

Flexible Service Options



On-Demand Services

- **Point-to-Hub:** On-demand service to/from select hubs to/from anywhere within given service area
 - **Includes:**
 - Via to Transit
 - Ride Pingo to Transit
 - **Point-to-Point:** On-demand service anywhere within given service area
 - **Includes:**
 - Community Ride
 - Via Point-to-Point*
- *Access-eligible customers only

How do they work?

- **Request ride on-demand** using app or call center
 - Provide start/end
 - Get ETA
 - Book ride and track vehicle
- **Call center** has interpreter services
- **Get picked up** within ~10-30 minutes
- **Wheelchair accessible vehicles**
- **Take a shared ride**
- **Payment**
 - Same cost as bus fare (reduced fares honored)
 - Free transfer to buses/trains w/ORCA
 - ORCA card and Transit Go Ticket always accepted (Via does not accept cash/paper transfers, but does accept credit/debit card)



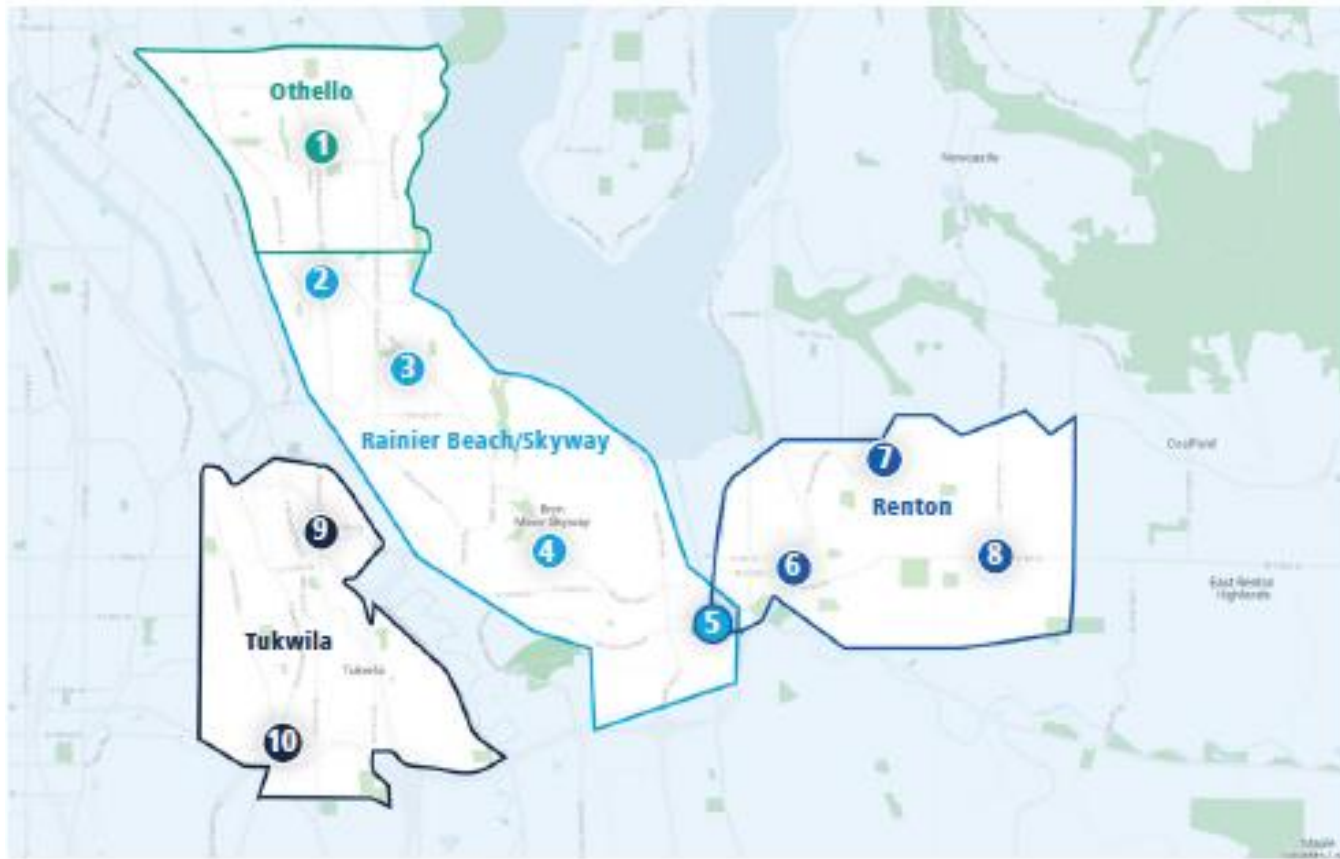


Via to Transit

Point-to-Hub (one end of the trip must be designated hub for the service area; the other end of the trip can be anywhere in the service area), open to public

