

King County Metro Access Ride Guide

Phone Numbers

- 211 King County Information Line.....211
- Accessible Services.....(206) 206-263-3113
Toll Free Line 1-866-205-5001
TTY users 1-877-749-4286
- Metro Customer Services.....(206) 206-553-3000
- Orca Pass.....1-888-988-6722
- Rideline.....(206) 205-5000
Toll-Free Line 1-866-205-5001
TTY users: 206-749-4286
TTY users: Toll-Free Line 1-877-749-4286

Special thanks to the King County Accessible Services Advisory Committee (ASAC) in preparing this ride guide. Their suggestions and guidance played a big part in making this project successful and we thank them.

211 King County Information Line

- Find transportation providers and agencies that offer help with transportation costs.

Accessible Services

- Speak to someone about your Access eligibility and additional services offered by Access.

Metro Customer Service

- Get current information on transit fare and Access pass costs. Find what bus and/or train takes you to your destination.

Orca Pass

- The Orca Pass system, how it works and how to use it.

Rideline

- Call us for information about riding Access. Talk with us about Reservations, Standing rides, No-shows, Cancellations, Comments and more.

King County Metro Access Ride Guide

Hello, and welcome to King County Metro Access Transportation. This guide was put together with you in mind. We hope you find it helpful and easy to use.

Why was Access Transportation created?

Because there are times when people with disabilities cannot take a bus or light rail.

The Americans with Disabilities Act (ADA) of 1990 guides public transit agencies on how to make bus and light rail easier to use by people like you who have a disability. And to have paratransit service available when there is a barrier to you using the bus or light rail. Access Transportation (Access) is the paratransit service for King County Metro. If you are certified as ADA Paratransit eligible, you have a civil right to the paratransit services described in the ADA regulations. You can go to www.ada.gov for more information on these regulations.

How is Access different than the bus and light rail?

It starts with the vehicles. They are vans with lifts, painted with the Access logo. You have probably seen them in your neighborhood. Access vans are following a route the driver is given each day. Along the route, the driver picks up and drops off Access customers who called ahead for a ride. The route is rarely direct so we can pick up as many people as possible and share the ride. And we are not limited to bus stops. The Access van will pull up to the closest safe, legal space to where you are loading or getting off. Also, Access drivers assist each customer to get on and off the van safely.

Access is still transit. Long trips on the bus will still be long trips on Access. And there may be transfers. We also don't have the flexibility of a taxi - Access may schedule you earlier or later than you request and you will share the ride. As a public transit service though, you have the freedom to use our service as often as you like and to go anywhere within the same area that the bus or rail goes. Just make sure to request your trips in advance and enjoy the ride.

Here is how to use this guide.

Quick Start – Just want to jump in? Turn the page and get on board!

The Ride – Walk through the steps to request and take a trip.

Additional Services – Access offers services that go beyond what the ADA requires. Check here to see what they are.

Important Information – Find out how to make the most out of using Access.

Frequently Asked Questions – Look here first for an answer to your question.

Working Together – We each have responsibilities to make sure Access works well. Find out what they are.

Index – Want to find a specific topic? Look it up alphabetically.

Quick Start

1. Schedule a ride one to three days in advance.
2. Call seven days a week during normal business hours. Have the exact address for your pick-up and drop off.

Access Rideline contact numbers:

206-205-5000

Toll-Free Line 1-866-205-5001

TTY users: 206-749-4286

TTY users: Toll-Free Line 1-877-749-4286

3. Be ready to board Access at any time within the 30-minute pick-up window.
4. Pay for your ride after boarding Access.
5. You will share your ride with other passengers. Expect stops along the way before you reach your destination.
6. Cancel rides you will not be taking. Call before close of business the day before.

You are on your way to riding Access!

The Ride

When and where

When can I ride Access?

Good question. It depends on your paratransit certification and if a barrier to riding the bus or rail is present on the day of your trip.

