

TO: Accessible Services staff
FROM: Bob Carroll
SUBJECT: Attached Accessible Service Figures, 1980-1992

In response to a request from an organization of persons with disabilities in the Netherlands, I prepared the attached charts comparing costs of mainline lift trips, Reserve-a-Ride trips and Taxi Scrip trips. Cathryn has asked me to distribute them to everyone in the section. I will leave a set of originals with Karen S. Please feel free to use them whenever you need to. However.....

WARNING: I TAKE NO RESPONSIBILITY FOR THE ULTIMATE ACCURACY OF THESE NUMBERS!

In the course of checking four data sources (The White Report dated June, 1990; year-end Quarterly Management Reports and annual lift count/cost and STSP figure reports), I discovered that there are discrepancies between these sources -- some major and some minor. For example, there are two errors in the White Report that have been corrected in the QMR. I have tried to standardize which source I used for which column, but that wasn't always possible. Also, I arrived at annual costs for Reserve-a-Ride and Taxi Scrip by multiplying the cost per trip by the number of trips. Therefore, the number I used may not match budget numbers tossed around elsewhere.

I have copied all of these source documents into a 3-ring binder and have kept track of which source each number in the charts came from. If you find any inaccuracies, or want to distribute copies of the tables but want to verify where the numbers came from, please keep it to yourself. Just kidding. Ask me for help.

SEATTLE METRO ACCESSIBLE SERVICE FIGURES
1980 - 1992

YEAR	FLEET SIZE	# OF FLEET W/ LIFTS	ANNUAL LIFT TRIPS	COST PER LIFT TRIP*	ANNUAL RESERVE-A-RIDE TRIPS	COST PER RESERVE-A-RIDE TRIP	ANNUAL TAXI SCRIP TRIPS	COST PER TAXI SCRIP TRIP**
1980	975	100	21,170	[\$2.50]/---	33,000	\$2.20	50,000	\$5.40/\$3.30
1981	961	286	43,435	[\$3.50]/---	64,000	\$1.65	130,000	\$5.50/\$3.30
1982	1053	346	45,625	[\$4.50]/---	28,000	\$3.54	83,000	\$5.80/\$2.90
1983	1062	545	70,810	\$4.96/\$6.75/---	26,000	\$4.15	73,000	\$3.44/\$1.70
1984	1069	570	88,572	\$3.46/\$4.89/---	30,000	\$4.22	70,000	\$3.95/\$1.97
1985	1092	570	73,000	\$5.16/\$6.89/---	[40,000]	[\$4.50]	57,000	\$4.00/\$2.00
1986	1094	716	[73,000]	\$5.78/\$7.87/---	51,229	\$4.77	62,000	\$4.50/\$2.25
1987	1101	773	116,980	\$3.43/\$5.80/---	80,000	\$6.78	74,000	\$8.00/\$4.00
1988	1095	773	139,430	\$3.89/\$5.88/---	93,000	\$7.18	111,000	\$4.81/\$2.40
1989	1096	773	164,980	\$2.99/\$6.14/\$8.45	107,000	\$7.33	106,000	\$6.12/\$3.06
1990	1151	829	180,000	\$2.30/\$6.64/\$8.95	142,185	\$8.33	92,302	\$6.78/\$3.39
1991	1226	970	199,300	\$2.00/\$5.99/\$7.75	196,102	\$10.00	103,312	\$6.88/\$3.44
1992	1207	981	204,400	\$2.21/\$6.08/\$7.69	275,151	\$10.54	89,938	\$8.42/\$4.21
TOTAL			1,420,702		1,165,667		1,101,552	

*Metro Operating Cost/Metro Operating and Capital/Total Cost (Metro Operating and Capital costs plus Federal Capital cost)

**Total Fare/Metro Cost

[Estimated]

note: **com** figures are for the year service was provided and have not been adjusted to 1992 rates.

08/06/93

SEATTLE METRO ACCESSIBLE SERVICE FIGURES
1980 - 1992

Year	Annual Lift Trips	Operating Cost Per Lift Trip	Annual Lift Operating' Cost	Annual Reserve-a-Ride Trips	Cost/Reserve-a-Ride Trip	Annual Reserve-a-Ride Cost	Annual Taxi Scrip Trips	Cost/Taxi Scrip Trip	Annual Taxi Scrip Cost
1980	21,170	[\$2.50]	\$52,925	33,000	\$2.20	\$72,600	50,000	\$3.30	\$165,000
1981	43,435	[\$3.50]	\$152,022	64,000	\$1.65	\$105,600	130,000	\$3.30	\$429,000
1982	45,625	[\$4.50]	\$205,312	28,000	\$3.54	\$99,120	83,000	\$2.90	\$240,700
1983	70,810	\$4.96	\$351,218	26,000	\$4.15	\$107,900	73,000	\$1.70	\$124,100
1984	88,572	\$3.46	\$306,459	30,000	\$4.22	\$126,600	70,000	\$1.97	\$137,900
1985	73,000	\$5.16	\$376,680	[40,000]	[\$4.50]	\$180,000	57,000	\$2.00	\$114,000
1986	[73,000]	\$5.78	\$421,940	51,229	\$4.77	\$244,362	62,000	\$2.25	\$139,500
1987	116,980	\$3.43	\$401,241	80,000	\$6.78	\$542,400	74,000	\$4.00	\$296,000
1988	139,430	\$3.89	\$542,383	93,000	\$7.18	\$667,740	111,000	\$2.40	\$266,400
1989	164,980	\$2.99	\$493,290	107,000	\$7.33	\$784,310	106,000	\$3.06	\$324,360
1990	180,000	\$2.30	\$414,000	142,185	\$8.33	\$1,184,401	92,302	\$3.39	\$312,904
1991	199,300	\$2.00	\$398,600	196,102	\$10.00	\$1,961,020	103,312	\$3.44	\$355,393
1992	204,400	\$2.21	\$451,724	275,151	\$10.54	\$2,900,091	89,938	\$4.21	\$378,639
TOTAL	1,420,702		\$4,567,794	1,165,667		\$8,976,144	1,101,552		\$3,283,896

[Estimated -- actual figures not available]

Total Trips: 3,687,921 (note: Reserve-a-Ride and Taxi Scrip include all riders, not just lift users)

Total Cost: \$16,827,834

note: cost figures are for the year service was provided and have not been adjusted to 1992 rates.

Surveys

In December, 1996, a telephone survey of 600 users of ACCESS Transportation was conducted. Also in December a written survey on the same issues was sent to over 400 agencies. Approximately 80 surveys were returned. The purpose of the surveys was to provide information to the task force regarding the need for service enhancements, eligibility, service priority and fare impacts.

Task Force Meetings

The task force began meeting in November, 1996 and continued meeting monthly through June, 1997. Meetings were 2 to 3 hours in length. The task force was given background information on the services Metro currently provides for seniors and people with disabilities and the requirements of the Americans with Disabilities Act. Ridership and future demand projections were reviewed along with their corresponding financial impacts. The task force spent time identifying service enhancements and discussing ACCESS Transportation eligibility. Additionally, data from the two surveys, as well as newly available ridership information was presented to the task force by Accessible Services staff.

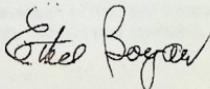
Public Process

During March, 1997, a series of five public meetings were held throughout King County to get public input on what paratransit service enhancements people thought were most

Paratransit ADA Access Recommendations

On behalf of the Puget Sound Council of Senior Citizens, I would like to present the following recommendations for your consideration to improve the transportation ADA access:

1. Persons 65 to 79 years, who have ADA conditional eligibility, but live beyond the reach of the route bus stop, and who are unable to drive, be able to schedule a ride to and from the bus stop on a person to person basis.
2. Persons of age 80 and over, we recommend automatic eligibility though the person will still need to complete an eligibility application.
3. Improve access to the rider reservation service. Eliminate the long busy telephone signals and decrease the put-on-hold wait time.
4. The 30 minute window is too long, particularly for the return trip. Consider a fifteen minute window. There is too much frustration by a long wait or curtailment of time available for an appointment, class, meeting or other function.
5. We recommend King County Metro Transit bring the reservations, trip scheduling, and operations of the ADA Access Program in-house. Metro will give assured stability and the drivers present a clear identity for the community. Safe transportation, courteous, professional drivers and staff are important. With the coming of Sound Transit, Metro could lead the way providing an excellent complementary bus and paratransit/van service.



Written response



King County
Metro Transit Division
Accessible Services
Department of Transportation
821 Second Avenue, M.S. 134
Seattle, WA 98104-1598

August 19, 1998

Ethel Boyer
Puget Sound Council of Senior Citizens
6909 - 56th Avenue South
Seattle WA 98118

Dear Ms. Boyar:

Ethel:

Recently, on behalf of the Puget Sound Council of Senior Citizens, you presented five recommendations concerning ACCESS Transportation to the Regional Transit Committee of the King County Council. Victor Obeso and I enjoyed meeting with you and the other Council members earlier this week to discuss these recommendations. As we agreed then, I am responding to your recommendations in writing.

1. Persons 65 to 79 years, who have ADA conditional eligibility, but live beyond the reach of the routed bus stop, and who are unable to drive, be able to schedule a ride to and from the bus stop on a person to person basis.

My understanding is that your concern is for those times when the conditional eligibility does not apply. Staff will review your recommendation further. At present, however, we propose the development of other transportation services than ACCESS to meet this need. These might include changing the taxi scrip program so that people eligible under either the ADA or OPTIONS Paratransit Programs can purchase it; coordinating with community bus services such as Metro's DART in Issaquah or the Kent shopper shuttle; or providing supported van programs to community centers and agencies, such as the Des Moines Senior Center van service.

2. Persons of age 80 and over, we recommend automatic eligibility though the person will still need to complete an eligibility application.

Although we understand the reasons for the recommendation, this would not be allowed under ADA regulations. This civil rights law states that ADA Paratransit eligibility must be determined for each individual based on their functional ability, and cannot be determined based on a class of person or medical diagnosis.

3. Improve access to the rider reservation service. Eliminate the long busy telephone signals and decrease the put-on-hold wait time.

It is true that in the past, many customers experienced busy signals and long on-hold times at ACCESS Transportation call centers. We have increased staff and installed additional and higher capacity equipment to help solve these problems. There are now 24 incoming lines at each call center. During July, the telephone companies audited the busy signals at both sites. At Laidlaw, there was no time over the last month when all lines were busy. At MSC, the average number of busy signals was 1.34 per 100 calls, and the maximum was 4 per 100 calls on one day only. For both sites, the average call time was 6 minutes; this included time on-hold and talking to a call taker. This seems a reasonable service level. Although we will continue to monitor this important customer service, we do not feel it is economically feasible for the County to fund additional calltaking staff or equipment.

4. The 30 minute window is too long, particularly for the return trip. There is too much frustration by a long wait or curtailment of time available for an appointment, class, meeting or other function.

We understand that it can be frustrating for riders to wait where they can see the van during this 30-minute window, rather than being able to pinpoint the vehicle arrival more closely. The size and complexity of the service area plus the multiple factors that impact ability to deliver on-time service prevent us from shrinking the window at this time. ACCESS Transportation delivers as many as 3,700 rides a day on more than 240 vehicles. Most rides are not routine daily rides to and from the same places. Rides are taken by different people, to and from unique addresses, every day of the year.

Fixed route bus drivers repeat the same route and the same stops many times each work shift. ACCESS Transportation drivers must locate many addresses which are new to them each day. Our service area includes everything from remote rural areas to urban downtown Seattle. While traffic patterns throughout King County are somewhat predictable, multiple events occur every day which change the time required to travel a given distance at a given time. Our riders also encounter personal schedule variations which also impact the ability to keep ACCESS Transportation vehicles on time.

We plan to implement several technologies over the next few years to improve our ability to deliver quality service. A mobile data terminal on each van will enable dispatchers to pinpoint the location of each van without having to reach the driver by radio. Dispatchers will more easily track drivers through their routes and add or subtract rides from a driver's manifest to keep rides on time. An automatic phone-ahead system might dial a rider's home phone -- or pager -- five minutes before the van arrives.

5. We recommend King County Metro Transit bring the reservations, trip scheduling, and operations of the ADA Access Program in-house. Metro will give assured stability and the drivers present a clear identity for the community. Safe transportation, courteous, professional drivers and

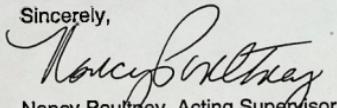
staff are important. With the coming of Sound Transit, Metro could lead the way providing an excellent complementary bus and paratransit/van service.

On behalf of all of us at King County Metro, we appreciate the great compliment included in this recommendation.

In 1994, Accessible Services proposed that the calltaking, scheduling and dispatching function should be brought in-house. The King County Council directed that these functions, as well as the van services operations, should be performed by contractors. We do not anticipate any changes in this direction.

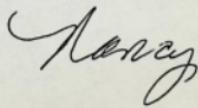
We appreciate your continuing interest in and concern with Accessible Services programs. Please call me at 206-689-3107 (or 206-689-3116 if you use a TTY for the hearing impaired) if you need further information. We would be happy to meet with the Puget Sound Council of Senior Citizens again at any time.

Sincerely,



Nancy Poultey, Acting Supervisor
Accessible Services

Enclosed: my apologies that this went astray
The first time —



Analysis of Paratransit Policy Impacts
Washington State Public Transportation & Rail Conference
August 25-27, 1998

Janey Elliott, 206-689-3115
Reta Smith, 206-689-4496

ADA Minimum Service

Baseline Demand, Costs and Productivity

Tools: Ruler

1995 Demand Study by Crain & Associates -- estimated demand for 1995-2000 based on then-current 25-cent paratransit fare, which was projected to increase to 85 cents. Demand with 50-cent fare (implemented in 1997) had been previously estimated using the components of the original estimates, which placed it proportionately between the two original demand lines. Demand for 2001-2004 for all three fare levels had been calculated for previous budget exercises assuming same rates of growth in demand (= extend existing projection in a straight line with a ruler).

Productivity estimates are based on 1997 actuals -- an average of 1.67 passengers/vehicle service hour. Productivity was expected to increase to 1.72 in 1999, 1.77 in 2000 and 1.82 in 2001, following 1999 implementation of Mobile Data Terminals.

Cost projections were based on current service operators' contracted pricing levels for appropriate number of vehicle service hours, assuming inflation at 3% per year (budget office directive).

ACCESS has been determining riders conditionally ADA eligible since 1993. Conditional eligibility has never been enforced.

We used a single month's ride file, merged with the RIDEMERGE utility, in all analysis of PASS data (we chose October, our peak demand month).

Assumptions: Percentage impacts on demand, productivity and costs are consistent at all demand levels.

Definitions: Demand: Passengers per year (the sum of the RIDERS field in PASS -- does not attempt to estimate number of people involved in most cases)

Productivity: Passengers per vehicle service hour.

Cost: Total operating cost, including fixed and variable costs per vehicle service hour and fixed and variable call center costs. Administrative and capital costs not included.

Vehicle Service Hour: Depot pull-out to pull-in, minus breaks, lunch, out-of-service and refuel stops.

Options: Legacy non-ADA program for low-income seniors and people with disabilities, although not necessarily ones that functionally impact ability to ride the bus.

More Rigorous Registration Process

Assumptions: Currently, ACCESS receives about 600 ADA applications per month. About 98% are found eligible. A more rigorous registration process would reduce the number of casual applicants, resulting in a decrease in new applications of 5% per year. The new process would conservatively be expected to increase the number of new applicants found ineligible to 5%; the same percent would apply to current riders being re-certified. (Note that many properties with in-person assessment are finding 20 to 25% of applicants ineligible.)

In 1997, the average number of rides per year per registrant (not per rider) was 36.

Around 2000, the growth in new applications will slow to the rate of population growth in King County, and efforts can be directed to a re-certification process.

Impacts: The gradual reduction in the number of eligible riders will result in a gradual reduction in demand over time.

Demand	Productivity	Cost/VSH
-1.1% to - 2.6%	--	--

Eliminate Non-ADA Program

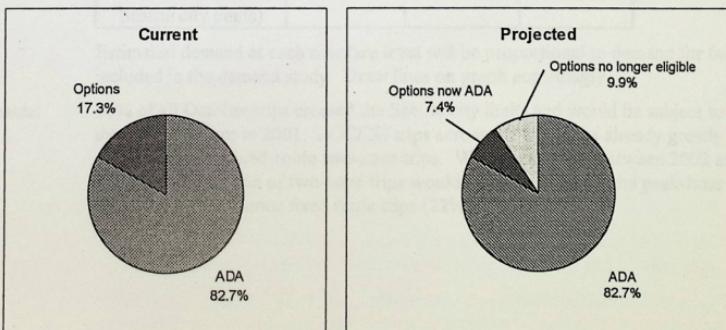
Tools: October rider eligibility matched against registration data base for current eligibility.

Analysis of ride frequency to identifiable destinations, categorized by type of location -- workshop, medical, grocery, other shopping, etc. You could start with Interest file for this, if it's in good shape.

Assumptions: All Options riders over 80 and selected Options riders under 80 with standing rides will be ADA-eligible = 43% of total Options riders.

Impacts: 82.7% of current riders are ADA-eligible.

(82.7% current ADA passengers + (43% of 17.3% Options passengers)) = 90.1% of total baseline demand



Eliminate Non-ADA Program, cont'd

Demand	Productivity	Cost/VSH
-9.9%	--	--

Reduce Service Area to 3/4 Mile Boundary Around Fixed Route Footprint

- Tools: Mapinfo Pro
Fixed route footprint file from County GIS
- Assumptions: Trips with origin or destination outside 3/4 mile boundary would not be taken if new service area boundaries were implemented.
October trips are representative of travel patterns.
- Impacts: 2.2% of trips started or ended outside the 3/4 mile boundary.

Demand	Productivity	Cost/VSH
-2.2%	+?	--

(These are long, time-consuming trips, but we did not attempt to estimate the impact on productivity.)

Increase Fares to Match Fixed Route

- Tools: Ruler
Excel or other graphing software
Mapinfo Pro
- Assumptions: Fare increases from the current 50-cent fare will occur as follows:

	1999	2001	2003
One-Zone	75 cents	\$1.00	\$1.00
Two-Zone (cross Seattle city limits)	--	--	\$1.25

Estimated demand at each new fare level will be proportional to demand for fares included in the demand study. Draw lines on graph accordingly.

- Impacts: 16% of all October trips crossed the Seattle city limits and would be subject to the two-zone fare in 2001. *ACCESS* trips across the city limits already greatly exceed off-peak fixed-route two-zone trips. We assumed that between 2002 and 2004, the proportion of two-zone trips would increase to match the peak-hour proportion of two-zone fixed route trips (22%).

Increase Fares to Match Fixed Route, contd.

Demand for 2001 would equal:

84% of demand at \$1.00 + 16 % of demand at \$1.25

Demand	Productivity	Cost/VSH
-4 to 19%	--	--

Because of different impact at each fare level and growth in demand over time, percentage impacts were different each year.

Eliminate Door-to-door and hand-to-hand service; offer curb-to-curb service only

Assumptions: Based on a 1996 phone survey of riders, 4% would no longer be able to ride ACCESS if all service were curb to curb. We assumed an equal number would choose to stop riding due to the reduction in convenience.

A study of Honolulu Transit by Jon Monson of Laidlaw showed that passenger assistance and driving time would be distributed as follows in a curb-to-curb system (see handout). We assumed that door-to-door and hand-to-hand service would increase passenger assistance time and decrease driving time based on the need for assistance riders reported in the survey.

Productivity for door-to-door and hand-to-hand was set at our current 1.66 rides /VSH. Increases from the baseline level are proportional to the percentage of driving time in the other environments. (Percentages of driving time are based on a 7.82 hour shift that excludes inspection time and breaks, to be comparable with the way our VSH's are paid.)

Impacts:

	Curb-to-curb	Door-to-door	Door-to-door and Hand-to-hand
Assisting Passengers	:41	:57	1:03
Driving time	3:50	3:33	3:27
Percent driving time	55.2%	52.1%	50.9%
Productivity	1.80	1.70	1.66

55.2% drive time / 50.9% drive time = x / 1.66 passengers/VSH
= 1.80 passengers/VSH

Demand	Productivity	Cost/VSH
-8.0%	+8.4	--

Implement Conditional Eligibility

Tools: NTI estimates that 20-30% of all ADA rides should be based on trip-by-trip eligibility. We assumed Metro would be at the conservative end of this range.

Neighboring Pierce Transit has implemented conditional eligibility. A quick estimate from them indicates that conditional riders ride about half as often as fully ADA-eligible riders.

Implement Conditional Eligibility, cont'd

Assumptions: 80% of current ACCESS ADA riders would be fully ADA-eligible. 20% would be conditional and ride 1/2 as often.

Impacts

Eligibility and Ride Frequency			
	Full ADA	Conditional	Options
ADA & Options	(80 of 82.7%) @ 100%	(20% of 82.7%) @ 50%	17.3% @ 100%
ADA Only	80% @100%	20% @ 50%	--

Our calculations included Options in total demand, because we were estimating impacts one at a time.

Demand	Productivity	Cost/VSH
-8.3%	--	--

Implement a No-Show Policy

Assumptions: In October 1997, about 5% of scheduled trips were no-shows. A few individuals (12%) accounted for almost 40% of the no-showed trips. Suspending riders who no-showed more than three times in a month would reduce the no-show rate to 3% of scheduled trips. The freed-up capacity would be used by riders who would complete their trips.

Impacts: (Originally delivered rides + freed-up rides) / original VSH = new productivity
In this case, productivity would have increased from 1.76 to 1.80.

Demand	Productivity	Cost/VSH
--	+2.2%	--

Reduce Reservation Period from Seven Days to Next-Day

Tools: Analysis of January 1997 cancellations and no-shows by Ben Greene.

Assumptions: Cancellation and no-show patterns found in 7-day reservations would carry over to next-day reservations; that is, riders who reserved and canceled a ride more than one day before the trip, and no-shows who reserved demand rides more than one day out, would not have ever made the reservation,

The reduction in no-show trips reserved would translate into productivity increases (see handout).

Reductions in calls handled would translate directly to savings in call center costs.

Percentage change in call handling would be proportional to the change in the ratio of trips requested to trips delivered.

Reduce Reservation Period from Seven Days to Next-Day, cont'd.

Impacts: Impact on costs calculated as follows: variable cost = 60% of call center cost; call center cost is 13.6% of total trip cost. One day reservations reduce ratio of trips requested to trips delivered by 14.3%.

$$\text{Cost impact} = -14.3\% * 60\% * 13.6\% = -1.2\%$$

Demand	Productivity	Cost/VSH
--	+2.7%	-1.2%

Implement a Cancellation Policy

Assumptions: In 1997, 25% of trips scheduled were canceled. Many cancellations "come with the territory", but standing riders who cancel frequently could lose their standing rides.

In the absence of any other information, we assumed a 15% cancellation rate would about "as good as it gets" (see handout).

Impacts: Since most cancellations occur before trips are dispatched, a cancellation policy would not impact productivity, but reduced call handling time could have a small impact on costs.

Demand	Productivity	Cost/VSH
--	--	-0.1%

Other Changes Considered

Limit Options Trips to 2.5 Miles or Feeder to Fixed Route Service

Tools: Mapinfo Pro utility written by Schlosser Geographic Systems to determine trip length from ride file query that links origin and destination on a single record.

Assumptions: 40% of Options riders over 80 and 25% of those under 80 would become ADA-eligible under this scenario -- less than would convert to ADA if Options were eliminated altogether.. The remaining Options rides will be re-distributed as follows:

- 30% of each age group will stop riding ACCESS.
- 10% of each age group will use ACCESS as feeder to fixed route.
- Riders who are now taking rides under 2.5 miles, and all remaining Options riders, will take trips less than 2.5 miles.

Options riders who become ADA-eligible will ride the same average trip length as current ADA riders. Riders who ride paratransit as feeder to fixed route will ride about half as long as they currently do.

Only about 40% of a driver's shift is driving time (see handout), so mileage savings need to be proportionately reduced to transfer into productivity gains.

Limit Options Trips to 2.5 Miles or Feeder to Fixed Route Service, cont'd.

Shorter trips are more productive than longer ones.

Impacts: Average trip length for the 39% Options riders currently riding less than 2.5 miles = 1.1 mile.

Average Options trip = 8.2 miles

$$(39\% \text{ current short trips} * 1.1 \text{ mile}) + (61\% * x \text{ miles})$$
$$x = 8.3 \text{ miles for long Options rides}$$

To calculate average ADA trip length:

Average length for all ACCESS rides = 7.7 miles

$$(17.3\% \text{ Options @ 8.2 miles}) + (82.7\% \text{ ADA @ } x \text{ miles}) = 7.7 \text{ miles}$$
$$x = 7.6 \text{ mile average length for ADA rides}$$

Options riders who choose to continue riding ACCESS under the 2.5-mile limit will ride slightly further than the current average for short Options trips -- an average of 1.5 miles/ride.