App: Via

Call Center: 206-258-7739



Connect to hubs:

Othello:

- ① Othello Link Light Rail Station

Rainier Beach/Skyway:

- ② Rainier Beach Link Light Rail Station
- ③ Kubota Garden
- ④ Skyway Library
- ⑤ Renton Transit Center

Renton Highlands:

- ⑤ Renton Transit Center
- ⑥ Kaiser Permanente Renton Medical Center
- ⑦ Renton Public library
- ⑧ Bartell's/QFC Shopping Center

Tukwila:

- ⑨ Tukwila Community Center
- ⑩ Tukwila International Blvd Link Light Rail Station

The basics.

Via to Transit is public transportation that comes to you. Book rides straight from your phone and travel to/ from key destinations across Othello, Rainier, Skyway, Tukwila, and Renton.

Othello:

Monday - Saturday 5 a.m. - 1 a.m.
Sunday 6 a.m. - 12 a.m.

Rainier Beach/Skyway

Monday - Saturday 5 a.m. - 1 a.m.
Sunday 6 a.m. - 12 a.m.

Tukwila:

Monday - Saturday 5 a.m. - 1 a.m.
Sunday 6 a.m. - 12 a.m.

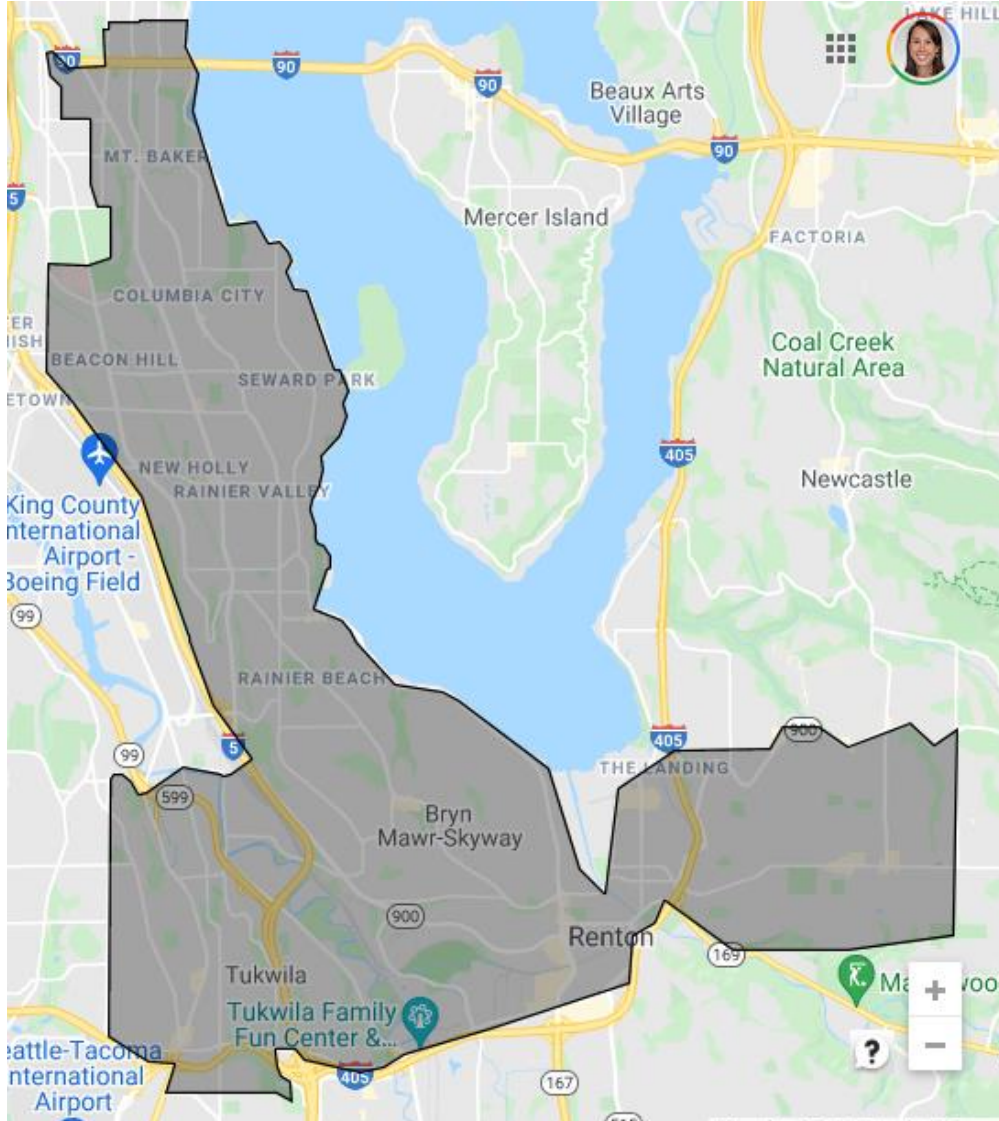
Renton:

7 days a week, 8 a.m. - 6 p.m.

