

Special Assistance Cards

Special Assistance Cards

If English is not your first language and you need special assistance to ride King Country Metro buses, you can request a special assistance card. A special assistance card helps you communicate with bus drivers on your bus route and destination (see diagram below). The card should be completed by a family member or caseworker in English. This card is a bright orange color for easy identification and is a training tool for new riders.

| Special Assistance Care English is not my first confused. Please en Metro and then man Control Center to confused to confuse to conf | METRO st language. I am lost or ncourage me to stay on ke a PRTT call. Ask the |
|--|--|
| Name | € |
| Phone () | Identification Name Address Phone () Special Information |

For more information about special assistance cards, contact us:

Phone: (425) 943-6731

E-Mail: mobility@hopelink.org

Website: www.hopelink.org

Community Travel: Tips for Getting Around King County

Riding the Bus

Please arrive at your bus stop at least five minutes early. When the bus arrives, look at the destination signs on the front and side. Match your route number to the route number on the bus to make sure it is the right one.



If you don't speak English, have your family write down your destination bus stop and return bus stop. Show it to the driver when you get on each bus. You may also use a special assistance card (see page 5 of this guide) to help you communicate with the bus driver.



When you see your bus coming, raise your hand to let the driver know you want to ride that bus. Have your fare payment ready before getting on the bus. Seats in the front of the bus are reserved for seniors and people with disabilities. Sit where you can hear and see the bus driver.



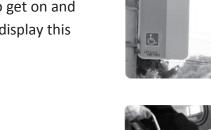
Please keep the aisles of the bus free to allow other riders to get to their seats. Keep your bags on your lap or under the seat.







All Metro and Sound Transit buses have lifts or ramps for people using mobility devices and people who have trouble climbing steps. You can only use a lift or ramp to get on and off the bus at an accessible bus stop, which will display this sticker at the bus stop.



To use the lift or ramp, make eye contact with the driver to let him know that you need the lift or ramp. If you are in a wheelchair, get on the lift or ramp and then move into the area for wheelchair seats at the front of the bus.



The bus driver will secure the chair for you. If you have a walker, fold up your walker and hold it after you sit down.



If you know your stop is coming, pull the signal cord that runs along the top of the window one block before the stop to let the driver know you want off the bus. Some buses may have yellow stripes instead of cords.



If you use a wheelchair, press the yellow pushbutton strip on the bottom of the flip-up seats in the wheelchair area. Once the bus comes to a stop, wait for the driver to come back and remove your wheelchair securements.



Community Travel: Tips for Getting Around King County

Paying to Ride the Bus or Light Rail

You can pay to ride Metro buses, Sound Transit buses and with cash. For Sound Transit light rail, you can use cash to purchase a ticket. If you pay to ride the bus with cash, put your money in the fare box next to the driver. You will need the exact amount. Drivers do not provide change.



If you pay to ride the light rail train with cash, you need to purchase tickets from the ticket vending machine at the train station. You cannot purchase tickets on board. If you have an ORCA card with fare you must tap your ORCA card before boarding, you do not need to purchase a separate ticket.



If you ride more than one Metro bus to reach your destination, you can pay with a transfer ticket on the second bus. Please ask for a transfer when you pay your fare on the first bus. If you do not speak English, have your family write "transfer please" on a piece of paper and show the driver. When you get on the next bus, show the driver your transfer. You may also use a special assistance card.



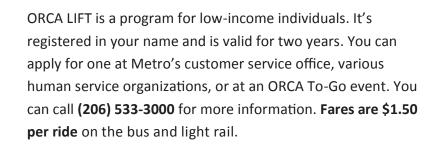
Paper transfers are only valid on Metro buses. You cannot use a transfer to change between Metro buses and Sound Transit buses or light rail trains. Paper tickets from human service organizations are not valid for transfers. However, many organizations do provide Metro bus tickets with an all day light rail pass.



If you are older than 65 years, you can apply for an ORCA Reduced Fare Permit (RRFP). You can apply for one at fares are \$1.00 per ride on the bus and light rail.

using the ORCA card.





If you are younger than 65 years and have a disability, you can

also apply for an ORCA RRFP. After a health care professional

completes the application, you need to go to Metro's

Customer Service Office with photo identification.