To calculate reduction in demand:

Original total number of rides - Options who stop riding = revised demand.

To calculate mileage savings:

$$(\text{Short Options rides} * 1.5 \text{ miles}) + (\text{Options feeder to fixed route rides} * 1/2 * 8.2 \text{ miles}) + ((\text{Options found ADA-eligible} + \text{current ADA eligible}) * 7.6 \text{ miles}) = \text{Revised total mileage}$$

Original mileage - revised total mileage = mileage savings

Conversion of mileage savings to productivity gain was based on the fact that ACCESS vans drive an average of 13 total miles per VSH delivered and about 40% of a driver shift is driving time (see handout).

Mileage savings / 13 * .4 = savings in VSH.

To calculate revised VSH:

(Revised demand/current productivity) - savings in VSH = revised VSH.

To calculate improvement in productivity

Revised demand / revised VSH = improved productivity.

(Improved productivity / original productivity) - 1 = percent improvement.

Demand	Productivity	Cost/VSH
-3.7%	+5.1%	--

Use a Three-Day Reservation Period

Tools: Analysis of January 1997 cancellations and no-shows by Ben Greene.

Assumptions: (See Next-Day Reservations). Cancellation and no-show patterns found in 7-day reservations would carry over to next-day reservations; that is, riders who reserved and canceled a ride more than three days before the trip, and no-shows who reserved demand rides more than three days out, would not have ever made the reservation,

Fewer no-show trips reserved would translate into a productivity increase. (see handout and Next-Day Reservations)

Reductions in calls handled would translate to savings in call center costs.

Percentage change in call handling would be in proportion to the change in the ratio of trips requested to trips delivered. (See handout)

Impacts: Impact on costs calculated as follows: variable cost = 60% of call center cost and call center cost is 13.6% of total trip cost. Three-day reservations reduce ratio of trips requested to trips delivered by 10.9%

Cost impact = $-10.9\% * 60\% * 13.6\% = -0.9\%$

Demand	Productivity	Cost/VSH
--	+1.79%	-0.9%

Final

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	COVERAGE
ADA Requirement:	¾ mile on either side of regular bus routes
Current King County Enhancement:	1½ miles on either side of regular bus routes with gaps filled in
Cost:	\$1,060,000 more than ADA minimum service
Rides:	42,900 more than ADA minimum service
Task Force Recommendation:	5 miles east of regular bus routes
Change from Current Service:	enhancement
Cost:	\$1,590,000 ¹ more than ADA minimum service
Rides:	64,350 ¹ more than ADA minimum service
Policy Consideration:	Should the county's paratransit program goal be to provide an alternative to regular service or to also serve areas beyond the reach of regular service?
Related Program Elements:	The task force recommended that the county support volunteer efforts to help address the mobility of elderly and disabled riders. The county currently donates vans to non-profit agencies some of which serve these populations in rural areas. Additional county support of these efforts might take the form of driver training or van operating subsidies.
RTC Recommendation:	retain current King County enhancement of 1½ miles on either side of regular bus routes with gaps filled in

¹ The cost and ridership implications of the Task Force recommendation have been roughly estimated based upon experience within the existing service area. The growth assumptions for the additional portion of the rural area covered only by the Task Force recommendation are conservatively high and thus, these cost and ridership estimates should be viewed as "worst case." See Note 2 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	DRIVER ASSISTANCE TO PASSENGERS
ADA Requirement:	curb-to-curb only
Current King County Enhancement:	door-to-door and hand-to-hand
Cost:	\$7,280,000 more than ADA minimum service
Rides:	156,000 more than ADA minimum service
Task Force Recommendation:	provide door-to-door or hand-to-hand service only when needed and from 6:00 AM to 10:00 PM only
Change from Current Service:	reduction
Cost:	\$5,440,000 more than ADA minimum service
Rides:	80,000 more than ADA minimum service
Policy Consideration:	Should the county's paratransit provide this level of service to riders for whom it is not a necessity but a convenience? If so, should a premium fare be charged for such enhancements?
Related Program Elements:	The Task Force recommended an additional charge for enhancements including driver assistance beyond curb-to-curb operations ¹
RTC Recommendation:	concur with the Task Force recommendation to provide assistance beyond curb-to-curb service only to those riders needing it.

¹ see Note 7 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element: TRIP PLANNING

ADA Requirement: permit trip reservations one day in advance

Current King County Enhancement:

- permit trip reservations up to 7 days in advance
- provide subscription service to regular riders

Cost: \$2,635,000 more than ADA minimum service¹

Rides: estimate not available but assumed to be only slightly greater than ADA minimum service

Task Force Recommendation:

Change from Current Service: none

Cost: same

Rides: same

Policy Consideration: Should the county continue to permit trip reservations up to 7 days in advance and incur the substantial costs associated with cancellations and no-shows.

Related Program Elements:

RTC Recommendation: concur with the Task Force recommendation to maintain the current King County enhancements

¹ see Note 3 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element: SPAN OF SERVICE

ADA Requirement: same hours as regular service

Current King County Enhancement: paratransit exceeds span of regular service in some areas by operating from 5:00 AM to 10:00 PM

Cost: not available but assumed to be minor¹

Rides: not available

Task Force Recommendation: status quo

Change from Current Service: no change

Cost: no change

Rides: no change

Policy Consideration: Should the county's paratransit program offer service during days and hours and in an area comparable to its fixed route services, as required by the ADA, or should additional local enhancements be provided to serve days and hours and areas beyond those served by the county's fixed route bus system?

Related Program Elements:

RTC Recommendation: concur with the Task Force recommendation to maintain the current King County enhancements

¹ see note #5 attached

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	FARES
ADA Requirement:	equal to one & two zone fares for regular bus service
Current King County Enhancement:	flat 50¢ regardless of time of day or zones crossed
Cost:	\$8,200,000 more than ADA minimum service
Rides:	365,000 more than ADA minimum service
Task Force Recommendation:	<ul style="list-style-type: none">charge fare equal to one & two zone base fare for regular bus¹charge an additional fare equal to the regular fare for all enhancements²
Change from Current Service:	increased cost to the rider
Cost:	same as ADA minimum service
Rides:	same as ADA minimum service
Policy Consideration:	Should fares for all paratransit users be held below the maximum permitted under state law or should the deeper subsidy be targeted at low-income users?
Related Program Elements:	The Task Force recommended that the county address the needs of low-income riders with subsidized tickets distributed through human service providers. The county currently spends \$300,000 annually to subsidize these tickets and no estimate was made of the additional cost of the Task Force recommendation ³
RTC Recommendation:	concur with the Task Force recommendation to phase-in increased fares while expanding the county subsidy program for low-income riders

¹ see Note 6 (attached)

² no estimate is made of the revenue generated or the trips eliminated by charging for enhancements see Note 7 (attached)

³ see Note 8 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	ELIGIBILITY
ADA Requirement:	persons with disabilities that prevent their use of regular bus service
Current King County Enhancement:	low income persons who are either seniors or disabled (but not necessarily unable to ride the bus) can use paratransit weekdays only
Cost:	\$4,230,000 more than ADA minimum service
Rides:	193,000 more than ADA minimum service
Task Force Recommendation:	<ul style="list-style-type: none">use paratransit to carry low-income seniors and non-ADA qualified persons to regular bus service only and then only if they live too far from a stopevaluate and consider changes to the registration and eligibility evaluation process
Change from Current Service:	reduction
Cost for Shuttle to Bus Stop:	\$615,000 more than ADA minimum service for shuttle to bus stop
Costs of Revised Evaluation:	(\$850,000) ¹
Rides, Shuttle to Bus Stop Only:	25,350 more than ADA minimum service
Rides, Revised Evaluation Process:	(61,000) ¹
Policy Question:	Should access to paratransit service be based only upon functional needs or should personal income, regardless of functional need, be a basis for qualifying?
Related Program Elements:	The Task Force recommendation for subsidies to volunteer transportation programs could address some of the needs of this group that would lose access to the paratransit service.
RTC Recommendation:	concur with the Task Force recommendation to scale-back OPTIONS service and improve the program registration and evaluation process.

¹ see Note 9 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	CONDITIONAL ELIGIBILITY
ADA Requirement:	persons prevented from using regular bus service under certain conditions are eligible for paratransit service when those conditions apply
Current King County Enhancement:	King County certifies conditionally-eligible riders but does not limit their use of paratransit to those times when the conditions that prevent their use of regular bus service are present.
Cost:	\$4,000,000 more than ADA minimum service
Rides:	162,000 more than ADA minimum service
Task Force Recommendation:	provide services to the conditionally-eligible when warranted by conditions only
Change from Current Service:	reduction
Cost:	same as ADA minimum service
Rides:	same as ADA minimum service

Related Program Elements:

RTC Recommendation: concur with the Task Force recommendation to provide services to the conditionally-eligible when warranted by conditions only

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	OPERATING PROCEDURES
ADA Requirement:	permits measures to penalize excessive trip cancellations
Current King County Enhancement:	approximately 20% of paratransit trips are canceled with no penalty for riders who frequently cancel trips
Cost:	\$48,000 ¹
Rides:	
Task Force Recommendation:	reduce the level of trip cancellations
Change from Current Service:	increased rider responsibility
Cost:	\$48,000 reduction in annual expenditure by 2004
Rides:	
Policy Consideration:	
Related Program Elements:	

RTC Recommendation: concur with the Task Force recommendation that measures be taken to reduce cancellations

¹ estimated cost of the portion of total cancellations that could be eliminated by a stepped-up effort to discourage cancellations

Regional Transit Committee

Paratransit Policy Review

July 16, 1998

Program Element:	TAXI SCRIP DISTRIBUTION
ADA Requirement:	none
Current King County Enhancement:	50% subsidized taxi scrip provided to OPTIONS riders up to an annual maximum of \$720 (face-value) scrip per person
Cost:	\$582,000 more than ADA minimum service
Rides:	80,000 more than ADA minimum service
Task Force Recommendation:	provide subsidized taxi scrip to ADA-eligible riders also.
Change from Current Service:	enhancement
Cost:	\$1,232,000 ¹ more than ADA minimum service
Rides:	144,000 more than ADA minimum service
Policy Question:	Should the county provide this current subsidy to OPTIONS riders and expand it to include ADA riders, a non-means tested group?
Related Program Elements:	
RTC Recommendation:	concur with the Task Force recommendation to extend the Taxi Scrip program to ADA-eligible riders

¹ some portion of the additional cost and rides estimates is attributable to the Task Force's other recommendation that taxi scrip be used to provide same day paratransit service. See Note 4 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	ACCESSIBLE TAXIS
ADA Requirement:	none
Current King County Enhancement:	none
Additional Cost:	N/A
Additional Rides:	N/A
Task Force Recommendation:	encourage taxi industry to make 10% of fleet accessible by the year 2000
Change from Current Service:	would provide added convenience and service to riders while reducing county costs
Cost:	0
Rides:	10,000
Policy Consideration:	Should the added cost of buying accessible taxis be borne by the individual operators, the county or by all taxi riders?
Related Program Elements:	This is linked to the Task Force recommendation that subsidized taxi scrip be made available to ADA-eligible riders also.
RTC Recommendation:	concur with the Task Force recommendation to encourage taxi industry to make 10% of fleet accessible by the year 2000

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element:	REGULAR BUS SERVICE
ADA Requirement:	none
Current King County Enhancement:	none
Cost:	N/A
Rides:	N/A
Task Force Recommendation:	provide information, training and incentives for using regular bus service ¹
Change from Current Service:	none, riders would retain option of using paratransit
Cost:	\$965,000 reduction from current expenditure projections for 2004
Rides:	70,000 fewer paratransit trips in 2004
Policy Consideration:	
Related Program Elements:	
RTC Recommendation:	concur with the Task Force recommendation to encourage paratransit riders' use of regular bus service when possible

¹ see Note 10 (attached)

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element: VOLUNTEER TRANSPORTATION PROGRAMS

ADA Requirement: none

Current King County Enhancement: experimental program with the Des Moines Senior Center and annual distribution of retired vanpool vans to non-profit agencies

Cost: \$180,000

Rides:

Task Force Recommendation: subsidize and provide vans to volunteer transportation programs

Change from Current Service: would provide an option that some paratransit riders would find more attractive for some trips

Cost: \$2,600,000

Rides: 120,000 fewer paratransit trips!¹

Policy Consideration:

Related Program Elements:

RTC Recommendation: concur with the Task Force recommendation to support volunteer transportation efforts

¹ the total number of trips provided as a result of this effort is projected at 360,000, one-third of which would have otherwise been taken on paratransit vehicles

Regional Transit Committee
Paratransit Policy Review
July 16, 1998

Program Element: AGENCY SERVICE NEEDS

ADA Requirement: none

Current King County Enhancement: none

Cost: N/A

Rides: N/A

Task Force

Recommendation: provide higher levels of service to agencies requiring them when the agencies cover some or all of the costs

Change from Current Service: enhancement

Cost: \$450,000¹

Rides: 25,000

Policy Question:

Related Program Elements:

RTC Recommendation: concur with the Task Force recommendation to assist agencies with special service requirements

¹ assumes a 75% county subsidy of these services

General

Cost and demand impacts have been calculated individually, and each compared to ADA minimum service. Consequently, costs are not additive. The total impact of any combination of changes would depend on the package of changes implemented. Projections were calculated for 2004, using the 3% inflation rate directed by the budget office.

2. 5-Mile Service Area Extension

Currently, approximately 0.1% of ACCESS rides are outside today's 1.5-mile service boundary, but within the proposed 3.5 mile service area extension to the east. It is likely that many more potentially eligible riders live within this area but have not registered because they are outside the service boundary. Although this part of east King County is relatively unpopulated, it is also an area of very high growth. For the purpose of this analysis, staff assumed that the number of rides between 1.5 and 5 miles beyond Metro's fixed route service would equal 1/2 the number that were determined to occur between 3/4 and 1.5 miles beyond the fixed route footprint.

3. Subscription service

Currently, 44% of ACCESS rides are on subscription service. Although the ADA does not require operators to provide subscription trips, this service is generally recognized as promoting scheduling efficiency and reducing call volumes. For these reasons, and since riders prefer the convenience, Accessible Services has proposed no change, and the Task Force has recommended continuing the service. To remove it would have minimal impact on demand and would likely increase operating costs.

4. Taxi Scrip for Same-Day Service

The Task Force recommended taxi scrip as an alternative to allow riders to have same day service, as well as that King County continue its subsidy of the program. It isn't possible to distinguish same-day taxi trips from those made for other reasons. Cost and ride estimates for the entire taxi scrip program are shown under "Alternative Service", below.

5. Span of Service in Excess of Regular Bus

Because of the complexity of Metro's fixed route system, determining impacts of an exactly comparable span of service would require generating a map of the fixed route footprint for each hour of the day for the weekday, Saturday and Sunday fixed route schedules, and determining the impact of each on demand and costs. Staff have not yet made this analysis. Changing the service boundary to reflect service by time and day will slightly reduce demand and reduce costs proportionately. The majority of the impact on demand will be between 4:00 and 6:00 a.m. and 6:00 and 10:00 p.m. on weekdays, and on weekend service. Riders make relatively few trips during these time frames (for example, weekend rides comprise about 7% of all ACCESS service). Late-night weekday ACCESS service already follows the fixed-route footprint by time of day.

Current ACCESS Enhancements and Task Force Recommendations Compared to
Minimum Service

6. Fare Increase

The task force did not directly recommend specific fare levels but did recommend creating incentives to encourage the use of regular bus service. For the purposes of this analysis, staff assumed that fares would equal the current one- and two-zone off-peak bus fares by 2004 (\$1.00 and \$1.25).

7. Additional Fare for Service Enhancements

Overall impacts of fare increases on demand were calculated based on the 1995 Paratransit Demand Study. No information is available regarding the affordability of an additional charge for enhancements such as personal assistance (door-to-door and hand-to-hand). The additional fare would decrease demand slightly, since only an estimated 4% of riders who are determined eligible for such assistance will be subject to the extra charge.

8. Low-Income Fare Tickets

Human service tickets for fixed-route service are sold at a 75% subsidy; subsidized tickets for ACCESS riders are anticipated to be the same. At this rate, an investment of \$100,000 in subsidized \$1.00 tickets would generate 133,000 rides. It is not possible to determine how many of these rides would be made by people who would have otherwise had to stop riding ACCESS because of the increased fare, as compared to those who would have made the trip anyway.

The increase to a \$1.00/\$1.25 fare structure would decrease demand by 365,000 rides from the 2004 total of 1,950,000.

9. Revised registration process

The 1999 budget request includes a decision package for additional registration staff and evaluation consultant services in support of a revised ADA registration process that will require more individual assessment of travel needs and functional abilities, and an increased number of referrals to the County's contracted ADA evaluation contractor. The new process is expected to reduce the number of casual applicants for ACCESS and to find a greater number of people conditionally eligible and ineligible than is currently the case. The additional cost of a more rigorous process is estimated at \$670,000 in 2004, with reduced demand resulting in a savings of \$1,520,000, for a net savings of \$850,000.

10. Bus Travel Training

The 1999 budget request includes a decision package for additional services by the bus travel training consultant. The additional cost of the consultant services is \$421,000. By 2004, the trips taken on fixed route rather than ACCESS will result in a savings of \$1,635,000, for a net savings of \$965,000.

From: _____
Via: _____
Date: _____

Obeso, Victor

From: Ross, Debra
Sent: Wednesday, August 12, 1998 11:34 AM
To: Obeso, Victor
Cc: Thornbury, Arthur
Subject: paratransit policy review

Victor -- I left you a voice mail re: that I finally listened to the tapes for the July 16 meeting and found some slight differences (I'm not sure if they're significant) under RTC's recommendation of three of the paratransit program elements from what Arthur sent you. The language is not yet edited, and could be improved -- wanted to get this to you sooner than later.

They fare:

Driver Assistance to Passengers:

RTC Recommendation: RTC concurs with the Task Force recommendation to provide assistance beyond curb-to-curb service only to those riders needing it, there should be some flexibility for those who may need service before 6:00 a.m. and after 10:00 p.m.

Fares:

RTC Recommendation: RTC concurs with the Task Force recommendation to increase fares, this should be done through a phased in approach by 2002 to be consistent with the Smart Card implementation, at the same time the county subsidy program should be expanded for low-income riders; the potential for additional fares for enhancements should be evaluated following the increase in base fares, if these fares are to be increased, it should also be done through a phased-in approach.

Coverage:

RTC Recommendation: RTC recommends retaining the current King County enhancement of 1.5 miles on either side of regular routes with gaps filled in, and encourages the continuation of the use of volunteer drivers in the efforts to meet the mobility needs of elderly and disabled riders.

METROPOLITAN KING COUNTY COUNCIL
REGIONAL TRANSIT COMMITTEE
STAFF REPORT

July 16

AGENDA ITEM 4

DATE June 30, 1998

PROPOSED NO. Discussion Item

PREPARED BY Arthur Thornbury

SUBJECT: Paratransit Policy Workshop

BACKGROUND: Today's workshop, following a number of RTC paratransit policy discussions in recent years, will give the committee an opportunity to discuss specific changes to the structure of King County's Paratransit Program using recently-generated estimates of the cost and ridership impacts associated with each potential change. The starting point for the discussion will be a set of recommendations made by the Special Transportation Service Task Force, a group citizens brought together at the RTC's direction to recommend both Paratransit Program enhancements and cost containment measures. These recommendations will likely form the basis for proposed policy legislation expected from the executive in July. Since today's discussion starts at the same point as the executive's review, with the Task Force recommendations, it will serve to begin the committee's review of that legislation prior to receiving it. This will be a useful head-start if policy changes are to be adopted in time to guide development of the Transit Division's 1999 budget.

Policy Review Milestones

- Fall 1996 Special Transportation Service Task Force formed
 - Summer 1997 Task Force submits recommendations to Transit Div.
 - Spring 1998 Transit Division makes recommendations to executive
 - Summer 1998 executive transmits policy proposal to council
 - Summer 1998 RTC reviews paratransit policy legislation
 - Summer/Fall 1998 council action on paratransit policy legislation
 - Fall 1998 Transit Div. 1999 budget adopted
 - 1999 implementation begins

Paratransit Programs Elements

The tables attached to this report list the paratransit program elements addressed in the Task Force report. In Table One the minimum levels of service required under ADA (or Washington State law in the case of fares) are shown along with a column entitled "current enhancements" which contains the service levels currently provided by King County. The cost and ridership impacts of those enhancements are shown as the amounts above or below the levels generated by the basic ADA service. Under the "Task Force

"Enhancements" column the cost and ride estimates are again shown in relation to the basic ADA service. Accompanying Table One are a number of notes which serve to qualify some of the cost and ridership estimates in the table. Together, they give a sense for the complexity and inter-relatedness of the various elements which will be further addressed in the workshop discussion.

Table Two, attached to this report, lays-out the calculations behind the ridership and cost estimates for basic ADA service, and in doing so illustrates the linkage of various paratransit program elements. It begins with estimates of 2004 costs and ridership for the King County program assuming the current level of enhancements beyond the basic ADA service. Enhancements are then removed one-by-one until the ADA minimum is reached. This shows the cumulative effect, something the previous table was unable to do. Thus, as one enhancement is eliminated, it has the effect of reducing ridership which in-turn reduces the impact of the next enhancement to be eliminated as it affects a smaller ridership group. In Table One, the cost and ridership impact of each enhancement is calculated as though it were the only change being made.

Additional information on the individual elements will be distributed at the workshop, including a table comparing King County Metro paratransit and regular bus service fares to those of other transit systems.

ATTACHMENTS:

1. Table One: Notes on Current ACCESS Enhancements and Task Force Recommendations Compared to ADA Minimum Service
2. Table Two: Estimated Cost of ADA Minimum Service in 2004

ATTENDING:

Park Woodworth, Manager, Paratransit/Rideshare Operations Sec., Metro Transit Div.
Victor Obeso, Senior Transit Planner, Accessible Services Unit, Metro Transit Div.

Please let us know your comments

The Regional Transit Committee welcomes your comments and thoughts on the proposed changes for paratransit services. Please mail, fax, e-mail or call your comments in to:

Arthur Thornbury or Debra Ross
Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

206-296-0333 – phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Karen Mills

Address: 6557 Sycamore Ave. NW

Seattle, WA 98117-4847

Phone: 206-781-0948

e-mail: _____

Comments: The door to door evening service is vital to my emotional well being and mental health. It is not always possible to have a caregiver on the premises during evening hours to assist with opening the door. Church services, classes, support groups and life-affirming social events are often held during the 7:00 – 10:00 p.m. time slots. Please do not discontinue this invaluable service.

Will there be enough paratransit passes available at the discounted fare to cover the clients who have incomes below the federal poverty levels?

Please let us know your comments

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206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: _____

Address: _____



Karen Mills
6557 Sycamore Ave NW
Seattle WA 98117-4847

Phone: (206) 781-0948 e-mail: _____

Comments:

The door-to-door evening service is vital to my emotional well-being & mental health.
It is not always possible to have a caregiver on the premises during eve. hours to assist with opening the door. Church services, classes, support groups, & life-affirming social events are often held during the 7-10pm time slots.
Please do not discontinue this invaluable service.

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516 Third Avenue
Seattle, WA 98104
206-296-0333 – phone
206-205-5156 - fax
e-mail: debra.ross@metrokc.gov

Name Robin Guzzone

Address: 19829 140th SE

Renton, WA

Phone: 631-9760

e-mail: _____

Comments: I guess what I'm supposed to have is paratransit. It's awful. Except for the first time I used it, it's been worse and worse - ever since. I live only 25 miles from 4th & Pike, but ususally you won't take me. The new way of going to Tukwila and then waiting maybe 1+ hour for another pick-up is for the birds. I'm 1 1/2 miles from downtown Renton, so I decided to try to get you to drive me to downtown Renton, well that didn't work either. After I get to downtown Renton I can get (?). It's very hard for those living where there is no other bus to use. Many - I fell use it daily for work which should not be allowed. So occasional users are shut out of the system. I can't even get 1 1/2 miles to the nearest stores, grocery and bank and you go past my house many times a day with no one in your bus - or maybe one person. If you had regular routes sort of you wouldn't have to raise the fares.

