

# King County Metro's Community Access Transportation Program



# CAT Program Goals



- Complement Access service by filling gaps in service
- Provide alternative transportation options for seniors and people with disabilities that may be more efficient and cost effective
- Increase access to existing transportation options by providing information and resources to people with special needs

# CAT Products

- Advantage
- Vanworks
- Vanpool Subsidy



# Advantage

For non-profit agencies that serve seniors or people with disabilities

## Services:

- Accessible vans
- Van maintenance
- Driver training



# Agency Requirements:

- Van service open to the public
- Provide drivers and insurance
- Provide **150** one-way van trips a month for ADA Paratransit eligible customers

Operating grant: \$10,000+ may be available to cover gas, insurance and administrative labor.

# Vanworks

For non-profit agencies that transport seniors or people with disabilities to work or training

## Services:

- Metro Vanpool vehicle
- Van maintenance
- Gas and comprehensive/collision insurance



# Agency Requirements:

- Provide 50 one-way van trips a month for ADA Paratransit eligible customers who commute to work or school
- VanPool must include a driver, back up driver and bookkeeper
- Liability Insurance

# Benefits to Agencies

- More flexible schedules
- Vehicles for errands, field trips or weekend service
- Consistent transportation environment for riders:
  - ✓ pick up and drop off times
  - ✓ routes
  - ✓ drivers
  - ✓ seat location
  - ✓ ridesharing passengers
- Transports riders not eligible for Access, outside of the service area or suspended from service

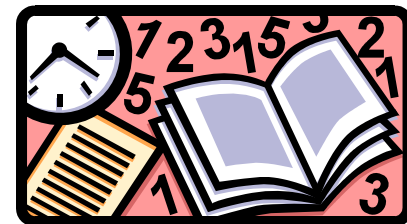


# Benefits to King County Metro

- Fills gaps in service
- Cost effective alternative to ADA Paratransit Service
- Service is adaptable to meet the needs of the community

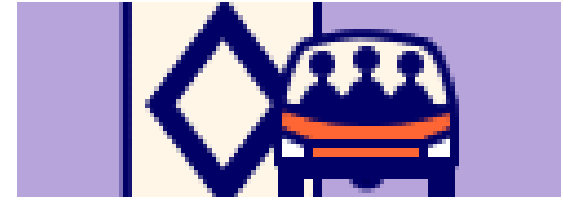


# CAT Program Data



Data	2007	2008	2009	2010	2011
Partnerships	20	23	25	25	24
Vans	53	60	76	86	93
Rides	141,368	155,456	211,417	250,369	303,506
% ADA rides	41%	38%	45%	47%	49%
% non-ADA rides	59%	62%	55%	53%	51%
CAT cost per ride	\$5.00	\$4.80	\$4.16	\$4.59	\$4.51
Access cost per ride	\$36.15	\$39.17	\$38.48	\$38.64	\$42.11
Cost savings to Metro	\$1,388,446	\$1,567,712	\$2,781,402	\$3,397,708	\$4,893,700

# Metro Vanpools



- Access pass = \$200 toward riders monthly vanpool fare value
- Vanpool rider must commute at least one day each week on a Metro vanpool.
- Vanpool rider must be registered for Metro's ADA Paratransit service

# Metro Supported Programs



# Getting there

## TRANSPORTATION RESOURCE CENTER

### Getting There

- A one-stop center for people with limited transportation options. Getting There provides ADA paratransit eligibility evaluations and information on other transportation resources that may be easier to use and often more cost effective to King County than Access service.

### Mission Statement

- Connect customers to the most efficient transportation resources in their area so they can choose the services that best meet their needs.

# Getting there

## TRANSPORTATION RESOURCE CENTER

### Program Goals

- Provide customers with information about transportation options in their neighborhood. More choices increase mobility and independence.
- Provide information, training and assistance on riding the bus for customers who can use it. The bus is often the most cost effective and time-efficient option for customers.
- Increase customer satisfaction with Metro's ADA paratransit eligibility evaluation process.
- Getting There is dedicated toward making communities and transportation options more accessible for everyone.

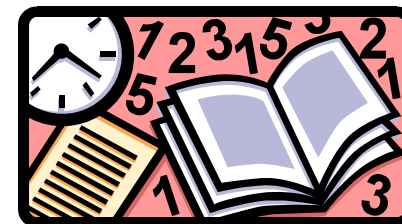
# Getting there

## TRANSPORTATION RESOURCE CENTER

### Service Enhancements

- Metro's bus travel training
- Information about other transportation services (Senior shuttles or accessible taxicabs)
- Assistance with applications (Metro's taxi scrip or reduced fare bus pass)
- Contact information to make traveling accessible (requesting accessible audible light signals, fixing damaged sidewalks or curb cuts).
- Safety equipment to make travel safer (flashing lights, reflective tapes, safety vests)

# Getting There Program Data



2011	Totals
Customers for ADA evaluation	4,092
Customers provided with GT information	2,234
Brochures distributed	10,348
% traveling to a new location	13%
% using Access to get there	18%
% using the Bus to get there	1%
% using other service to get there	9%



# Contact Information

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