarded METRO Magazine’s Innovative Solutions Award for Accessibility<sup>14</sup>. Common Paths helps create a standardized format for collecting pedestrian data, helping improve accessibility in King County and globally.

**Formulate Pathway Itinerary**

From/Origin (Address/Coordinate): 330 OLIVE WAY SEATTLE

To/Destination (Address/Coordinate): 140 E REPUBLICAN ST SEATTLE

Max Walk (ft): 999 | Max Transfers: 1 | Arrive / Depart: Security | Date/Time: 05/22/2021 10:15

Wheelchair: false | Max Slope: 0.0 | Optimize: WALK | Travel By (Modes): TRANSPORT, WALK, BIKE, TRAM

Buttons: Formulate, Clear, Show-Instruction, Save-Itinerary, Cancel

Map: 330 Olive Way, 140 E Republican St, Seattle, WA

Trip Duration Estimated Total (min): 25

From/Origin	Mode	Dir. Total (ft)	To/Place	Slope (%)
Instruction: DEPART	Direction: SOUTHWEST	St. Name: sidewalk	Dist. (ft): 129	Slope: 1 - 1%
Instruction: LEFT	Direction: SOUTHEAST	St. Name: sidewalk	Dist. (ft): 367	Slope: 1 - 3%

## Potential Service Improvements

This section provides response to King County Council’s request for information on potential service improvements, including information about their budgetary requirements.

### E-Faring

Metro continues to work towards launching E-Faring or EZ-WALLET, this additional payment option will provide Access customers the ability to pay for trips online or over the phone, including the option to load funds to their account via credit or debit card. Rollout of EZ-WALLET has been impacted by the COVID-19 pandemic and technical challenges associated with the scheduling and dispatch platform and payment processing. The current deployment timeline is scheduled for Q1 2023. Despite the delay in implementation, costs for the service improvement are expected to be within budget.

### Zero Youth Fare

The Washington State Legislature approved funding in the state transportation funding package in 2022 for local transit agencies such as King County Metro to make fares free for persons aged 18 and under<sup>15</sup>. The state legislation stipulated that King County Metro would be eligible for grant funding from the state if it adopted a free ridership program for youth. The Executive subsequently proposed zero youth fare legislation in spring 2022 granting young people free year-round public transit. Dubbed the Free Youth Transit Pass, the measure passed unanimously in July 2022 by the King County Council and will now

<sup>14</sup> <https://www.metro-magazine.com/10154991/king-county-metro-mv-transportation-wins-innovative-solution-award-for-accessibi>

<sup>15</sup> <https://kingcountymetro.blog/2022/06/02/executive-constantine-moves-free-youth-transit-pass-forward-aiming-for-implementation-in-time-for-school/>



allow all King County residents under the age of 19 to ride for free starting September 1, 2022. During this report period Metro developed policies surrounding free fares for youth and is prepared to implement \$0 fares for youth beginning September 1, 2022.

## Potential Service Innovations

This section provides response to King County Council’s request for an update on potential service innovations, such as increased opportunities for same-day service using taxicabs or transportation network companies, and including information about their budgetary requirements.

### Same-day service pilot

Establishing a same-day service program will provide additional mobility options for Access riders, while potentially increasing overall system efficiencies. Across the paratransit industry, there are a variety of service models and approaches that have been implemented, each tailored to fit the unique characteristics of the transit system providing the service.

During this report period, Metro conducted an extensive engagement and planning process to develop the service model and parameters of a same-day service pilot program. Utilizing a human-centered design approach, Metro staff surveyed and interviewed Access riders and stakeholders to better understand their needs and desires for a same-day service. Next, the project team created a workgroup composed of Access riders, APAC members, and Metro and King County staff to research and develop same-day service options. This workgroup met over the course of several months and assisted with the development of the planned service model and service parameters for the Same Day Service pilot program.