Please let us know your comments

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Arthur Thornbury or Debra Ross
 Regional Transit Committee
 Room 1200 King County Courthouse
 516 Third Avenue
 Seattle, WA 98104

206-296-0333 - phone
 206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Robin Garzzone

Address: 19829 - 1405E
Renton Wash

Phone: 6319760 - fax phone first e-mail:

Comments:

I guess what I'm suppose to have is paratransit & it's a fail. Except for the first time I used it, it's been worse & worse - ever since. I live only 25 m. ls from 4th & Pike but usually you won't take me. The only way of going to Tukwila & there waiting maybe 1/2 hr. for the bus. I'm 12 miles from the 1st Reg bus stop & only 3 from downtown Renton - sat. doc. I'd to try to get a job & give me to down town Renton - will that difficult work either. After I get to down town Renton I can get to work.

The very hard for those living where there is no other bus service. Many - I feel it's not daily for work which is why I don't drive myself. So occasions / users are

Please let us know your comments

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Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104
206-296-0333 - phone
206-205-5156 - fax
e-mail: debra.ross@metrokc.gov

Name Lester Sipe

Address: 401 Stow Ave. S. #304

North Bend, WA 98045

Phone: 425-888-4660

e-mail: _____

Comments: If you can't assign a van and driver to the outlying senior centers, you are of no value to a lot of us. As I have said many times, the Senior Center Director should be in charge of transport. Some day I will be motivated enough to get the job done through a petition drive.

Please let us know your comments

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Regional Transit Committee
Room 1200 King County Courthouse
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Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Lester Sipe

Address: 401 Stone Ave. S. #304
North Bend, Wash. 98045

Phone: 425-888-4660 e-mail: _____

Comments:

If you can't assign a ~~runner~~
AND DRIVER to the outgoing Senior
Centers, you are of no value to a
lot of us. As I have said many
times, the Senior Center Director should
be in charge of transport.
Some day I will be motivated
enough to get the job done thru a
petition drive.

Lester Sipe

Ross, Debra

From: Patricia McInturff [PatriciaM@seniorservices.org]
Subject: Friday, October 09, 1998 4:47 PM
To: Ross, Debra
Subject: Proposed ordinance 98-623

Debra,
Will you please e-mail or fax me a copy of Proposed Ordinance 98-623
regarding paratransit changes—my e-mail address is
PatriciaM@seniorservices.org — fax 206 448-5766
thank you
Patricia McInturff
CEO Senior Services of Seattle King County

Ross, Debra

From: jeanfritschle@webtv.net
Sent: Monday, October 12, 1998 9:03 AM
To: Ross, Debra
Subject: re:Access and cabulance

In reply to your letter, I would like to tell you how I feel about the cabulance program. The Northwest is great and I never have a problem with them, but the other two I have more problems with them than I can remember to tell you. Being left at Northwest Mental Health more than once. I am disabled, do not feel well most of the time. I have lots of problems. One is I have no cartilage in my knees at all! I would like to tell you that when the drivers drive fast, it really hurts my knees a lot. Last week TLC had a new bus as big as our old access, full of seats and the only place to have a scooter was in the back...bumps are terrible sitting there, and she never slowed down for anything. I had a Dr. app't in Covington, I just swayed back and forth. I have pylomyalgia rheumatica which is an inflammation of arteries, large blood vessels and your tissues. I hurt all the time! I mentioned to her she was driving really fast, her answer was, I'm going the speed limit. I noticed she passed everything! 2 access busses. I mentioned to her also how it hurt to sway around back and forth...her answer was, yes, I know you sway around in the back of the bus. How come they use a bus for a cabulance. So does the other one. Is there no way I could always have NW? My phone # is 253 833 6731 if you wish to speak to me. Thank you.

Take care, Jean Fritschle

COMMENTS REGARDING PROPOSED ORDINANCE 98-623 modifying King County Paratransit Program

Name	Date/Time of Call	Phone	Comments
Catherine Hansen	10/12/98 9:45 a.m.	206-328-8395	she wishes everyone who receives paratransit services would get notice of this meeting; she noted it takes one week to order paratransit services and the notice of this meeting is not timely enough to get such service; before changing services; issues need to be dealt with such as calling out stops for the visually impaired. No set or consistent policy on this. She informed us about Project Action www.projectaction.org that produces a manual on 'Calling Out Stops'. Will try to come to meeting
Myko Mitchell, WA Coalition of Citizens with Disabilities	10/12/98 9:00 a.m.	206-633-6628	requested we mail ordinance to 4649 Sunnyside Ave. N. #100, Seattle, WA 98103; mailed 10/12
Karin Mills	10/9/98 8:51 p.m.	206-781-0948	concern that door-door service will be limited to daytime hours only; she uses such service to go church services and other activities in the evening, she will send in comment sheet and try to come to meeting.
Peggy Shoel	10/13/98 8:20 a.m.	206-764-2064	called as she could not read notice due to being visually impaired. dr read it to her; she would like to receive a notice once changes are made.
Bill Wilson, Northshore Senior Center	10/14/98 1:20 p.m.		requested ordinance by fax; faxed on 10/14
Madeline Hood	10/14/98 3:00 p.m.		requested ordinance be mailed to her, mailed on 10/14
Miss Frances Walton	via Mary Coltrane		requested ordinance to be mailed to her; mailed on 10/14

Please let us know your comments

The Regional Transit Committee welcomes your comments and thoughts on the proposed changes for paratransit services. Please mail, fax, e-mail or call your comments in to:

Arthur Thornbury or Debra Ross
Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: **Olga Willman, Director**

Address: **University Adult Day Center; 4515 16th Ave. NE
Seattle, WA 98105**

Phone: **524-2321**

Comments:

Improved scheduling procedures are badly needed. Please do not raise fares – disabled Srs., many of whom are low-income, may be further isolated due to this.

Continue to provide and protect the door-to-door service for disabled Seniors – also hand-to-hand when needed.

Please let us know your comments

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Woodworth, Park

From: Pakulak, Joy
Sent: Thursday, October 22, 1998 4:14 PM
To: Thombury, Arthur
Cc: Woodworth, Park; Ross, Debra
Subject: Transcribed phone notes

Ms. Gina Lewis phoned today, and she asked that I take down her comments on the proposed Paratransit ordinance and pass them along to Arthur. She is a blind individual, and learned of the impending ordinance by letter last week.

From Ms. Gina Lewis: "I feel that the Access Van Services should be left as they are now; I feel that as a totally blind person, I should be able to go places and do things just like any one else can. The way the Access Van Services are now, I can do that. If they make -- especially the changes where some of the services are not available in the evening, I will not be able to go to some of the places I really enjoy going, like the Seattle recorder society meetings in North Seattle."

Gina Lewis
PO Box 9467
Seattle WA 98109
(206) 441-7787
email: glewis_80@hotmail.com

Obeso, Victor

From: Pakulak, Joy
Sent: Monday, October 26, 1998 8:54 AM
To: Ross, Debra; Thornbury, Arthur
Cc: Stutey, Sandy; Obeso, Victor
Subject: Transcription of voicemail message

Below is a transcribed message that Doris Glasgow left on Park's voicemail over the weekend:

"Mr. Woodworth, my name is Doris Glasgow, and I'm calling in response to the letter I received on the proposed changes in the paratransit system. And I just wanted to let you know that I'm a rider on ACCESS and I'm hoping that there will not be any change to this service. I think it's an excellent service for seniors and someone like myself who is on a limited income, and I really need hand-to-hand, door-to-door service. I really hope that you all will take the concerns of the seniors to heart, and I just wanted to let you know how much I appreciate this service, and I'm hoping that you all won't change it so that I can't have it any more, because I really do need it. And there's no need to call me back. My name is Doris Glasgow, but I just was calling to let you know how much I appreciate this service. And, thank you for listening, Mr. Woodworth. Thank you. Goodbye."

AGENDA ITEM NO. 8
Proposed Motion 1999-0244 Approving Transit Fare Policies

METROPOLITAN KING COUNTY COUNCIL

REGIONAL TRANSIT COMMITTEE

STAFF REPORT

AGENDA ITEM 8

DATE April 29, 1999

PROPOSED NO. 1999-0244

PREPARED BY Arthur Thornbury

SUBJECT: Transit Fare Policies

SUMMARY: Though previously considered by the Regional Transit Committee, to date transit fare policies have not been formally established. Fares are currently set by adoption of an ordinance amending Section 28.94.010 of the King County Code, typically in conjunction with the adoption of the Transit Division's annual budget. Since the policies attached to Proposed Motion 1999-0244 would not be adopted by ordinance, they would not become part of the code but rather would be used to guide the setting of transit fares much as the Transit Division Financial Policies, adopted annually by motion, are used in preparing the executive's annual budget proposal.

Regional Transit Committee consideration of Proposed Motion 1999-0244 responds both to a committee work program item calling for a periodic review of all transit fare policies and to the committee's commitment to address paratransit fares made during its recent work on restructuring the county's ACCESS program. The proposed policies fall into two categories: those that reflect current practice as codified in K.C.C. 28.94.010 (attached) and those that constitute new policies on paratransit fares. The proposed policy language was drafted by Transit Division staff and the changes to paratransit fares are identical to those transmitted by the executive in October of last year as part of his ACCESS restructuring proposal.

BACKGROUND:

The Transit Division 1999 Financial Policies, reviewed by the RTC and adopted by the council, include the following section on fares:

Fares will be reviewed no less frequently than every two years and will be based on a standard rate-setting methodology beginning with a revenue requirements analysis for the period of the Transit financial plan (6years). Taking into account the adopted financial policies, the need for equity in the proportion of the costs which are recovered from the riders, the projected system costs (both operating and capital), and the revenues expected from all other sources, the total amount of fare revenue needed

will be calculated. For financial planning purposes, fare increase assumptions in the out-years will be based in relation to expected inflation. The fact that a fare increase is assumed for a future year, during a planning process, does not mean that a fare increase will be recommended. A recommendation will only occur after a complete assessment of the financial status of the public transportation fund.

In January 1996, the RTC undertook an extensive fare policy review, devoting three meetings and a workshop to the subject. Among the issues addressed were senior & disabled fares, low-income fares, youth fares and the fare zone structure. A major feature of the committee's March 1996 recommendation was the elimination of the two-zone fare structure with an adjustment to fares that would be an increase for what had been one-zone travel but a decrease for former two-zone trips. The RTC's fare policy recommendations were not ultimately adopted and, therefore, there currently are no adopted transit fare policies.

At the committee's April 29, 1999 meeting, Transit Division staff will present both the policies reflecting existing practice and the executive-proposed changes to paratransit fares. During its work on the ACCESS program restructuring, the committee considered the paratransit fare proposal which has three components:

- Increase fares gradually over a six-year period to equal adult fares on regular fixed-route service, including zone and peak-period charges. Thereafter, paratransit fares would be linked to regular bus fares and would rise at the same time.
- Create a ticket and pass subsidy program for paratransit riders. The 50% subsidy program would be capped at \$100,000 annually but increase automatically whenever a decision was made to increase the \$300,000 annual cap for low-income fare discounts for regular bus trips.
- Increase from 50% to 75% the level of taxi-travel subsidy for persons in the county's Taxi Scrip Program. The annual expenditure for the program would be linked to its effectiveness in diverting trips that would otherwise be made on ACCESS vans.

As part of its presentation of this proposal, Transit Division staff will describe the rationale for the changes, provide revenue and ridership impact estimates and explain the focus of the ticket and pass subsidy program which is seen as a safety net for the proposed fare increase. The proposed fare increase would have the effect of depressing demand for ACCESS service resulting in considerably lower program costs at the end of the six-year phase-in period for the fare increase. Attached to this staff report is a table comparing the county's ACCESS fares with those of other transit agencies. It was produced six months ago for the RTC's paratransit deliberations and thus may be slightly out-of-date for some of the agencies listed.

Notice of this policy proposal that would lead to a paratransit fare increase has been posted in all ACCESS vans and mailed to approximately 550 persons on the committee mailing list for paratransit issues. The RTC meeting schedule was included on the notice along with persons to contact for more information.

An area of fare policy not addressed by the proposed motion is regional fare coordination. Last July the RTC reviewed Motion 10526 (attached) relating to fare coordination and transfers among transit systems in the region. The motion established the framework for easing transfers between transit systems and for reconciling pass sale revenues and financial impacts of discounted transfers. Staff is developing regional fare coordination policy language for the RTC's consideration to add to Proposed Motion 1999-0244.

Also attached to this staff report is a summary of the recent action taken by the Sound Transit Board establishing the fare structure and zone map for its bus and commuter rail services.

ATTACHMENTS:

1. Proposed Motion 1999-0244
2. K.C.C. 28.94.010 Rates of Fare for Transit Program
3. Table: Paratransit Fares for Selected North American Transit Systems
4. Motion 10526
5. Summary: Sound Transit Fare Structure and Zone System

ATTENDING:

Peggy Willis, Manager, Management Information and Transit Technology Section, Transit Division

Chuck Sawyer, Senior Research Associate, Management Information and Transit Technology Section

Sandy Stutey, Supervisor, Accessible Services, Transit Division

AGENDA ITEM NO. 8
Proposed Ordinance 98-623
Modifying the King County Paratransit Program

METROPOLITAN KING COUNTY COUNCIL
REGIONAL TRANSIT COMMITTEE

STAFF REPORT

AGENDA ITEM 8

DATE February 18, 1999

PROPOSED NO. 98-623

PREPARED BY Arthur Thornbury

SUBJECT: Modifications to King County's Paratransit Program

BACKGROUND: The committee has discussed the proposed changes in several prior meetings, most recently on January 21, 1999. In an effort to clarify the changes to the legislation that have been proposed, a marked version of Proposed Ordinance 98-623 is attached. The underlines and strike-outs are not intended to show changes to the King County Code as is generally the practice. Rather, they are provided to illustrate the exact changes that have been suggested by committee members and council and executive staff. The summary that follows is from the January 21st staff report.

Following the 1990 passage of the Americans with Disabilities Act, King County began expanding its paratransit service to meet the 1997 compliance deadline. Costs of the paratransit program, contrasted with growth of operating expenditures for the entire Transit Program are shown in the following table.

	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999
Transit Operating*	\$137M	\$169M	\$187M	\$198M	\$206M	\$212M	\$249M	\$271M	\$307M	\$329M
Paratransit	\$1.5M	\$2.3M	\$3.3M	\$3.9M	\$6.4M	\$8.6M	\$13.7M	\$20.6M	\$23.3M	\$26.9M

*Includes paratransit expenditures.

Projections through 2004 continue this trend:

	2000	2001	2002	2003	2004
Transit Operating*	\$341M	\$349M	\$363M	\$374M	\$390M
Paratransit	\$30.9M	\$34.7M	\$38.5M	\$43.0M	\$47.1M

*Includes paratransit expenditures.

Concerned over this rapid growth in paratransit expenditures, the Regional Transit Committee requested in 1996 that a Special Transportation Services Task Force (membership list attached) be created to address three questions:

1. What enhancements, beyond the federally required paratransit service, should King County offer to ADA-eligible riders?

2. Who, beyond those that are ADA eligible, should receive King County funded special transportation services?
3. What should those services be?

In response to the Task Force's recommendations submitted in June 1997, the executive has transmitted legislation to substantially restructure the county's paratransit program. The Regional Transit Committee discussed the Task Force recommendations at its July and October 1998 meetings, laying the groundwork for today's consideration of a set of executive proposals which, in most respects, mirror those of the Task Force. In July, the RTC took preliminary positions on the Task Force recommendations and those will be cited as part of the analysis below.

If the RTC forwards this legislation to the full council and it is ultimately adopted, implementation of the policies contained here will require separate legislation:

- an ordinance to raise paratransit fares, and
- an ordinance to increase the Transit Division's expenditure authority in order to undertake several of the initiatives described below.

SUMMARY: This proposed ordinance adds new elements to the King County Code while also amending some existing ones:

1. Paratransit Program Definition

Policy Decision: Shall the current King County Paratransit Program be redefined as two programs for the purposes of clarifying the county's compliance with the Americans with Disabilities Act?

Explanation: The county's current paratransit program, which exceeds minimum ADA requirements in several respects, would be separated into two programs: the ADA Paratransit Program, and the Community Transportation Program. The ADA Program includes only services required by federal law; the Community Transportation Program includes service enhancements that King County chooses to offer as well as other King County initiatives to serve those with special transportation needs. This separation of the program into two parts is intended to clarify the level of paratransit service that riders are entitled to under ADA and what services the county offers at its own discretion. Generally, this definitional split of paratransit into two programs will not affect a person's experience of the service. For example, while the county's ADA Program stipulates that only curb-to-curb service will be provided, the Community Transportation Program supplements that with door-to-door and hand-to-hand service where needed.

Task Force Recommendation: The Task Force was not asked to address this issue.

Preliminary RTC Recommendation: This was not addressed in previous RTC discussions.

ADA PARATRANSIT PROGRAM

2. Fares

Policy Decision: Shall paratransit fares be increased to equal the fares for regular bus trips?

Explanation: The King County Code currently sets paratransit fares at 50¢ per trip and \$8.75 for a monthly pass (raised from 25¢ and \$3.75 in February 1997). This legislation would authorize raising fares to parity with regular bus fares. Future legislation would be needed to actually raise the fares. The intent is to phase the increase in over a number of years and assuming no change in regular bus fares during the phase-in period, this would mean a one-zone peak-period paratransit fare of \$1.25 and a two-zone peak-period fare of \$1.75. Thereafter, paratransit fares would rise with increases to regular bus fares. Attached to this staff report is a table comparing the current paratransit fares of a number of U.S. and Canadian transit systems.

Task Force Recommendation: The Task Force's mandate did not include considering the basic paratransit fare level.

Preliminary RTC Recommendation: phase-in increased fares to the level of one and two-zone base fares.

3. Director's Authority

Policy Decision: Shall the KCDOA Director retain the authority to perform certain functions including making eligibility determinations for the paratransit program?

Explanation: This is a status quo provision which restores authority lost when Section One of this legislation repeals a code section dealing mostly with paratransit eligibility. It is the Transit Division's intent to direct more resources at the initial eligibility screening process to ensure that access to the service is tied to actual need. One outcome of this effort will be the greater application of conditional eligibility, the screening applicants to identify those who need paratransit services only under certain circumstances. The legislation does not address conditional eligibility because that authority already exists under the Americans with Disabilities Act.

Task Force Recommendation: King County should emphasize conditional eligibility.

Preliminary RTC Recommendation: Concur with the changes as proposed.

COMMUNITY TRANSPORTATION PROGRAM

4. Service Enhancements: hours and fare premium

Policy Decision: Should riders be charged a premium for King County service enhancements that go beyond ADA requirements?

Explanation: This section provides that there will not be a premium charged for service enhancements such as 7-day advance trip reservations or door-to-door service. It also provides that enhancements shall generally be available only between 6 AM and 7 PM, with exceptions noted elsewhere in the legislation.

Task Force Recommendation: 1) charge a premium equal to the base fare for all enhancements, and 2) provide enhancements only between 6 AM and 10 PM with some flexibility to allow provision of this service at other times of the day if needed

Preliminary RTC Recommendation: 1) do not charge a premium for enhancements, and 2) concur with the Task Force on time when enhancements are offered: 6 AM to 10 PM.

5. Service Area

Policy Decision: Shall the boundaries of the paratransit service area be reduced to the ADA minimum, remain the same or be extended?

Explanation: The ADA requires that the paratransit service area should extend $\frac{3}{4}$ of a mile on either side of regular bus routes. King County currently draws the boundary $1\frac{1}{2}$ miles to the east of all regular bus routes and operates paratransit everywhere to the west of that line. This legislation would maintain the $1\frac{1}{2}$ mile status quo. A map is attached to this report.

Task Force Recommendation: Extend the boundary to 5 miles east of regular bus routes.

Preliminary RTC Recommendation: Maintain the $1\frac{1}{2}$ mile status quo

6. Driver Assistance I

Policy Decision: Should limits be placed upon who can receive door-to-door and hand-to-hand service and when?

Explanation: Currently, the ADA requires curb-to-curb service only but the county offers door-to-door and hand-to-hand service whenever it is requested. This change would require a demonstration of need in order to get door-to-door service and would permit the agency to determine when and where it can safely provide that service, in order to avoid exposing operators to undue risk.

Task Force Recommendation: Concur with the changes as proposed.

Preliminary RTC Recommendation: Require a demonstration of need before providing this service and, as with other enhancements, only between the hours of 6 AM and 10 PM. The agency's need for discretion in determining when and where to provide the service was acknowledged during the RTC discussions, but only in the context of service after 10 PM.

7. Driver Assistance II

Policy Decision: Shall King County require the participation of a third party agency when complying with requests for hand-to-hand service.

Explanation: This would require a demonstration of need for hand-to-hand service grant the KCDOT Director the authority to determine when and where it can safely provide that service, in order to avoid exposing operators to undue risk. It would further require that a rider receiving such services be sponsored by a third-party agency. Determining a person's need for hand-to-hand service, and then providing it, is more complicated than with door-to-door service. This provision would enable the county's paratransit program to share a large portion of this responsibility with human service agencies having the expertise to do so. This means that an individual who seeks this service for a family member, for example, would be directed to work through an agency in order to receive it. As a result, county staff would be able to rely on a third party's determination of need and of adequate provision of back-up in the event that arrangements for delivering the rider to a responsible person fall through.

Task Force Recommendation: The Task Force's report did not include a third party recommendation.

Preliminary RTC Recommendation: 1) Require a demonstration of need, offer service between 6 AM and 10 PM, allow the Director's discretion as proposed 2) the requirement of agency sponsorship was not discussed.

8. Advance Reservations and Subscription Trips

Policy Decision: Shall King County continue to allow 7-day advance booking and subscription service?

Explanation: The ADA requires only that a rider be able to book a trip one day in advance. This portion of the legislation continues the county's current practice of allowing riders to reserve trips up to 7 days in advance and to schedule a recurring trip without having to call for a reservation each time. Although this practice results in a higher number of costly trip cancellations and no-shows, the Transit Division intends to take other measures to reduce that problem.

Task Force Recommendation: Allow advance reservations and subscription trips and also make some provision for same-day service. (Note: the same-day service need is partially addressed by the taxi scrip initiative described below.)

Preliminary RTC Recommendation: Concur with changes as proposed.

9. Non-ADA-Eligible Riders

Policy Decision: Shall paratransit eligibility be made more restrictive, limiting it primarily to riders who are eligible under the ADA?

Explanation: King County's paratransit program pre-dates the 1990 Americans with Disabilities Act. In addition to those who qualify under the ADA standards a number of riders are eligible because they are low-income and either seniors or disabled in a way that does not prevent them from riding regular buses. Non-ADA eligible riders, currently using paratransit services through the county's OPTIONS Program, would, in the future, have access to paratransit only to reach the nearest regular bus or dial-a-ride service and then only if:

- they live too far from regular bus or dial-a-ride service, and
- it is determined that they cannot "make other public or private transportation arrangements."

The KCDOT director would make these determinations taking into consideration the person's physical capabilities and such factors as walking conditions between residence and bus stop and the ability of other household members to provide transportation.

Task Force Recommendation: Concur with changes as proposed.

Preliminary RTC Recommendation: Concur with the changes as proposed.

10. Contract Paratransit Service

Policy Decision: Shall public and private agencies who request special paratransit service be asked to share the cost of such service?

Explanation: This section provides for the county to offer paratransit service tailored to the specific needs of an agency with the agency assuming a portion of the cost. Currently, efforts are made to meet agencies' needs, delivering all their clients at mealtime for example, at no charge to the agency. This may not be entirely satisfactory to the agency as it is extremely difficult to schedule paratransit service that precisely. The other drawback to this arrangement is that, in dedicating regular non-contract trips to meet specific agency needs, the county significantly constrains its ability to improve the overall efficiency of its paratransit system. Implicit in this proposal is the county's intention to attain more flexibility and therefore more efficient use of its paratransit trips by being less willing in the future to plan regular non-contract trips around the needs of human service agencies. This legislation establishes a target of 25% agency funding for contracted service phased-in over five years.

Task Force Recommendation: Require agencies to pay for all or a large percentage of the cost of special service.

Preliminary RTC Recommendation: Concur with the changes as proposed. The Task Force recommendation to require a larger contribution from the agencies was not discussed.

11. Service Partnerships

Policy Decision: Should the county provide operating, capital or technical support to other agencies serving those with special transportation needs?

Explanation: This section authorizes the KCDOT director to provide various types of support to agencies undertaking to serve the special transportation needs of county residents. Examples of this support would be donation or loan of a vehicle, or covering the cost of maintenance or insurance. Supporting the efforts of other agencies to meet special transportation needs of their clients will reduce demand on the county's ADA paratransit program, the most costly means of transporting seniors and disabled persons. In addition, these alternative services may prove more attractive to people who find the county's system too inconvenient and therefore don't use it at all. Finally, it is proposed as a way of providing an alternative for current riders who would lose access to paratransit service under this legislation because they are not ADA-eligible.

