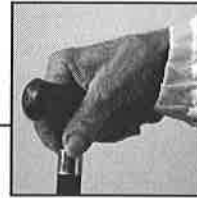


Excerpt from King County Metro Access Ride Guide:

www.kingcounty.gov/AccessRideGuide

Additional Services – Beyond ADA



Advance Call & Advance Text – we're almost there

We give you a call or send you a text message shortly before the van arrives to pick you up. The Advance Call and Advance Text service needs to be set up ahead of time with a Customer Service Representative. Call the Access Rideline or visit www.kingcounty.gov/Access 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 on board. 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, offer a steadying hand, 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 where you are going, the driver will hand you off to the person there to meet you. If no one is at your destination, or your home on the return trip, the Access driver will keep you on the van and

continue on their route. Access dispatch will call your contact numbers and arrange for you to meet up with them. A no-show will be recorded when this happens. Call Accessible Services to set up an evaluation if you don't have this service and you feel you need it. A caregiver may also call on your behalf.

Will-Call Rides – when you miss your ride because of a late appointment

If your appointment runs late and you cannot meet the van, call Access Reservations as soon as you can. Finding space for you on another van may take time. Because of this, Reservations may ask you to call back in 15 minutes for your will-call ride. Most riders get picked up within 90 minutes. The trip you missed will not be recorded as a no-show.

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. Standing rides are cancelled on holidays so call us if you still need the ride. You can also place these rides on hold for up to 30 days. Call the Access Rideline and talk with a Reservationist to set up a standing ride.

Registered Address – same place, different days or times

Help us save time and reduce errors by registering locations you go to frequently. Each address you register will be given an abbreviation. When you call in, use the abbreviation and tell us the day and time you want to go.

Expanded Rural Service – extending Access beyond bus service

Access service extends further than what the ADA requires in eastern King County and 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.

Our local community funds these Access services that go beyond the ADA. Trips that include these services may not have the same federal protection as ADA trips. These additional services may also be cut if there is no funding available. For more information on the ADA regulations go to www.ada.gov.