The planned service model for this pilot is to utilize Metro’s dedicated fleet and operators for Flexible Services, combining Access Same Day service trips with Flexible service trips, while utilizing resources such as taxis, and other transportation organizations to supplement service in an efficient and effective manner. During Q1-Q2 of 2022, Metro staff developed and released an RFP for consolidating Metro’s Flexible Services. This RFP also incorporated the Access Same Day Service pilot program.

The current timeline for launch and implementation of the same day service pilot is Q1 of 2023, with a planned length of two years. Once the pilot is successfully completed, it will transition from a pilot to ongoing service, scaling from a group of pilot participants to all Access riders as feasible.

### Fleet Electrification

As outlined in King County’s Strategic Climate Action Plan<sup>16</sup>, Metro has committed to electrifying at minimum two-thirds of the Access paratransit fleet—over 250 vehicles—by no later than 2030. During this report period, Metro began work on planning and developing an electric vehicle pilot and initial scoping for electrifying the South Park Access Operations Base. Feedback was solicited from Access riders on electric vehicle characteristics and this information



was used to help inform vehicle procurement for the pilot project. Metro plans to launch the vehicle pilot of the first battery-electric Access paratransit vehicles in 2022, with additional testing in 2023.

### Access Optimization

Metro and MV Transportation collaborated on an extensive process involving brainstorming, research, development, and review of various aspects of the Access Transportation service that could be potential sources of optimization. The workgroup created for this process met over the course of 2021 and into 2022, and recommendations were discussed with the Access Paratransit Advisory Committee and targeted for additional feasibility review and planning efforts.

One recommendation, web booking, has been implemented and work on the Same Day Service recommendation is ongoing. Other recommendations that are being considered are retaining food delivery services for Access eligible riders, ORCA expansion, and longer-term technology increases.

<sup>16</sup> <https://kingcounty.gov/services/environment/climate/actions-strategies/strategic-climate-action-plan.aspx>



## Conclusion

During this report period, Access Transportation continued to provide safe and effective transportation while facing continued challenges resulting from the COVID-19 pandemic. Staffing challenges have presented significant challenges for paratransit service and a majority of the KPIs have been negatively impacted. Metro and MV Transportation, continue to meet and discuss such challenges and strategies.

Over the course of this report period, Access Transportation has continued to provide safe and effective transportation while facing a variety of significant challenges. During the initial months of this period, and in line with the state reopening plan, Access pared down many of its COVID-19 recovery policy and procedure changes. Soon after, Access and Metro began to face challenges in operator and employee staffing. These challenges have significantly impacted service through decreased performance.

1. Ridership for this service update totaled 615,112, up by 167,478 boardings, a 36 percent increase from the previous report period. When comparing to pre-pandemic times, there is a deficit of 470,105 boardings, 43 percent less than 2019.
2. Key Performance Indicators OTP-P and OTP-A performed below standard for most of the entire report period.
3. A majority of the maintenance KPIs performed above standard for the entire report period.
4. All of the call center KPIs performed above standard for the entire report period.

5. Customer satisfaction with Access remained high, including Value of Access (95 percent), Service Area (93 percent), and Overall Satisfaction with Access (90 percent) as shown in the Ongoing Rider Survey.
6. The Post Trip Survey showed high scores regarding Safety, Operators, and other aspects of the service including Operator Following Rules of the Road (100 percent), Operator was Courteous to Others (99 percent), Rider Felt Safe Riding on Vehicle (98 percent).
7. Metro continued to provide innovative mobility solutions during the pandemic, conducting over 100,000 trips to support various community needs, this included 84,781 trips delivering hot meals along with 15,450 trips delivering food boxes, over 300 trips on the TPR service and over 1,000 boardings for vaccine transportation.

## Next Steps

As Metro looks to the future of the Access program, the following challenges and goals will be in focus.

