

Existing Transportation Services in King County

A variety of transportation services are available in King County for people with special transportation needs. These include fixed route bus and rail service; deviated fixed route bus service; ADA paratransit; shared rides; door-to-door service; door through door service; program transportation; travel training programs; subsidies; and information, referral and assistance. These services and programs are provided by transit agencies and human service organizations. The following section provides an overview of the transportation providers in King County and describes the programs and services they offer.

Transportation Providers

King County Metro

King County Metro Transit (Metro) provides bus service along regular and commuter fixed routes, “Custom Bus” Routes, complementary ADA Paratransit service, Dial-A-Ride Transit (DART), and the Seattle Waterfront Streetcar.

Sound Transit

Sound Transit provides express bus, commuter rail and light rail services throughout the region.

Human Service Transportation Agencies

Approximately 1,700 organizations and programs in King County were first identified as having a transportation role. Of these, 254 responded to requests for information, including service organizations, faith based organizations, private for profit entities, residential facilities, public transit programs, senior centers and programs, colleges and universities, community action programs, school districts, low-income housing projects, child care centers, veteran’s organizations, and head start programs. Information about each provider, including the type of service provided and other relevant information, is housed on a web site: FindARide.org, which is sponsored by Sound Transit.

Intermodal and Inter-agency Connections

Other transit agencies link their services with those of Metro and Sound Transit including Pierce Transit, Community Transit, Kitsap Transit, Everett Transit, and the Washington State Ferry System. In addition, most routes serving downtown Seattle have stops within a short distance of the King Street Station, where customers can board the Amtrak passenger trains.

Transportation Programs & Services

Fixed Route Bus & Rail Service

Bus service

King County Metro

Metro provides a variety of fixed route services, including:

- 51 core city local routes within the City of Seattle
- 68 suburban local routes
- Two rural local routes
- One suburban intercity route
- Five rural intercity routes
- 14 core city commuter routes within the City of Seattle in addition to express route variants of 15 core city local routes
- 69 suburban commuter routes
- 22 “Custom Bus” routes providing fixed route service to schools and employment centers
- Six special late “night owl” routes serving Seattle between 2:00 a.m. and 4:00 a.m.
- Waterfront Streetcar service

Services are generally provided between 4:00 a.m. and 1:00 a.m. weekdays, and between 6:40 a.m. and 10:00 p.m. on Saturdays and Sundays.

More information: <http://metro.kingcounty.gov/>

Sound Transit Express Bus and Facilities

ST Express bus routes connect cities and suburbs throughout the region and link with other local and regional transit services.

Sound Transit funds and constructs freeway HOV direct access ramps to ensure fast and reliable local and regional bus service, encourage carpool and vanpool use and eliminate the need for buses and carpools to weave through general traffic at freeway entrances and exits.

Transit centers, park-and-ride lots, and pedestrian and bicycle improvements provide local access to the regional transit network.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/ST-Express-Bus.xml>

All Metro and Sound Transit buses have wheelchair lifts or ramps and all routes and trips are accessible.

Commuter Rail Service

Sounder Commuter Rail

Sound Transit operates an 82-mile commuter rail system with 12 stations using existing railroad tracks between Everett, Seattle, Tacoma and Lakewood. Sound Transit's commuter rail operates Monday through Friday during peak hours. There are seven round-trip trains between Tacoma and Seattle in the peak direction, plus two round-trips in the reverse direction. Sound Transit also offers four round-trip trains between Everett and Seattle.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Sounder-Commuter-Rail.xml>

Light Rail

Sound Transit Link

The Central Link light rail line, operated by Sound Transit, is a 14-mile route that connects downtown Seattle and Southeast Seattle with Tukwila International Boulevard Station in Tukwila. A 1.7-mile extension to Seattle-Tacoma International Airport will open in December 2009.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Central-Link-Light-Rail.xml>

Sound Transit's 1.6-mile Tacoma Link light rail line opened in August of 2003 and connects the downtown Tacoma business, theater and university districts to the new Tacoma Dome Station.

More information: <http://soundtransit.org/Riding-Sound-Transit/Schedules-and-Facilities/Tacoma-Link-Light-Rail.xml>

Ferry Service

Washington State Ferries

The King County Water Taxi

Vashon Island/Downtown Seattle route provides weekday service between the ferry terminal at the north end of Vashon Island and Pier 50 on the downtown Seattle waterfront. King County also offers seasonal ferry service between West Seattle and Downtown Seattle.