Task Force Recommendation: Concur with the changes as proposed.

Preliminary RTC Recommendation: Concur with the changes as proposed.

12. Training

Policy Decision: Shall the county provide training and other assistance to those with special transportation needs?

Explanation: This provision would authorize bus travel training and informational efforts aimed at reducing paratransit demand and increasing people's mobility options.

Task Force Recommendation: Concur with the changes as proposed.

Preliminary RTC Recommendation: Concur with the Task Force and the changes as proposed.

13. Taxi Scrip

Policy Decision: Should King County increase its subsidy of taxi travel by program participants, paying a greater portion of each trip, covering more trips per rider and expanding it to include ADA-eligible persons as well as the non-ADA segment of the ridership that currently has access to subsidized taxi scrip.

Explanation: Taxi Scrip is currently made available at a 50% discount to the non-ADA-eligible group of paratransit riders (those who qualify by virtue of being low-income and either elderly or disabled in a way that does not prevent them from riding regular buses). The provisions of this legislation would extend the taxi

scrip program to ADA-eligible riders and increase the subsidy to 75%. The subsidy level would be established on a trial basis with the possibility of becoming permanent following review of its impacts by the KCDOT Director. Generally, individuals would be limited to \$100 (face value) of scrip per month (an increase from the current limit of \$720 per year) but the director would have the authority to exceed that. The objective of this initiative is to divert trips from the more costly ADA paratransit service and to retain and enhance an existing service for non-ADA-eligible riders who would generally be losing access to paratransit service. The provision for review after one-year reflects a concern that, rather than primarily diverting more-costly trips or compensating for other lost options as hoped, the result of expanding and enhancing the taxi scrip program might be to generate new, non-essential trips.

Task Force Recommendation: Expand the program to ADA-eligible persons also but retain current subsidy percentage and individual limits.

Preliminary RTC Recommendation: Concur with the changes as proposed increasing the level of subsidy and the individual limits.

14. Taxi Accessibility

Policy Decision: Should the county work to make taxis accessible to disabled riders?

Explanation: This section calls on the executive to work with taxi owners to achieve 10% accessibility within 3 years. Portland has had some success in increasing the accessibility of its taxi fleet, with the added cost of accessible vehicles being spread over the entire fleet. In addition to cost issues, compliance with driver drug-testing requirements must also be addressed.

Task Force Recommendation: Concur with the changes as proposed

Preliminary RTC Recommendation: Concur with the changes as proposed

15. Subsidized Paratransit Tickets and Passes

Policy Decision: Should paratransit fares be subsidized for low-income riders?

Explanation: This establishes a \$50,000-a-year program to sell paratransit tickets and passes to human service providers at 25% of their face value for distribution to low-income riders. Similar to the county's existing discounted ticket program for regular bus service, this is proposed to address the impact of the paratransit fare increase upon low-income riders.

Task Force Recommendation: Concur with the changes as proposed

Preliminary RTC Recommendation: Concur with the changes as proposed

ATTACHMENTS: Marked-Up Version of Proposed Ordinance 98-623
Proposed Ordinance 98-623
Executive Letter of Transmittal, dated October 8, 1998
Fiscal Note and Supporting Materials

ATTENDING: Park Woodworth, Manager, Paratransit/Rideshare Operations
Section, Metro Transit Division
Sandy Stutey, Supervisor, Paratransit/Rideshare Operations

Proposed ACCESS Transportation Fare Increase and Expansion of Taxi Scrip Program

King County Council adopted a Public Transportation Fare Policy on July 19, 1999. A fare ordinance consistent with this adopted policy was transmitted to the King County Council as part of the Executive Proposed Budget. The proposed ordinance contains the following changes to ACCESS Transportation fares and the Taxi Scrip Program:

- Effective February 7, 2000, cash fares for ACCESS Transportation will increase to \$.75 for one-way rides, and \$18 for a monthly fare pass starting with the March pass.
- Every two years ACCESS Transportation fares will increase, adding peak and two-zone surcharges until 2006 when fixed route and ACCESS Transportation fares are the same.
- By 2002, a 50% discount on paratransit monthly passes will be available for some low-income ADA certified riders. The discounted monthly fare pass will cost at least \$8.75. The ACCESS Transportation discount will not exceed \$100,000 per year.
- Effective February 1, 2000, ACCESS Transportation will expand the 50% discount Taxi Scrip program to include persons with ADA certification. During 2000, ACCESS Transportation will study the effects of raising the subsidy level from 50% to 75%.

Monday, November 15, 1999, beginning at 10:30 a.m., the King County Council will hold an all-day public hearing in the Council Chambers in the King County Courthouse. Testimony will be taken on all proposed fee changes, including the proposed paratransit fare increases and taxi scrip program modifications, as well as on the proposed King County budget.

For general information regarding the budget, call the council office at (206) 296-1000 or TTY for hearing impaired (206) 296-1024. To receive a copy of the proposed fare ordinance or phone in your comments, call during regular business hours.

Comments on the proposal or copies of the proposed ordinance can also be obtained on the King County Council web site (<http://www.metrokc.gov/mkcc>).

This information is available in large print, Braille or audio-tape upon request. Please call during regular business hours (206) 689-3113 or TTY for hearing impaired (206) 689-3116.

Metro Accessible Services:

Changes coming this fall

You'll be seeing some changes this fall in the way Metro Transit provides transportation services for people with disabilities and low-income senior citizens.

The cost of special transportation services has been increasing. To continue to provide reliable transportation for people who cannot use the regular bus service, Metro must make some changes to the present system.

Some of these changes will take place this fall. Others will be phased in over the next few years.

See meeting
schedule,
next page.



ACCESS Transportation is available to people who need it.

How will these changes affect you?

- Rides will be more reliable for riders certified under the Americans with Disabilities Act.
- Riders will see some changes in service, area or hours, and Metro will be helping communities provide other transportation service.

This publication describes changes coming over the next three years. Metro will be letting you know as changes go into effect.

Come to a meeting

Metro will be holding meetings to discuss transportation services for people with disabilities and senior citizens. Find out about upcoming *ACCESS* program changes and new alternative transportation programs.

5:30-7 p.m., Wednesday, July 21

Bothell Regional Library
18215 98th Ave. N.E.

12:30-2 p.m., Friday, July 23

Downtown Seattle Library
1000 Fourth Ave.
(If you are using transit, take any downtown Seattle route.)

12:30-2 p.m., Tuesday, July 27

Bellevue Regional Library
1111 110th Ave. N.E.

(If you are using transit, take Metro routes 164, 166-169, 183, 234, 249, 914, or 916.)

5:30-7 p.m., Monday, Aug. 2

Kent Regional Library
212 Second Ave. N.
(If you are using transit, take Metro Route 150.)

If you have questions about the meetings or need a sign language interpreter, please contact Metro Accessible Services immediately at (206) 689-3113 (voice), (206) 689-3116 (TTY) or accessible.services@metrokc.gov (e-mail).



All of Metro's regular transit buses are equipped with wheelchair lifts. On July 28 Metro will be having an event to celebrate this milestone.

Help is available

The Americans with Disabilities Act, or ADA, provides that all Americans will receive comparable public transportation services when they are not able to use regular service.

But Metro provides a variety of services to help senior citizens and people with disabilities get around the region: buses with wheelchair lifts, training to learn how to use the Metro bus system and paratransit vans for ADA-certified riders.

Free training on riding the bus. Group presentations are available, and Metro can also provide customized, one-on-one bus travel training for people with cognitive, physical or visual disabilities who travel to the same place three or more days a week. For more information, please call (206) 633-6628 (voice) or (206) 632-3456 (TTY).

Program background

Since 1996, Metro has conducted extensive public outreach on transportation services for people with disabilities and senior citizens.

The Special Transportation Task Force was created in 1996 to help Metro shape special transportation services for people with disabilities and seniors in King County. In addition, Metro held five public meetings in March 1997 to find out what service enhancements were most important. Metro held five more public meetings in June 1997 to get comments on the Draft Report of the Special Transportation Task Force.

In 1998, Metro staff also held focus groups and meetings with local agencies.

Based on public comment, King County Executive Ron Sims recommended changes to the program, and the King County Council approved those changes.

Changes for September 1999

Service area and hours. Beginning in September 1999, *ACCESS* service hours and days will be determined by those fixed routes — buses with regular routes and timetables — available in the same area. For example, if you live in an area with regular bus service from 6 a.m. to 10 p.m. seven days a week, your paratransit service will operate during those days and hours.

If there is no fixed-route service in a particular area, there will be no *ACCESS* paratransit service. In the past, *ACCESS* transportation had its own larger, separately defined service area.

To see if your service is affected, see Metro Online at <http://transit.metrokc.gov> or check with your call center.

Other upcoming changes

- **Registration.** Beginning next February, Metro will ask program applicants, and eventually current riders, to demonstrate in person that they are eligible for *ACCESS* transportation. (Metro will provide free transportation to and from these interviews.) Until then, applicants will continue to apply for *ACCESS* transportation by mail.
- **Taxi improvements.** Metro Transit will be working with local taxi companies to provide accessible taxis with rates comparable to non-accessible taxis.
- **Agency trips on *ACCESS* Transportation.** *ACCESS* will offer enhanced paratransit, or van service for agencies that share in the cost of providing van service.
- **Community vans.** Metro will begin providing vans to community agencies serving people unable to use

Metro's regular bus service.

- **ADA Access riders.** Beginning later in 2000, *ACCESS* transportation trips will be available only to ADA-certified riders who cannot use the regular bus system for their trips. Riders who are conditionally eligible will receive trips meeting those conditions only. For example, an ADA rider who cannot use the regular bus service at night will receive trips only during hours of darkness.
- **Options Access riders.** Beginning later in 2000, only those OPTIONS riders living too far from Metro's regular bus service or Dial-a-Ride will be able to use *ACCESS* Transportation. The service will be to and from bus stops. Until this change, Metro will continue to provide *ACCESS* service to OPTIONS riders within their regions.
- **Hand-to-hand service.** In 2000, persons needing hand-to-hand transportation service — riders who may not be left alone — will need agency sponsorship to ride *ACCESS* transportation.
- **Curb-to-curb service.** Sometime in 2001, Metro will provide curb-to-curb *ACCESS* transportation service to most riders. Door-to-door service will be available for those who need it.

Metro sales office moving

Starting Tuesday, July 20, you can buy your reduced fare permit, senior permit, taxi scrip, *ACCESS* fare pass and ticket books at the new, bigger Customer Service Office at the **King Street Center, 201 S. Jackson St., Seattle, WA 98104**. It's right next door to the Amtrak Station.

To purchase permits, passes, taxi scrip and ticket books by mail, call the following numbers for information: (206) 553-3060 (voice) or (206) 684-2029 (TTY).

The Customer Service Office at the Exchange Building will be closed July 15 in preparation for the move. You will still be able to buy your Reduced Fare Permit at the Exchange Building from July 15-20. You can also visit the Westlake Station office in the Metro transit tunnel for your Metro needs.

Metro will be keeping you informed about updates to the program. If you want your name added to the mailing list, or if the address on your mailing label is not correct, please call (206) 689-3113 (voice) or (206) 689-3116 (TTY).

NOTICE OF PROPOSED PARATRANSIT CHANGES

Soon, the Regional Transit Committee (RTC) of the Metropolitan King County Council will be considering a proposal to restructure Metro Transit's paratransit service. Building upon the work of the Special Transportation Services Task Force which made its recommendations in 1997, King County Executive Ron Sims has submitted legislation to amend county paratransit policy. As one who has previously expressed an interest in paratransit issues, you are being notified of the upcoming council review process.

The purpose of this effort is twofold: to control the rapid growth in paratransit costs by matching the type of service to riders' special needs, and to broaden the range of mobility alternatives for those riders----alternatives that are more cost-effective and that riders may find more attractive.

Step 1: Regional Transit Committee Review....On Thursday, October 15, 1998 the RTC will discuss the executive's proposal at its regular meeting on the 10th Floor of the King County Courthouse at 3rd & James in downtown Seattle. The meeting will begin at 3 PM but the committee will first take up other matters and the paratransit discussion will not begin before 4:15 PM. You are welcome to attend the entire meeting and to address the committee with your comments, although you will be asked to limit your remarks to three minutes to allow time for others to speak. You are also encouraged to submit written comments, either via e-mail or by mailing or faxing the enclosed comment form.

Step 2: County Council Review....Following its October 15th meeting, the RTC will forward its recommendations to the county council for final action. Prior to voting, the council will hold a public hearing where you will have another opportunity to testify or submit written comments. That hearing is not yet scheduled but, if you would like to be notified when it is, please contact us at the address given below. Once the council votes to adopt paratransit policy legislation, it goes to the county executive for his signature before taking effect.

What are the proposed changes? Summarized below are the main elements of the executive's proposal. Later in this notice, you will find information on how to obtain a copy of the actual proposed legislation.

- **Program Description:** For purposes of compliance with the Americans With Disabilities Act, King County's paratransit program would be described as two programs: 1) the ADA Paratransit Program which would meet all ADA requirements, and 2) the King County Metro Community Transportation Program which would include all of those paratransit services provided by Metro that exceed ADA requirements.

- **Paratransit Fares:** Fares would be increased, in stages, until they equal the fares for regular bus service.
- **Discounted Paratransit Fares:** The county would provide a limited number of discounted paratransit tickets and passes to human service agencies at 25% of their face value.
- **Service Span:** Some enhancements that are not required by ADA, such as door-to-door and hand-to-hand service, would be available only between 6 AM and 7 PM unless otherwise established by the Director of the King County Department of Transportation.
- **Driver Services:** Door-to-door and hand-to-hand services would be provided only where there is a demonstrated need for service beyond the ADA-required curb-to-curb service.
- **Options Riders:** Persons who are not ADA-eligible would be able to use paratransit services only if they live too far from regular bus routes or dial-a-ride service. These riders could use paratransit service only to reach regular or dial-a-ride service.
- **Community Partnership Services:** King County would provide operating, capital and technical support to public and private agencies serving people with special transportation needs.
- **Taxi Scrip:** Taxi scrip would be made available to ADA-eligible riders and low-income persons having a valid Regional Reduced-Fare Permit at a cost of 25% of its face value.
- **Taxis:** The county would encourage taxi operators to make at least 10% of the fleet accessible by 2001.

How can I get the full proposal? The above summary is drawn from Proposed Ordinance 98-623 which you can obtain in several ways:

- via e-mail.....send a request to debra.ross@metrokc.gov
- mail or fax....call Debra Ross at (206) 296-0333.

For additional information or to submit your comments to the council please send in the attached comment sheet or contact Arthur Thornbury, staff to the regional transit committee, at: (206) 296-1680 or at arthur.thornbury@metrokc.gov or call Metro's Paratransit Program Manager, Park Woodworth at (206) 689-4494.



Sign language and communication material in alternate formats can be arranged given sufficient notice (296-1000). TDD Number 296-1024.



METROPOLITAN KING COUNTY COUNCIL

REGIONAL TRANSIT COMMITTEE

STAFF REPORT

AGENDA ITEM 11

DATE October 15, 1998

PROPOSED NO. 98-623

PREPARED BY Arthur Thornbury

SUBJECT: Modifications to King County's Paratransit Program

BACKGROUND: In response to recommendations in the June 1997 Report of the Special Transportation Task Force, the executive has transmitted legislation to substantially restructure the county's paratransit program. The Regional Transit Committee discussed the Task Force recommendations at its July 1998 meeting, laying the groundwork for today's consideration of a set of executive proposals which, in most respects, mirror those of the Task Force. In July, the RTC took preliminary positions on the Task Force recommendations and those will be cited as part of the analysis below.

If the RTC forwards this legislation to the full council and it is ultimately adopted, implementation of the policies contained here will require separate legislation:

1. the executive is expected to forward an ordinance soon to increase paratransit fares, and
2. the executive-proposed budget, to be transmitted on October 12, will include some implementation measures but full implementation of paratransit policy revisions will require the council to make further additions to the executive's proposed budget.

SUMMARY: This proposed ordinance adds new elements to the King County Code while also amending some existing ones:

ADA Paratransit Program

Definition (ordinance page 1, line 17 through page 2, line 7) The county's current paratransit program, which exceeds minimum ADA requirements in several respects, would be separated into two programs: the ADA Paratransit Program, and the Community Transportation Program (below). The ADA Program includes only services required by federal law; the Community Transportation Program includes service enhancements that King County chooses to offer as well as other King County initiatives to serve those with special transportation needs. This separation of the program into two parts is intended to clarify the level of paratransit service that riders are entitled to under ADA and what services the county offers at its own discretion. Generally, this definitional split of paratransit into two programs will not affect a person's experience of the service. For example, while the county's ADA Program stipulates that curb-to-curb service will be

provided, a subsequent provision of the county's Community Transportation Program provides for the King County enhancement of door-to-door and hand-to-hand service.

Preliminary RTC Recommendation: this was not a Task Force recommendation and was not addressed by the RTC

Fares (page 2, lines 6 & 7) The King County Code currently sets paratransit fares at 50¢ per trip and \$8.75 for a monthly pass (raised from 25¢ and \$3.75 in February 1997). This legislation would increase fares, in phases, to parity with regular bus fares. Assuming no change in regular bus fares during the phase-in period, this would mean a one-zone peak-period paratransit fare of \$1.25 and a two-zone peak-period fare of \$1.75. A separate transit fare ordinance soon to be transmitted by the executive would be the vehicle for implementing this change in paratransit policy. Attached to this staff report is a table comparing the current paratransit fares of a number of U.S. and Canadian transit systems.

Preliminary RTC Recommendation: phase-in increased fares to the level of one and two-zone base fares

Director's Authority (page 2, line 8 through page 3, line 4) This change restores provisions lost when Section One of this legislation repeals a code section dealing mostly with paratransit eligibility. The restored provision would authorize the KCDOT director to perform certain functions related to the paratransit program including establishing procedures for determining rider eligibility. The legislation does not address the question of conditional eligibility (screening applicants to identify those who need paratransit services only under certain circumstances) but a significant effort is in this area is planned. No mention of conditional eligibility is made because that authority already exists under the Americans with Disabilities Act.

Preliminary RTC Recommendation: concur with the Task Force recommendation that the county better target expenditures by exercising its existing authority to grant riders conditional eligibility where appropriate

Community Transportation Program

Fares and Hours (page 3, lines 13-16) This section provides that there will not be a premium charged for service enhancements included in the Community Transportation Program, such as 7-day advance trip reservations or door-to-door service. It also provides that enhancements shall generally be available only between 6 AM and 7 PM, with exceptions noted elsewhere in the legislation.

Preliminary RTC Recommendation: 1) further evaluate the Task Force recommendation that a premium be charged for enhanced service; 2) concur with the Task Force recommendation to provide enhancements only between 6 AM and 10 PM provided that there is some flexibility to allow provision of this service at other times of the day if needed.

Service Area (page 3, lines 17-21) This provides for a larger-than-ADA-minimum service area consistent with the county's current practice.

Preliminary RTC Recommendation: continue the county's current practice rather than expand the boundary further, to 5 mile east of regular bus routes, as recommended by the Task Force.

Driver Assistance I (page 3, line 22 through page 4, line 2) Currently, the ADA requires curb-to-curb service only but the county offers door-to-door and hand-to-hand service whenever it is requested. This change would require a demonstration of need in order to get door-to-door service and would permit the agency to determine when and where it can safely provide that service, in order to avoid exposing operators to undue risk.

Preliminary RTC Recommendation: require a demonstration of need before providing this service and, as with other enhancements, only between the hours of 6 AM and 10 PM. The agency's need for discretion in determining when and where to provide the service was acknowledged during the RTC discussions, but only in the context of service after 10 PM.

Driver Assistance II (page 4, line 3 through page 4, line 9) This applies the door-to-door provisions (above) to hand-to-hand service also and further requires that a rider receiving such services be sponsored by a third-party agency. Determining a person's need for hand-to-hand service, and then providing it, is more complicated than with door-to-door service. This provision would enable the county's paratransit program to share a large portion of this responsibility with human service agencies having the expertise to do so. This means that an individual who seeks this service for a family member, for example, would be directed to work through an agency in order to receive it. As a result, county staff would be able to rely on a third party's determination of need and of adequate provision of back-up in the event that arrangements for delivering the rider to a responsible person fall through.

Preliminary RTC Recommendation: 1) same as for Driver Assistance I; 2) the requirement of agency sponsorship was not discussed.

Advance Reservations and Subscription Trips (page 4, lines 10-18) This portion of the legislation continues the county's current practice of allowing riders to reserve trips up to 7 days in advance and to schedule a recurring trip without having to call for a reservation each time.

Preliminary RTC Recommendation: permit advance reservations and subscription trips

Riders Who Are Not ADA-Eligible (page 4, line 19 through page 5, line 2) These riders, currently using paratransit services through the county's OPTIONS Program, would, in the future, have access to paratransit only to reach the nearest regular bus or dial-a-ride service and then only if:

- they live too far from regular bus or dial-a-ride service, and
- it is determined that they cannot "make other public or private transportation arrangements."

The KCDOT director would make these determinations taking into consideration the person's physical capabilities and such factors as walking conditions between

residence and bus stop and the ability of other household members to provide transportation.

Preliminary RTC Recommendation: for non-ADA-eligible riders, provide service only to the nearest bus or dial-a-ride service and only to low-income seniors or disabled persons living too far from those services.

Contract Paratransit Service (page 5, lines 3-17) This section provides for the county to offer paratransit service tailored to the specific needs of an agency with the agency assuming a portion of the cost. Currently, efforts are made to meet agencies' needs, delivering all their clients at mealtime for example, at no charge to the agency. This may not be entirely satisfactory to the agency as it is extremely difficult to schedule paratransit service that precisely. The other drawback to this arrangement is that, in dedicating regular non-contract trips to meet specific agency needs, the county significantly constrains its ability to improve the overall efficiency of its paratransit system. Implicit in this proposal is the county's intention to attain more flexibility and therefore more efficient use of its paratransit trips by being less willing in the future to plan regular non-contract trips around the needs of human service agencies. This legislation establishes a target of 25% agency funding for contracted service phased-in over five years.

Preliminary RTC Recommendation: 1) concur with the Task Force recommendation to require agencies to contract for special services; 2) the Task Force position that agencies "should pay for all or a large percentage of the cost" was not discussed."

Service Partnerships (page 5, line 18 through page 6, line 2) This section authorizes the KCDOT director to provide various types of support to agencies undertaking to serve the special transportation needs of county residents. Examples of this support would be donation or loan of a vehicle, or covering the cost of maintenance or insurance. Both this partnership initiative and the contract service described above are attempts by the county to achieve several objectives. Supporting outside efforts to meet special transportation needs will reduce demand on the county's ADA paratransit program, the most costly means of transporting seniors and disabled persons. In addition, these alternative services may prove more attractive to people who find the county's system too inconvenient and therefore don't use it at all. Finally, it is proposed as a way of providing an option for current riders who would lose access to paratransit service under this legislation because they are not ADA-eligible.

Preliminary RTC Recommendation: concur with the Task Force recommendation to support volunteer transportation alternatives

Training (page 6, lines 3-7) This would authorize training and informational efforts aimed at reducing paratransit demand and increasing people's mobility options.

Preliminary RTC Recommendation: concur with the Task Force recommendation to encourage "use of the least costly, yet most appropriate level of service"

Taxi Scrip (page 6, line 8 through page 7, line 4) Taxi Scrip is currently made available at a 50% discount to the non-ADA-eligible group of paratransit riders (those who qualify by virtue of being low-income and either elderly or disabled to a lesser degree than the ADA-eligible). The provisions of this legislation would

extend the taxi scrip program to ADA-eligible riders also and increase the subsidy to 75%. The subsidy level would be established on a trial basis with the possibility of becoming permanent following review of its impacts by the KCDOT director. Generally, individuals would be limited to \$100 (face value) of scrip per month (an increase from the current limit of \$720 per year) but the director would have the authority to exceed that. The objective of this initiative is to divert trips from the more costly ADA paratransit service and to retain and enhance an existing service for non-ADA-eligible riders who would generally be losing access to paratransit service. The provision for review after one-year reflects a concern that, rather than primarily diverting more-costly trips or compensating for other lost options as hoped, the result of expanding and enhancing the taxi scrip program might be to generate new, non-essential trips.