- Increased staffing to meet the service demands as ridership increases and service is restored to full capacity.
- Continued service delivery while COVID-19 is prevalent within the community, adjusting system parameters, policies, and procedures in coordination with increased ridership and possible future regulatory changes.
- Continued focus on implementation of service improvements enhancements and system optimization projects to “preserve and optimize the mobility system,” a King County Strategic Plan mobility objective. This includes the implementation of E-Faring, further development and implementation of a Same Day Service pilot project, and further integration of scheduling and trip management tools and work on the Access optimization project.
- Access will continue to engage and collaborate with riders through the Access Paratransit Advisory Committee, ongoing and post-trip surveys, and the Access quarterly newsletter, and will further explore additional ways to develop customer-focused system efficiencies for cost reductions and a focus on continued quality service.
- Continued advancement of goals and principles from King County’s Strategic Plan.
- Continued development and implementation of plans for fleet electrification, including test pilots of vehicles and the research and development of infrastructure requirements. This work will continue to move Metro and the Access program towards the core goals of King County’s Strategic Climate Action Plan.
- Continued implementation of recommendations proposed in the Equity Impact Review, such as transcreation of Access materials in languages such as Spanish, Vietnamese, Russian, and Somali, and conducting a cultural navigator time study, which will “provide more equitable mobility access and reduce historic gaps<sup>17</sup>,” a key mobility goal. The work of enacting the EIR

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<sup>17</sup> King County Strategic Plan, [https://kingcounty.gov/~media/depts/executive/performance-strategy-budget/documents/2017StratPlan/2017KCStrategicPlan\\_v7.ashx?la=en](https://kingcounty.gov/~media/depts/executive/performance-strategy-budget/documents/2017StratPlan/2017KCStrategicPlan_v7.ashx?la=en)

recommendations will remain guided by the Equity and Social Justice (ESJ) shared values as the Access program continues to meet the needs of riders and interested parties.

At the time of this report, the number of persons seriously impacted by the COVID-19 pandemic appears to be slowly receding. As such, it remains to be seen when Access will see a return to pre-pandemic ridership levels. Metro expects to continue facing challenges related to resumption of normal staffing levels and the impacts that the pandemic has had on many of the organizations that serve Access riders, such as senior and community centers, places of employment, and recreation facilities.

The service that Access Transportation provides is critical to seeing forth the mobility goals and values outlined in King County's Strategic Plan. Metro will continue to work tirelessly to "Deliver a safe, reliable, and seamless network of transportation options to get people and goods where they need to go, when they need to get there"<sup>18</sup>.

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<sup>18</sup> King County Strategic Plan, <https://kingcounty.gov/depts/executive/performance-strategy-budget/performance-strategy/Strategic-Planning/2015-strategic-plan-update.aspx>

## Appendix A: Proviso Text

### P2 PROVIDED FURTHER THAT:

Of this appropriation, \$1,000,000 shall not be expended or encumbered until the executive transmits two Access paratransit service updates and a motion that should acknowledge receipt of each Access paratransit service update and a motion acknowledging receipt of each Access paratransit service update is passed by the council. The motions should reference the subject matter, the proviso's ordinance number, ordinance section and proviso number in both the title and body of the motion.

A. 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 shall include, but not be limited to:

1. The contractor's compliance with contract terms;
2. Performance metrics and trends over each report period, including, but not limited to:
  - a. on-time performance;
  - b. pickup window, including early pickups, late pickups and excessively late pickups;
  - c. missed trips;
  - d. drop-off window, including early drop-offs and late drop-offs;
  - e. onboard time and excessively long trips; and
  - f. will call;
3. Areas of deficiency or improvement during each report 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.

B. The following Access paratransit service updates should be transmitted to the council:

1. An update report by August 31, 2021; and
2. An update report by August 31, 2022.

The executive should file each Access paratransit service update and the motions required by this proviso in electronic format 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.