More information: <http://www.kingcounty.gov/transportation/kcdot/Marine/WaterTaxi.aspx>

Contact: watertaxi.info@kingcounty.gov or 206-684-1551

Deviated Fixed Route Bus Service

King County Metro DART

DART (Dial-a-Ride Transit) is a demand responsive transit alternative serving low-density suburban areas, with a fixed schedule that has the flexibility of

picking up and dropping off passengers in a defined service area. DART service is available to everyone. Metro purchases DART services from private contractors.

More information: <http://metro.kingcounty.gov/tops/bus/dart/dartinfo.html>

Contact: 1-866-261-DART (3278) (voice) or 1-800-246-1646 (TTY)

ADA Paratransit

Access Transportation

Metro's Access Transportation service is available for persons with disabilities who are unable to use the regular fixed route bus system or light rail due to their disability. It provides next-day shared rides within $\frac{3}{4}$ of a mile on either side of non-commuter fixed route bus service during the time and on the days those routes are operating. Access Transportation service uses contractors to provide shared ride van transportation within most of King County.

More information: <http://metro.kingcounty.gov/tops/accessible/accessvan.html>

Contact: 1-866-205-5001 or 1-877-749-4286 (TTY)

Shared Rides

Metro leads the way with the oldest and largest public commuter van program. Trailblazers in ridesharing, both VanPool and VanShare have been guiding resources for other commute programs around the country.

VanPool

Metro's VanPool program provides the van and everything else for successful ridesharing: rider support services, maintenance, insurance, fuel, tires and training. Groups of five to fifteen people all over the Puget Sound region are choosing to vanpool.

More information: <http://metro.kingcounty.gov/tops/van-car/commutervans.html>

Contact: vanpool.information@kingcounty.gov (e-mail), 206-625-4500 (voice), 1-800-427-8249 (toll free), 1-800-833-6388 (TTY) or 206-684-2166 (fax)

VanShare

Metro's VanShare program bridges the gap between public transportation and a rider's final destination. Like VanPool, groups of five or more commuters use a King County-provided van to get from public transit to their final destination.

More information: <http://metro.kingcounty.gov/tops/van-car/commutervans.html>

Contact: <mailto:vanpool.information@kingcounty.gov> (e-mail), 206-625-4500 (voice), 1-800-427-8249 (toll free), 1-800-833-6388 (TTY) or 206-684-2166 (fax)

RideshareOnline.com

This website provides an easy way to find others in Washington or Idaho who are interested in sharing their commute in a carpool or vanpool.

More information: <http://www.rideshareonline.com>

Contact: rideshare@rideshareonline.com (e-mail), 1-888-814-1300 (voice) or 1-800-833-6388 (TTY)

Door-to-Door Service

KCCT paratransit

Snoqualmie Valley Transportation (SVT)

Snoqualmie Valley Transportation provides dial-a-ride service for transportation dependent people of all ages. SVT serves the Snoqualmie Valley from North Bend to Monroe. Buses are on the road from 6 am until 8 pm Monday through Friday. Same day ride requests are accepted on a space available basis. Mt. Si Senior Center began the program in 2003 using operating funds from WSDOT's Non Profit Paratransit Special Needs Fund and buses provided by Metro's Community Access Transportation (CAT) program. In 2008, the program's capacity doubled due to a partnership with the Snoqualmie Indian Tribe. The Tribe supplied additional operating funds and buses. Three Senior Services Shuttles operate in the Snoqualmie Valley primarily providing service to the two area senior centers. These Senior Shuttles are scheduled and dispatched by SVT.

More information: <http://www.snoqualmievalleytransportation.org/>

Contact: 425-888-7001

Hyde Shuttle

The Hyde Shuttle is a free van service for seniors 55 or older and people with disabilities living in Central or Southeast Seattle. Passengers can ride anywhere in the shuttle's service area. The van is lift-equipped and operates Monday through Friday. Rides are on a first-come, first-served basis.