Preliminary RTC Recommendation: 1) extend taxi scrip option to ADA-eligible riders; 2) the Task Force recommendations that the subsidy remain at 50% and the annual limit individuals remain at \$360 per year were not discussed

Taxi Accessibility (page 7, lines 5-8) This section calls on the executive to work with taxi owners to achieve 10% accessibility within 3 years. Portland has had some success in increasing the accessibility of its taxi fleet, with the added cost of accessible vehicles being spread over the entire fleet. In addition to cost issues, compliance with driver drug-testing requirements must also be addressed.

Preliminary RTC Recommendation: concur with the Task Force recommendation to encourage expansion of accessible taxi fleet

Director's Authority (page 7, line 9 through page 8, line 2) see discussion of similar provisions for the ADA Paratransit Program (above).

Subsidized Paratransit Tickets and Passes (page 8, line 16 through page 9, line 5) This establishes a \$50,000-a-year program to sell paratransit tickets and passes to human service providers at 25% of their face value for distribution to low-income riders. Similar to the county's existing discounted ticket program for regular bus service, this is proposed to address the impact of the paratransit fare increase upon low-income riders.

Preliminary RTC Recommendation: concur with the Task Force recommendation to provide low-income paratransit riders with discounted tickets

ATTACHMENTS: Proposed Ordinance 98-623
Executive Letter of Transmittal, dated October 8, 1998
Fiscal Note and Supporting Materials
Table: Paratransit Fares Comparison

ATTENDING: Park Woodworth, Manager, Paratransit/Rideshare Operations Section, Metro Transit Division
Sandy Stutey, Supervisor, Paratransit/Rideshare Operations
Victor Obeso, Senior Transit Planner, Paratransit/Rideshare Operations

Regional Transit Committee
October 15, 1998

Agenda Item #11: Proposed Ordinance 98-623, Paratransit Policy Revisions

ORDINANCE MODIFICATIONS FOR COMMITTEE CONSIDERATION

Actions:

1. Add the following section to the proposed ordinance

Ordinance 12643, Section 23 and K.C.C. 28.94.265 are hereby amended to read as follows.

Annual reports on services and fares. The director shall submit annually to the council, by no later than the date on which the executive transmits the executive proposed budget to the council, a report on the services and fares authorized by sections 2 and 3 of this ordinance and K.C.C. ((28.94.050 and)) 28.94.175 through 28.94.250 ((ef this chapter)).

2. Amend the ordinance title as follows:

AN ORDINANCE relating to public transportation, modifying the paratransit service program for seniors and persons with disabilities, establishing a paratransit service fare policy; establishing an ADA paratransit program to meet federal requirements, establishing a King County metro community transportation program offering additional services to eligible individuals, adopting new transportation services for seniors and persons with disabilities and other individuals with special transportation needs; amending Ordinance 12643, Sections 19 and 23, and K.C.C. 28.94.245 and 28.94.265, adding new sections to K.C.C. chapter 28.94, and repealing Ordinance 12643, Section 2, and K.C.C. 28.94.050.

Rationale: If this ordinance is adopted as proposed, existing code references for the annual reporting requirements would be made inaccurate.

Regional Transit Committee
October 15, 1998

Agenda Item #11: Proposed Ordinance 98-623, Paratransit Policy Revisions

ORDINANCE MODIFICATIONS FOR COMMITTEE CONSIDERATION

Action: Amend sections 3B 2 and 3 (ordinance page 4, committee packet page 44) as follows:

2. For individuals who meet the eligibility criteria for ADA paratransit services, services provided with door-to-door driver assistance to individuals who demonstrate that they meet the criteria established by the director that the assistance is essential. The director shall determine ~~the days and hours that the services may be provided and the conditions under which they these services~~ can be provided safely and when ~~they will be provided outside the established King County metro community transportation service hours in response to the special transportation needs of individual riders~~;

3. For individuals who meet the eligibility criteria for ADA paratransit services, services provided with hand-to-hand driver assistance to individuals who demonstrate that they meet the criteria established by the director that the assistance is essential and who are sponsored by an agency or other organization that provides services to individuals who meet the eligibility criteria for ADA paratransit services and that enters into a contract with the county for the assistance. The director shall determine ~~the days and hours that the services may be provided and the conditions under which they these services~~ can be provided safely ~~and when they will be provided outside the established King County metro community transportation service hours in response to the special transportation needs of individual riders~~;

Rationale: The provisions of the proposed ordinance go beyond what the committee gave preliminary approval to in July, authorizing the director to withhold service at any time. The amendment proposed here would allow the director the flexibility to provide after-hours service.

Regional Transit Committee
October 15, 1998

Agenda Item #11: Proposed Ordinance 98-623, Paratransit Policy Revisions

ORDINANCE MODIFICATIONS FOR COMMITTEE CONSIDERATION

Action: Delete Section 3 F. (*committee packet pages 46-47, ordinance pages 7-8*) and replace with the following provision:

A limited amount of subsidized taxi scrip may be provided to individuals who meet the eligibility criteria for ADA paratransit services and individuals who have a valid regional reduced fare permit, are at least 18 years of age and have an annual income at or below seventy percent of the median income for the state of Washington, as determined from time to time by the Washington State Department of Social and Health Services and adjusted for family size.

Rationale: Section 3 F includes policy elements but also amends the section of the King County Code that establishes transit fares and caps subsidy program expenditures. These provisions should be addressed when the council takes up the paratransit fare ordinance expected shortly from the executive. This amendment would substitute policy language for a provision that includes both policy and fare-setting provisions.

Regional Transit Committee
October 15, 1998

Agenda Item #11: Proposed Ordinance 98-623, Paratransit Policy Revisions

ORDINANCE MODIFICATIONS FOR COMMITTEE CONSIDERATION

Action: Delete Section 4 (*committee packet page 48, ordinance page 8*) and replace with the following provision to be inserted prior to line 3 (*committee packet page 47, ordinance page 7*)

The director may establish a program for the sale of a limited amount of discounted paratransit fare media for distribution to individuals who meet the eligibility criteria for ADA paratransit services or King County metro community transportation paratransit services, and who have an annual income at or below seventy percent of the median income for the state of Washington, as determined from time to time by the Washington State Department of Social and Health Services and adjusted for family size.

Rationale: Section 4 includes policy elements but also amends the section of the King County Code that establishes transit fares and caps subsidy program expenditures. These provisions should be addressed when the council takes up the paratransit fare ordinance expected shortly from the executive. This amendment would substitute policy language for a provision that includes both policy and fare-setting provisions.

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Introduced By:
Proposed No.:

Rob McKenna
Maggi Fimia

98-623

ORDINANCE NO. 13441

AN ORDINANCE relating to public transportation, modifying the paratransit service program for seniors and persons with disabilities, establishing an ADA paratransit program to meet federal requirements, establishing a King County metro community transportation program offering additional services to eligible individuals, adopting new transportation services for seniors and persons with disabilities and other individuals with special transportation needs; adding new sections to K.C.C. chapter 28.94, and repealing Ordinance 12643, Section 2, and K.C.C. 28.94.050.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 12643, Section 2, and K.C.C. 28.94.050 are hereby repealed.

NEW SECTION. SECTION 2. There is hereby added to K.C.C. chapter 28.94 a new section to read as follows:

ADA paratransit program. A. As required in 49 C.F.R. pt. 37, subpart F, the county shall provide paratransit or other special services, referred to in this section, Section 3 of this ordinance and K.C.C. 28.94.245 as "ADA paratransit services," to individuals eligible under the federal Americans with Disabilities Act of 1990 , referred to in this section, Section 3 of this ordinance and K.C.C. 28.94.245 as "ADA". The county may supplement the ADA paratransit services with other service described in Section 3 of this ordinance.

B. ADA paratransit services shall be provided during the same hours and days as regular, fixed, non-commuter bus service, within corridors that extend three-fourths of a mile on either side of the regular, fixed, non-commuter bus routes, as the routes may be amended from time to time.

C. ADA paratransit services shall be provided on a curb-to-curb basis.

1 D. ADA paratransit services shall be provided on an advance reservations basis, on the
2 day before the occurrence of the ride requested.

3 E. ADA paratransit services may include requiring riders to transfer from one paratransit
4 vehicle to another as part of the trip requested by the rider.

5 F. Subscription service shall not be provided as part of the ADA paratransit services.

6 G. ADA paratransit services may include feeder service to and from an accessible bus
7 zone for individuals who are able to use the fixed route system.

8 H. In furtherance of the ADA paratransit program, the director may:

9 1. Organize and manage the provision of ADA paratransit services, including but not
10 limited to call-taking, scheduling, dispatching, operations and vehicle maintenance, and, subject to
11 applicable contracting and procurement requirements, enter into agreements with public and
12 private agencies and entities for the provision of one or more of the services;

13 2. Develop and implement procedures in accordance with 49 C.F.R. pt. 37, subpart F,
14 for the certification of ADA paratransit eligibility and the suspension of ADA paratransit service
15 to eligible individuals with a documented pattern or practice of missing scheduled rides. The
16 suspensions shall not be processed according to the procedures dealing with suspensions related to
17 violations of rules of conduct on transit property and facilities as set forth elsewhere in K.C.C.
18 chapter 28.96;

19 3. Develop and implement procedures for ADA paratransit service, and establish
20 eligibility, administrative and operations procedures and referral services for the services;

21 4. Encourage the participation of, and enter into agreements with, public and private
22 agencies and entities to coordinate their transportation resources as provided in this section;

23 5. Enter into agreements with other transit agencies to establish procedures for
24 allocating paratransit trips and the cost of paratransit services to ADA-eligible riders seeking to
25 transfer between transportation systems or cross jurisdictional boundaries and allocate the costs of

1 providing paratransit services where the paratransit services of the other agencies overlap the
2 county's ADA paratransit services; and

3 6. Submit plans, reports and information to the Federal Transit Administration as
4 may be required under applicable federal regulations.

5 **NEW SECTION. SECTION 3.** There is hereby added to K.C.C. chapter 28.94 a new
6 section to read as follows:

7 **King County metro community transportation program and services. A.** The King
8 County metro community transportation program is hereby established to supplement available
9 public and private transportation services operating in King County that are targeted to individuals
10 with special transportation needs. Individuals with special transportation needs shall include those
11 individuals who, because of physical or mental disability, income status, or age are unable to
12 transport themselves or to purchase appropriate transportation. Services provided under this
13 section may be implemented and updated by the director as provided in this chapter and within
14 annual appropriations.

15 **B.** King County metro community transportation program paratransit services may be
16 provided daily between the hours of 6 a.m. and 10 p.m. unless otherwise specified in this section,
17 and may include:

18 1. For individuals who meet the eligibility criteria for ADA paratransit services,
19 services provided in the area of the county within corridors that extend three-quarter (.75) miles on
20 either side of regular, fixed, non-commuter bus routes, as the routes may be amended from time to
21 time. The area shall expand and contract during the same days and hours as the regular, fixed,
22 non-commuter bus routes; provided further that the easternmost paratransit service corridor shall
23 extend one and one-half (1.5) miles to the east of the easternmost regular, fixed, non-commuter
24 bus route; and provided further that when such paratransit service corridors as specified herein
25 result in areas within the King County Urban Growth Boundary being surrounded on all sides by

1 paratransit service corridors, such areas shall be included in the service area for King County
2 metro community transportation program paratransit services.

3 2. For individuals who meet the eligibility criteria for ADA paratransit services,
4 services provided with door-to-door driver assistance when such assistance is determined to be
5 essential, using criteria established by the director. The director or designee shall determine the
6 days and hours and the conditions under which these services can be provided safely and when
7 they will be provided outside the established King County metro community transportation service
8 hours and service area in response to the special transportation needs of individual riders;

9
10 3. For individuals who meet the eligibility criteria for ADA paratransit services,
11 services provided with hand-to-hand driver assistance when such assistance is determined to be
12 essential, using criteria established by the director, and when such individuals are sponsored by an
13 agency or other organization that enters into a contract with the county for the assistance. The
14 director or designee shall determine the days and hours and conditions under which these services
15 can be provided safely and when they will be provided outside the established King County metro
16 community transportation service hours and service area in response to the special transportation
17 needs of individual riders;

18 4. For individuals who meet the eligibility criteria for ADA paratransit services, an
19 advance reservation period that may be extended up to seven days in advance of the occurrence of
20 the ride requested. However, any extension of the reservation period shall not adversely affect the
21 system capacity for scheduling ADA paratransit program rides requested;

22 5. For individuals who meet the eligibility criteria for ADA paratransit services,
23 subscription service arranged for individuals who establish a recurrent pattern of travel that, under
24 criteria established by the director, provides for the efficient operation of the services. However,

1 the arrangements shall not adversely affect the system capacity for scheduling ADA paratransit
2 program rides requested; and

3 6. For individuals who have a valid regional reduced fare permit, are at least eighteen
4 years of age and have an annual income at or below seventy percent of the median income for the
5 state of Washington, as determined from time to time by the Washington State Department of
6 Social and Health Services and adjusted for family size, and who live too far from regular, fixed,
7 non-commuter bus routes or general public dial-a-ride service, transportation services to and from
8 the bus routes or dial-a-ride service may be provided. The director or designee shall determine the
9 days and hours and conditions under which these services can be provided safely and when they
10 will be provided outside the established King County metro community transportation service
11 hours and service area in response to the special transportation needs of individual riders. The
12 services shall not be provided if the individual can make other public or private transportation
13 arrangements.

14 C. King County metro community transportation program paratransit services may be
15 provided to public and private agencies who share in the cost of service delivery and whose
16 participants: (1) meet the eligibility criteria for ADA paratransit services; (2) have a valid regional
17 reduced fare permit, are at least eighteen years of age and have an annual income at or below
18 seventy percent of the median income for the state of Washington, as determined from time to time
19 by the Washington State Department of Social and Health Services and adjusted for family size;
20 (3) are deemed eligible as participants to attend programs at or with agencies that participate in the
21 county's community partnership services under Section 3D of this ordinance; or (4) have special
22 transportation needs and are participants, customers or clients at programs, agencies or other
23 entities that enter into contracts with the county to coordinate or share their transportation
24 resources with the county and its service providers for the purpose of maximizing the provision of
25 transportation services and the use of all available county and non-county resources. The director

1 or designee shall determine when such paratransit services may be provided outside the established
2 King County metro community transportation program service area in response to the special
3 transportation needs of individual riders. Insofar as practicable, the county shall secure
4 commitments from the public and private agencies so that by the year 2004 their share of the costs
5 of providing the services is not less than twenty-five percent (25%). Cost participation by agencies
6 may include direct or in-kind cost contributions.

7 D. Community partnership services, including but not limited to operating, capital and
8 technical support and resources, to support volunteer and other transportation services may be
9 provided and updated by the director as provided in this chapter. The individuals identified in
10 Section 3C of this ordinance are eligible for the services. The services shall be allocated, subject
11 to applicable contracting and procurement requirements, to public or private non-profit entities and
12 municipalities within King County that provide or sponsor social services to eligible individuals
13 and to other entities whose participation enhances the county's transportation and transportation-
14 related human and community services goals and objectives. Planning for community partnership
15 services shall include those agencies in King County are responsible for establishing service goals
16 for eligible populations. This may include, but is not limited to, the King County Department of
17 Human Services, the Area Agency on Aging and the Seattle-King County Public Health
18 Department.

19 E. Services to assist individuals in using the most cost-effective, appropriate and
20 available transportation resource or resources may be made available to individuals eligible under
21 Section 3C of this ordinance, and may include:

- 22 1. Bus travel training and orientation services; and
- 23 2. Information and referral services.

24 F. The executive shall initiate an effort to increase the availability of accessible vehicles
25 in the local taxicab industry that do not charge rates greater than for nonaccessible vehicles. The

1 goal of such an effort must be to achieve at least ten percent accessibility in the taxicabs licensed
2 by the county by the year 2001.

3 G. In furtherance of the King County metro community transportation program, the
4 director may:

5 1. Organize and manage the provision of King County metro community
6 transportation program paratransit services, including but not limited to call-taking, scheduling,
7 dispatching, operations and vehicle maintenance, and, subject to applicable contracting and
8 procurement requirements, enter into agreements with public and private agencies and entities for
9 the provision of one or more of the services;

10 2. Develop and implement procedures, and establish eligibility, administrative and
11 operations procedures and referral services, for the King County metro community transportation
12 program;

13 3. Encourage the participation and enter into agreements with public and private
14 agencies and entities to coordinate their transportation resources as provided in this section; and

15 4. Enter into agreements with other transit agencies to establish procedures for
16 allocating King County metro community transportation program paratransit trips and the cost of
17 King County metro community transportation program paratransit services for riders seeking to
18 transfer between transportation systems or cross jurisdictional boundaries and to allocate the costs
19 of providing paratransit services where the paratransit services of the other agencies overlap the
20 county's paratransit services.

SECTION 4. Severability. If any provision of this ordinance or its application to any person or circumstance is held invalid, the remainder of the ordinance or the application of the provision to other persons or circumstances is not affected.

INTRODUCED AND READ for the first time this 12th day of October, 1998.

PASSED by a vote of 13 to 0 this 29th day of March, 1999.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Chair

ATTEST:

Clerk of the Council

APPROVED this _____ day of _____, 19____.

King County Executive

Attachments:

None

ORDINANCE ELEMENTS

As Proposed by the Executive

The following provisions of the substitute ordinance remain as originally proposed.

- **Program Description:** For purposes of compliance with the Americans With Disabilities Act, King County's paratransit program would be redefined as two complementary programs:
 - ◆ the ADA Paratransit Program which would meet all ADA requirements, and
 - ◆ the King County Metro Community Transportation Program which would include all of those paratransit services provided by Metro that exceed ADA requirements.
- **Driver Services:** Door-to-door services would be provided by the operator only where there is a demonstrated. Hand-to-hand service would also require a demonstration of need and an arrangement with a third party to ensure a back-up for delivery arrangements
- **Options Riders:** Persons who are not ADA-eligible would be able to use ACCESS only as feeder service to regular bus routes or dial-a-ride service and only when they would be otherwise unable to reach these services.
- **Community Partnership Services:** King County would provide operating, capital and technical support to public and private agencies which have transportation programs that might replace ACCESS trips for their clients.
- **Customized ACCESS Service:** The director would be authorized to provide paratransit service tailored to the needs of individual agencies subject to cost-sharing arrangements with those agencies.
- **Taxis:** The county would encourage taxi operators to make at least 10% of the fleet accessible by 2001.
- **Training:** The director would be authorized to establish a travel training and service referral program to assist persons who can use alternatives to ACCESS.

Americans with Disabilities Act

Complementary Paratransit Checklist

Below are sections of the ADA Final Rule that relate to complementary paratransit operations. These are the areas in which it is most likely that a transit operator would receive a complaint. To violate the ADA, the action by a transit operator must be shown to be a pattern or established practice of operation. A single occurrence in most cases would not justify a pattern or practice.

Eligibility (37.123-125)

- Failure to certify as eligible when the person meets the criteria
- Failure to follow the required eligibility process
- Failure to allow PCA
- Suspension from service did not meet required conditions or process

Service Area (37.131a)

- Failure to provide service within $\frac{1}{4}$ mile to either side of bus service

Response Time (37.131b)

- Failure to accept reservations the day prior
- Failure to schedule trip within one hour of either side of requested departure time

Fares (37.131c)

- Charging more than twice the regular bus fare (ADA)
- Charging more than the regular bus fare (WA State)

Trip Purpose (37.131d)

- Trip restricted due to trip purpose

Hours/Days of Service (37.131e)

- Failure to offer paratransit service when the regular bus operates

Capacity Constraints (37.131f)

- Pattern or practice of trips limited due to capacity
- Substantial numbers of untimely pickups
- Substantial numbers of trip denials or missed trips
- Substantial numbers of trips with excessive lengths

(Note: operational problems attributable to causes beyond the control of a transit operator is not a basis for determining a pattern or practice exists.)

Training/Sensitivity (37.173)

- Failure to train drivers to use vehicles and equipment safely
- Failure to train drivers to properly assist riders
- Failure to train staff to be courteous and respectful to riders
- Failure to train staff to give attention to the differences among individuals with disabilities

Denial of Service (37.5, 37.167)

- Discrimination regarding the provision of transportation service
- Denying use of services for the general public if individual is capable
- Imposing special charges not authorized by ADA
- Requiring an attendant
- Refusing to give a trip because of insurance concerns
- Refusing service solely because a disability results in appearance or involuntary behavior that may offend, annoy or inconvenience others.
(May refuse based on violent, seriously disruptive or illegal conduct).
- Failure to permit service animals
- Failure to provide adequate service communication (in accessible formats)
- Restricting service because rider needs a respirator or portable oxygen

Lift/Securement Use (37.165)

- Failure to carry "common wheelchairs"
- Failure to secure wheelchairs (May require securement)
- Requiring a transfer from wheel chair to a seat (May request transfer to seat)
- Failure to allow standees to use the lift

Service Animals (37.167d)

- Failure to permit service animals

Personal Care Attendants (37.5e, 37.123f)

- Requiring an attendant
- Failure to allow one PCA
- Failure to allow one or more companions (space available basis for more than one; persons accompanying rider must have same origin and destination)

TRANSIT SYSTEM	BASE PARATRANSIT FARE	PERCENT OF ADULT BASE FARE
West Coast		
King County Metro	\$ 0.50	50%
Community Transit	1.00	100%
Pierce Transit	0.45	50%
Vancouver, BC	1.50	100%
Portland	1.00	74%
Spokane	0.35	47%
San Francisco (Muni)	0.35	35%
San Francisco (BART)	2.00-4.00 ¹	182%
Los Angeles	1.50-4.00 ¹	111%
Other U.S. Systems		
Atlanta	3.00	200%
Baltimore	1.55	115%
Boston	1.00	167%
Charlotte	1.00	100%
Chicago	1.50	100%
Cleveland	1.25	100%
Dallas	2.00	200%
Denver	1.50-2.50 ²	200%
Detroit (DDOT)	2.50	200%
Detroit (SMART)	3.00	200%
Houston	1.15	115%
Indianapolis	1.50	200%
Kansas City	0.45	50%
Las Vegas	1.00	100%
Louisville	1.50-2.00 ²	150%
Memphis	1.35	123%
Milwaukee	2.50	185%
Minneapolis	2.00-2.50 ²	200%
New Jersey Transit	1.00-30.00 ¹	100%
New Orleans	1.00	100%
New York	1.50	100%
Philadelphia	2.50-3.50 ¹	156%
Phoenix	2.40	192%
Pittsburgh	1.25-4.00 ¹	100%
Saint Louis	1.00	100%
Washington, DC	2.20-4.20 ¹	200%

Note: Where paratransit fares are expressed as a range, percentage is based on the lowest fare.

¹Distance-based fare structure

²Peak/off-peak fare structure

Obeso, Victor

From: Elliott, Janey
Sent: Monday, June 29, 1998 1:19 PM
To: Thornbury, Arthur
Cc: Obeso, Victor; Woodworth, Park
Subject: Paratransit Fare Information

Here's the updated fare information. As I mentioned on the phone this morning, I believe the other table showed reduced fares on the regular bus. I was shocked how difficult it was to get the information -- at more than half the properties, the customer information office had no idea what the paratransit fare was, or what paratransit was, for that matter. (Many of the paratransit folks didn't know the fixed route fare, either.) Just for the heck of it, I called our CSO and asked the question as I have been on the phone. Am glad to say, I got an unhesitant "50 cents" as the answer.