Infórmese más en:

kingcounty.gov/metro/via/es

Via Point-to-Point



- Access-eligible riders only
- Trips must start and end within the service area



Ride Pingo to Transit

Point-to-Hub (one end of the trip must be designated hub; the other end of the trip can be anywhere in the service area), open to public

App: Ride Pingo

Call Center: 1-855-6043

The basics.

Ride Pingo to Transit is public transportation that comes to you. Book shared rides straight from your phone, get picked up steps from your front door, and travel to/from the following locations:

- Kent Station
- Kent Valley Hub
(S 212th St and 64th Ave S)

Service hours:

Monday-Friday 5 a.m. - 7 p.m.

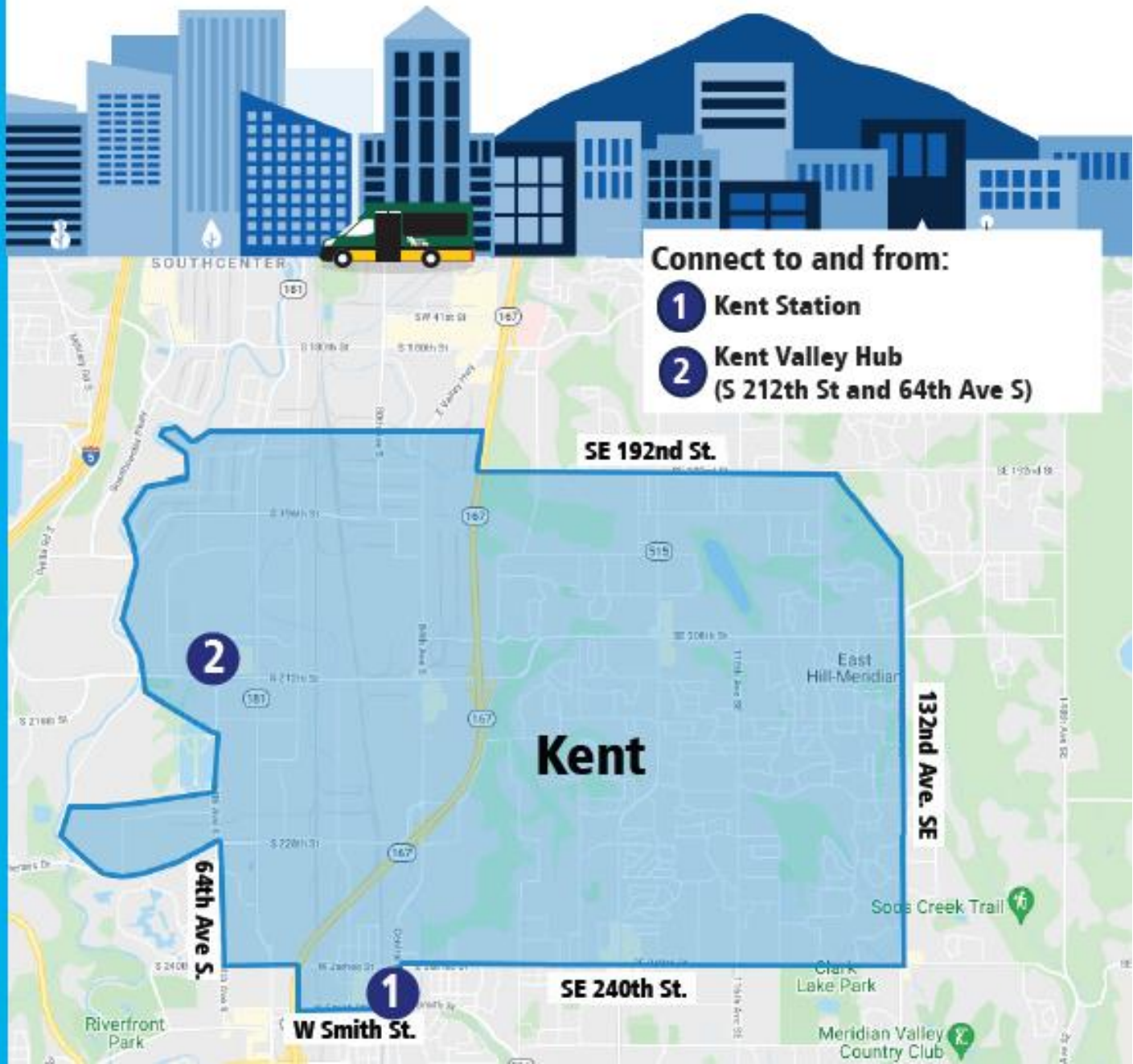
Saturday-Sunday 7 a.m. - 7 p.m.