## Appendix B: Performance Metrics Tables

Month	Access Monthly Ridership
May-21	44,508
June-21	46,252
Jul-21	49,814
Aug-21	51,524
Sep-21	51,918
Oct-21	55,503
Nov-21	53,617
Dec-21	47,980
Jan-22	47,069
Feb-22	50,036
Mar-22	59,849
Apr-22	57,052

*Table 4: Access Monthly Ridership May 2021–April 2022*

Month	On-time Performance Appointment
May-21	95.3%
June-21	94.4%
Jul-21	92.9%
Aug-21	94.3%
Sep-21	94%
Oct-21	90.6%
Nov-21	87.3%
Dec-21	86.6%
Jan-22	86.1%
Feb-22	88%
Mar-22	83.1%
Apr-22	76.8%

*Table 5: On-time Performance Appointment May 2021–April 2022*

Month	On-time Performance Pick-up
May-21	94.2%
June-21	94.5%
Jul-21	92.8%
Aug-21	93.9%
Sep-21	93.2%
Oct-21	91.0%
Nov-21	89.9%
Dec-21	88.2%
Jan-22	89.6%
Feb-22	91.8%
Mar-22	90.8%
Apr-22	87%

*Table 6: On-time Performance Pick-up May 2021–April 2022*

Month	Early Pick-up
May-21	2,647
June-21	2,713
Jul-21	2,979
Aug-21	3,293
Sep-21	3,247
Oct-21	3,355
Nov-21	3,183
Dec-21	2,493
Jan-22	2,732
Feb-22	3,649
Mar-22	4,281
Apr-22	3,700

*Table 7: Early Pick-up May 2021- April 2022*

Month	Late Pick-up
May-21	2,012
June-21	2,047
Jul-21	2,857
Aug-21	2,528
Sep-21	2,829
Oct-21	3,917
Nov-21	4,175
Dec-21	4,040
Jan-22	3,384
Feb-22	3,241
Mar-22	4,262
Apr-22	5,172

*Table 8: Late Pick-up May 2021–April 2022*

Month	Excessively Late Pick-up
May-21	162
June-21	135
Jul-21	215
Aug-21	154
Sep-21	190
Oct-21	349
Nov-21	474
Dec-21	456
Jan-22	334
Feb-22	298
Mar-22	450
Apr-22	663

*Table 9: Excessively Late Pick-up May 2021–April 2022*



Month	Missed Trip Pick-up
May-21	45
June-21	13
Jul-21	34
Aug-21	29
Sep-21	40
Oct-21	85
Nov-21	104
Dec-21	109
Jan-22	71
Feb-22	71
Mar-22	148
Apr-22	235

*Table 10: Missed Trip Pick-up May 2021–April 2022*

Month	Missed Trip Appointment
May-21	175
June-21	221
Jul-21	279
Aug-21	196
Sep-21	244
Oct-21	399
Nov-21	530
Dec-21	526
Jan-22	357
Feb-22	339
Mar-22	407
Apr-22	544

*Table 11: Missed Trip Appointment May 2021–April 2022*

Month	Early Drop-off Appointment
May-21	141
June-21	214
Jul-21	346
Aug-21	290
Sep-21	278
Oct-21	546
Nov-21	757
Dec-21	612
Jan-22	756
Feb-22	728
Mar-22	1584
Apr-22	2174

*Table 12: Early Drop-off Appointment May 2021–April 2022*

Month	Late Drop-off Appointment
May-21	185
June-21	287
Jul-21	396
Aug-21	303
Sep-21	371
Oct-21	540
Nov-21	656
Dec-21	670
Jan-22	536
Feb-22	510
Mar-22	657
Apr-22	664

*Table 13: Late Drop-off Appointment May 2021–April 2022*

Distance in Miles	Average Access vs. Fixed Route Travel Time
0 to 1.99	37.1%
2 to 3.99	40.7%
4 to 5.99	41.9%
6 to 7.99	42%
8 to 9.99	42%
10 to 11.99	41.1%
12 to 13.99	38.9%
14 to 15.99	38.7%
16 to 17.99	40.3%
18 to 19.99	36.8%
20 or greater	35.8%

*Table 14: Average Access vs. Fixed Route Travel Time May 2021–April 2022*

Month	Excessively Long Trip
May-21	.42%
June-21	.89%
Jul-21	1.05%
Aug-21	.9%
Sep-21	.96%
Oct-21	1.09%
Nov-21	1.39%
Dec-21	1.62%
Jan-22	1.33%
Feb-22	1.27%
Mar-22	1.45%
Apr-22	1.91%

