



Dear Access customer:
Here are a few important updates that improve safety and convenience for Access riders.

Subsidized annual pass

The new year brings new budgets and transportation costs can really start to add up. If you're a King, Snohomish, or Pierce County resident enrolled in one of six state benefit programs, you may be eligible for a program to lower your cost of riding King County Metro (Metro), Access and Sound Transit. You may qualify for a subsidized annual pass that provides access to the services to the right at no cost to you:

The subsidized annual pass is available for those enrolled in one of the following six state benefit programs:

- Temporary Assistance for Needy Families (TANF)/State Family Assistance (SFA)
- Refugee Cash Assistance (RCA)
- Aged, Blind, or Disabled Cash Assistance (ABD)
- Pregnant Women Assistance (PWA)
Not to be confused with WIC or Pregnancy Medical
- Supplemental Security Income (SSI)
Not to be confused with Social Security Income or SSDI
- Housing & Essential Needs (HEN)
Not to be confused with housing assistance such as HUD

Apply for the subsidized annual pass over the phone by calling King County Public Health at **800-756-5437** or Department of Social and Health Services at **877-501-2233**. You can also apply online at reducedfare.kingcounty.gov/annual-pass or in person at select locations. For up-to-date hours and locations for in-person enrollment, or for more information, please visit kingcounty.gov/SubsidizedAnnualPass.

The pass works on these services:



King County Metro buses



King County Water Taxi



Access



Trailhead Direct



Via to Transit



RapidRide



Link light rail



Seattle Streetcar



Seattle Center Monorail



Sounder commuter train



Sound Transit express buses

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LINK to new mobility options

The recent expansion of Link light rail reminds us there are growing mobility options to assist you in getting to your destination.

Last October, King County Metro joined the region in celebrating the addition of three new Sound Transit Link light rail stops (University District, Roosevelt, and Northgate). Those stops were part of completing of one of Metro's largest service changes—Northgate Link—where our route structure was redesigned to feed more buses into the new stations.



As our roadways return to pre-pandemic congestion levels, the expansion of light rail provides a reliable option to get through familiar bottlenecks on our streets and freeways.

While Access will always be here to assist you with your mobility needs, for customers who are able, you may want to consider taking Access or another form of transportation to a light rail station and completing your journey on light rail.

On Demand Service

Do you want the freedom to make a same-day trip without making a reservation in Southeast Seattle, Renton Highlands, Tukwila, Kent, Juanita Area or Sammamish? King County Metro now offers several on-demand pilot services for Access customers to make trips anywhere (within select service areas) when they need them. On demand services are provided by Via, Ride Pingo and Community Ride.

On-demand services operate in the designated service areas and hours and is available for only \$1 when booking with your RRF card. All services have ADA accessible vehicles, but some may require you to note your mobility needs, such as a wheelchair, at the time of booking. On-demand service is recommended for customers who need curb-to-curb trips and it cannot be used to schedule trips in advance. This model, however, is not recommended for customers who require door-to-door or hand-to-hand service. Via (SE Seattle/Tukwila and Renton Highlands) does not accept cash; please pay your fare with ORCA, Transit Go app, or credit card over the phone/Via app.

See enclosed map for areas and hours served and how to ride!

Find out more at:

kingcounty.gov/metro/access/ondemand

Access Trip Manager

Booking your next Access trip can be as easy as getting on your computer or phone!

Access Paratransit's online booking system, Access Trip Manager, is available 24 hours a day, 7 days a week. Trip Manager provides you with the convenience of being able to book trips on your time, without needing to contact the Call Center (Trips booked after 5:00 pm, however, cannot be made for the next day).

Use Trip Manager to:

- Track your Access Van on a map when it's on the way to pick you up
- Change or cancel trip reservations
- Set up recurring trips
- View your trip history

Go to kingcounty.gov/access/TripManager to enroll and start using our online system. Riders will need their Access Client ID number, email address and date of birth to get started. Call **206-205-5000** for more information.

Labor Shortage Impact

Access is experiencing driver shortages due to reduced workforce availability. Hiring workers has been a challenge across all of Metro, and Access is no exception. We appreciate the patience of our riders as we work through these challenges and your understanding for the delays caused by this.

MV, our contractor for Access Paratransit, is also hiring and training additional operators to meet mobility needs. If you (or someone you know) is community minded, enjoys working with the public, and loves to drive, MV is looking for you! In fact, MV is offering a \$50 gift card to customers who make a successful referral.

If you're interested in becoming an Access driver, please visit careers.mvtransit.com or call **206-459-6439**.

Access' Future Fleet

Big changes are coming to Access' fleet.

Ever since Metro created the Access Transportation 30 years ago, Access vehicles have remained nearly unchanged. While we've added clean burning propane vehicles and several smaller vehicles to the fleet over the years, most of our vehicles look and feel the same as they did 30 years ago, but exciting changes are on the horizon.

This past May, the King County Council adopted the 2020 Strategic Climate Action Plan (SCAP) which laid out a bold new direction for Access. The SCAP requires Metro's Access Transportation to electrify 2/3rds of our fleet—that's over 250 vehicles—by 2030. This is an immense undertaking and will be the single largest change to our fleet since the start of the Access Transportation program.

Metro believes that feedback from our customers will be essential to ensuring this new generation of vehicles meet our program's needs for years to come. Starting in spring 2022, Access riders will have the opportunity to provide Metro feedback on vehicle features for this new Access vehicle fleet. Metro will be seeking input on which features to prioritize and consider as the agency works to identify a vehicle manufacturer for our new battery electric vehicle fleet.

Metro plans to begin a small battery electric vehicle (BEV) pilot program in 2022 and 2023. Some of these vehicles will be selected based on the feedback provided by Access riders who complete the survey.

Towards the conclusion of this pilot in 2023, Metro plans to request feedback from Access riders on their experience to date with the pilot vehicles. The final decision for the type and design of BEV Access fleet will be based upon feedback that is received through both the 2021 and the 2023 surveys and other engagement opportunities.

Be on the lookout for this survey opportunity coming to you this spring!

Visit kingcounty.gov/climate to learn more about King County's 2020 SCAP and learn about other ways King County is combating climate change.