kingcounty.gov/metro/ridepingo



Interpreter
1-855-233-6043

Intérpretes Turjubaan Переводчик
Перекладач 통역사 የቃል ለተርጓሚ
翻譯員 Thông Dịch Viên ടിടർവ്വൈറ്റർ



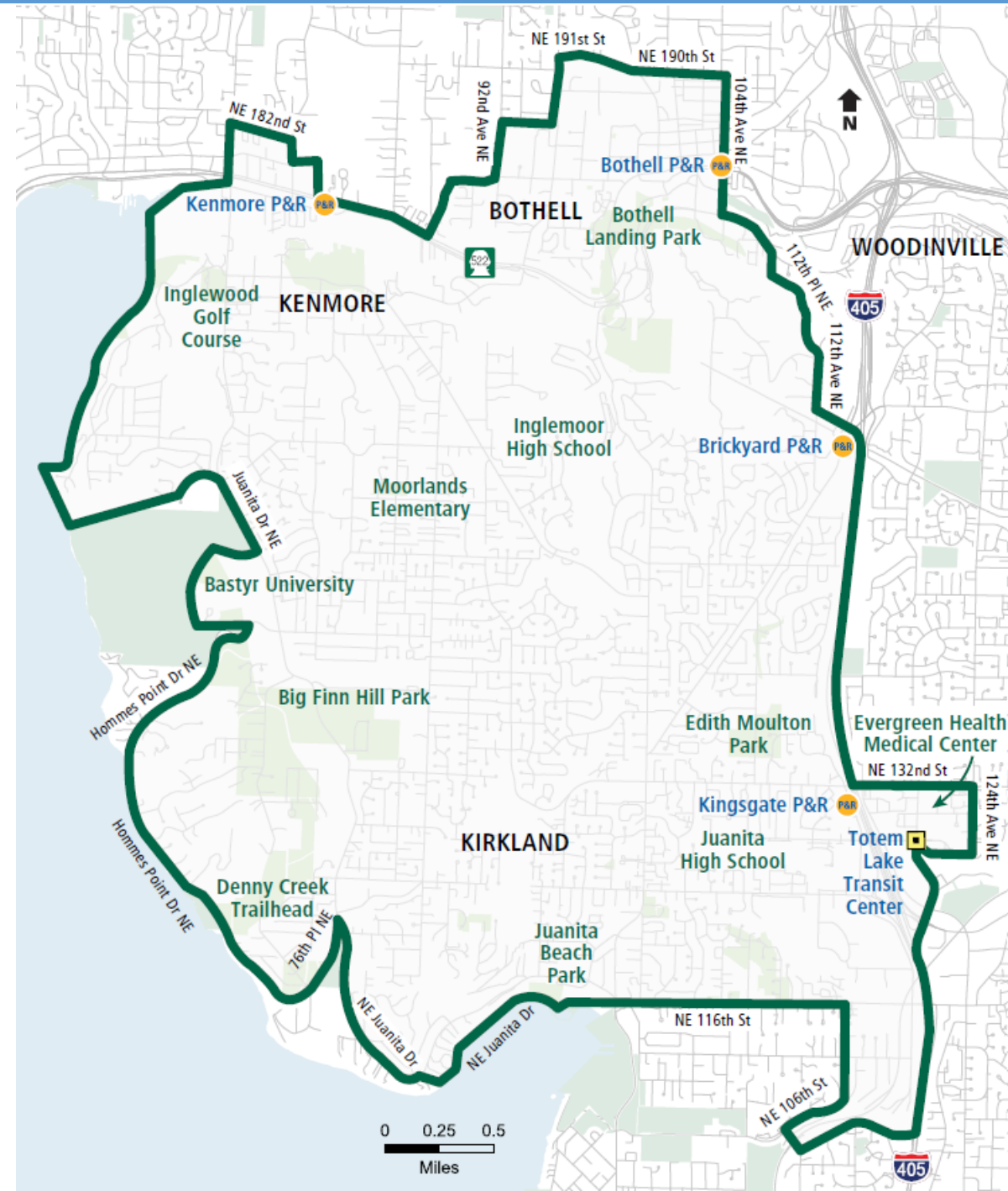
Community Ride

- **Point-to-Point:** Anywhere within given service area, open to public
- **App:** Community Ride App
- **Call Center:** 1-855-233-6043