*Table 15: Excessively Long Trip May 2021–April 2022*

Month	Will Call Response Time
May-21	101
June-21	111
Jul-21	121
Aug-21	105
Sep-21	130
Oct-21	122
Nov-21	119
Dec-21	125
Jan-22	119
Feb-22	118
Mar-22	116
Apr-22	132

**Table 16: Will Call Response Time May 2021–April 2022**

Month	Miles Between Road Calls
May-21	36,567
June-21	8,143
Jul-21	11,040
Aug-21	8,288
Sep-21	10,210
Oct-21	9,074
Nov-21	10,788
Dec-21	8,547
Jan-22	14,806
Feb-22	9,280
Mar-22	11,021
Apr-22	16,900

**Table 17: Miles Between Road Calls May 2021–April 2022**

Month	Preventative Maintenance
May-21	99.2
June-21	100
Jul-21	100
Aug-21	98.6
Sep-21	100
Oct-21	100
Nov-21	100
Dec-21	99.3
Jan-22	100
Feb-22	100
Mar-22	100
Apr-22	100

**Table 18: Preventative Maintenance May 2021–April 2022**

Month	Cost Per Boarding
May-21	\$96.25
June-21	\$97.33
Jul-21	\$88.59
Aug-21	\$83.79
Sep-21	\$89.20
Oct-21	\$101.13
Nov-21	\$80.23
Dec-21	\$85.70
Jan-22	\$76.88
Feb-22	\$79.29
Mar-22	\$93.14
Apr-22	\$75.14

**Table 19: Cost Per Boarding May 2021–April 2022**

## Appendix C: KPI Definition Tier Chart

Measure	Tier 1	Tier 2	Tier 3
<b>On-Time Performance</b>	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 92% of the time (change from past)	A rider can expect to be picked up and dropped off within or before the pick-up and/or drop-off window 95% of the time (change from previous tier)	A rider can expect to be picked up and dropped off within the respective window 96% of the time (change from Previous tier)
<b>Pick-Up Window</b>	A rider is given a 30-minute pickup window	A rider is given a pick-up window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles (change from previous tier)	A rider is given a pick-up window of 20 minutes (change from previous tier)
<b>Early Pick-Up</b>	Early pick-ups are counted as on-time and monitored	Early pick-ups are counted as on-time and monitored	Early pick-ups are allowed when the rider pre-approves them when booking the trip (change from previous tier)
<b>Late Pick-Up</b>	Pick-up is late if the vehicle arrives >0.0 and <30 minutes after the end of the pick-up window	Pick-up is late if the vehicle arrives >0.0 and <20minutes after the end of the pick-up window (change from previous tier)	Pick-up is late if the vehicle arrives >0.0 and <20 minutes after the end of the pick-up window
<b>Excessively Late Pick-Up</b>	Pickup is excessively late if the vehicle arrives >=30 and <=60 minutes after the end of the pick-up window	Pickup is excessively late if the vehicle arrives >=20.0 and <=60 minutes after the end of the pick-up window (change from Previous tier)	Pickup is excessively late if the vehicle arrives >=20.0 and <=40.0 minutes after the end of the pick-up window (change from Previous tier)

