

Special Needs Transportation Resources funded by King County



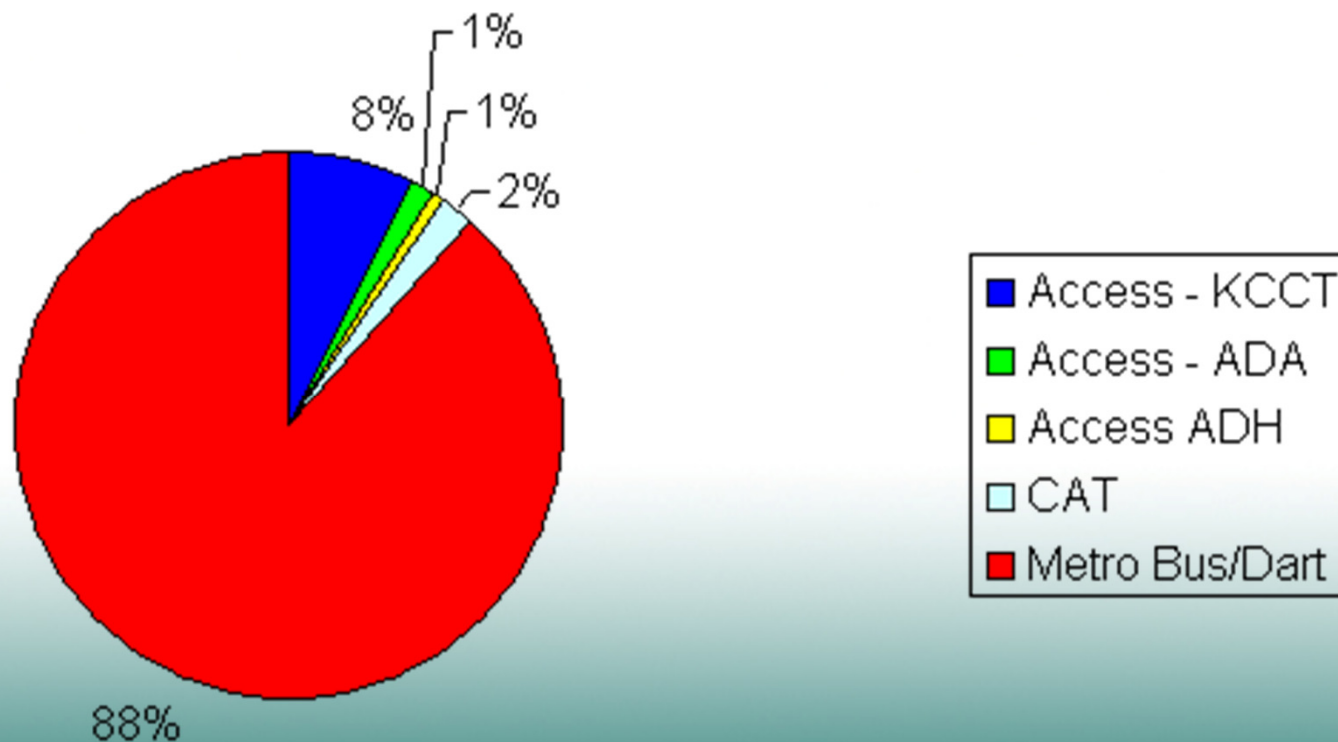
King County
METRO

We'll Get You There.

Special Needs Transportation Resources

Special Needs Transportation Resources	2009 Rides	2009 Customers	Cost to King County	% Rides
Access Transportation	1,215,298		46,686,127	10%
Community Access Transportation (CAT)	249,727		\$1,257,154	2%
Metro Supported Programs	0	7,599	\$698,961	0%
Metro Transit	11,171,715	40,000	\$43,778,280	88%
TOTAL:	12,636,740	47,599	92,420,522	100%

Special Needs Transportation Trips funded by King County 12,636,740 trips



Metro Transit

Special Needs Transportation Resources	2009 Rides	2009 Customers	Cost to King County
Bus/Trolley service	11,087,047		\$43,256,052
Dart service	84,668		\$522,228
Regional Reduced Fare Permit (bus pass)		40,000	\$0

Access Transportation

Special Needs Transportation Resources	2009 Rides	Cost to King County	
Access - KCCT (exceeds ADA minimums)*	949,929	\$36,553,268	
Access - ADA (meets ADA requirements)	163,369	\$6,286,439	
Access - Adult Day Health (provided by Access)**	102,000	\$3,846,420	

- subscription service, advance reservations, door-to-door, hand-to-hand or rural areas w/o bus service.

