

King County
METRO

King County at a Glance

POPULATION

2.2
million

PEOPLE LIVING WITH A DISABILITY

195,000

Accessible transportation is critical for people to live full, independent lives, giving access to:

- ✓ Employment
- ✓ Education
- ✓ Health care
- ✓ Social events
- ✓ Civic engagement

Services for People with Disabilities

Fixed-route

Access paratransit

**Transportation Resource
Center**

**Community Access
Transportation (CAT)**

Community Connections

Taxi scrip

Dial-A-Ride-Transit (DART)

Rideshare program

**Seattle Downtown
Circulator Bus**

Future Service Improvements

Increase accessible coach design for all services

- Move toward 100 percent low-floor buses and 100 percent accessible stops
- Build interiors to better accommodate customers and what they bring on board

Use inclusive planning

- Involve people with disabilities in our planning to better understand their challenges
- Make general public services more accessible to all customers

Expand customer information

- Enhance availability of interpretation services and translated materials
- Include audible announcements on vehicles and at facilities
- Provide more tactile wayfinding options



ACCESS PARATRANSIT

What is the Access paratransit program?

- Public transit access to people who, by reason of their disability, cannot access fixed-route or rail services
- Service is to be provided in a manner that provides “origin to destination” accommodation
- Shared ride service