Let's talk about your certification for the ADA paratransit program. You received a certification letter from King County Metro's Accessible Services. Keep that letter because it tells you when you can ride Access Transportation. You are either certified as fully eligible or conditionally eligible.

Fully eligible means there will always be a barrier to you riding the bus or light rail by yourself because of the limits your disability places on you. Any time you need to take transit, book your trip on Access.

Conditionally eligible means there are barriers to you but they might not always be present. The barriers are listed in your certification letter. Enjoy the convenience of the bus and light rail when those barriers are not there. Call Access and book a trip when there are barriers. If you are not sure, call the Access Rideline and the Reservationist will help you. When you can ride the bus or train but just can't get there because of a barrier, Access can take you to the bus stop or train station to board and complete your trip.

Where can I go on Access?

Anywhere a Metro bus or light rail would go at that time and on that day of the week. Access customers go grocery shopping, to work and school, to get their hair cut or check in with their doctor, meet up with friends, or to enjoy a nearby park. You can go any place – as long as the bus or rail go there. Call the Access Rideline when you are not sure whether or not an area is served by public transit.



Tips

- When your home is outside the area served by Metro or Link light rail, you can arrange to be picked up at another location where there is transit service.
- Are you considering a move within King County? Call us before you make that decision. We can tell you about the public transit service in the neighborhood you are considering.

The Ride

Booking a trip

Where do I start?

Ask yourself what is more important: do I need to be somewhere at a certain time or do I need to get picked up by a certain time?

Need to be somewhere by a certain time? Ask the Reservationist to schedule your trip by appointment time. The Reservationist will find the best available pick-up time so that you arrive before your appointment.

Tips



- Allow enough extra time to get to your appointment from where Access drops you off.

Need to leave by a certain time? Ask the Reservationist to schedule your trip by pick-up time. The Reservationist will look for the first available pick-up within an hour before or after your request. If you request a pick-up time we cannot give you an arrival time.

When can I make a reservation?

You can reserve a trip one to three days before but you cannot book a trip for the same day. For example, if you need a ride on Monday, call on Friday, Saturday or Sunday to book your ride. Reservationists take calls during normal business hours seven days a week. Call Access Rideline.

Tips



- Call for reservations earlier in the day to avoid high volume call times.
- Try the new online reservation service – **Access online** when it comes available late in 2009. Read about it in Additional Services.

What do I need to know to book a trip?

The Reservationist will ask you these questions.

- Your name and ID number as it is written on your Access card.
- Your home address and phone number.
- The date of your trip.
- The exact street address where Access will pick you up.
- The exact street address of where you are going, the time you need to be there and a phone number where you can be reached.
- If you will be using a mobility aid and if you have more than one, which one.
- If you will be riding alone or with someone, and if they use a mobility aid.
- If a baby or child will be riding with you. Remember to bring an infant or child seat; vans do not have them on board.
- If an animal will be riding with you. A pet must ride in a carrier but a service animal does not.
- If you will be bringing anything else with you on the van such as packages or a grocery cart.
- The time you would like to be picked up for your return trip.

Tips



- Meeting up with someone? Give the Reservationist the phone number of the person you are meeting and give your friend the Access Rideline number.
- Going somewhere new? Call three days ahead and tell the Reservationist this is a new trip for you. If Access has not been there before they may send someone out to look at it before the day of the trip.

What information will the Reservationist give me?

The Reservationist will check to see if this is a trip that you can take on Access. Then they will tell you either:

- there is no Metro bus service or Sound Transit Link light rail service at that time or day so no trip can be booked, or
- you're conditionally eligible and there are no barriers so you can take the bus or train, or
- confirm your reservation, tell you the time of your pick-up window and where Access will pick you up and drop you off.

If the trip can be taken on Access, the Reservationist will find the route that your trip will be on and give you a 30 minute pick-up window. You need to be ready to board Access any time during this window. For example, if you are given a window from 11:30 p.m. to 12:00 p.m., Access could come as early as 11:30 and any time after that up to 12:00 p.m.