** 2010 data (ADH rides started in 2010).

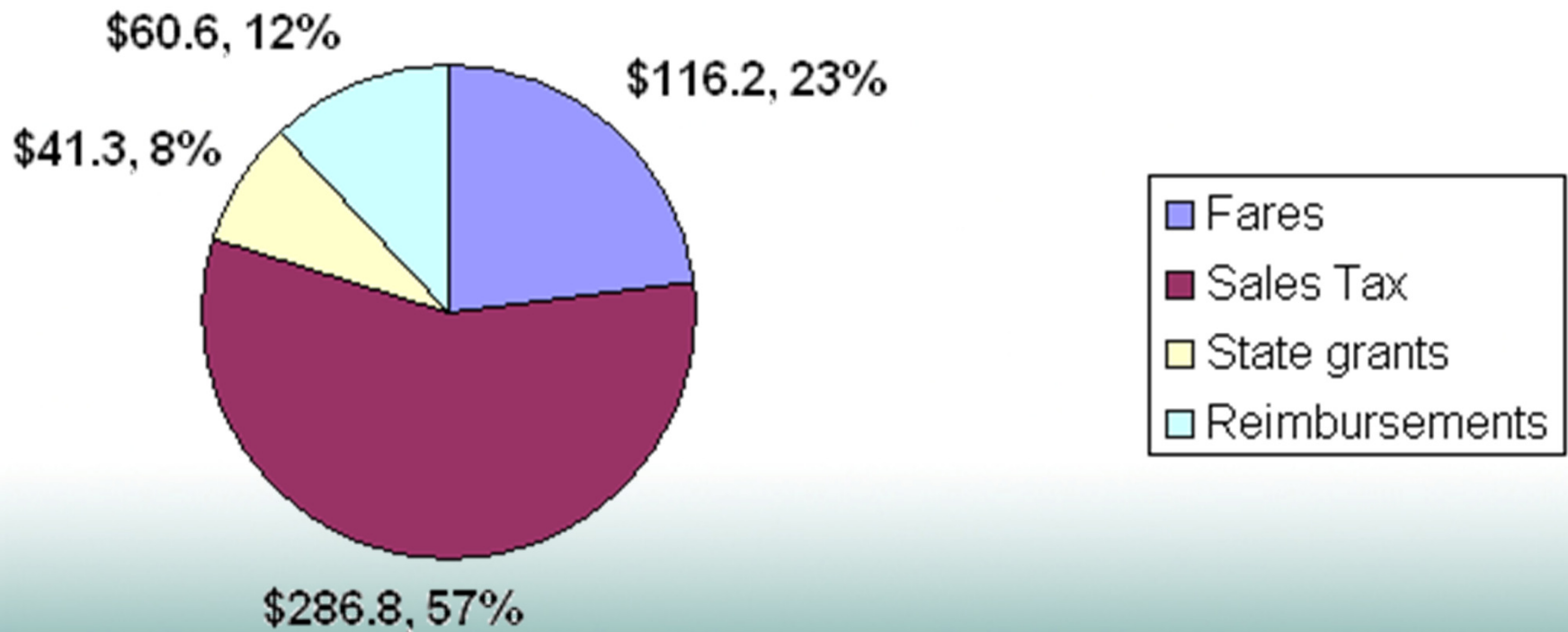
CAT Services

Special Needs Transportation Resources	2009 Rides	Cost to King County
Advantage Partnerships:		\$880,264
Community agencies	96,210	
Senior Services Hyde/Nutrition Shuttles	65,882	
Senior Services Volunteer Transportation	18,807	
Snoqualmie Valley Transportation	29,011	
Group Health Volunteer Transportation	1,507	
Domestic Violence Emergency Transportation	1,845	\$29,691
Metro Taxi Scrip	34,320	\$347,199
Wheelchair Accessible Taxicabs	2,145	\$0