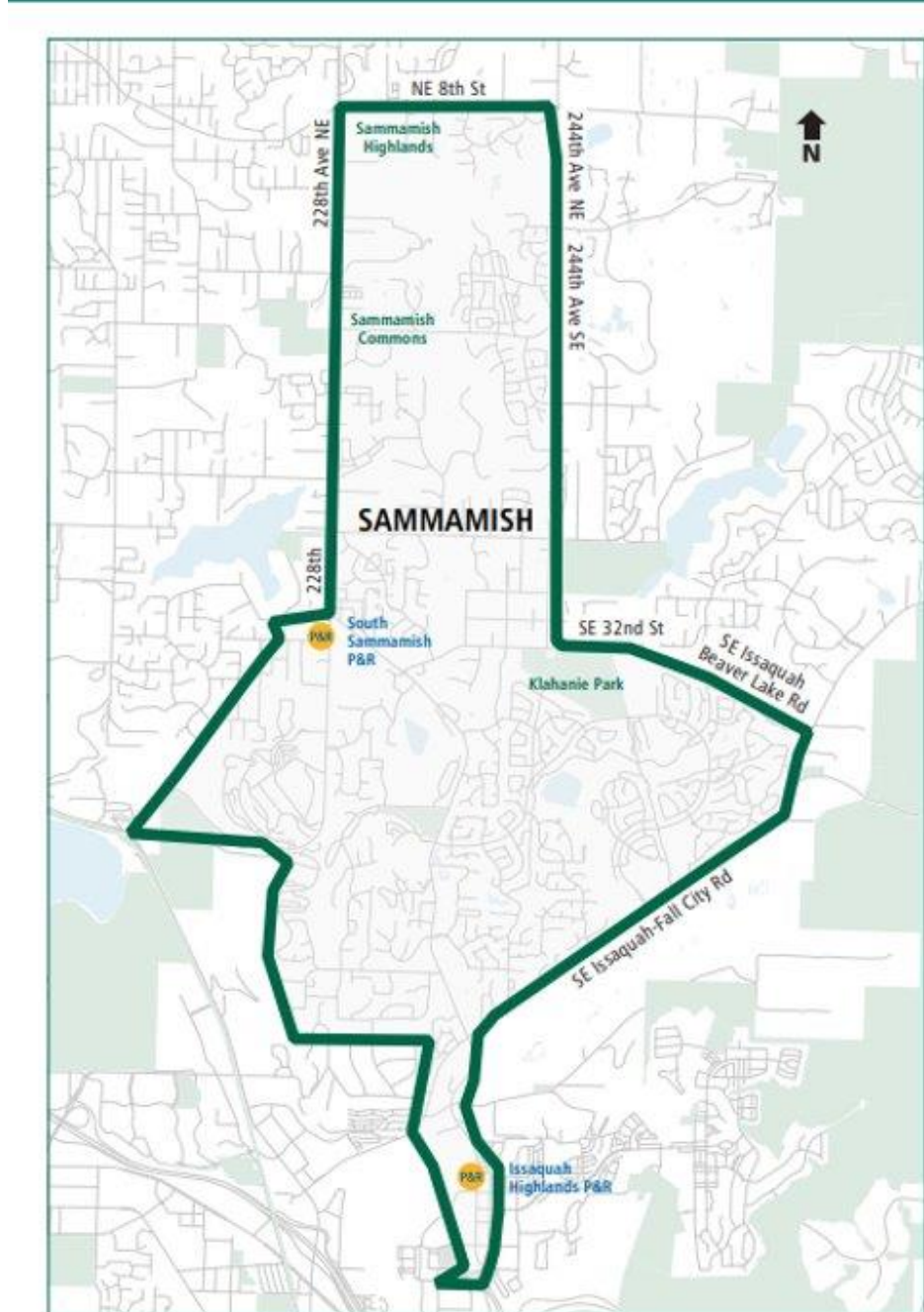
Juanita Area Community Ride

- Point to Point
- Mon – Fri 7am-7pm
- Connections in and around your neighborhood
 - Parks, libraries, shopping, appointments
- Connections to broader transit network
 - Totem Lake Transit Center, Kingsgate P&R, Brickyard P&R, Kenmore P&R, Bothell P&R