You will be given a specific location where Access will meet you to pick you up and to drop you off.

Tips

- Repeat the information back to the Reservationist and write it down if you can.
- Ask questions! If you are not clear, take the time to check. Many of our late and missed trips are because of a misunderstanding at the time the booking is made.

How do I confirm my ride?

Your trip is confirmed when you make your reservation. If you want to double check the time and day of your scheduled trips, call the Access Rideline. Choose the automated system or during business hours, you can check with a Reservationist.

How do I cancel my ride?

Call the Access Rideline and cancel your ride before 5:00 p.m. the day before your ride is scheduled. Use the automated system or talk to a Reservationist during business hours.

The Ride

Day of the ride

Before the 30 minute window begins take time to prepare for your trip.

Tips



- Listen to the weather forecast and dress for it. Carry water on hot days and bring medications and any snacks you need.
- Take a restroom break before boarding the van. There is no restroom on Access vehicles and drivers cannot stop.
- Remember to take important phone numbers with you, including the Access Rideline number.

The 30 minute window is starting. What should I do?

Be ready with your coat at the beginning of the window – Access can come at any time within that window. Wait where you can see the van arrive.

Tips



- Watch for a taxi too. Access contracts with taxi companies when demand is high.
- Can't see the van from where you wait? Find out more about the **Advance Call** under Additional Services.

If the Access van doesn't come during the 30-minute window, call Access Rideline right away. Tell them exactly where you are waiting and we will get a van to you as quickly as possible.

What happens when the van arrives?

The driver will wait five minutes for you to board. If the van comes early, the driver will wait until your pick-up window begins and then give you five minutes to board. The driver will ask your name to confirm your trip and help you board. Access requires that you use the safety equipment provided so the driver will secure you and your mobility aid once you are on board. The driver will also ask for your fare. There is no farebox so give the fare to the driver or show your pass. Your trip back will work the same way.

Tips



- Consider a cell phone if you wait in a lobby.

If you are not at the pick-up spot or not ready to board in five minutes, the van will leave to stay on schedule.

How much does it cost to ride Access?

Fare prices can change. Call Metro's Customer Service to find out the current cost. For the different ways you can pay, take a look at the Important Information section.

- Consider purchasing an ORCA card, the region's new smart card for transit. Read about it in the Important information section.

How long will my trip be?

The length of your trip will vary. If there is no one else on your route, the trip could be shorter than a bus ride. But most of the time it will be similar to a bus ride. Plan for 90 minutes unless you are going a long distance, then it could take longer.



Tips

- Go to the Metro Online Trip Planner and plan your trip on a Metro bus. This gives you the approximate trip length on Access.
http://tripplanner.kingcounty.gov/cgi-bin/itin_page.pl?resptype=U
- Or check out Goggle maps.
<http://maps.google.com/maps?hl=en&tab=wl>

Additional Services

Advance Call – we're almost there

We give you a call shortly before the van arrives to pick you up. This is an automated call activated by dispatch. Advance Call service needs to be set up ahead of time with a Customer Service Representative. Call the Access Rideline if you are interested in this service.

Door-to-Door – help past the curb

The Access driver meets you outside your main entrance, walks with you to the van and helps you in. If you live in an apartment building, the driver will come to the main entrance and announce the van's arrival. Drivers are not able to go inside the building. Your driver will also help you off the van and walk with you to the door of your destination. If you need more help after you have entered the building, arrange for someone to meet you. Door-to-door service is only available when the driver can safely park close enough so they can see the van from the building entrance. Call Accessible Services if you don't have this service and you think you need it.