Access at a glance

RIDERSHIP

FIXED-ROUTE

122
million

ACCESS

1.3
million

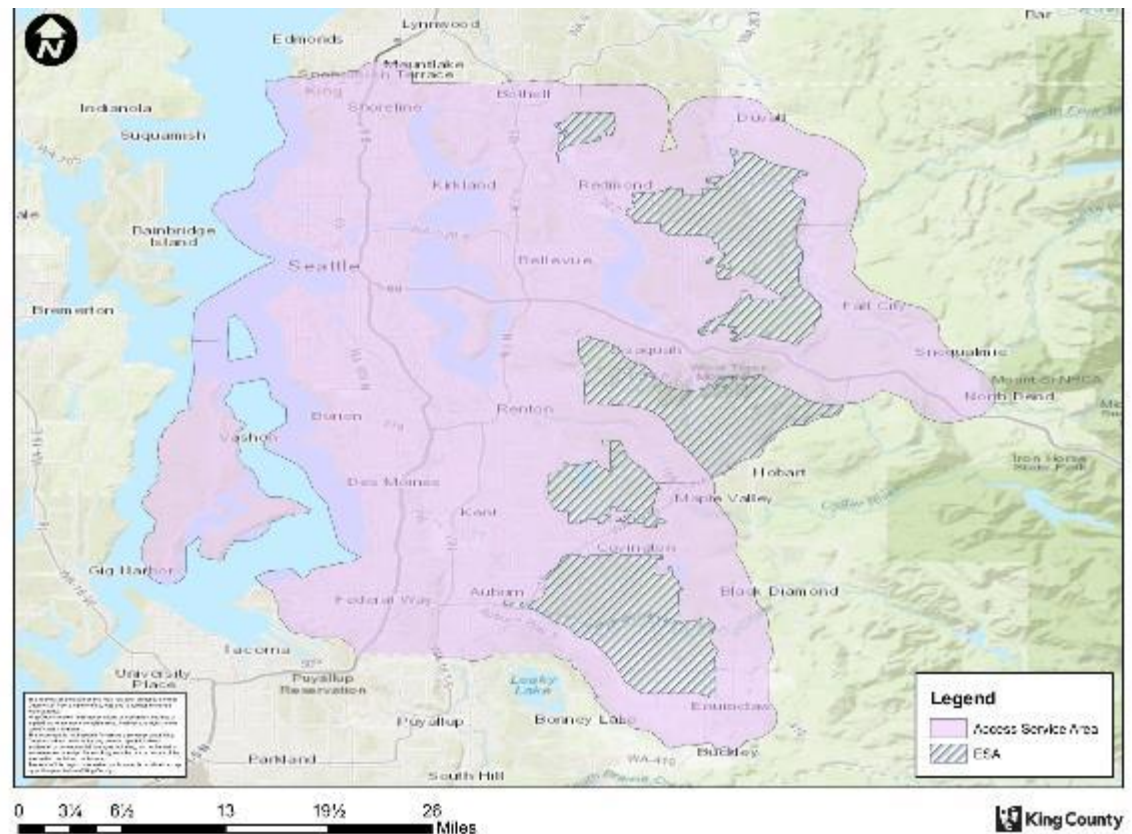
ACCESS ELIGIBLE

INDIVIDUALS

13,900

COST PER TRIP

\$59.50





BETTER **SERVICE**

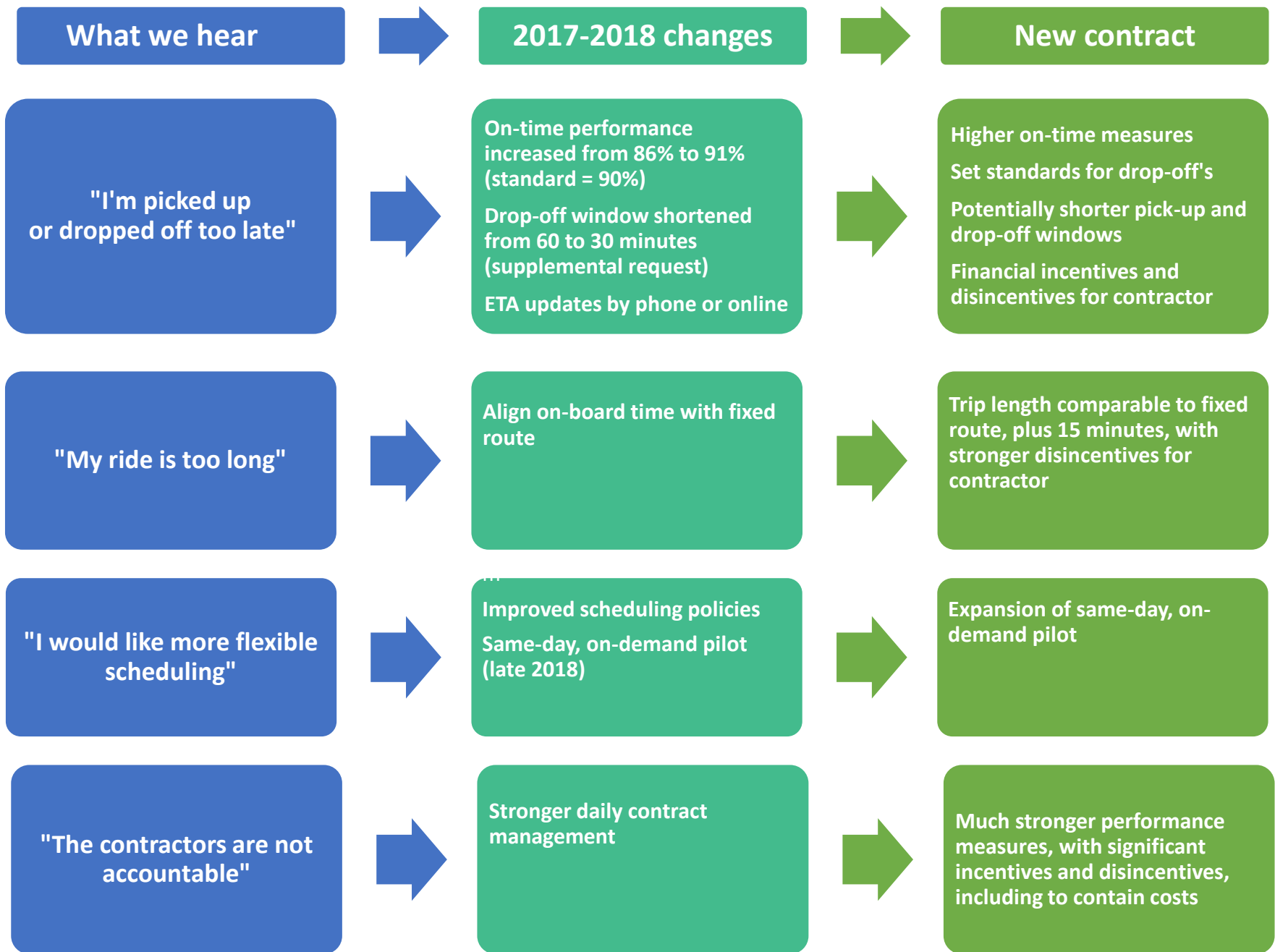


MORE **ACCOUNTABILITY**

RFP Workgroup

- **Current Access riders and members of the paratransit advocacy community**
 - Access Community Advisory Group
 - King County Transit Advisory Commission
 - King County Board for Developmental Disabilities
- **Representatives from non-profits that work with Access riders**
 - Provail
 - NW Kidney Centers
 - SKCAC Employment Industries
 - Open Doors for Multicultural Families
- **King County Council Staff, Executive Staff and program staff**
- **11 meetings**





Other Changes

Contractor Accountability

- Stronger financial incentives and disincentives for:
 - Cost of trip
 - On-time performance
 - Onboard time
 - Maintenance
 - Customer service

Stronger focus on equity and social justice

Customer focus

- On-demand, same-day scheduling
- Online reservations and payment
- Satisfaction surveys after trip and annually
- Assurance that complaints are investigated by Metro, not the contractor
- Additional training for reservationists and drivers / involve people with disabilities in that training
- Opportunity and flexibility for innovative programs



WHAT'S NEXT?

What's Next

Access Task Force launched April 2018

- Composed of 20+ Access riders, stakeholders, community members and service providers
- Developing work plan to help improve Access via policy recommendations and other actions

Continued enhancements in current service

- On-time performance and shorter drop-off window
- Same-day pilot
- Customer surveys

New contract

- Proposals due August 2018
- Implementation August 2019

QUESTIONS?