Measure	Tier 1	Tier 2	Tier 3
<b>Missed Trips</b>	Trip is missed if the vehicle arrives >60 minutes after the end of the window	Trip is missed if the vehicle arrives >60 minutes after the end of the window	Trip is missed if the vehicle arrives >40.0 minutes after the end of the window (change from Previous tier)
<b>Drop-Off Window</b>	A rider is given a 30-minute appointment drop-off window	A rider is given an appointment drop-off window of 20 minutes for trips < 8 miles or 30 minutes for trips > 8 miles (change from Previous tier)	A rider is given an appointment drop-off window of 20 minutes (change from Previous tier)
<b>Early Drop- Offs</b>	Early drop-offs are when a rider is dropped off $\geq 60$ minutes before the scheduled appointment time (change from past contract)	Early drop-offs are when a rider is dropped off $\geq 20$ minutes before the start of the drop-off window (change from previous tier)	Early drop-offs are when a rider is dropped off $> 0.0$ and $< 20.0$ minutes before the drop-off window begins (change from previous tier)
<b>Late Drop- Offs</b>	Late drop-offs are when a rider is dropped off $> 0.0$ and $< 10.0$ minutes after the end of the window (change from past)	Late drop-offs are when a rider is dropped off $> 0.0$ and $< 10.0$ minutes after the end of the window	Late drop-offs are not defined (change from previous)
<b>Missed Trips</b>	Trip is missed when a rider arrives $\geq 10$ minutes after appointment time (change from past)	Trip is missed when a rider arrives $\geq 10$ minutes after appointment time	Trip is missed when a rider arrives $\geq 20.0$ minutes before the drop-off window or $> 0.0$ minutes after the appointment time (change from previous)
<b>On-Board Time</b>	On-board time (OBT) is fixed route travel time plus 15 minutes	On-board time (OBT) is fixed route travel time plus 15 minutes	On-board time (OBT) is fixed route travel time plus 15 minutes
<b>Excessively Long Trips</b>	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 3% of the time	Excessively long trips are longer than OBT no more than 2% of the time (change from previous)
<b>Will Call</b>	Access has a “no strand policy” and negotiates a will call ride home for customers as schedule permits	Access has a “no strand policy” and negotiates a will call ride home for customers within 75 minutes (change from previous)	Access has a “no strand policy” and negotiates a will call ride home for customers within 45 minutes (change from previous)