Hand-to-Hand – never left alone

Your caregiver is with you at the door when the Access driver picks you up. When you get to the other end of your trip, the driver will not leave until you are safely with the person scheduled to meet you there. Coming home is the same. This means that if there is not someone to meet you at the door when you get home, the Access driver will keep you on the van while it continues on its route until we reach someone to come meet you. Call Accessible Services to set up an evaluation if you don't have this service and you think you need it. A caregiver may also call on your behalf.

Standing Ride – same place, same day and time

This is also called Subscription Service. We pick you up and take you to the same place, at the same time, on the same day, every week. You only call to cancel. All standing rides are cancelled on holidays, except dialysis trips, so call us then too when you need the ride. Call the Access Rideline and talk with a Reservationist to set this up. We may also call you to offer a standing ride.

Registered Trip – same place, *different days or times*

We give a unique ID name to these trips. When you call in, give that ID name to the Reservationist and the pick-up and drop-off information will pop up on their screen. You then tell them what day you want to go and what time. This is a one

way trip so you will need to book a trip back. Call the Access Rideline and talk with a Reservationist to set this up.

Language Line – speaking your language

Tell us your preferred language and we will get an interpreter on the line. This takes a minute while we connect with the Language Line. This is a free service for you.

Rural service – extending Access beyond bus service

Access service extends further than what the ADA requires in eastern King County and the Transit Now Initiative passed by voters in 2006 added Access service in pockets of rural King County not served by buses. If you are not sure if service is available in your area, call Accessible Services and we can tell you.

Access online – using your internet connection

Coming in late 2009. More information will be available soon.

Important Information

Paying for Access

There is only one fare on Access. You can pay the fare in the following ways:

- In cash
- With your pass
- Regional Reduced Fare Permit (RRFP) plus cash

Purchasing a pass

You can purchase a pass online www.orccard.com, by fax, phone or in person. Call the ORCA line to get more information on how and where to buy a pass. The Customer Service Representatives will help you determine the pass that is best for you.

To find resources that offer financial help to pay for transportation, call the 2-1-1 King County Information Line.

Personal Care Attendants and companions

Your Personal Care Attendant (PCA) doesn't pay a fare but must ride with you to and from your exact drop off spots. Register your PCA with Access. Companions who ride with you will pay the same fare as you.

Service animals and pets

You will not be charged a fare for a service animal. If you bring a pet and the pet carrier is on your lap, there will be no fare charged for your pet. However, if your pet carrier takes up a seat you will be charged an additional fare.

Holiday service

Access service is limited on the following holidays, just like bus service.

- New Year's Eve
- Martin Luther King Jr. Day
- President's Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

Standing rides are cancelled on these days. If you need the ride on these days remember to call the Access Rideline to schedule it.

When a ride isn't cancelled during reservation hours the day before

A ride canceled after-hours will be recorded as a No Show. Once the reservation line closes, the schedules for the next day are finalized and sent out to drivers.

You may become sick right before a trip or another emergency comes up and you can't go as planned. Call the Access Rideline and let us know as soon as you can. Someone is available 24 hours a day. When you call the Access Rideline and explain the emergency the no-show may be excused for that trip.

Remember, if you don't cancel at all, we lose the chance to use those resources for other passengers and you will be given a no-show. So call us.

Status of other scheduled rides when No-showed

The remainder of your rides for the day that connect with your no-showed trip will be canceled. So call right away if you received a no-show but still need a pick-up for your return or connecting trip. We will not cancel any rides for that day that are not connected with the no-showed trip. If you are not sure, call.

Suspension for no-shows

Access customers are suspended if they have too many no-shows because every no-show means that taxpayer's money was wasted. So all of us need to take no-shows seriously and do everything we can to prevent them.

A no-show will be charged:

- If the ride is cancelled after 5:00 p.m. the day before your trip, or on the day of your trip or
- If the rider is not at the agreed upon pick-up spot during the 30-minute pick-up window or
- If the rider doesn't board within five minutes from when the Access van arrives during the 30-minute pick-up window.