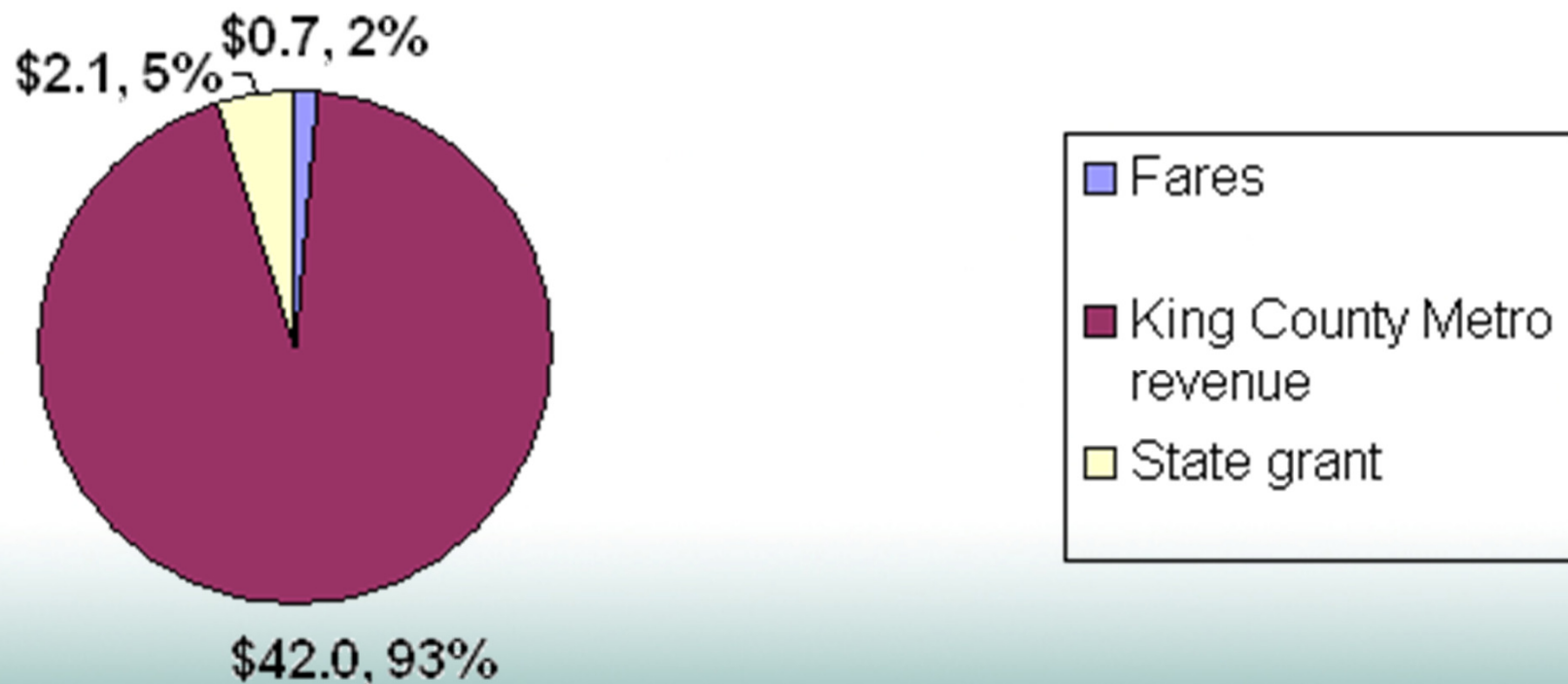
Metro Supported Programs

Special Needs Transportation Resources	2009 Customers	Cost to King County
Getting on Board - Group Transit Instruction	236	\$25
Getting There - Transportation Resource Center	4,800	\$127,352
King County Mobility Manager	270	\$26,919
Lighthouse for the Blind Transit Instruction	226	\$65,000
Transit Instruction	1,367	\$479,665
Travel Ambassador program	700	\$0

Metro Revenue (486.9 million)



Access Revenue (44.8 million)



Community Access Transportation Program



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CAT Program Goals



- Complement Access service by filling gaps in service
- Provide alternative transportation options for seniors and people with disabilities that may be more efficient and cost effective
- Increase access to existing transportation options by providing information and resources to people with special needs