*Table 20: KPI Definition Tier Chart*

## Appendix D: Average On-Board Travel Times in Minutes May 2021 – April 2022

Mileage	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Q1 Avg	Q2 Avg	Q3 Avg	Q4 Avg	CNG Q4-Q1
0	8.23	9.23	9.09	9.12	9.25	9.59	9.86	9.25	9.21	9.24	9.45	9.89	8.85	9.32	9.44	9.53	0.68
1	11.62	12.94	12.56	12.58	12.78	12.88	12.97	13.11	13.39	13.03	13.07	13.69	12.37	12.75	13.16	13.26	0.89
2	15.16	16.13	16.86	16.2	16.48	17.2	17.15	17.71	17.54	16.75	17.52	18.35	16.05	16.63	17.47	17.54	1.49
3	17.77	19.79	20.51	19.4	19.42	20.25	20.39	20.69	19.88	20.4	20.85	21.72	19.36	19.69	20.32	20.99	1.63
4	21.63	23.28	24.14	24.39	24.69	24.21	24.53	24.42	24.23	24.99	24.72	25.3	23.02	24.43	24.39	25.00	1.99
5	25.44	27.58	27.27	27.24	27.31	26.65	27.13	27.53	27.21	27.6	27.24	29.88	26.76	27.07	27.29	28.24	1.48
6	26.96	30.96	30.91	30.47	30.11	29.86	31.08	31.02	30.78	31.17	31.08	33.09	29.61	30.15	30.96	31.78	2.17
7	28.97	31.87	33.03	32.91	32.63	33.21	33.07	34.2	34.83	31.82	34.03	35.24	31.29	32.92	34.03	33.70	2.41
8	30.62	34.15	35.72	34.81	33.95	35.64	34.2	36.34	36.01	35.65	35.22	38.96	33.50	34.80	35.52	36.61	3.11
9	32.97	36.81	37	36.39	37.47	37.93	37.14	38.94	38.13	38.11	39.45	40.98	35.59	37.26	38.07	39.51	3.92
10	35.32	38.63	40.05	39.24	39.45	39.25	40.5	41.49	38.98	38.38	39.21	43	38.00	39.31	40.32	40.20	2.20
11	36.32	42.26	42.09	42.42	42.18	42.52	43.08	43.86	42.89	41.57	42.77	45.27	40.22	42.37	43.28	43.20	2.98
12	35.35	40.71	41.02	42.32	42.57	42.26	43.87	44.71	43.9	41.62	43.42	45.42	39.03	42.38	44.16	43.49	4.46
13	37.74	44.25	46.1	45.4	44.58	46.07	47.48	47.27	45.27	42.31	44.7	46.66	42.70	45.35	46.67	44.56	1.86
14	40.35	46.47	46.07	46	47.86	53.01	48.42	50.13	48.12	48.15	49.73	51.04	44.30	48.96	48.89	49.64	5.34
15	45.52	48.01	49.22	49.02	44.88	47.09	51.76	50.19	47.08	47.76	44.6	45.91	47.58	47.00	49.68	46.09	-1.49
16	44.26	51.59	52.12	50.62	49.74	48.15	54.24	54.01	53.78	50.9	49.65	49.91	49.32	49.50	54.01	50.15	0.83
17	47.49	52.95	58.6	52.87	54.04	55.88	54.07	58.02	54.58	48.07	52.03	47.03	53.01	54.26	55.56	49.04	-3.97
18	45.17	54.12	55.82	52.99	48.27	51.83	51.33	58.01	53.43	50.52	49.04	46.31	51.70	51.03	54.26	48.62	-3.08
19	46.03	58.5	58.27	56.2	52.06	50.15	59.55	54.82	45.92	54.34	50.03	51.44	54.27	52.80	53.43	51.94	-2.33
20	49.2	53.94	55.93	55.91	53.64	53.61	56.39	63.22	55.5	52.45	50.8	53.76	53.02	54.39	58.37	52.34	-0.69
21	47.42	58.26	58.76	54.95	54.07	53.87	58.81	59.84	53.82	54.32	51.45	50.34	54.81	54.30	57.49	52.04	-2.78
22	51.84	57.32	60.56	50.66	55.51	56.23	61.12	65.55	59.06	54.59	51.8	49.79	56.57	54.13	61.91	52.06	-4.51
23	53.38	62.93	62.04	60.81	53.29	58.27	59.05	65.5	59.33	50.15	49.79	52.93	59.45	57.46	61.29	50.96	-8.49
24	49.02	62.59	61.03	58.07	57.32	60.66	55.89	66.78	51.46	55.61	52.63	46.9	57.55	58.68	58.04	51.71	-5.83
25	48.37	58.69	53.79	60.64	61.23	60.98	59.68	64.3	65.53	60.58	59.49	51.49	53.62	60.95	63.17	57.19	3.57
26	51.11	63.83	73	53.22	65	55.59	62.9	55.92	55.91	54.84	55.52	56.6	62.65	57.94	58.24	55.65	-6.99
27	50.82	69.13	69	77.29	60.61	60.13	66.97	62.07	63.83	56.96	63.42	61.22	62.98	66.01	64.29	60.53	-2.45
28	57.75	62.71	59.67	53.25	56.29	81.94	70.39	70.47	50.52	52.57	57.63	53.77	60.04	63.83	63.79	54.66	-5.39
29	45.67	62.94	77.57	75.82	77.55	68.17	62.5	62.52	57.8	68.53	72.88	64.46	62.06	73.85	60.94	68.62	6.56
30	54.33	65.81	77.43	59.45	59	61.44	63.76	64.64	63.65	57.19	64.48	59.47	65.86	59.96	64.02	60.38	-5.48
31	55.4	71.35	61.1	67.4	71.14	65.67	70.53	62.83	61.36	52.28	56.42	63.09	62.62	68.07	64.91	57.26	-5.35
32	46.57	51.29	60.2	69.94	64.19	62.46	78.67	63.75	64.31	69.15	62.58	65.83	52.69	65.53	68.91	65.85	13.17
33	64	66.5	54.33		70.5	65.22	47	46	60.67	54	52.83	70.67	61.61	67.86	51.22	59.17	-2.44
34	53	68.8	78	62		97		55	83.22	60	64.4	91.75	66.60	79.50	69.11	72.05	5.45
35	82					127.5	87.75	82.17	97	85.25		66	82.00	127.50	88.97	75.63	-6.38
36			73.5			73	101.5	66.33	53	61.5	96.5		73.50	73.00	73.61	79.00	5.50
37			67.33	67.25		88	82.33	93.5		90			67.33	77.63	87.92	90.00	22.67
38	74.5	80	95.8	94.5	79.4	103.5	97	86	77	101.43	93.8	106.83	83.43	92.47	86.67	100.69	17.25
39			71			88.5	104.5	121.5					71.00	88.50	113.00	N/A	N/A
40													N/A	N/A	N/A	N/A	N/A
41													N/A	N/A	N/A	N/A	N/A
42						55.67	59						N/A	55.67	59.00	N/A	N/A
43													N/A	N/A	N/A	N/A	N/A
44													N/A	N/A	N/A	N/A	N/A
45													N/A	N/A	N/A	N/A	N/A
46													N/A	N/A	N/A	N/A	N/A
47													N/A	N/A	N/A	N/A	N/A
48	86				86	65	81	105			81.5	73	86.00	75.50	93.00	77.25	-8.75
49		102											102.00	N/A	N/A	N/A	N/A