If we made a mistake and went to the wrong location or if there was a medical emergency on the day of the ride, the no-show will be taken off your record. Call the Access Rideline if you think you have been charged a no-show that was beyond your control.

After each no-show customers receive daily automated phone calls for one week to remind them of upcoming rides that week. After three no-shows in a 30-day period, customers receive a letter giving the dates and addresses of the no-shows. After six no-shows in 30 days, the customer will be suspended from Access Transportation for no less than one week, or up to 180 days.

Bad weather

Access transportation has limited service when there is snow or bad weather. Call Access Rideline in advance to find out if we are serving your area. If we are, we will send out a van. Once they are closer to you the driver will make the final decision if your trip is possible. Sometimes Access vans cannot reach you because of a slick or closed street. Sidewalks, driveways and ramps also need to be clear.

Do not take a trip in bad weather if you don't need to go out. Call and cancel your rides if you decide it is not safe for you. No-shows are not counted during bad weather.

During extreme weather conditions, life sustaining trips such as those to dialysis or chemotherapy are our first priority so call us if you need transportation for medical reasons.

What is allowed on Access vans

You may bring up to four bags or packages on the van. Each item can weigh a maximum of 10 pounds each and the total weight of all bags cannot exceed 25 pounds. There are some things we cannot transport because of size, weight, safety or we can't secure the item safely. Examples are bicycles, hoier lifts, flammables, home appliances and furniture. If you plan on bringing an item other than a bag or package, tell the Reservationist when you are scheduling the trip. They will let you know if the item is allowed on the van.

Mobility devices on Access

When you registered with Access, we took an inventory of the mobility aids you use. When booking your ride let the Reservationist know which mobility aid you plan to use for that trip. If you have a new mobility aid, call Accessible Services before taking it on Access. We weigh and measure wheelchairs, scooters and motorized wheelchairs to make sure they fit within the ADA minimum size and weight for wheelchairs. The Scheduling department may also need to adjust the van schedule to ensure the correct space and time needed to board and deboard the van with your new mobility aid.

Traveling across King County lines

Access vans only travel in King County. If you need a ride to Snohomish, Kitsap, or Pierce counties you will ride Access for the King County part of your trip and another provider will pick you up at a designated spot to take you the rest of the way to your destination. These trips are also known as Out of County Transfer trips. Call your home paratransit office early in the day to schedule an Out of County Transfer trip. This gives the two agencies time to coordinate the trip before scheduling closes for the day.

Taking a ferry

An Access van will bring you to the ferry dock, you will disembark the van, pay the ferry fare, then board the ferry on your own. When the ferry arrives at the other side you will meet another paratransit vehicle that will take you to your destination. You will be given a 30-minute window for this vehicle. The window will start some time after the ferry docks.

Lost and found

Items found on the van are kept for 30 days. Please call Access Rideline and give customer service a description of your lost item and the date and time of your trip. Items can either be returned to you by an Access van when one is in your neighborhood or you can arrange to pick them up.

Checking your trip information any time

You can call the Access Rideline and talk with a Reservationist from 8:00 a.m. to 5:00 p.m. or use the automated line 24-hours a day. To use the automated line call Access Rideline, press "1" for the automated prompt. You will need to enter your Access ID and password, and follow the instructions given.

Visitors

Visitors can use Access services for 21 days in a 12-month period when they have a valid ADA Paratransit Card or other paperwork showing that they are certified for paratransit services elsewhere or unable to use the bus. We encourage visitors to contact Accessible Services a month before their visit.

Regional visitors

If you are ADA Paratransit certified by the city of Everett, Intercity Transit, Island County, Kitsap Transit, Pierce Transit, Skagit Transit, or Snohomish County, you can use Access as many days as you need. To get started, call Customer Service and give them your information. Then you can call Reservations to book rides. However, if you move to King County and become a resident, you will need to recertify in King County.