Sammamish Community Ride

- Mon – Fri 7am-6pm
- Saturday 9am-6pm
- Connections to neighborhood destinations
 - Parks, shopping, appointments, libraries, etc.
- Connections to broader transit network
 - Issaquah Highlands P&R and South Sammamish P&R



On-demand Flexible Services

- For more information:
 - [Kingcounty.gov/metro/ondemand](https://kingcounty.gov/metro/ondemand)
- Program Managers:
 - Casey Gifford: cgifford@kingcounty.gov
 - Allison Miskell: Allison.miskell@kingcounty.gov

Access Transportation

- Complementary ADA paratransit service for King County Metro's fixed route service
- 1990 Americans with Disabilities Act established regulations requiring that public transit systems provide paratransit or other special transportation service to individuals with disabilities that is **comparable** to the level of services provided to people without disabilities who use the fixed route system.

King County
METRO

Access
transportation

Comparable Service as Defined by ADA

- Same area of service
- Same hours of service
- Same days of service
- No priority on trip purpose
- No pattern and practice that would limit access such as excessively long trips or late trips



Access Service is a Public Transit Service

- Grouping of rides
- Half hour pick up windows
- Pick-ups can be up to an hour before or after request
- Can use for any trip purpose
- Can have PCA/and or companion ride along
- Cost is \$1.75 per ride or \$63 monthly pass



Service Levels

- **Curb to Curb:** At pick-up, the rider meets the vehicle where it is parked. The driver will assist rider into the vehicle and guide them to their seat. At drop-off, the driver will help them out of the vehicle and to the curb before leaving.
- **Door to Door:** At pick-up, the driver meets the rider outside the building entrance, walks with rider to the van and helps them on board. At drop-off, the driver will also help the rider off the van, offer a steadying hand, and walk with them to the door of their destination.
- **Hand to Hand:** Caregiver is with rider at the door when the Access driver picks them up. When they get to where they are going, the driver will hand them off to the person there to meet them.



Trip Reservations

- Trips can be booked online for common locations or via telephone (8am – 5pm) for all locations
- Trips can be booked 1-7 days prior
- Subscription trips setup for regularly planned trips



Access Eligibility and Certification

- Riders must undergo certification process to ride on Access
- Process begins with information packet
- ADA application
- In person evaluation at Harborview Medical Center
- Certification notice sent within 21 calendar days of Metro having all information necessary
- Rider has 60 days to appeal
- Riders generally certify every 3 years or less



Eligibility Types

- **Conditionally Eligibility:** there are barriers to riding the bus or light rail but they might not always be present. These barriers are listed in the certification letter. Riders can use the convenience of the bus and light rail when those barriers are not there.
- **Unconditional Eligibility:** there are barriers to riding the bus or light rail because of the limits the rider's disability places on them. Any time they need to take transit, they can book their trip on Access.
- **Not eligible:** the rider is able to take the regular public bus or light rail service for all of their trips.



Want to apply?

- For further information call Access Customer Service at 206-205-5000 (TTY Relay: 711)
- Or request more information through the [online self-assessment](#)

Hyde Shuttle: Transportation with a Heart!

A service of Sound Generations



- Door-to-door van services for older adults and adults with disabilities throughout communities in King County.
- Demand response

How it works.



- Inoculation sites, medical appointments, pharmacy, senior centers, grocery stores, a friend's house--every location you need.
- Our service is free. Donations appreciated.
- Eligibility: older adults 55 plus & adults with disabilities.

Two ways to make a ride request:

Call 206.727.6262, press 1 and speak with a friendly customer service rep.

Click online at <https://hydeshuttle.org/scheduling-a-ride>.



- Rides must start and end within a service area.



We ask that you:

- **Make reservations as soon as the day before your ride.
Same day requests allowed.**
 - **Call between 8:00 a.m. and 4:30 p.m., M–F.**
 - **Rides are available 8:00 a.m. – 4:00 p.m., M– F.**
 - **Interpreter services are available.**
- **Hyde Flyer in 15 languages:** Amharic, Khmer, Chinese, Dari, Hindi, Korean, Pashto, Nepali, Punjabi, Russian, Somali, Spanish, Tigrinya, Ukrainian, Urdu, Vietnamese

For further information:

Call 206-727-6262

Visit <https://hydeshuttle.org>

**Mark Smutny, Director of Transportation at
marks@soundgenerations.org**

Hyde Shuttles is a service of Sound Generations, a comprehensive non-profit organization that serves older adults and adults with disabilities in King County <https://soundgenerations.org>.