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#hyde>

Contact: 206-727-6262 (voice) or 206-296-3701 (TTY)

Door through Door Service

Senior Services Volunteer Transportation

As of July 2009, there are 16 organizations that provide special needs volunteer driver transportation within King County: American Cancer Society, Bailey-Boushay House, Catholic Community Services, Faith in Action, Group Health Cooperative, Mercer Island Parks & Recreation, Multifaith Works, Nikkei Concerns, Northshore Senior Center, Northwest Kidney Centers, Seatac Community Center-Senior Program, Seattle Parks & Recreation, Senior Services, Simon of Cyrene, US Veterans Administration and Volunteers of America. These programs transport riders to medical appointments, grocery shopping and meal programs by engaging volunteer drivers, driving their own vehicles or program-owned vans, to serve those in need.

More information: http://www.seniorservices.org/getting_assistance/all_programs/transportation/volunteer_transportation.aspx

Contact: 206-448-5740 (voice) or 1-800-282-5815 (toll-free)

Senior Shuttles

Created in 1997, Senior Shuttles now offers 18 van programs throughout King County. It transports seniors and people with disabilities to hot meal programs, medical appointments, senior centers, grocery stores, and other local destinations. The service provides riders with an opportunity to socialize and stay active within their communities. It gives van drivers an overwhelming sense of satisfaction and a chance to form many special friendships. There is no charge for rides, but donations are welcome.

More information: http://www.seniorservices.org/getting_assistance/all_programs/transportation/senior_shuttles.aspx

Contact: 206-727-6262 (voice) or 1-800-282-5815 (toll-free)

Program Transportation

Medicaid Transportation

Within King County, the private nonprofit agency Hopelink serves as the Medicaid broker. Under contract with the Department of Social and Health Services' Medical Assistance Administration, Hopelink coordinates transportation to and from medical appointments for low-income residents on Medicaid assistance. Hopelink uses contracted providers, fixed route transit passes, gas cards, mileage reimbursement and volunteers to provide service.

More information: <http://www.hope-link.org/gethelp/transportation>

Contact: 1-800-923-7433 (voice) or 1-800-246-1646 (toll-free)

School Bus Transportation

King County currently has 19 school districts and one Educational Service District that provide school bus transportation. During the 2008-2009 school year, 95,154 basic education students and at least 7,867 students with special transportation needs¹ were transported. Students eligible under the McKinney Vento Act are often transported utilizing contracted services, private vehicle (mileage reimbursement) and other methods. Under current legislation any child who becomes homeless or is on foster care is eligible for transportation to their school of origin.

¹ Students with special transportation needs include students with an Individual Education Plan (IEP), English Language Learners (ELL), and homeless and foster care students covered under the McKinney Vento Act. However, school districts are currently not required to track the number of McKinney Vento eligible students they transport if they are not counted as part of their school bus transportation system.

Since schools are required to pay for the transportation of students farther outside of the one mile radius of the school, many districts are no longer transporting their regular education students who live within the one mile radius. This has created safety concerns in particular for families who live in rural areas where there may not be sidewalks or other pathways to the school.

CAT Advantage Vans

The Community Access Transportation (CAT) program is an effort to make use of an increasing number of high-quality retired Access and vanpool vehicles, as well as create new, innovative programs, such as the Hyde Shuttle. Through the CAT program, Metro provides vans, along with emergency response, vehicle maintenance and repairs, driver training, and technical assistance to participating agencies. Agencies agree to provide a minimum number of rides to Access users each month. For those committing to a higher level of rides, Metro provides a small operating grant annually to offset the cost of insurance, fuel, and administration. Rides are requested through the individual programs. Agencies provide the drivers and comprehensive, collision and liability insurance.

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#cat>

Contact: accessible.services@kingcounty.gov (e-mail) or 206-205-6578 (voice)

Children's Hospital

Children's Hospital provides a free, wheelchair-accessible van service to and from the hospital for patients and families traveling through SeaTac Airport, the Amtrak train station, ferry terminals or the Greyhound bus station in Seattle. Families can schedule pick-ups or drop-offs over the phone or through email. Children's Hospital requests they reserve a ride at least 24 hours in advance.

More information: <http://www.seattlechildrens.org/visitors/transportation/>

Contact: airport.shuttle@seattlechildrens.org (e-mail) or 206-987-RIDE (7433)

Seattle Cancer Care Alliance Shuttle

This shuttle provides transportation between Children's Hospital, Seattle Cancer Care Alliance, Fred Hutchinson Cancer Research Center and the University of Washington Medical Center. The shuttle leaves every 40 minutes from the Whale 6 entrance to Children's Hospital from 7:35 am to 6:55 pm.