Call me if you have any questions -- 689-3115



Rtcfare.doc

Janey Elliott
King County Metro Accessible Services
(206) 689-3115
Internet: janey.elliott@metrokc.gov

Cost Impacts of King County Paratransit Program Changes

Forecast 2004		Current Program		Task Force Recommendation as endorsed by RTC		Staff Recommendation based on Task Force & RTC		ADA Minimum	
		Rides	Cost - 2004 \$'s	Rides	Cost - 2004 \$'s	Rides	Cost - 2004 \$'s	Rides	Cost - 2004 \$'s
ACCESS Rides	ADA Conditional ADA Hand-to-Hand/Door-to-Door	1,612,650		944,988 158,823 44,484 25,350 0	\$28,159,686	918,242 154,367 44,484 25,350 0	\$27,528,808	1,141,303	
OPTIONS Riders Too Far From Bus	OPTIONS	337,350							
ACCESS RIDES AND COSTS		1,950,000	\$47,142,857	1,173,645	\$28,159,686	1,142,443	\$27,528,808	1,141,303	\$26,493,303
Low Income Fare Subsidy									
Community Partnerships	Volunteer Transportation Vehicle Loan Program Agencies Custom Routes	500	\$12,405	200,000 160,000 25,000 25,000	\$2,004,839 \$597,000 \$449,876 \$599,834	200,000 160,000 25,000 25,000	\$2,004,839 \$597,000 \$451,808 \$602,411		
Taxi Scrip (50% Subsidy)	OPTIONS ADA	80,000	\$581,618	129,072 116,165	\$1,059,919 \$719,713	177,687 156,263	\$1,660,256 \$1,454,836		
TOTAL PARATRANSIT RIDES & OPERATING COSTS		2,030,500	\$47,736,880	1,827,882	\$33,890,866	1,886,392	\$34,399,958	1,141,303	\$26,493,303
TOTAL PARATRANSIT & BUS RIDES									
Independent Bus Rides	Bus Travel Training OPTIONS/Conditional ADA	34,509	\$307,500	77,948 72,850	\$694,581	77,948 54,670	\$694,581		
TOTAL PARATRANSIT & BUS RIDES		2,065,009		1,978,681		2,019,011		1,141,303	
Accessible Taxi				20,000		20,000			
Use Other Services				212,158		172,425		808,697	
Eligibility Evaluation Services			\$143,823		\$728,111		\$728,111		\$728,111
AS Admin Cost			\$1,428,825		\$2,148,442		\$2,148,442		\$1,524,874
TOTAL COST		\$49,617,027		\$37,162,000		\$37,871,092		\$28,746,288	
Revenues			632,799		1,182,125		1,154,684		515,175
NET COST		\$48,984,229		\$35,979,874		\$36,716,407		\$28,231,112	
ESTIMATED SAVINGS									
									\$20,753,116

Mode Split

TF & RTC Recommendations						New rides & Non-ACCESS Eligible	TOTALS
57% Non-ADA OPTIONS Rides - RTC		Cond. ADA Denied Rides		*ADA			
Too Far From Bus	13%	25,350	0%	-			25,350
Community Partnerships	35%	67,301	35%	60,859	52%	41,000	240,839
Taxi Scrip	25%	48,072	30%	52,165	48%	38,216	138,454
Bus	20%	38,073	20%	34,777			72,850
Don't Ride/Pvt. Alt.	7%	13,460	15%	28,843			42,304
TOTALS	100%	192,290	100%	173,884	100%	79,216	240,839
						7.7%	688,958
Community Partnerships		Now	TF Rec'd	* 7.7% of ADA rides choose Alt			
New Rides & Non-ACCESS eligible		50%	59%	240,839			
ADA		19%	10%	41,000			
Cond ADA		14%	15%	60,859			
OPTIONS		17%	16%	67,301			
		100%	100%	410,000			
Staff recommendations							
57% Non-ADA OPTIONS Rides - Staff						New rides & Non-ACCESS Eligible	TOTALS
Too Far From Bus	13%	25,350	0%	-			
Community Partnerships	35%	67,301	35%	60,263	35%	41,000	241,436
Taxi Scrip	30%	57,687	35%	60,263	65%	76,432	194,382
Bus	15%	28,843	15%	25,827			54,670
Don't Ride/Pvt. Alt.	7%	13,460	15%	25,827			39,287
TOTALS	100%	192,290	100%	172,179	100%	117,432	241,436
						11.5%	723,690
Community Partnerships		Now	Staff Rec'd	* 11.5% of ADA rides choose Alt			
New Rides & Non-ACCESS eligible		50%	59%	241,436			
ADA		19%	10%	41,000			
Cond ADA		14%	15%	60,263			
OPTIONS		17%	16%	67,301			
		100%	100%	410,000			

Budget Impact

	Plan-2004	TF & RTC Rec'd-2004	Staff Rec'd-2004
Accessible Services Costs & Revenues			
Budgeted ACCESS Operating Cost*	\$47,142,857	\$28,159,686	\$27,528,808
Increased Operating Costs w/new system		\$140,822	\$140,822
Base Staff	1,375,237	2,070,496	2,070,496
Registration & Eligibility Determination	143,823	728,111	728,111
BTT	307,500	694,581	694,581
Misc. Section Expenses	53,588	77,946	77,946
AS Admin Cost	1,880,148	3,571,134	3,571,134
Taxi Script 2	581,618	1,779,632	3,115,091
Community Partnerships		3,651,549	3,651,549
Total Operating Cost	49,604,622	37,162,000	37,866,582
ACCESS Revenues	620,394	1,032,167	1,004,726
Agency Revenues 3	12,405	149,959	149,959
Total Revenues	632,799	1,182,125	1,154,684
Net Operating (Total Operating Cost less Revenue)	\$48,971,824	\$ 35,979,874	\$ 36,711,897
Additional FTE's			
Elig. Determination - SRC	`98 Budget `99 Add	Rec'd `99 `99 Add	Position 1.00 SRC
Elig. Determination - Admin.	`99 Add	`99 Add	1.00 Admin II
Ops. Policy Implementation		`99 Add	1.00 PI III
Cond. Elig. Coord.		`99 Add	1.00 PI II
Volunteer		`99 Add	1.00 PI III
AdVANTage		`99 Add	1.00 PI II
Volunteer		`02 Add	1.00 PI III
AdVANTage		`02 Add	1.00 PI III
FTE's	17.6	+	8.00 = 25.6 FTE's
			582,268
			uninflated

Eligibility

Eligibility Status	Eligibility		% ACCESS	
	Now	Re-Determined	RTC Rec'd	Rides
Fully ADA	64.7%	56.0%	62.0%	83.8%
Conditionally ADA	18.0%	26.7%	28.2%	14.1%
OPTIONS	17.3%	17.3%	9.9%	2.1%
	100.0%	100.0%	100.0%	100.0%

*Alternative 1 - OPTIONS eligible & Cond. ADA where ACCESS trip is denied given ride to fixed route. (47% OPTIONS become ADA @ 80:20 fully:cond)

Comments received by Accessible Services regarding the Proposed Fare Increase

11	telephone calls received from 4/22/99 to 5/3/99
4	Expressed concern for people on limited incomes
4	Requested information on meeting times and motion language
3	Expressed support for the taxi scrip enhancements
1	Confused on issues

Wexler's request a meeting with
Arthur Thimbury
310 Tynd Ave, #100
Seattle, WA 98104-2077

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 3/5/99

NAME Laura Grim

ADDRESS 9500 81st Ave SE #340

Merger Island, WA 98040

Feels taxi scrip should be available to ADA
eligible people without income limitations imposed
by Options.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200

Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/7/99

NAME Helen Black

ADDRESS 1530 NW 57th #301

Seattle, WA 98107

Confused Options ordinance & fare ordinance
Not unhappy with proposed fare changes
appreciates opportunity to ↑ taxi scrap
purchase -

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200

Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/30/99

NAME Marie Frost

ADDRESS 143 Bellervie Way SE #206
Bellervie, WA 98004

Concerned about impact further due to limited income
felt better when discussion about subsidies

DATE 11/30/99

NAME John Dimmick

ADDRESS 201 Union Ave SE #53
Benton, WA 98059

Wants information on proposed sent
out to him - Wants to be on mailing
list for meetings

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thombury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/29/99

NAME Angelce Dews

ADDRESS 2706 212th Ave SE

Issaquah WA

(425) 392-4734 98029

Wants
minutes from
the meetings.
Send to her.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/27/99

NAME Virginia Samples

ADDRESS 1000 SW 130th St #323 Seattle, WA 98146 Want to know my date and times

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

Comments -- unanswered
per your request - AJ

Kim

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/23/99

NAME anonymous

ADDRESS _____

Was happy to hear that taxi scrip
subsidy would be increased.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/22/99

NAME Refused to Give

ADDRESS _____

Believed this is unfair and discriminatory. Felt we got special funding for ADA. Concerned about impact for those on limited income such as herself. Very upset and going to write to her congressman

DATE 4/26/99

NAME Colleen Blakley

ADDRESS 102 10th St NE #112

Auburn, WA 98002

Believe unfair for disabled - Only make \$800.00/mo
Limited income makes it difficult to absorb extra cost
Feel anyone under \$1000.00/month be considered low income
and eligible for subsidy - or use sliding scale

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

HF
Meetings
Notice
List

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/18/99

NAME Alexandrea Savage

ADDRESS 1717 - S.W. 308th PL. # A
Federal Way, WA 98023

Request specific information about proposal + address of
Where to write to. (Include all pieces of information
in mail-out.)

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/31/99

NAME Virginia Samples

(206) 439-6387

ADDRESS 1000 - SW 130th St # 323

Seattle, WA 98146

OBJECTS to the fare increase. She doesn't think she will have the money to pay the new cost. I'm a senior and don't work so where will she get the money. I live on a fixed income. Please call with more information about proposal

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thombury
516 Third Ave, #1200
Seattle, WA 98104-3272

Comments received by Accessible Services regarding the Proposed Fare Increase

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(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 3/5/99

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ADDRESS 9500 81st Ave SE #340

Merger Island, WA 98040

Feels taxi scrip should be available to ADA
eligible people without income limitations imposed
by Options.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200

Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/7/99

NAME Helen Black

ADDRESS 1530 NW 57th #301

Seattle, WA 98107

Confused Options ordinance & fare ordinance
Not unhappy with proposed fare changes
appreciates opportunity to ↑ taxi scrap
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DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

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516 Third Ave, #1200

Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/30/99

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ADDRESS 143 Bellervie Way SE #206
Bellervie, WA 98004

Concerned about impact further due to limited income
felt better when discussion about subsidies

DATE 11/30/99

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ADDRESS 201 Union Ave SE #53
Benton, WA 98059

Wants information on proposed sent
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DATE _____

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Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/29/99

NAME Angelce Dews

ADDRESS 2706 212th Ave SE

Issaquah WA

(425) 392-4734 98029

Wants
minutes from
the meetings.
Send to her.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/27/99

NAME Virginia Samples

ADDRESS 1000 SW 130th St #323 Seattle, WA 98146 Want to know my date and times

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

Comments -- unanswered
per your request - AJ

Kim

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/23/99

NAME anonymous

ADDRESS _____

Was happy to hear that taxi scrip
subsidy would be increased.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 4/22/99

NAME Refused to Give

ADDRESS _____

Believed this is unfair and discriminatory. Felt we got special funding for ADA. Concerned about impact for those on limited income such as herself. Very upset and going to write to her congressman

DATE 4/26/99

NAME Colleen Blakley

ADDRESS 102 10th St NE #112

Auburn, WA 98002

Believe unfair for disabled - Only make \$800.00/mo
Limited income makes it difficult to absorb extra cost
Feel anyone under \$1000.00/month be considered low income
and eligible for subsidy - or use sliding scale

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

HF
Meetings
Notice
List

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/18/99

NAME Alexandrea Savage

ADDRESS 1717 - S.W. 308th PL. # A
Federal Way, WA 98023

Request specific information about proposal + address of
Where to write to. (Include all pieces of information
in mail-out.)

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 5/31/99

NAME Virginia Samples

(206) 439-6387

ADDRESS 1000 - SW 130th St # 323

Seattle, WA 98146

OBJECTS to the fare increase. She doesn't think she will have the money to pay the new cost. I'm a senior and don't work so where will she get the money. I live on a fixed income. Please call with more information about proposal

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thombury
516 Third Ave, #1200
Seattle, WA 98104-3272

Elig. Revision

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in ~~the~~ ~~complaint~~ box)

DATE 11/8/99

to 70

NAME Dorothy Russell

Comments

ADDRESS 13426 Greenwood Ave N #202
Seattle, WA

\$8.75 to 18.00 - over 50%
too much

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thombury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/9

NAME JANET SAAR

ADDRESS 1002 12th ST SE
Auburn WA 98002

RIDER FEELS FAKE
INCREASE ~~IS~~ ^{LINNEMAN} MOST
BECAUSE RIDERS PAY ONLY

$\frac{1}{2}$ (25¢) OF FARE &
SHOW NO PASS OR
PAY NO FARE AT ALL
ENFORCE CURRENT
FARE 1 ST

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur ^{Thornbury}
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/15/99

NAME _____

ADDRESS _____

Is the 3.75 sticker going to #18? What about
the taxi script program - What are the
changes? It is confusing the way it is
presented on the flyer.

DATE 11/15/99

NAME Sudany Rozanoff

ADDRESS _____

Will we be issued a new ID. card if the
fare proposal passes?

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur ~~Thornbury~~
516 ~~Third~~ Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/4/99

NAME female senior

ADDRESS _____

Wanted to remain anonymous - she has been
paying 25¢ for ACCESS rides & questioned
the big price increase to 75¢

DATE 11/4/99

NAME Teresa Conyers

ADDRESS 1413 4th Ave #2

Seattle WA 98119

Rider cannot afford the fare increase to 75¢
or the \$8.75 monthly pass. Is interested in
ADA taxi scrip subsidy.

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thimbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/3/99

NAME Kent McDaniel

ADDRESS 19621 Bugley Ln N #5108
Shoreline, WA 98133

I-695

Asked about what will happen to ACCESS +
fixed route service.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/3/99

NAME _____

ADDRESS _____

Access Ada user

For people leaving on low income, I don't know
how we can afford this increase. I'm a working
person living on low-income

DATE 11/3/99

NAME _____

ADDRESS _____

What is the current rate for Access, Could -
I use taxi-script for pay for Access Van rides -
that's what the tiger said.

DATE 11/4/99

NAME Berdie Fischl

ADDRESS _____

This is a good proposal w/ taxi-script - the
cost of cab service has gone-up -

If callers request a mailing address:

Arthur Thornbury
516 Third Ave. #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/4/99

NAME Ellis Sudah

ADDRESS _____

How does the taxi-script program work?
What does the change mean to me:
I like the increase! I want to sign-up.

DATE 11/4/99

NAME Carol Mares

ADDRESS _____

What is the taxi-script program; I'd like to
sign-up for this program.

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

Eleg Revision

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in ~~comment box~~)

DATE 11/1/99

NAME Linda Followay

ADDRESS 530 3rd Aves

Kent WA 98032-5840

do 28

Comments

Wants things to be left as they are. Cannot afford. Did call council to register comment.

DATE 11/1/99

NAME Mary L Gardner

ADDRESS 11030 5th Ave NE #106

Seattle WA 98125

Unclear about taxi scrapp subsidy but liked idea of 75% subsidy.

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

11/1 = 222 calls / 53
11/2 = 173 calls / 11

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME Georgia Koutlis

ADDRESS 100 Melrose Ave E #806

Seattle, WA 98102

When can I apply for
low income assistance?

DATE 11/1/99

NAME Diane Faletti

ADDRESS 2700 NE 125th ST

Seattle, WA 98125

1) Van takes too long 2) Costs too
much for service given. 3) Much
cheaper for people to take bus

DATE 11/1/99

NAME Rexine Stanley

ADDRESS 30838 14th Ave #314

Federal Way WA 98003

1) Will this affect my ADA standing?

If callers request a mailing address:

Arthur Thornbury

516 Third Ave, #1200

Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME Rose Mehan

ADDRESS 5451 California Ave SW #302
Seattle, WA

Fares are too low now - many people do not pay fare. Drivers are great.

DATE 11/1

NAME _____

ADDRESS _____

DATE 11/1

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur ~~Thornbury~~
516 ~~Third~~ Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11-1-99

NAME wouldn't give it

ADDRESS 1111 21st Street

would I be able to get a monthly ACCESS
sticker with my taxi scrip

DATE 11-1-99

NAME wouldn't give it

ADDRESS 1111 21st Street

How much will senior pass riders have to pay?

DATE 11-1-99

NAME Sylvia Harris

ADDRESS 19543 Greenwood Ave N

#402 Seattle 98103

How much will fare with RPP increase

If callers request a mailing address:

Arthur Thionbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11-1-99

NAME Nancy hebestreit

ADDRESS 1215 N 60th st
Seattle WA 98103

Why will pass price increase? Not fare to
old people. Is this related to 1-695?

DATE 11-1-99

NAME Mary Fisher

ADDRESS 6731 16th Ave NW
Seattle WA 98107

Would like copy of proposed fare ordinance.

DATE 11-1-99

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur ~~Thornbury~~
516 ~~Third~~ Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/2

NAME Delcia Rodriguez

ADDRESS Bellevue

Pass doubling - seems like a lot.

DATE 11/2

NAME Ronald X Fredrickson

ADDRESS _____

DATE 11/2

NAME Lucia Nichols

ADDRESS 106 10th St NE #329
Auburn, WA

Questions on \$18 pass.

If callers request a mailing address:

Arthur Hornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME Terri Newton

ADDRESS _____

What does this change mean to me
regarding Taxi - script.

DATE 11/1/99

NAME Terri Washam

ADDRESS _____

For the pass to go up - #18 is sure tough
for me because my kids keep coming to me
for me".

DATE 11/1/99

NAME Mildred Towney

ADDRESS _____

It is extremely expensive to raise the pass to
#18, especially for fixed income people

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME _____

ADDRESS _____

How does this affect my taxi-script - Will I have to pay more?

What is the Access program

DATE 11/1/99

NAME Virginia Fruge

ADDRESS _____

I don't take Access but I do have taxi-script

DATE 11/1/99

NAME _____

ADDRESS _____

My fare for the bus is going up to \$8.75, according to the flyer, asked by caller - misread info.

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME _____

ADDRESS _____

What time is the fare increase meeting?

DATE 11/2/99

NAME Luetzow

ADDRESS _____

Received mailing in mail; ask to remove
husbands name from Access - deceased

DATE 11/2/99

NAME Perry McConnell

ADDRESS _____

How many books can I buy a month, how
do I sign up for ~~the~~ the program; I
do not trust the Access program - they
never left me at my destination & have
continuously had scheduling problems.

If callers request a mailing address:

Arthur Thornbury

516 Third Ave. #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/21/99

NAME _____

ADDRESS _____

Why is the fare going up, and how does it affect the taxi-script program?

DATE 11/21/99

NAME Billie Nelson

ADDRESS _____

What does the subsidy of 50% mean;
an increase of -25¢ is a large amount
for me; I can't make the Public hearing

DATE 11/21/99

NAME Patrick

ADDRESS _____

because I am
extremely
disabled

Will this proposal affect my KRFP, so the
taxi-script is a plus for me

If callers request a mailing address:

Arthur Thornbury
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/2/99

NAME Anne Marie Eastman

ADDRESS _____

What does ADA mean regarding taxi-script purchase?

DATE 11/2/99

NAME Joseph Drew

ADDRESS _____

Access is a ~~problem~~ miserable problem, taxi-script should be more readily available for people w/ disability to meet Ada problem. Oppose this suggestion. The Access

DATE _____

NAME _____

ADDRESS _____

program does not accommodate his needs. Waive the number of limitations of books per month for taxi-scripts

If callers request a mailing address:

Arthur Thombury

516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/21/99

NAME Dennis Duval

ADDRESS _____

What happens to the \$45.00 pass -
Will that increase?

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornbury
516 ~~Third~~ Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME Claudia Welcher

ADDRESS 3223 SW Lanham Way #70
Seattle, WA 98126

Does not like taxi script program - says it's not meant for people w/disabilities, no seat belt extensions, uncomfortable for people who wear body braces - opposes fare increase.

DATE 11/1/99

NAME Harvey F. Erickson

ADDRESS 1809 11st Ave E, #106
Seattle, WA 98112

Says "fare increase" is fine as long as he could still use ACCESS vans.

DATE 11/1/99

NAME Emeline McLean

ADDRESS 3539 Wallingford Ave N
Seattle, WA 98103

Is in OPTIONS, may not be eligible for ADA, but wants to use script still.

If callers request a mailing address:

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516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME Lucille Mills

ADDRESS 531 NE 112th St #309
Seattle WA 98125

Interested in ADA - (sent her app) to see if she qualifies. Is concerned about taxi scrip.

DATE 11/1/99

NAME John Harris

ADDRESS P.O. Box 21811

Seattle WA 98177

Did not know he was signed up for OPTIONS - is more concerned w/ regular fixed route service.

DATE 11/1/99

NAME Julie Potpinka

ADDRESS 720 Seneca St

Seattle WA 98101

Was concerned about services changing (not the fare increase)

If callers request a mailing address:

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516 ~~Third~~ Ave. #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/1/99

NAME male. (anonymous)

ADDRESS _____

is on OPTIONS, not ADA eligible & was asking about taxi scrip for ADA program

DATE 11/1/99

NAME Janet Stoen

ADDRESS 216 E Roanoke St #A
Seattle, WA 98102

Got flyer (from sister) & wants info on
OPTIONS

DATE 11/1/99

NAME Virginia T Scott

ADDRESS 654 W Olympic Pl #304
Seattle, WA 98119

Got flyer in mail -
Is grateful for ACCESS, interested in
taxi scrip, but monthly income is too
high.

If callers request a mailing address:

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516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/2/99

NAME Phyllis ~~Bob~~ Snyder

ADDRESS 7524 S 120th St
Seattle, WA 98178

Asked about taxi scrp for ADA eligiblcs

DATE 11/2/99

NAME Catalina Escarcega

ADDRESS 9543 Greenwood Ave N #309
Seattle, WA 98103

Spanish speaking customer (used language line translator) can't afford fare increase.

DATE 11/2/99

NAME William Kingston

ADDRESS 8522 9th Ave NW
Seattle, WA 98117

Wanted clarification re: where to buy monthly pass - has after re: fare increase

If callers request a mailing address:

Arthur ~~Thornbury~~
516 Third Ave, #1200
Seattle, WA 98104-3272

FARE ORDINANCE COMMENTS

(Please get callers name and address, then note comments here and put in AJ complaint box)

DATE 11/2/99

NAME Mary Gomez

ADDRESS 24415 64th Aves
Kent, WA 98032

Has RRFP & has sticker (for fare) was
asking different ways to pay for
ACCESS fare.

DATE _____

NAME _____

ADDRESS _____

DATE _____

NAME _____

ADDRESS _____

If callers request a mailing address:

Arthur Thornebury
516 Third Ave., #1200
Seattle, WA 98104-3272

TO: Maggi Fimia, Chair, Regional Transit Committee
FROM: Angyal Suketurugy Bulshivek, Deaf/Blind, MS, Wheelchair user

Dear Chair Fimia,

I want to take a few moments to express my concern about your proposal for an increase cost of rides on ACCESS paratransit.

I know that members of the Regional Transit Committee have absolutely no use for the paratransit system or buses for that matter. I know that all of you have very nice homes, families and very good jobs compared to people who use paratransit. I realize it will be very difficult for you to imagine what it means to increase fares to people who already have little or no way to pay for what they pay for now! I understand the point and necessity to gain revenue or to spend less. I tried to write a letter in the past about how to save money in order for you not to need to increase fares. I would like to touch on these issues again and show that it is not necessary to increase fares especially to the same level as non-reduced fare riders of metro.

The main problem that exists for ACCESS is that too many people are missing their rides. Much of this is the fact that drivers are not able to do their job right because of lack of training in finding addresses or especially special locations at the address. 90% of my "no shows" from the fact that the driver goes to the wrong side of the building and does not check their manifest or ask dispatch where they need to go. That right their large percentage of cost of driving/gas/whatever and then double it for getting a second van to come to pick me up because it was their mistake and that they left me behind. I have made several complaints about this and every time I try to prove it, I notice that they can't find any record of it (meaning that it possible they are throwing away files or removing these or computer errors.) But no matter the cost doubling what it normally cost, no only miss fare for me first time they also must get second and third van.

Another problem is that many people do not truly care if they miss a van (but this is not true for me because I totally depend on having a good name for ACCESS)! They need have true reason make sure they keep their appointments with van service. Another reason is because of scheduling errors. I find this to be absolutely most serious problem for drivers and dispatch (and sometime needing to contract with taxi service in order to do this)

Second or third of all, or actually fourth, smile, lack of have contracts with taxi service. Many services (paratransit system under main bus transit system) usually offer large minority of service to taxis. I think you find that if you make contract more available to taxis for people who can use taxis, this will reduce cost of very expensive van service. For people in wheelchairs, like me maybe not good idea and for deaf/blind it worst idea possible and mean this cannot work for some people, but can work for some.

Another option is to reduce the OPTION program because this is not necessary. If they are able to use the normal bus then they should try because honestly, they actually save time using the bus (from my experience). They also will find out the service especially if you increase cost of fares, will actually be cheaper than using van service. I would recommend you first look at reducing or eliminating this program, and maybe instead increase bus service and ability to serve these people instead of charging more for all people when this is worst thing we can afford to do.

It is a fact that Metro is the only bus system that has a paratransit service for people who do not qualify for paratransit and who can still use the bus. Even though the idea is truly wonderful, it is costing us a great deal of money and we are not getting enough back from it to make it cost effective.

I think you will find that increased wages or giving better benefits to drivers will keep them employed. This will cut down on two things: 1. Turnover and training and 2. Overload of rides for one driver (causing many no shows or late rides/cancellations because of late (or too early) of rides and that is serious complaint too by riders. They

are either late (most of the time) or too early, causing them the need to cancel. You can see this causes extra cost of ACCESS also.