Infant and child seat requirements

If you are riding with a child under the age of four you will need to bring a child seat. The driver will secure the child seat after you have secured the child in it. If the driver feels the seat is unsafe or it cannot be safely secured in the van, you may be denied service.

Frequently Asked Questions

Why am I given a 30-minute window instead of an exact time for my pick up?

From the time you book your ride to the day of your ride, schedulers are adding riders and moving reservations so that riders get to where they need to go on time. Being able to work with a window of time gives us the opportunity to add riders to trips and serve more customers. Traffic and weather also affect Access van arrival times.

How long will my ride take?

Your ride will take about the same amount of time it would take to do the same trip on the Metro bus. Usually a little more. Sometimes a little less. This includes the time it would take to travel to a bus or light rail stop, get on and off, and then get to your destination. Access vans will make stops along the way to drop off other riders and will follow a route that may not go directly to your destination. Just like a bus.

Access is different than the Metro bus and light rail in that the route will change depending on the riders' destinations that day. Some days you may get to your destination a lot quicker than other days.

How do you decide which rider is dropped off first?

There are many factors that go into scheduling your drop off. Think about it like running errands in a day. One day you may need to buy stamps at the post office, pick up your dry cleaning and buy food at the grocery store for tonight's dinner, while keeping in mind that the stores close at different times. You would need to follow a particular order to get to the places you need to go before the stores close. You may even need to travel past one store to get to another.

Similarly, your Access driver needs to take you and the other riders with different appointment times to different stops. When you booked your ride, your destination was matched as closely as possible with the other riders' destinations. Then the route was built. It may not be obvious why the driver is following a particular route; however your Access van will get you and the other riders to your appointments on time.

Why do I sometimes arrive early for my appointment?

We do our best to drop you off where you need to go as close as possible to your appointment time. Access is a shared ride service and we consider the appointment time needs of each rider. You may be dropped off early at your

destination so that everyone on your van reaches their destination in time for their appointment. Sometimes another rider's cancellation may cause your van to get to your destination more quickly. To ensure that you and the other riders get to your appointments on time, we may drop riders off up to an hour before their appointment.

Can someone else make a reservation for me?

Yes. They must have your name, home address and Access ID number and the Reservationist may ask their relationship to you. If you do not want someone making reservations or checking on your rides, let us know and a note will go into your file.

Can the van wait more than five minutes if I need it to?

No, because Access is like a Metro bus or the light rail. The van needs to stay on schedule and cannot wait longer than five minutes.

Can I choose my seat on the Access van?

Yes. In most cases you can choose your own seat. However, sometimes the driver will direct you to a seat. This is necessary when there is a particular mobility device that must be accommodated or a customer needs to be in a specific location for safety reasons.

Can I change the time of my ride?

Yes. You can change the time of your ride but you have to do it before 5:00 p.m. on the day before the trip and you can't change the time less than one hour. So if you have a 9:00 a.m. pick-up on Tuesday, you can call before 5:00 p.m. on Monday and change it to an 8:00 a.m. or earlier pick-up or a 10:00 a.m. or later pick-up.

My appointment ended early. Can I get picked up earlier?

Sometimes. It is difficult for us to respond quickly to a request on the same day. If your trip is long or there is not many Access vans in your area, or if there is heavy traffic, it is unlikely that we can get to you any earlier. However, there are times when we can. Call the Access Rideline as soon as you can and choose option three to speak to someone in Dispatch. They will look to see if we can pick you up early.

My appointment ended late. What do I do?

Call the Access Rideline as soon as you know you will be late and we will find the next available pick-up time for you.

Can I call on the same day as my ride and ask to be dropped off at a different place?

No, on the day of your ride we can't change your drop-off or pick-up location. You can change these locations if you call at least one day before your ride is scheduled. It is like taking the same ride on the bus. The bus driver must follow the scheduled route. Any changes to your pick-up or drop-off location will make it a new ride.

Can I take more than one trip a day on Access?