More information: <http://www.seattlechildrens.org/visitors/transportation/>

Providence ElderPlace

Travel Training Programs

Individual & Group Instruction

First Transit Instruction

Metro and Sound Transit provide free training services to teach persons with disabilities and seniors how to ride regular public transit. The Transit Instruction Program offers:

- individual training that is designed to meet your specific travel needs; and
- group orientation (including a trip on the bus to a destination the group selects).

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#training>

Contact: 206-749-4242 (voice)

Bus Buddy

The Bus Buddy program is designed to give a safe, convenient and personal introduction to using public transit with individual assistance or in groups within King County. Training is available in 17 languages. Our goal is to give riders the confidence to travel in and around the area. Participants receive training and support from their Bus Buddy until they feel they are ready to ride solo.

More information: <http://www.hope-link.org/gethelp/busbuddy>

Contact: busbuddy@hope-link.org (e-mail) or 425-943-6769 (voice)

Lift and Ramp Training

King County Metro

- lift or ramp use instruction.
- Get on Board

Train the Trainer

Travel Ambassador

The Travel Ambassador "train-the-trainer" program is designed to give an in-depth overview of travel options available in the area. The Travel Ambassador program is for social service professionals, resource agencies, accessibility programs, medical professionals and anyone helping travelers in King County who want to give their clients information on transportation options that can be tailored to each client's needs. The Travel Ambassador program can be adapted for agencies and organizations working with non-English speaking clients.

More information: <http://www.hope-link.org/gethelp/gethelp/bb/travelambassador/>

Contact: busbuddy@hope-link.org (e-mail) or 425-943-6769 (voice)

Subsidies

Regional Reduced Fare Permit

The Regional Reduced Fare Permit (RRFP), sometimes called a senior or disabled bus pass, costs \$3.00 and enables seniors and people with disabilities to ride Metro buses at a significant discount. A Personal Care Attendant RRFP is available for persons who need assistance to ride the bus, which allows their

attendant to ride at a reduced rate. Service animals (such as a seeing-eye dog) ride free.

To qualify, riders must present proof that they meet **one** of the following criteria:

- 65 years of age or older; **OR**
- Currently certified by the Veterans Administration at a 40 percent or greater disability level; **OR**
- Have a valid Regional ADA Paratransit card; **OR**
- Have an obvious physical impairment(s) meeting the medical criteria for the program; **OR**
- Certified by a physician, psychiatrist, psychologist (PhD), audiologist, nurse practitioner (ARNP) or physician assistant (PA) as meeting one or more of the medical criteria established for this program.

People younger than 65, must go to a Metro Customer Office to have their picture taken and to purchase the RRFP. People 65 and over can register by mail, as a picture is not required.

With an RRFP, riders can buy a Metro-only monthly reduced fare pass for \$5.50 or an annual reduced fare sticker for \$66. This sticker qualifies as payment for Metro's reduced bus fare and is good for 25 cents toward an Access Transportation fare. The pass is also valid for full fare on Sound Transit's Link Light Rail.

More information: http://metro.kingcounty.gov/tops/accessible/reduced_fare_permit.html
Contact: customer.comments@kingcounty.gov (e-mail) or 206-553-3000 (voice)

Medicaid Transportation

Within King County, the private non-profit agency Hopelink serves as the Medicaid broker. Under contract with the Department of Social and Health Services' Medical Assistance Administration, Hopelink coordinates transportation to and from medical appointments for low income residents on Medicaid assistance. Hopelink uses contracted providers, fixed route transit passes, gas cards, mileage reimbursement and volunteers to provide service.

More information: <http://www.hope-link.org/gethelp/transportation>
Contact: 1-800-923-7433 (voice) or 1-800-246-1646 (toll-free)

Working Wheels

Working Wheels is a nonprofit employment-support program operated by Solid Ground that sells affordable used cars to low-income workers and job seekers. Working Wheels serves economically disadvantaged residents of King County who need a car to get to work. Many clients are current or former welfare recipients who are trying to stay employed and improve their lives. Eligible clients purchase a vehicle for an average of \$1500 through a 3-year loan.