I also will admit and will inform you that there is something that ACCESS is missing: lack of training and emphasis on using the bus. If a person like me who is deaf/blind/wheelchair user can be trained to use a bus very safely for specific routes (trips) to regular or not regular places, this would be better for most people. But that would mean that drivers have more specialized training for handling of deaf/blind, blind and other kinds of limitations including us of wheelchairs and possible with third limitation of blindness or deaf or deaf/blindness. But I know that right now, if I had the ability to use an electric wheelchair (I am fighting for this now), and if the bus could offer me ways to cross streets that are not busy and easy to find my place (with mobility training, I can do this), I myself, like many users, would actually prefer using the bus. But we cannot because the bus system does not offer a safe route for us and the rider information does not have any clue of the needs of blind and deaf/blind, including giving of specific information of how to find a building from a stop (or general area between one street and the next and which side) and the specific information about if a street is busy/dangerous for blind/deaf. If they actually did learn this and become sensitive to this, I would much prefer using the bus system (especially if it only included one transfer and is not too far away). The driver must become much more aware of deaf/blindness and how to deal with deaf/blind and wheelchair users who also are blind/deaf. They need to be more able to communicate with them (to make sure they get off at the right place and get on the right bus). (include writing in palm of deaf/blind person's hand, fingerspelling or leaning basis ASL signs that each driver could take up as requirements for becoming an employed driver. All these things would help to give options to van or at least reduce the cost of van service to Metro.

In the likelihood that you will ignore all of these suggestions and still focus on the increase of fares, think about this: ADA says to charge at the regular fare rate. But what is the regular fare rate? You say that would mean what normal hearing/sighted/walking/with a job person would pay. But we are not that! We (most of

us, but I admit not all of us) are very poor. Many of us considered disabled or handicapped (something I am strongly against) and we are unable to work. Most of us, especially like me who wants to work, but cannot because of discrimination, depend on SSI or SSDI or few who get SSA only. This is \$527 in Seattle (and SSDI can be more or less, depending on how much work they have done in the past). Many of us need also to pay for least part of our medical, all of our rent, many of us do not have subsidized income housing, meaning that living is nearly impossible, yet we must depend on the van service. By increasing the fare, you are actually making it impossible for us to use the van service. Why? We cannot afford it! It is that simple! If you increase the fare, no matter how little, you make it more and more difficult for us to use it. That includes me. You are doing exactly opposite of what the ADA is trying to do which is to make it equal in access; we cannot afford it. I will now give you an example – myself. I use approximately ten single rides of five round trips every week – with about 4.5 weeks per month that totals 46 rides approximately at the cost of \$1.35 per ride (without transfer like the bus riders who can many times back on bus and go home use same dollar and some change), we must pay for \$1.35/ride only, and for me that means \$62.10 per month. Right now I pay \$3.75 per month use reduced fare card and I am not required to pay more for use of ACCESS. But the way you want to do it, I would become forced to use van service that would cost me \$62.10 per month. I guarantee I would not be able to pay for anywhere near that! I am deaf/blind with little or no hope for work because of lack of acceptance and faith of employers and this means, my SSI would not at all cover my cost of \$62.10 per month. What would I do? I must reduce my rides. That means I would not be more able to be equal and capable in staying independent, I actually would become less independent because I would not be able to afford to be independent even though I have the capability to do so, (given that I have the ability to use van service). One of the main reasons I cannot switch to the other services is because other services do not help me. Why? They can't! Taxis do not have wheelchair lifts for most. I cannot afford taxis. It is too expensive no matter how much I pay for taxi scripts. I cannot go on many bus routes because rider information is not available on how to make my route safe by crossing only on streets that not busy and give me easy to find bus stops, it also that if they do give me this kind of information, I can't because bus route force me to cross busy

streets and that very dangerous for deaf/blind and worse still for deaf/blind wheelchair users. For that reason, I am forced to stay home even though I would want to use the bus especially if van increase fares. But you say, oh, we will have limited (emphasized reduced fare. Well, if you have limited how am I supposed to get one. It would be gone before I can get it. I can't just hop on the bus and to go the agency who does not serve me in the first place. Deaf/blind like me absolutely the last people to know about something because of lack of ability to inform us of what is available and what is going on around us. Deaf/blind very rarely know about services and nearly 100% of services available would not serve and cannot or will not serve deaf/blind clients, mean that we would have absolutely no access to these "limited reduced fare passes." This means people like me who need this more than anyone else, cannot get it.

What I must propose and which could force this issue, that you first not increase the fare and find other ways to reduce costs or increase revenue/income other ways and if you cannot, then make it possible that the people who can get these limited bus pass for access not limited but available to all people who have very low income, to people who need it the most. Who? People on SSDI, SSI or SSA. That would work wonderful.

If you make it possible to have no limit on how many but instead limit on income or type of income (if legal) or least percentage based on for example 50% of poverty level for example that is set by the federal government or other ways of limiting who gets it. I think this would be most fair. Passes need to be very accessible to include people who are deaf/blind, in order that we not need to try to search all over the place to find the agency who is willing to sell it to us because if we must do this, myself and all the deaf/blind will have absolutely no desire or ability to do this and we actually have absolutely no idea that these passes exist.

In conclusion, if you are able basically to get the idea of my letter, even though I admit my sentences may be not complete or clear, I think you can get the basic idea of it: first and foremost, focus on elimination of OPTION (or reduce it) program, cutting of waste expense from driver no shows that are not necessary, eliminating large number of people

who have record of this and strict about it, having drivers paid more in order to give them incentive to continue work for reducing training costs and most definitely, improve metro both in bus service and training of bus drivers for dealing with and becoming more sensitive and knowledgeable about deaf/blind, blind, wheelchair users, deaf hard of hearing people and all other kinds of problems that may arise from people using the bus system regularly. Routes should be made to help accommodate people who need assistance for crossing the street (possible by) allowing the person to ride around if necessary, or park across the street (if it crosses main road) or whatever that makes things easier for blind and especially deaf/blind users (especially if they also are wheelchair users).

The last point is to have much more sensitive staff at rider information that can give very detailed walking (or rolling instructions for blind and deaf/blind in order that deaf/blind have more ability to use bus service safely because one most important reason deaf/blind and blind do not want to use the bus is because bus drivers either drop us off at the wrong place or never drop us off or that we can't find the place because of no training or that roads are dangerous. By making a special effort to do this, (and you have authority to cause change), you can make a huge difference in the ability to have increased ridership for regular buses (save you a great deal of money) and better customer service and better public relations for people who have limitations.

Also in conclusion, if you absolutely must because you do not want to actually think about other alternatives before you try this proposal, then what you should try to do is for ACCESS not to increase fare to full amount of regular fare and/or make passes for van users that have very low income (like people who only receive maximum of \$527/month from SSI, SSDI or SSA (or whatever) to receive these kind of passes. This is not discrimination, it is not illegal and it makes sense and most people who would not complain about this because if they have money, most people who have it would much more likely to spend it but for people who do not, you will cause them actually use less van service because like for me I cannot at all afford fare not even for one. I do not carry cash. I am totally broke at the beginning of the month because I must pay regular bills

that include bus pass. People in wheelchairs, deaf/blind and blind have much higher cost of living because we must pay for things like medical supplies, equipment, readers, guide/interpreters (called support service providers. Support service providers used for deaf/blind people, they guide and can sign to them. We must pay for this and many other services that you who are hearing/sighted/walking never need use or want to use. My other point is that regular fare for people who are blind, deaf/blind or wheelchair users or whatever people who pay reduced fare on regular buses and that our regular fare, not regular fare of hearing/sighted/walking/have a job person like people in your committee. You need to stop thinking about your situation and start thinking (and I know that is nearly impossible) about situations and life of people who you are trying to hurt by increasing fares of ACCESS especially since most of us have absolutely no way to escape this fare increase. But I do know that if a person is trained (and paid by metro) to use the bus system regularly and it is safe and easy to use, many of us would become willing to use it, but until that happens, we sure will definitely refuse to do it because we are only human and for the reason it is wise. (that includes me too.)

I truly hope this letter helps, and that you will listen to what I have to offer and suggest. I know that many of these things are very cost effective if you look into it in the future and not try to find the "quick fix" like most hearing/sighted people try to do. Look for things that will make a difference for a long time, not just "fast buck" and you will also notice that these suggestions are very possible. None includes fancy equipment or large sums of money (except maybe training better for drivers both on the bus and ACCESS and training of riders to use bus system safely.) I pray and wish you good luck to make the right and proper decision.

Sincerely,

Angyal Suketurugy Bulshivek
Deaf/Blind/Wheelchair User

**Comments Received Regarding Proposed Changes for
Paratransit Services**

Please let us know your comments

The Regional Transit Committee welcomes your comments and thoughts on the proposed changes for paratransit services. Please mail, fax, e-mail or call your comments in to:

Arthur Thornbury or Debra Ross
Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Michael Schrader

Address: Bailey Bowshay House

2720 E Madison, Seattle, WA 98112

Phone: 322-5300 e-mail: bbhmms@vinnic.org

Comments:

Most of the elements proposed look good and I can agree with or understand why changes are made and seems clear. We are concerned at Bailey-Bowshay House of the increase in cost. We work with clients who are disabled, extremely low to no income. So raising the fares is going to further burden and stress individuals here. I just hope that our agency would be considered for the discounted fares, but it's not clear who or how limited your selection process is.

Please let us know your comments

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206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Janet Saar

Address: 1002 12th St. SE #101
Auburn, WA 98002

Phone: 253-939-2636

Comments: Your information noted dial a ride – that was discontinued in most of Auburn over a year ago. Will the new system do away with access – I am vision impaired and legally blind – cannot see cars to be able to cross streets. My experience with regular Metro is not good – drivers impatient, not kind when you ask to be dropped at your stop and don't adhere to front seating – don't get up to curb. I can't get off when out from curb.

The new system – will disabled senior citizens be given a break on fares – many could not afford the full fare – for us it might mean we would have to give up some travel and not be able to stay independent.

Often too much is given to DSHS and agencies with live ins who are not ADA candidates, and forget seniors who need transportation help.

Please let us know your comments

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206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Tommie Troutman
Address: PO Box 786
Issaquah, WA. 98027-0029
Phone: (425) 392-2381 Fax: (425) 392-1282

Comments:

Rather than alternatives that are more cost effective, I would suggest a close review of present scheduling: We often have DART or ACCESS vans transporting one senior per vehicle when they are going in the same direction. One lady is transported to and from her rural home three times a week, for lunch and cards, most often by taxi, for a total of \$8 a month. She is a retired teacher, living with her daughter who is also a retired teacher. There are others with greater need and less income who are unable to to schedule an ACCESS ride because the "subscriber list" takes priority and has been filled. There are many isolated frail and elderly people who are not being served because of the unequal distribution of available funds and poor scheduling of vehicles.

Please let us know your comments

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516 Third Avenue
Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Frances Walter

Address: 5020 40th Ave NE #101s
Seattle, WA 98105

Phone: 729-2374 e-mail: _____

Comments:

Definitely I don't want to see
the fare increased. I would like
to see Door to Door and Hand to
Hand Services continued in the
entirety.

Ross, Debra

From: jeanfritschle@webtv.net
Sent: Monday, October 12, 1998 9:03 AM
To: Ross, Debra
Subject: re:Access and cabulance

In reply to your letter, I would like to tell you how I feel about the cabulance program. The Northwest is great and I never have a problem with them, but the othe two I have more problems with them than I can remember to tell you. Being left at Northwest Mental Health more than once, I am disabled, do not feel well most of the time. I have lots of problems. One is I have no cartilage in my knees at all! I would like to tell you that when the drivers drive fast, it really hurts my knees alot. Last week TLC had a new bus as big as our old access, full of seats and The only place to have a scooter was in the back...bumps are terrible sitting there, and she never slowed down for anything. I had a Dr. app't in Covington, I just swayed back and forth. I have pylomyalgia rheumatica which is an inflamation of arteries, large blood vessels and your tissues. I hurt all the time! I mentioned to her she was driving really fast, her answer was, I'm going the speed limit. I noticed she passed everything! 2 access busses. I mentioned to her also how it hurt to sway around back and forth...her answer was, yes, I know you sway around in the back of the bus. How come they use a bus for a cabulance. So does the other one. Is there no way I could always have NW ? My phone # is 253 833 6731 if you wish to speak to me. Thank you.

Take care, Jean Fritschle

Ross, Debra

From: banchoer [banchoer@accessone.com]
Sent: Thursday, October 15, 1998 3:41 AM
To: Ross, Debra
Subject: Proposed Paratransit Changes

I am a person who works with people with developmental disabilities and I feel I have a fairly good understanding of their resources, financial, community etc. I would like to go down the letter that was sent to me and voice my concerns on a point by point basis.

- **Paratransit Fares:**

1. Financial concerns: Too many people barely get by month to month. Rents are rising all over the city, utilities are rising, then there is the cost of groceries and other supplies so they can live in a clean and safe environment.
2. Socialization: There are people leaving the local institutions and we, as a society, are expecting a certain amount of community integration. By limiting a resource and putting it out of someone's reach how can we expect to continue to assist people with disabilities to maintain their social connections, jobs, and community integration.

- **Discounted Paratransit Fares:**

1. All non-profits, social service and unserved people should have priority to discounted fares. The increase is again going to put a resource out of reach of those that need it.

- **Service Span:**

1. Just leave the service span and Driver services alone. By trying to fix it you will just make it more confusing and more people will lose this service that is desperately needed.
2. I know a young person who would have to take 2 paratransit buses to get home since one would not go North of 145th. On more than one occasion she was stranded at her transfer point and had to wait for the support staff to call and find out the status of the ride. This would leave her waiting up to an hour. If this happened just once that you hear of, how many times has it happened that you haven't?

- **Taxi Scrip**

1. My objections here are the same as with fares. If it gets too expensive to get out in the community, as a society we will be looking at more shut-ins. At the moment I support several people who purchase \$30 worth of scrip and receive \$60 worth of scrip. It is needed since they take regular transit to shopping but the taxi home, it adds up and it is not abused, if an emergency arises it is a great safety net so people can get all the way home.

It is another concern of mine that if people can't afford to get home, to work or even to shopping, they will call the police and draw upon the limited resources of the Community Support Officers. In the long run this would be more expensive to King County.
Thank You for taking the time to address my concerns.

Steve Engel
Program Coordinator

Ross, Debra

From: Thornbury, Arthur
Sent: Monday, November 09, 1998 3:27 PM
To: Ross, Debra
Subject: FW: Paratransit Changes comments

Debra, please put Ms. Oster on our paratransit mail list

-----Original Message-----

From: Techstures [mailto:Techstures@email.msn.com]
Sent: Monday, November 09, 1998 1:30 PM
To: Thornbury, Arthur
Subject: Paratransit Changes comments

King County Regional Transportation Committee
Paratransit Comments
by Nancy Oster
Nov. 7, 1998

I was unable to attend the King County hearing held Nov. 5th at the Highland Center in Bellevue. Here are my comments on the proposed changes to paratransit Access service.

Most members of the disability community are unable to exert the energy needed to attend public hearings or even have access to be able to make comments in writing to you concerning changes; so please read this knowing I hopefully represent a large, silent and invisible minority that is directly affected by your decisions.

My comments:

Paratransit Fares - Nearly all disabled people are unemployed. The developmentally disabled people might work at a sheltered work place such as Custom Industries for minimum wage. There is no way that these people can afford to pay full prices that working people can pay. I also hope you keep the reduced fare monthly pass for convenience.

Service Span - Door to door service is often necessary because disabled people often have very sensitive immune systems and can't wait outside on a curb for a van. Also expecting a person in a wheelchair to drive out into a parking lot or a street at night is very dangerous. The short-term savings could quickly be lost with one lawsuit.

Taxis - What does "the county would encourage taxi operators to make 10% of the fleet accessible by 2001" mean? Surely the ADA public transportation act already effects them. If not, then how could the county encourage them? Without vans, people in scooters, electric wheelchairs and non-folding chairs would be unable to use this service.

In a time when the economy is booming (Medicare only increased .3% because inflation is so low) it is hard to accept cuts in service.

Please don't think that a lack in comments equals tacit approval. Also please don't think that the "invisibility" of our community means you can force changes on us. Please show us some respect.

Ross, Debra

From: Pakulak, Joy
Sent: Thursday, October 22, 1998 4:14 PM
To: Thornbury, Arthur
Cc: Woodworth, Park; Ross, Debra
Subject: Transcribed phone notes

Ms. Gina Lewis phoned today, and she asked that I take down her comments on the proposed Paratransit ordinance and pass them along to Arthur. She is a blind individual, and learned of the impending ordinance by letter last week.

From Ms. Gina Lewis: "I feel that the Access Van Services should be left as they are now; I feel that as a totally blind person, I should be able to go places and do things just like any one else can. The way the Access Van Services are now, I can do that. If they make – especially the changes where some of the services are not available in the evening, I will not be able to go to some of the places I really enjoy going, like the Seattle recorder society meetings in North Seattle."

Gina Lewis
PO Box 9467
Seattle WA 98109
(206) 441-7787
email: glewis_80@hotmail.com

Ross, Debra

From: Pakulak, Joy
Sent: Monday, October 26, 1998 8:55 AM
To: Ross, Debra; Thornbury, Arthur
Cc: Stutey, Sandy; Obeso, Victor
Subject: Transcription of voicemail message

Below is a transcribed message that Doris Glasgow left on Park's voicemail over the weekend:

"Mr. Woodworth, my name is Doris Glasgow, and I'm calling in response to the letter I received on the proposed changes in the paratransit system. And I just wanted to let you know that I'm a rider on ACCESS and I'm hoping that there will not be any change to this service. I think it's an excellent service for seniors and someone like myself who is on a limited income, and I really need hand-to-hand, door-to-door service. I really hope that you all will take the concerns of the seniors to heart, and I just wanted to let you know how much I appreciate this service, and I'm hoping that you all won't change it so that I can't have it any more, because I really do need it. And there's no need to call me back. My name is Doris Glasgow, but I just was calling to let you know how much I appreciate this service. And, thank you for listening, Mr. Woodworth. Thank you. Goodbye."

Please let us know your comments

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Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: J. Michael Haley

Address: Po Box 17178

Seattle, WA 48107
(206) ~~977-7722~~ (206) ~~977-7722~~ e-mail:

Comments:

Eee Proposal: Fare increase is impractical. Currently, impaired passengers are often unable to process regular fares. In addition, with the reservation system, denial of a ride due to the lack of fare is harsh.

The Service Program: Restricting door-to-door service would endanger many riders. The system where the driver is responsible for door-to-door safety is very inadequate. However, drivers must be reminded of potential hazards.

Community Partnership Services: This personal sector could very well define the operating procedures for the entire program. (over)

(Community Services - Cont.)

Under the current system, assignment of operating tasks to particular contractors has caused daily problems. For instance, reliance upon one company to design the driving schedule for a different company leaves room for inter-company conflict. At the same time, dispatchers ~~are~~ ~~are~~ overburdened correcting the inadequate schedule planning.

Current problems exist with passengers wishing to make reservations being told that all available spaces are full. However, many vans are underutilized and, often, brought in early due to lack of riders.

With only one company responsible for scheduling, little can be done to make corrective actions.

The community partnership services require standardization but should not lose service efficiency in the process.

Please let us know your comments

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Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: JANET SAAR

Address: 1002 - 12th ST SE #101
AUBURN WA 98003

Phone: 253 939 2636 e-mail: _____

*NOTE NEW
ADDRESS*

Comments:

- YOUR INFORMATION NOTED DIAL # R108 - THAT WAS DISCONTINUING THE MOST OF AUBURN OVER A YEAR AGO
- WILL THE NEW SYSTEM DO AWAY WITH ACCESS I AM VISIONIMPAIRED AND LEGALLY BLIND - CANNOT SEE CARS TO BE ABLE TO CROSS STREETS
- MY EXPERIENCE WITH REGULAR METRO IS NOT GOOD - DRIVERS IMPATIENT - NOT KIND WHEN YOU ASK TO BE DROPPED AT YOUR STOP AND DON'T ADHERE TO FRONT SEATING - DON'T GET UP TO CURB I CAN'T GET OFF WHEN OUT FROM CURB

OVER

- THE NEW SYSTEM - WILL
DISABLED SENIOR CITIZENS BE
GIVEN A BREAK ON FARES - MANY COULD
NOT AFFORD THE FULL FARE - FOR US IT
MIGHT MEAN WE WOULD HAVE TO GIVE
UP SOME TRAVEL AND NOT BE ABLE TO
STAY INDEPENDENT

OPEN TOO MUCH IS GIVEN TO
DSHS + AGENCIES WITH LIVE INS WHO ARE
NOT ADA CANDIDATES, AND FORGETS
SENIORS WHO NEED TRANSPORTATION HELP

Please let us know your comments

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Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Sandra Bettencourt

Address: Redmond Senior Center

PO Box 97010, Redmond, WA

Phone: 425-556-2319

Comments:

Paratransit - must be sensitive to limited incomes, time frame service to 7:00 p.m. is too limiting, should be later (10:00 p.m.). We are interested in discount pass information and sales. Would like to discuss regular routes available to key senior housing within Redmond City Limits to provide better access to Redmons Services and Town Center and a Redmond Senior Center/City Campus. I am a new supervisor to this center and I'm trying to learn as much as I can on these services, anything (information/advice) you can offer to bring me up to speed would be helpful.

Please let us know your comments

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516 Third Avenue
Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Sandra Bettenourt

Address: Redmond Senior Center (City of Redmond)

PO Box 97010 Redmond WA

Phone: (425) 556-2319 e-mail: _____

Comments:

Para-transit - must be sensitive to limited incomes, time frame service to 7pm - too limiting, should be later (10pm)

We are interested in discounted pass information & sales. Would like to discuss ^{Redmond} ~~young~~ ^{adult} available to key senior housing within Redmond City limits to provide better

access to Redmond services & Town Center & a Redmond Sr Center / City Campus

I am a new ~~resident~~ to this center &

I am trying to learn as much as I can on these services. Anything (Info/Advice) you can offer to bring me up to speed would be helpful

Please let us know your comments

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206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Olga Willman, Director

Address: University Adult Day Center; 4515 16th Ave. NE
Seattle, WA 98105

Phone: 524-2321

Comments:

Improved scheduling procedures are badly needed. Please do not raise fares – disabled Srs., many of whom are low-income, may be further isolated due to this.

Continue to provide and protect the door-to-door service for disabled Seniors – also hand-to-hand when needed.

Please let us know your comments

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206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Olga Hillman, Director
Address: University Adult Day Center
4515 16th N.E.
Seattle, WA 98105

Phone: 514-2321 e-mail: _____

Comments:

Improved scheduling procedures
are badly needed.

Please do not raise fares -
disabled seniors, many of whom are low-
income, may be further isolated due to this.

Continue to provide & protect
the door-to-door service for
disabled seniors - also
hand-to-hand, when needed -

Please let us know your comments

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206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Karen Mills

Address: 6557 Sycamore Ave. NW

Seattle, WA 98117-4847

Phone: 206-781-0948

e-mail: _____

Comments: The door to door evening service is vital to my emotional well being and mental health. It is not always possible to have a caregiver on the premises during evening hours to assist with opening the door. Church services, classes, support groups and life-affirming social events are often held during the 7:00 – 10:00 p.m. time slots. Please do not discontinue this invaluable service.

Will there be enough paratransit passes available at the discounted fare to cover the clients who have incomes below the federal poverty levels?

Please let us know your comments

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Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: _____

Address:

Phone: 781-0441 e-mail:

Comments:

This door to door service is not to be
confused with a door to door canvass. It is not
a canvass for contributions, it is not a canvass for
or the members during the hours to assist
with opening the door. Church services, classes,
support groups & like. The many social events
are often held there & from time to time,
please do not have anyone think it is a service

Please let us know your comments

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206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name Robin Guzzone

Address: 19829 140th SE

Renton, WA

Phone: 631-9760

e-mail: _____

Comments: I guess what I'm supposed to have is paratransit. It's awful. Except for the first time I used it, it's been worse and worse - ever since. I live only 25 miles from 4th & Pike, but ususal you won't take me. The new way of going to Tukwila and then waiting maybe 1+ hour for another pick-up is for the birds. I'm 1 1/2 miles from downtown Renton, so I decided to try to get you to drive me to downtown Renton, well that didn't work either. After I get to downtown Renton I can get (?). It's very hard for those living where there is no other bus to use. Many - I fell use it daily for work which should not be allowed. So occasional users are shut out of the system. I can't even get 1 1/2 miles to the nearest stores, grocery and bank and you go past my house many times a day with no one in your bus - or maybe one person. If you had regular routes sort of you wouldn't have to raise the fares.