Yes. You may take multiple trips on Access per day. We ask that you arrange your next pick-up time for at least 30 minutes after you have been dropped off by an Access van.

Will I have to transfer to another van? How does that work?

If you are going a long distance, you may have to transfer to another van serving the area you are entering. Just like using the bus. Access will take you to a predetermined transfer location where you will wait for your transfer vehicle.

How does Access select pick-up locations?

Access staff reviews many of the sites before your trip. We look for safe, legal and reliable locations when choosing pick-up and drop-off spots.

Will an Access driver help me load my bags onto the van?

Yes, drivers will help you on and off the van with up to four bags.

Can I bring a shopping cart?

Yes, when it can be safely secured. Let the Reservationist know when booking your trip what type of cart you will be bringing, a folding or non-folding model.

What is the difference between a PCA and a Companion?

A Personal Care Attendant (PCA) is someone who helps you on a regular basis with one or more daily life functions, such as dressing, bathing or eating. If you use a PCA, call Accessible Services and we will mail you the necessary paperwork. Accessible Services will not provide a PCA for you. You are responsible to find a PCA for your trip.

A companion is anyone else who is traveling with you.

Working Together

What you can expect from us

- We will protect your safety
- We will guard your privacy
- We will treat you with respect
- We will keep you informed
- We will listen

How do I comment on my experience with Access service?

Call us, write, or send us an e-mail with as much detail possible. We want to know right away when something happens that doesn't seem right to you or when something doesn't work. And when your trip goes well, your praise is passed on to the staff.

We research each problem reported to us and send you the results when you request it. We also protect your privacy. Tell the customer service representative when you are concerned about an employee knowing it was you who complained. We do not tolerate acts of retaliation.

When you ask for a reply, we send you a notice within three days to let you know we received your information. A call or letter with the resolution is sent within 10 days of our receiving your information. You can also send your comments on the postage paid comment cards posted in the information rack on the vans.

Can I make a complaint directly to Metro?

Yes. Call, write or e-mail King County Accessible Services with your concerns and include the complaint number from Access. Accessible Services staff will investigate the response to your complaint and work with Access management until the problem is fixed.

What we expect from you

- To show courtesy to each other and staff
- To tell us when your ride doesn't go right
- To let us know when we do better than expected
- To follow Metro's Code of Conduct

What happens if a customer doesn't follow the Metro Code of Conduct?

The customer could be immediately expelled from service if the misconduct is threatening to Access staff or another customer or if there is a possibility of personal injury or property damage.

A customer who has been expelled or prohibited from booking rides because of violations or has a documented pattern of inappropriate behavior may also be suspended from service.

A first suspension is usually no more than 30 days. If there are many severe violations, the rider may be suspended for longer periods, including an indefinite period. A suspension for an indefinite period will be reviewed at twelve-month intervals when requested by the suspended person.

Riders who are suspended receive a written suspension notice that is delivered to them or mailed to their home. If they do not immediately comply with a suspension order they may be prosecuted for criminal trespass.

A person whose privileges have been suspended may submit a written request for a Suspension for Misconduct Review. Written requests for reviews are mailed to Accessible Services.

Metro's Code of Conduct

- No eating or drinking. Customers who have a medical need may obtain an exception from Access Transportation.
- No Alcoholic beverages.
- No Smoking.
- Respect others by not engaging in loud, unruly, harmful, abusive or harassing behavior.
- Wear headphones when playing a radio, tape recorder, or audible game.
- Do not block an aisle or occupy a seat that has not been paid for.
- Do not cause unreasonable delays; delay the Access van, passenger movement or interfere with Access service.
- Odors that unreasonably disturb others are not allowed.
- Dangerous weapons are not allowed.
- Impersonating a transit employee or official is a misdemeanor and will not be allowed.

Need this information in an alternate format?

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- 206-263-3113
- TTY users only: 206-263-3116

Email: accessible.services@kingcounty.gov