More information: <http://www.working-wheels.org/>
Contact: merryb@solid-ground.org (e-mail) or 206-716-3855

CAT Vanworks

Community Access Transportation (CAT) pays the monthly cost of a standard Vanpool agreement on behalf of local agencies that have a number of clients who are eligible for Metro's ADA Paratransit program (Access Transportation) and are traveling to work sites. The agency provides the driver and liability insurance.

More information: <http://metro.kingcounty.gov/tops/accessible/access-ctp.html#vanworks>

Contact: accessible.services@kingcounty.gov (e-mail) or 206-205-6578 (voice)

Taxi Scrip

Metro's Taxi Scrip Program serves low-income King County residents who are age 18-64 and have a disability or who are 65 years old or older. Riders must have a Regional Reduced Fare Permit (RRFP); if they do not already have one, they can apply for one at the same time as applying for Taxi Scrip. This program enables qualified participants to buy up to six books of taxi scrip each month from Metro at a 50 percent discount. Taxi Scrip can be used like cash to pay for taxi rides from several local taxi companies.

More information: http://metro.kingcounty.gov/tops/accessible/taxi_scrip.html

Contact: 206-553-3060 (voice) or 206-684-2029 (TTY)

Information, Referral and Assistance

Senior Services Senior Information and Assistance

Senior Services Information and Assistance provides access to thousands of resources, services, and programs available to King County's residents who are age 60+ including transportation services.

More information: http://www.seniorservices.org/getting_assistance/all_programs/information_and_assistance.aspx

Contact: info@seniorservices.org (e-mail), 206-448-3110 (voice), 1-888-435-3377 (toll-free) or 206-448-5045 (TTY)

2-1-1 Service in King County

King County residents can use the abbreviated dialing code 2-1-1 to reach the Crisis Clinic's 2-1-1 Community Information Line. King County 2-1-1 is an easy-to-remember, free phone connection that connects people needing help—or those wanting to help others—with the appropriate resources. 2-1-1 works to get people the information they need, coordinate services and save costs by removing duplication of services. This service is currently available Monday through Friday from 8:00am to 6:00pm.

More information: <http://www.uwkc.org/ourcommunity/211.asp>

Contact: 2-1-1 (toll-free)

FindARide.org

A gateway to transportation options in the Puget Sound area. It provides links to transportation tools such as the transit trip planner, and includes a searchable

database to allow people with special transportation needs, case managers, and agencies to find transportation in the Central Puget Sound Region.

More information: <http://findaride.org/>

Contact: info@findaride.org (e-mail), 1-800-201-4900 (voice) or 1-888-713-6030 (TTY)

King County Residential Transportation Coordinators (RTCs)

Language barriers often prevent non-English speaking residents from understanding and using the transportation options available in their community. King County Metro Transit, local city jurisdictions and nonprofit organizations offer a number of programs that provide neighbor-to-neighbor transportation advice for people, in their native language.

More information: <http://metro.kingcounty.gov/tops/tri/tri-cp-rtc.html>

Contact: ref.lindmark@kingcounty.gov (e-mail), 206-684-1104 (voice)

Getting There Transportation Resource Center

Getting There is located at Harborview Medical Center. The center provides information and assistance to King County residents regarding resources to meet individual transportation needs. Services include but are not limited to:

- Assistance and recommendations on appropriate transportation services to travel to and from client's residence.
- Assessment and recommendation on services to meet client's transportation needs including travel for medical appointments, work, and leisure activities.
- Assistance with application process for transportation service (for example, completing taxi script application).
- Advocate for clients by providing information on appropriate agencies to contact to make travel safer (i.e.; requesting installation of audible light signals).
- Explore and recommend barrier reducing equipment (i.e.: use of safety flags when crossing street, use of safety vest on wheelchairs for increased visibility).

Nutrition Coordination

Nutrition Coordination Program staff work with seniors to find the best way to get them to one of the over 50 senior hot lunch programs throughout the County, which serve delicious, balanced meals that meet one-third Recommended Daily Allowances. The program coordinates transportation services with many different providers to improve access to the lunch programs. These services include:

- Assistance applying for Metro's ACCESS program
- Troubleshooting difficulties with any transportation provider
- Arranging rides on ACCESS while awaiting ACCESS eligibility certification
- Arranging rides with volunteers driving their own vehicle

More information: http://www.seniorservices.org/getting_assistance/all_programs/transportation/nutrition_transportation.aspx

Contact: 206-448-5740 (local) or 1-800-282-5815 (toll-free)