Taxi Scrip Program

Note: Taxis are experiencing a driver shortage and the service may currently have limited reliability. Metro cannot guarantee level or service or that drivers will take scrip during the pandemic.

- Target Population:
 - Seniors 65+; or persons with a disability age 18-64
 - AND
 - Pre-registered for Regional Reduced Fare Permit (RRFP)
 - Low Income (levels adjusted annually)
- Up to \$80 taxi scrip can be purchased for 50% discount each month
 - Ticket books of taxi scrip are sold in \$5 increments; each book valued at \$10
 - Registered customers can purchase up to eight books of scrip each month
 - Currently not 100% reliable due to pandemic challenges and driver shortages
- For current income qualifications, participating taxi companies, and registration information, contact:
 - 206-553-3000; or
 - www.Kingcounty.gov/taxiscrip

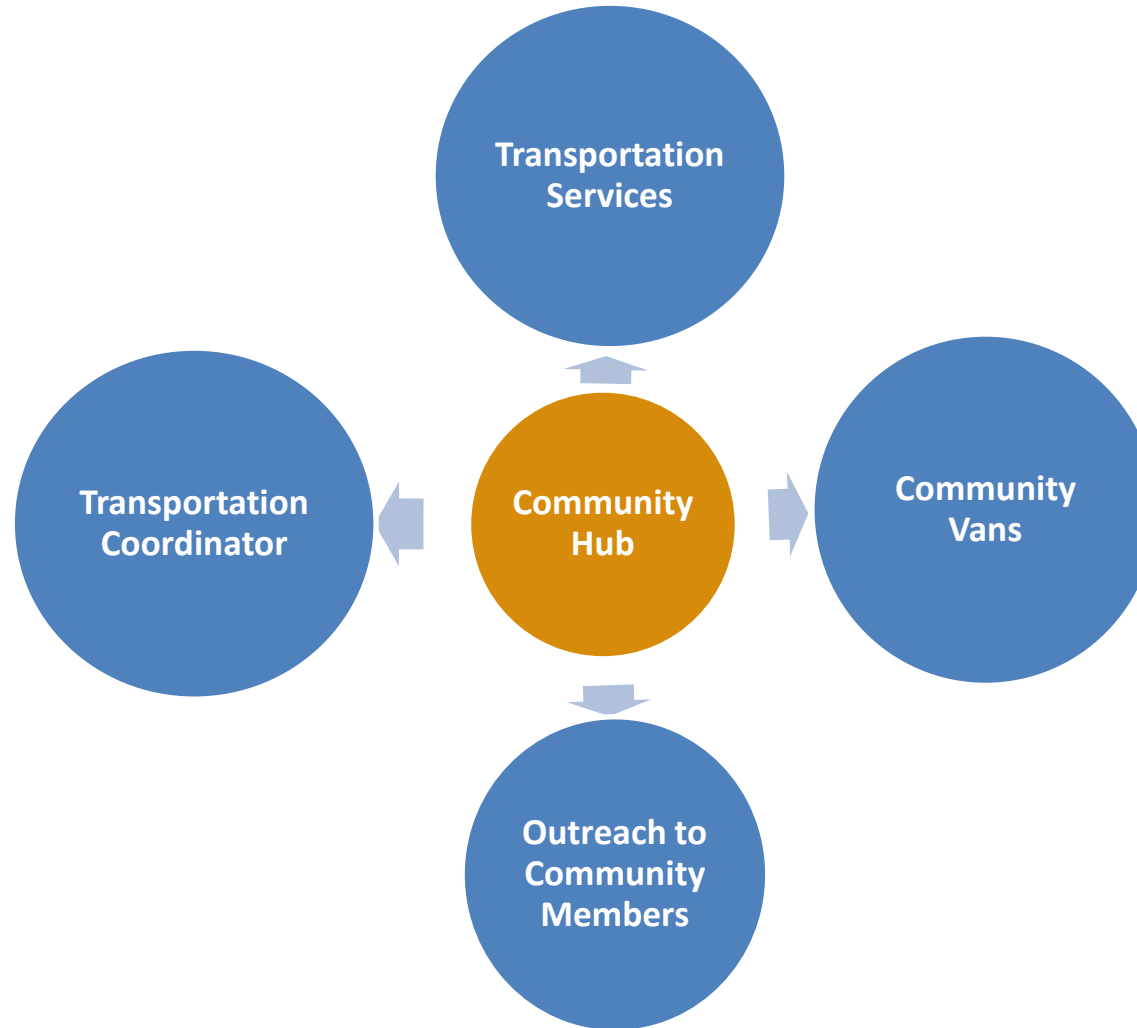


Community Van





Community Van





Community Van Service

- Provides group trips to popular destinations identified by the community.
- Van driven by volunteers recruited locally and screened by Metro
- Trips promoted through website (Hub)
- Riders:
 - Request to join trips
 - Picked up at pre-arranged stops
 - Pay a fare
- Accessible van available upon request.





