

is responding to the Paratransit Audit

Recommendations are abbreviated. Find the full audit report and recommendations at www.kingcounty.gov/depts/auditor/

	What the audit recommends Metro should do	Actions Metro will take  included in new contract	Effect on efficiency and customer service   efficiency gain or loss   customer service gain or loss	Target date
1	Continually analyze and optimize the mix of paratransit van service and alternatives, e.g. taxis.	 New contracting model requires a monthly service-mix review with the contractor.	  Optimal service mix will lower cost per trip, increase customer satisfaction.	August 2018
2	Review compatibility and utility of information technology products before purchasing them, and use those purchased.	 Future software purchases to support Access will be the contractor's responsibility.	 Ensuring compatibility of technology products before purchase will cut waste.	August 2018
3	Complete and use a management plan for monitoring new contracts. For each contract requirement, specify the method for verifying compliance, frequency of review, and staff member responsible.	 New contracting model includes a comprehensive contract monitoring plan addressing the Auditor's recommendation.	  Monitoring plan identifies performance indicators that will increase efficiencies, improve customer satisfaction.	August 2018
4	Monitor and enforce contract incentives and disincentives for one year, and assess how they can more effectively improve productivity and performance, establish dates in the five-year contract to review them, and update the contract management plan to reflect these changes.	 New Access contract will include performance standards linked to new and expanded financial incentives and disincentives.	  New incentives and disincentives identify performance indicators that will increase efficiencies, improve customer satisfaction.	November 2018
5	Define "excessively long trips" in reference to fixed-route standards, regularly sample longer trips to count how many are excessively long, and make sure there is no pattern of many excessively long trips.	Metro will define "excessively long trips" and regularly monitor Access trips to ensure no pattern exists.	 Elimination of excessively long trips will improve customer experience.	Q1 2018

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6	Put in place monitoring and enforcement procedures to make sure paratransit riders are not dropped off more than 30 minutes before appointments.	 The new contract has mechanisms for Metro to more closely monitor and control the contractor's scheduling practices.	 Limiting scheduled drop-offs to no earlier than 30 minutes before appointment will reduce system efficiency as fewer trips can be grouped together, but will increase customer satisfaction. 	Q4 2017
7	Provide additional fare payment methods that consider riders' needs and trip frequency.	ORCA and mobile ticketing projects are in progress.	 Mobile ticketing will help customers with smart phones who do not travel enough to warrant a monthly pass, and will offer customers an alternative to paying with cash.	Q2 2018
8	Work with King County communities to address barriers to Access for people with limited English.	Metro will enhance its partnership with Hopelink's Mobility Management program and address language barriers through focus groups this summer.	 More people from all corners of King County will be served.	Q2 2018
9	Use language data collected during eligibility determination to provide linguistically appropriate customer service to paratransit riders, and routinely collect and update information on language preference.	Metro will standardize the collection of Access customer language data, increase its availability to customer service staff, and translate major customer service materials into more languages.	 More people from all corners of King County will be served.	Q3 2017
10	Take steps immediately to implement an Equity Impact Review of the Access program.	Access will work with the Executive's Office and DOT Director's Office to begin an Equity Impact Review.	 More people from all corners of King County will be served.	Q4 2017
11	Use the results of the Equity Impact Review to find and engage with historically underserved populations.	Metro will develop more robust customer outreach and engagement approaches to address community needs based on the audit and the equity review.	 More people from all corners of King County will be served.	Q2 2018

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12	Based on the Equity Impact Review and best practices, develop community impact measures for Access, include the metrics in the performance monitoring plan, and report annually on equitable access to the program.	Impact measures will be developed with a progress report as part of ongoing system performance reports. First report likely in early 2019.	 More people from all corners of King County will be served.	Q4 2018
13	Establish a customer service function that is independent of control center, service provider, or turnkey contractors.	 The new contract model requires the vendor to forward customer complaints and commendations to Metro's Customer Service Office.	 Bringing customer service in-house will unify all Metro services, providing greater accountability and assuring customers that their concerns are being heard.	August 2018
14	Gather feedback annually from active and prospective Access riders, and use this information to improve service quality.	 The new contract requires the contractor to gather customer feedback on an ongoing basis, and Metro is starting an annual customer survey.	 A regular customer service survey will provide a more accurate baseline for customer satisfaction and areas for improvement.	August 2018
15	Use information from the 2016 Access survey to identify methods to increase participation of historically underserved populations in future surveys, and implement them.	Metro will evaluate how to more fully incorporate Access riders into ongoing customer surveys of bus riders and non-riders.	 More people from all corners of King County will be served.	Q1 2018
16	Conduct nonresponse analyses following the 2017 and future surveys, and use this information to improve response rates and participation of historically underserved populations.	Metro will develop a nonresponsive methodology to identify causes of non-responsiveness in surveys of historically underserved populations.	 More people from all corners of King County will be served.	Q4 2018
17	Supplement customer feedback and data reporting with direct observation such as a "mystery rider program" to ensure service quality.	Metro will pilot a "mystery rider program" using current agency staff and riders. The pilot will run through 2018.	 Increased observation of customer experience will lead to better service.	Q4 2018