CAT Products

- Advantage Program
- Vanworks Program
- Vanpool Subsidy



Advantage Program

For non-profit agencies that serve seniors or people with disabilities

Services:

- Accessible vans
- Van maintenance
- Driver training



Agency Requirements:

- Van service open to the public
- Provide drivers and insurance
- Provide **150** one-way van trips a month for ADA Paratransit eligible customers

Provide **200+** one-way van trips a month for \$10,000+ in operating funds

Vanworks Program

For non-profit agencies that transport seniors or people with disabilities to work or training

Services:

- Metro Vanpool vehicle
- Van maintenance
- Gas and comprehensive/collision insurance



Agency Requirements:

- Provide 100 one-way van trips a month for ADA Paratransit eligible customers who commute to work or school
- VanPool must include a driver, back up driver and bookkeeper
- Liability Insurance

Benefits to Agencies

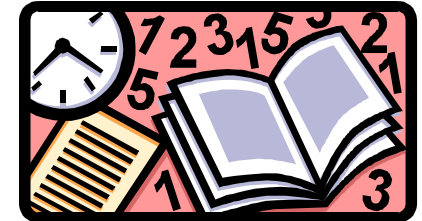
- More flexible schedules
- Vehicles for errands, field trips or weekend service
- Consistent transportation environment for riders:
 - ✓ pick up and drop off times
 - ✓ routes
 - ✓ drivers
 - ✓ seat location
 - ✓ ridesharing passengers
- Transports riders not eligible for Access, outside of the service area or suspended from service

Benefits to King County Metro

- Fills gaps in service
- Cost effective alternative to ADA Paratransit Service
- Service is adaptable to meet the needs of the community



CAT Program Data



Data	2002	2006	2007	2008	2009	2010
Partnerships	24	20	20	23	25	24
Vans	36	46	53	60	76	86
Rides	61,063	129,460	141,368	155,456	211,417	250,369
% ADA rides	43%	41%	41%	38%	45%	49%
% non-ADA rides	57%	59%	59%	62%	55%	51%
CAT cost per ride	\$5.93	\$4.50	\$5.00	\$4.80	\$4.16	\$4.59
Access cost per ride	\$30.32	\$34.24	\$36.11	\$39.17	\$38.48	\$38.64
Cost savings to Metro	\$434,011	\$1,234,841	\$1,386,127	\$1,567,712	\$2,781,402	\$3,591,193

Metro Vanpools



- Access pass = \$200 toward riders monthly vanpool fare value
- Vanpool rider must commute at least one day each week on a Metro vanpool.
- Vanpool rider must be registered for Metro's ADA Paratransit service

Metro Supported Programs



Getting there

TRANSPORTATION RESOURCE CENTER

Getting There

- A one-stop center for people with limited transportation options. Getting There provides ADA paratransit eligibility evaluations and information on other transportation resources that may be easier to use and often more cost effective to King County than Access service.

Mission Statement

- Connect customers to the most efficient transportation resources in their area so they can choose the services that best meet their needs.

Getting there

TRANSPORTATION RESOURCE CENTER

Program Goals

- Provide customers with information about transportation options in their neighborhood. More choices increase mobility and independence.
- Provide information, training and assistance on riding the bus for customers who can use it. The bus is often the most cost effective and time-efficient option for customers.
- Increase customer satisfaction with Metro's ADA paratransit eligibility evaluation process.
- Getting There is dedicated toward making communities and transportation options more accessible for everyone.

Getting there

TRANSPORTATION RESOURCE CENTER

Service Enhancements

- Metro's bus travel training
- Information about other transportation services (Senior shuttles or accessible taxicabs)
- Assistance with applications (Metro's taxi scrip or reduced fare bus pass)
- Contact information to make traveling accessible (requesting accessible audible light signals, fixing damaged sidewalks or curb cuts).
- Safety equipment to make travel safer (flashing lights, reflective tapes, safety vests)

Transit Instruction

- Seniors, people with disabilities
non-English speaking
- Individual bus travel training
- Group orientation
- Lift and ramp training
- Street crossing skills
- Stranger Awareness skills
- Emergency skills

Contact Information

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