Table 21: Average Monthly on Board Times Access May 2021-April 2022

**Certificate Of Completion**

Envelope Id: 96A5D1810E0F4BE19AC26718D1A84C0E	Status: Completed
Subject: Complete with DocuSign: Motion 16215.docx, Motion 16215 Attachment A.docx	
Source Envelope:	
Document Pages: 3	Signatures: 2
Supplemental Document Pages: 50	Initials: 0
Certificate Pages: 2	Envelope Originator:
AutoNav: Enabled	Cherie Camp
Envelopeld Stamping: Enabled	401 5th Ave
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	Suite 100
	Seattle, WA 98104
	Cherie.Camp@kingcounty.gov
	IP Address: 198.49.222.20


**Record Tracking**

Status: Original	Holder: Cherie Camp	Location: DocuSign
9/29/2022 2:42:17 PM	Cherie.Camp@kingcounty.gov	
Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: King County General (ITD)	Location: DocuSign

**Signer Events**

Claudia Balducci  
 claudia.balducci@kingcounty.gov  
 Council Chair  
 King County General (ITD)  
 Security Level: Email, Account Authentication (None)

**Signature**

DocuSigned by:  
  
 7E1C273CE9994B6...  
 Signature Adoption: Pre-selected Style  
 Using IP Address: 146.129.133.55

**Timestamp**

Sent: 9/29/2022 2:43:53 PM  
 Viewed: 10/3/2022 12:39:08 PM  
 Signed: 10/3/2022 12:39:46 PM

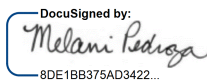
**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign  
 Supplemental Documents:

Motion 16215 Attachment A.docx

Viewed: 10/3/2022 12:39:13 PM  
 Read: Not Required  
 Accepted: Not Required

Melani Pedroza  
 melani.pedroza@kingcounty.gov  
 Clerk of the Council  
 King County Council  
 Security Level: Email, Account Authentication (None)

DocuSigned by:  
  
 8DE1BB375AD3422...  
 Signature Adoption: Uploaded Signature Image  
 Using IP Address: 198.49.222.20

Sent: 10/3/2022 12:39:49 PM  
 Viewed: 10/3/2022 1:10:57 PM  
 Signed: 10/3/2022 1:11:10 PM

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign  
 Supplemental Documents:

Motion 16215 Attachment A.docx

Viewed: 10/3/2022 1:11:06 PM  
 Read: Not Required  
 Accepted: Not Required

**In Person Signer Events****Signature****Timestamp****Editor Delivery Events****Status****Timestamp****Agent Delivery Events****Status****Timestamp****Intermediary Delivery Events****Status****Timestamp****Certified Delivery Events****Status****Timestamp****Carbon Copy Events****Status****Timestamp**

<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	9/29/2022 2:43:53 PM
Certified Delivered	Security Checked	10/3/2022 1:10:57 PM
Signing Complete	Security Checked	10/3/2022 1:11:10 PM
Completed	Security Checked	10/3/2022 1:11:10 PM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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