Please let us know your comments

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206-296-0333 - phone
206-205-5156 - fax

Name: Robin Gazzone
Address: 19829 - 140SE
City: Pen Tan Wash
Phone: 6319740 - e-mail: debra.ross@metrokc.gov fax phone first

Comments:

Comments:
I guess what I'm suppose to
have is para-trans. & Its a flu!
Except for the first time I used it, Its
been worse & worse - ever since.
I live only 25 m. los from 4th & Pines
but usually you won't take me. The
virus was at going to Turkey & there
wasn't time maybe there is for the birds.
I'm 12 miles from the 1st Reg bus stop
& 6 miles from downtown Peoria - so I
dec. i. I to try to go & give to the fireman
downtown Peoria. Well that didn't work
After 9th block I can

Please let us know your comments

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206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name Lester Sipe

Address: 401 Stow Ave. S. #304

North Bend, WA 98045

Phone: 425-888-4660

e-mail: _____

Comments: If you can't assign a van and driver to the outlying senior centers, you are of no value to a lot of us. As I have said many times, the Senior Center Director should be in charge of transport. Some day I will be motivated enough to get the job done through a petition drive.

Please let us know your comments

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Seattle, WA 98104

206-296-0333 – phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: Lester Stipek

Address: 401 8th Ave. S. #304
Seattle, WA 98101

Phone: 425-858-4666 e-mail: _____

Comments:

I am very against the changes in the service. It is very confusing, it may confuse some of the individuals that if we are to do this, it is going to increase the service. The service should be in charge of the project.
Some individuals will be mentioned enough to get the following time a reservation done.

Lester Stipek

Please let us know your comments

The Regional Transit Committee welcomes your comments and thoughts on the proposed changes for paratransit services. Please mail, fax, e-mail or call your comments in to:

Arthur Thornbury or Debra Ross
Regional Transit Committee
Room 1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104
206-296-0333 - phone
206-205-5156 - fax
e-mail: debra.ross@metrokc.gov

Name: Kate Marler

Address: 1100 Minor Ave. #301
Seattle, WA 98101

Phone: 206-464-1688

Comments:

I am not qualified to comment on most of the proposals until now, I have been able to take the bus unless I have things to carry - then I take a cab. Although I feel the present 50% reduction in the cost of taxi scripto be very generous, I really would appreciate the proposed further reduction to 25% of the fare value.

Forwarded to: 706 Pike.

Please let us know your comments

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Name: Take Marler

Address: 1166 Pine Ave. #301

Kattle 1981

Phone: (306) 464-1688 e-mail: _____

Comments:

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Seattle, WA 98104

206-296-0333 - phone
206-205-5156 - fax

e-mail: debra.ross@metrokc.gov

Name: John Peter

Address: 6900 56th Ave. W.

Digitized by srujanika@gmail.com

Phone: 301-723-8020 e-mail: —

Comments:

La Catedral San

In behalf of the Puget Sound Council of Senior Citizens, I want to thank you for the opportunity to respond to the proposed paratransit changes. The following recommendations are based on the experiences of persons using Metro Transit ADA paratransit program.

1. Maintain the reduced paratransit fare for low income seniors/disabled persons. Clarification is necessary of the 25% of the face value of the Seattle city limits fare, i.e., peak/off peak trips. It is recommended that you do not adjust the fare to time of day for this population. It is a burden for the rider and contributes little more to the fare box. Every effort needs to be made to establish the lowest fare for people on limited budgets.
2. Dial-a-ride is not currently available to residents living in Seattle though access to their nearest bus stop may be a quarter of a mile away or more from where they live, or the terrain difficult to negotiate. An explanation of the dial-a-ride system, and the minimum distance option to and from the destination is necessary.
3. There is appreciation of the recommendation to make taxis affordable. The 75% support of taxi fare establishes a taxi option heretofore not possible.
4. Persons 80 years and more who have completed an ADA eligibility application, and are transportation disadvantaged (unable to drive) or located beyond the reach of the fixed route, be given automatic eligibility.**
5. The accessibility and quality of the paratransit program needs periodic review. It is recommended that an Access rider survey be mailed to all participants eliciting their satisfaction or dissatisfaction of the individual elements of the program. A periodic evaluation of the program is beneficial to the rider and the transit agency.

** I want to thank the people from King County Accessible Services who came to our meeting. The intent of this recommendation is to make it easier and help with the cost of the ADA medical verification requirement. Persons who are over 80 years old know their functional disabilities when it comes to operating an automobile. It is a request for public transportation assistance.

Etul Sagar
Oct. 15, 1998

ACCESS Transportation Program Changes

Background

In 1997 The King County Executive appointed Special Transportation Services Taskforce. Taskforce completed its report with recommendations for changes to the paratransit program.

- Persons should use least costly level of service for transportation needs.
- Metro should encourage use of the regular bus system.
- Incentives should be developed to encourage the use of the regular bus system when possible.
- Evaluate the eligibility registration process; considering the cost and benefit of any changes.
- Simplification, ease of access and accuracy of evaluations should be the goal of any changes to the registration process.
- Needs to be a quick registration process for persons who have an immediate need.
- Riders should be told the conditions of their eligibility to ride ACCESS Transportation and be given only those trips that are needed when the conditions apply.
- Individual trips should be screened for rider need.
- Hand to Hand assistance should be determined at the time the person's eligibility is determined.
- To receive Hand to Hand service, the rider and Metro should have a contract for emergency contacts.
- More enhanced services should have a higher rider fare associated with them. Each enhanced service should have a cost equal to the base fare.
- The Human Services Subsidy Program should be used for people unable to afford the fare.
- Metro should focus on eliminating costly trip cancellations.
- Current OPTIONS users who have no other transportation alternatives should continue to have reasonable use of ACCESS Transportation.
- Other essential services which provide lower cost trips to eligible riders should be made available:
 - Taxi Scrip Subsidy,
 - Encourage development of accessible taxi cab fleet by 2000,
 - Volunteer transportation subsidy,
 - AddVANtage program.

Paratransit Policy Ordinance

An ordinance was forwarded to the King County Council in October 1998 to make policy changes to the Metro paratransit programs. Ordinance number 13441 was passed unanimously by Council on March 29, 1999.

The paratransit program would be divided into two parts:

1. The Americans with Disability Act mandated complementary paratransit services
 - Service area to extend $\frac{1}{4}$ mile on either side of a regular, non-commuter bus route and be provided at the same time the regular bus service is available,
 - Curb-to-curb demand response transportation,
 - One day call in period to request rides,
 - No subscription rides,
 - One hour window before or after the requested trip time.
1. The King County Metro Community Transportation Program
 - OPTIONS
 - Taxi Scrip
 - Community partnership services
 - Operations policies/procedures that exceed ADA minimums.

Other characteristics of the program would include:

- Driver Services: door-to-door and hand-to-hand services would be provided only where there is a demonstrated need for service beyond the ADA required curb-to-curb service;
- Service hour limitations: Some enhancements that are not required by ADA would be available only between 6AM and 10PM unless otherwise established by the Director of the King County Department of Transportation;
- OPTIONS Riders: Trips to and from a bus stop will be provided for OPTIONS only riders if they live too far from regular Metro bus route or dial-a-ride service;
- Community Partnership Services: King County would provide operating, capital or technical support to public and private agencies serving people with special transportation needs;
- Taxis: The County would encourage taxi operators to make at least 100% of the taxi fleet accessible by 2001;
- Community Transportation Resources: Funding for programs such as bus travel training and transportation information and referral will be offered.

Transit Fare Policy Ordinance

In July 1999, a Transit Fare Policy Ordinance was passed by the Council to establish policies for all transit fares.

The section on **Paratransit Fare Structure** states:

- Rate of Fare – Fares charged on paratransit shall be equal to the regular adult fares on regularly scheduled King County Metro public transportation service, including the zone and peak surcharges.
- Phasing – Paratransit fare increases necessary to reach parity with regular adult fares on regularly scheduled service will be phased in over a period of no less than 6 years beginning in February, 2000, to mitigate impacts on paratransit riders.

The section on **Discounts for Low Income Persons** states:

- Paratransit Fare Subsidy – King County shall establish a mechanism to provide a 50% paratransit fare subsidy for low-income persons resulting in no less than a \$.50 fare. The total annual allocation for such subsidies shall be limited to one-third the annual subsidy amount allocated for low-income persons riding regularly scheduled public transportation service.
- Taxi Travel Subsidy – Discounts on vehicles licenses as taxis in King County and municipalities within the County, shall be subsidized by King County at an amount of not more than 75%, to the extent that limited resources are preserved by diverting paratransit trips to taxis at a lower cost to King County.

Transit Fare Ordinance

In November 1999, the King County Executive transmitted an ordinance to the King County Council raising fares on paratransit from \$.50 per trip to \$.75 per trip, and the cost of the monthly pass from \$8.75 to \$18.00. In addition, the ability to purchase taxi scrip would be extended to ADA eligible riders, in addition to OPTIONS riders, and the amount of the subsidy would be raised from 50% to 75% on a trial basis to evaluate the effect of the taxi subsidy on ACCESS Transportation demand.

The Council Budget Panel recommended **against** these provisions. The Council accepted the recommendation and no fare increase was authorized.

Effects of I-695 on the ACCESS Transportation Program

Direct effect -- Reduction of ACCESS Transportation service area. Because the service area is defined by the hours of the day and days of week that regular, non-commuter bus service is provided by Metro, any reduction in routes will result in possible cuts to the ACCESS Transportation.

In areas where regular, non-commuter bus service is retained, ACCESS Transportation will continue to provide service. This includes areas 1 ½ miles beyond the eastern non-commuter fixed route corridor and those areas more than ¾ of mile on either side of a non-commuter fixed route corridor that are inside the urban growth boundary.

Indirect effect -- Accessible Services had planned a number of service changes to be implemented in accordance with the Paratransit Policy Ordinance No. 13441 beginning in 2000. Planning is underway to accelerate the rate of implementation in order to realize cost savings more quickly.

Ordinance directives to be reviewed and prioritized for the most cost effective implementation:

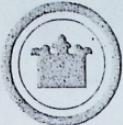
- Door-to-door driver assistance – Exceeds ADA minimums
- Hand-to-hand driver assistance – Exceeds ADA minimums
- Seven day advance reservations period – Exceeds ADA minimums
- Subscription Service – Exceeds ADA minimums
- Elimination of OPTIONS service except transportation to and from bus stops when the rider lives “too far” from the bus, and taxi scrip – Exceeds ADA minimums
- Agency service on ACCESS – negotiation of fees to recover cost of delivering service that exceeds ACCESS Transportation program parameters – local option to provide
- Community partnership services (Operating, capital, technical support and resources for volunteer and other transportation services – local option to provide
- Bus travel training and orientation services – local option to provide
- Information & referral services (pre-application information, outreach, Mobility Management) – local option to provide.

Operating policies and procedures to be reviewed and prioritized for improving efficiencies:

- Fare collection
- No-Show policy
- Late cancel policy
- Implementation of revised eligibility screening program
- Implementation of conditional eligibility on a trip-by-trip basis
- Implementation of new scheduling software, IVR and MDT technologies.

Sandy Stater
ms-134

Metropolitan King County Council



Room 1200, King County Courthouse
516 Third Avenue
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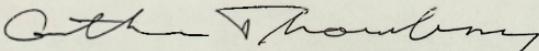
January 8, 1999

TO: Citizens Interested in Paratransit Policy

In October of last year, you were notified by mail of proposed changes to ACCESS, the county's paratransit service. These changes, recommended by the King County Executive in Proposed Ordinance 98-624, are now under review by the Regional Transit Committee (RTC) of the Metropolitan King County Council. This letter is to inform you that the RTC is scheduled to take action on Proposed Ordinance 98-624 at its next meeting, January 21, 1999. You are welcome to comment upon the proposed changes at that meeting, which will begin at 3 PM on the 10th floor of the King County Courthouse, or you can submit written comments to the address below. If you have already submitted comments, they have been provided to committee members.

Following the January 21st meeting, the RTC will forward its recommendations to the full council for final action. The council will hold a public hearing where you will have another opportunity to testify or submit written comments on the proposed paratransit changes. If you would like to be notified of that hearing once it is scheduled, please contact me at the address given below.

The proposed paratransit service changes are briefly summarized on the back of this notice. For further information, please contact Park Woodworth, Manager of Rideshare and Paratransit Operations for the county at (206) 689-4494 or park.woodworth@metrokc.gov. To submit comments on the proposal or to learn more about the council's process, you can reach me at (206) 296-1680 or arthur.thornbury@metrokc.gov.


Arthur Thornbury, Staff, Regional Transit Committee

Public Involvement in the King County Paratransit Program Modification of Program Rules and Procedures

Accessible Services Committee

The Accessible Services Committee is an ongoing advisory body comprised of individuals with disabilities and others who are advocates for riders of accessible transportation services. The committee has advised Accessible Services staff in a number of customer service and service operational standards areas. The committee's 1998 work program identifies specific interest areas including involvement in paratransit vehicle and equipment selection and ADA conditional eligibility, and possibly including Taxi Scrip, driver training and paratransit technology enhancements.

Accessible Services Public Forums

Accessible Services proposes to engage public involvement and input to paratransit program rules and procedures through an ongoing series of public forums. Such forums would be initiated by a series of four public meetings held throughout the county, at which an overview of anticipated program modifications, and the schedule for such, would occur. Following the initial set of meetings, one forum per quarter would focus on specific areas of proposed change, providing an opportunity for public input prior to implementation of new procedures.

Such forums would be supplemented by ongoing public information and requests for feedback distributed via Accessible Services' mailing lists of riders, interested individuals and organizations, rider bulletins on paratransit vehicles, and rider comment cards available on paratransit vehicles.

Public Forum Topic Areas

- Program and Delivery Model
- Fares/Human Services Ticket Subsidy
- Eligibility process
- Door-to-door service provision
- Hand-to-hand service provision
- Advance reservations
- Subscription service
- Fixed route feeder service
- Bus travel training and orientation
- Information and Referral
- Taxi scrip
- Community partnerships
- Safety determinations

You are invited...

Public Meetings

Metro Special Transportation Services

A Special Transportation Services Task Force, appointed by the King County Executive, is now reviewing requirements of the Americans with Disabilities Act and special transportation services Metro provides to seniors and people with disabilities. This task force was asked to recommend ways to reduce ACCESS Transportation service projected expenditures. Now the task force is looking for comments on a draft Special Transportation Service Report.

Recommendations include changing ACCESS Transportation service eligibility to cover only people unable to use regular buses and revising registration procedures. Other proposals involve possible changes to the level of customer assistance, advance reservation process, and the service area and hours. Meeting attendees will also have an opportunity to discuss policies on service for riders attending agency-sponsored programs and hear about some new alternative transportation programs.

Wednesday, June 11 — 12:30 - 2:30 p.m.
Bellevue Regional Library, Meeting Room 1
1111 110th Ave. N.E.
Bus routes 234, 249

Wednesday, June 11 — 6 - 8 p.m.
Kent Regional Library
212 Second Ave. N.
Bus routes 150, 169

Thursday, June 12 — 12:30 - 2:30 p.m.
Highline Senior Center
1210 S.W. 136th St., Burien
Bus routes 135, 136

Thursday, June 19 — noon - 2 p.m.
Downtown Seattle Library Auditorium
1000 Fourth Ave.
Bus routes — all downtown Seattle routes

Thursday, June 19 — 6 - 8 p.m.
Shoreline Library
345 N.E. 175th St.
Bus route 315

To request a draft report in advance, please call Metro Accessible Services at (206) 689-3113 or TTY (206) 689-3116. You may request a mailback comment form if you cannot attend one of the meetings.

To request this information in accessible formats or to request a sign language interpreter for a meeting, please call Metro's Accessible Services at the numbers above. For bus route times and routing information call (206) 553- 3000 or TTY (206) 684-1739.



**METRO
TRANSIT**
70381G.PMS

Recommendations for the next ACCESS Public Process
8/20/99

Based on the four public meetings conducted in the summer of 1999 I have the following recommendations to make the next meetings even better:

Room and equipment

- ✓ Get a bigger room, particularly, for the south King County meeting. The Kent Library was at capacity this time (70+ attendees). Probably, a bigger room may be needed also for the Bellevue area. Suggest getting rooms with capacity for 100 people.
- ✓ Try to get hearing aid devices to provide for people who request them. We got one request from a lady in Bothell who has extremely hard time listening. List in the PID that if somebody needs alternative formats to request it at least one week prior to the public meeting.
- ✓ Use microphone at all the public meetings. Microphones could be reserved in all the libraries. Use another microphone set for the audience.
- ✓ Minimize the number of exhibits on boards. I noticed the paratransit audience does not read them because they are expecting a presentation.
- ✓ *ALWAYS* carry a "Plan B" with you for the presentation-equipment such as a *regular overhead projector*. In two of the libraries they reserved the projector for us, and then I discovered that it was "on repair", or "broke down yesterday". There is an overhead projector available in AS.
- ✓ Rehearse the use of the LCD and regular overhead projector. Carry large extension cords.
- ✓ Arrange room with an aisle in the middle to accommodate the people in wheelchairs, people with dogs, and walkers. Arrange seats far apart.

Sign-in table

- ✓ Do NOT use name tabs for the attendees. Writing names slowed down the sign-in process in downtown and not everybody signed in to avoid the big lane at the front door. In the last two meetings we did not use name tabs and the sign-in process went faster. Use two sign-in tables rather than just one.
- ✓ **SIMPLIFY** the sign-in sheet: name, address including zip (separate columns), and do you want to be added to the mailing list. A separate sheet could be used to request additional information after the meeting (e.g. service area).
- ✓ Provide a handout that includes the entire power point presentation. This summer that helped a lot to get the message across. Probably, it did make the audience feel better and part of the process.
- ✓ Minimize the number of materials available in the sign-in table since some people want to ask questions about all the materials when people were in line waiting to sign in. It may be better if a sign-in table is located outside the meeting room in big meeting places (e.g. Central Library Seattle). A separate table could be used for additional materials.
- ✓ Use large print in the power point presentation (font 44) and agenda.

Other suggestions

- ✓ Get TWO sign language interpreters for the downtown meeting since there is a blind/deaf client who has attended the meetings without making a request for sign language assistance. He needed *tactile* interpretation so individual interpretation was necessary. If another sign language request has been necessary we could not have handled it. *Book interpreters two weeks in advance for all the meetings.*
- ✓ Repeat or paraphrase the questions from the audience. Open meetings for questions at the end (agenda) for better control of the meeting.
- ✓ Provide a copy of the handout (presentation) via AS web page. Indicated in the PID that if a citizen wants a copy of the materials (handout) provided in the meetings that they could call and request it.
- ✓ Video tape the large meetings to provide to call takers and contractors for their information. If the meeting is not video taped then use an audiotape.
- ✓ Assign a person to be a note taker so a summary of the comments can be prepared for the decision-makers and files.
- ✓ Suggest advertising the meetings next time on the radio (suggested by a citizen) or publishing a notice in the legal ads of regional newspapers.
- ✓ Assist frail elderly and disabled attendees to get to their seats if needed. Ask them first if they need assistance.
- ✓ Customize the notice posted in the ACCESS vans (e.g. a large print notice for the vendor of south KC inviting clients to the meeting in *that area only*).
- ✓ Get to the room *at least 1 ½ hour* earlier to set up. Several citizens arrived an hour and half early in ACCESS and somebody needs to take care of them...

Urania Perez-Freedman

4X3705

Kicked to the Curb



PHOTO COURTESY OF KING COUNTY-METRO

County cuts van service for elderly and disabled, even before I-695 hits

By Arielle Levin Becker

If you're an elderly Seattle resident used to taking Metro Transit's Accessible van service to the grocery store, you may soon find yourself waiting at the bus stop instead of waiting at your door. If you're disabled, what was once a relatively easy van ride to the doctor's office may become a two-part trip on a van and a bus.

More than 44,000 elderly and disabled residents will have a harder time getting around as Metro Transit Accessible Services, which provides transportation for residents whose disabilities prevent them from using regular buses, continue to be reduced.

While Accessible Services' ACCESS vans previously provided curb-to-curb rides anywhere in King County to qualified riders, Metro cut back rides in September to cover only regular bus routes. Last month, Metro's program for low-income elderly and disabled people, OPTIONS, began phasing out pickups for riders who live close to a bus stop. Because Initiative 695 will force reductions in regular bus service next year, elderly and disabled riders dependent on Accessible Services will likely be hit especially hard.

"I'm grateful there is such a service, but I think rather than cuts there needs to be better service," says Irene Hull, 87, who rides ACCESS vans to meetings from her Capitol Hill apartment.

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Community Organizer Wanted. This one-year fulltime position includes developing curriculum, outreach, volunteer management, and soliciting donations. You will work with a diverse homeless population. Computer literacy required. Make a difference in your community!! Benefits: \$750/month stipend (does not affect TANF eligibility), health care, childcare, \$4,725 for college, training opportunities.

Call Audrey at (206) 441-3247.



Accessible Services programs have provided van rides to 44,159 elderly and disabled area residents since the service began in 1993. Of those, 12,264 are considered "active" riders, having used the service during 1999.

Among riders facing the biggest cuts are the 16,000 low-income elderly or disabled residents registered for OPTIONS, which provides van rides and discount car fare. OPTIONS riders who live within three blocks of a wheelchair-accessible bus stop will lose their eligibility for van rides, while those living further away will receive van rides to the nearest bus stop, then take the regular bus.

Transit officials began notifying registered OPTIONS riders of the changes by mail last month, and expect 2,700 to lose van service.

Officials say that many OPTIONS riders who lose services may qualify for ACCESS, having never previously applied because they already received OPTIONS. Still, many advocates for elderly residents say the cuts are too severe.

"The original plan was to re-screen everybody, to make them come into a Metro office and they would escort them to the nearest bus stop, and give them training on how to ride the buses — anything to avoid giving them ACCESS permits," says Will Parry, president of the Puget Sound Council of Senior Citizens.

"They backed off quite a bit because there was a lot of pressure from organizations concerned with seniors and people with disabilities. But there is still a budget crunch."

Not I-695's fault

Though many cuts in bus services have been blamed on I-695, which reduced Metro's budget by a third, cuts in Accessible Services loomed long before the initiative was approved last fall.

Plans began in 1996, when ACCESS rides increased 23 percent from the year before. County officials projected

that ridership would double by 2004 without fare or service changes, because both OPTIONS and ACCESS served people above the minimum level mandated by the ADA.

"A lot of the people who are qualified [for either service] can actually ride the buses at some times," explains Sandy Stutey, Accessible Services program director. "We might have someone who qualifies because of nightblindness, so if that person calls and asks for a ride at 10 a.m., we can say no. But then they can call later for one at night. We've so far made no attempt to screen the trips on a trip-by-trip basis, but we might consider that to help schedule better."

Costing the county \$25.67 per ride, \$22 more per ride than buses, cutting ACCESS van rides proved a necessary source of budget savings, according to transit officials. The cuts will keep Accessible Services costs stable at \$26 million a year through 2004, reducing the number of rides provided annually from 1.15 million to about 940,000.

"Some people won't be able to get where they need to go. My notion is that many people will be badly affected."

Irene Hull, 87

Metro also has the option of increasing fares, though Stutey said there are no set plans to do so. The County is also considering proposing a 0.3 percent sales tax increase, to assist transit costs, on the November ballot.

As Accessible Services availability

dwindles, transit officials point to alternatives such as Community Transit and the addVantage program, which allows service organizations to use retired county vans to provide transportation for residents who need it. But further cuts in service may be on the way, Stutey notes.

"Down the road, as we get more technology installed, we may try to limit the trips ADA-eligible riders can take as well," she says. "We'd have to go through client records and get better data, but we're not going to do that until we get other changes in place."

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RIDER ALERT

Proposed Fare Increase

The Metropolitan King County Council will soon be reviewing transit fare policies, including several proposed changes to the ACCESS program policies:

- ❖ ACCESS fares would gradually increase to the levels of regular fixed-route bus fares;
- ❖ a limited number of discounted tickets and passes would be available to low-income riders, and
- ❖ taxi scrip would cost less and be available to all ACCESS users.

You will have several opportunities to comment on these ACCESS fare proposals, beginning with the April 29 and May 20 meetings of the Council's Regional Transit Committee. You may attend these meetings or comment by mail, fax or e-mail.

The Regional Transit Committee meetings begin at 3 p.m. on Floor Ten of the King County Courthouse at 516 Third Avenue in Seattle.

To submit comments, get more information or receive meeting notices by mail, please contact Accessible Services (206)689-3113, or TTY (206)689-3116 or e-mail to: arthur.thornbury@metrokc.gov