Community Hub

“One-stop-shop” for transportation information available via web site, phone, physical kiosks and Transportation Coordinator.

Information provided:

- Local transportation services
- Community Van information
- Local transportation news





Community Transportation Coordinator

- Recruits Community Van volunteer drivers
- Promotes, organizes and coordinates Community Van trips and maintenance
- Maintains Community Hub content
- Prepares program reports
- Promotes transportation services





Current Jurisdictions:

- Algona-Pacific
- Bothell-Woodinville
- Duvall-Carnation
- Kenmore-Kirkland
- Sammamish
- Shoreline-Lake Forest Park
- Vashon Island

Coming Soon!

- Skyway
- Redmond



Program Manager: Melissa Allan 206-477-1695

Melissa.Allan@KingCounty.gov

Community Van website:

kingcounty.gov/metro/CommunityVan



King County Metro
Commuter Vans

Vanpool/Vanshare

Julie Paone– King County Metro Mobility Services

King County Metro Vanpool & Vanshare

Program History

- 40+ years operating vans
- Largest public program
- Pre-COVID 1600+ vans

Our Customers

- Vans with 5 to 15 people
- 20 to 200+ miles round trip
- Across industry sectors – healthcare, manufacturing, technology, government, retail, travel, education, etc.



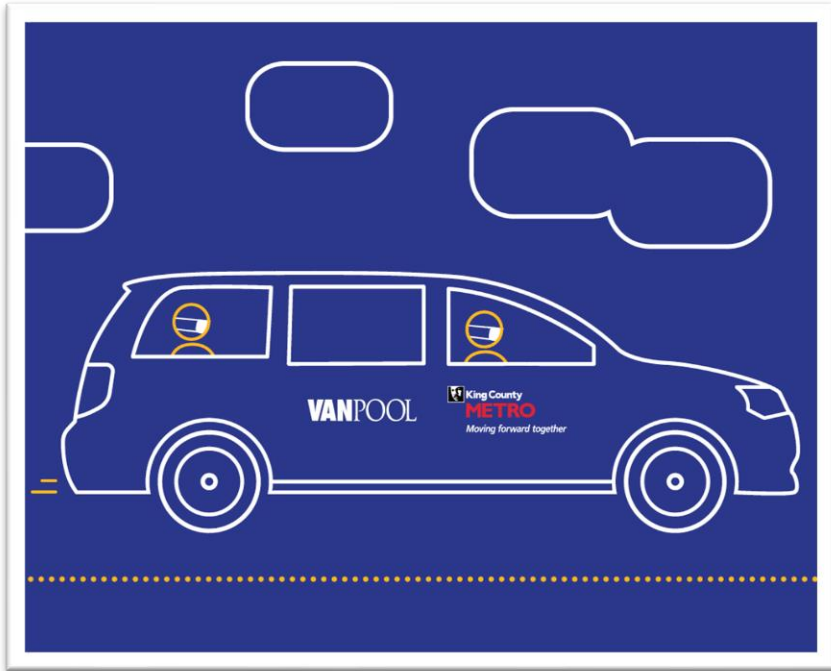
What is a Vanpool?

- **Consistent group of commuters:** who live and work in similar areas
- **Roles:** members apply as a driver or bookkeeper (online orientation)
- **Vanpool cost:** based on commute distance, vehicle size, work schedule and number of commuters
- **Vanshare** – Commuters Vans to meet train, bus or ferry for connection to worksite
- **Payment Options:** online payment, vouchers, checks, ORCA Business Pass programs



Moving forward together

Metro Commuter Van Operations – Vanpool/Vanshare



- **Group decides:** route, schedule and operating logistics
- **Everything is included:** van, gas, insurance, maintenance, roadside assistance and emergency ride home program.
- **Vans are toll exempt:** vans travel for free on all the WSDOT toll facilities – Tacoma Narrows Bridge, SR-520, I-405 Express Tolls, SR-99, etc.



**Pre-COVID-19,
now everyone is
required to wear a
mask in the van.*



Thank You!

For more information visit:

www.kingcounty.gov/metrovans

Contact us:

vanpool@kingcounty.gov or

206-625-4500

Julie Paone– julie.paone@kingcounty.gov



Moving forward together