To pay for the bus using an ORCA card, tap the ORCA card once on the reader inside the bus when you get on. If you pay with an ORCA card, you do not need to ask the driver for a transfer.

To pay for the light rail train using on ORCA card, tap the ORCA

boarding. It is very important to remember that you also need to

tap your card on the reader when you get off the train. You are

able to make transfers between Metro and Sound Transit buses

card on the yellow card reader on the train platform before











Community Travel: Tips for Getting Around King County

Other Ways to Travel

Yellow Cab has wheelchair accessible taxis for people unable to get in and out of taxis without help. Please let them know that you need a wheelchair accessible taxi when you call. You can call **1** (800) 923-7433 for more information.



Taxi Scrip is used like cash to pay the taxi driver the meter fare at the end of your trip. It lets you pay half price on taxi fares. A \$10 taxi ride only costs \$5. If you have an ORCA RRFP and are also low-income, you can fill out an application for Taxi Scrip. Then you can you can buy Taxi Scrip every month from King County Metro. You can call **(206) 553-3000** for more information.



Alternative Formats and Languages Available

Community Travel Tips include a three-video series created to help you travel around King County. View the videos online at **youtube.com/user/kcmobilitycoalition**. The videos and guides are available for free in these languages:

English Russian Burmese Nepali

Amharic Somali Spanish Tigrinya

Tukwila Transportation Providers

| | Public Transportation | | | |
|----------------------------------|-----------------------|---|-------------------|--|
| Service Provider | Service Available For | Cost (One-Way) | Wheelchair Access | |
| King County Metro A-Line | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro F-Line | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro #124 | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro #128 | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro #150 | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro #156 | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| King County Metro DART #906 | General public | Adults—\$2.25-\$3.20 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |
| Sound Transit Sounder Train | General public | Adults—\$2.75-\$5.75 LIFT/Youth—\$2.50-\$4.25 RRFP—\$1.50—\$4.25 Free for children below 5 | Yes | |
| Sound Transit LINK Light Rail | General public | Adults—\$2.25-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5 | Yes | |

| Public Transportation | | | | | |
|---|---|------------------------------|---|--|--|
| Service Hours | Website | Additional information | | | |
| Available 24/7 Comes every 10 min during peak hours Comes every 15 min during off-peak hours Comes every 30 min after 10 pm | Telephone (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from the Federal Way Transit Center to Tukwila International Blvd Station. | | |
| Mon-Fri, 5:00 am-1:00 am; Sa-Su, 6:00 am-1:00 am Comes every 10 min during peak hours Comes every 15 min during off-peak hours Comes every 30 min after 10 pm | (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from Burien to Tukwila International Blvd Station to Renton Transit Center to the Landing. | | |
| Mon-Fri, 5:00 am-3:00 am; Sa-Su, 5:30 am-3:00 am Comes every 15 min from 5 am to 7pm Comes every 30 min after 7pm to 11pm Comes every 60 min after 11 pm | (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from Tukwila International Blvd Station to Downtown Seattle. | | |
| Mon-Fri, 5:00 am-12:30 am; Sa-Su, 6:00 am-12:30 am <i>Comes every 30 min</i> | (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from the Admiral District to White Center to Southcenter | | |
| Mon-Fri, 5:00 am-1:00 am; Sa, 5:00 am-1:00 am; Su, 6:00 am-1:00 am Comes every 15 min from 5 am to 6:30 pm Comes every 30 min after 6:30 pm | (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from Kent Station to Southcenter to Downtown Seattle. | | |
| Mon-Fri, 5:00 am-10:00 pm; Sa-Su, 5:30 am-10:00 pm <i>Comes every 30 min</i> | (206) 553-3000 TTY Relay: 711 | metro.kingcounty.gov | Travels from Highline College to SeaTac Airport to Southcenter. | | |
| Mon-Fri, 6:00am—6:00pm Comes every hour | (866) 261-3278 | metro.kingcounty.gov | Travels from Fairwood to Southcenter. Call ahead to request a deviation for either pick-up or drop-off. | | |
| Mon-Fri, 5:00 am-12:00 pm; 4:30 pm to 6:00 pm Comes every 30 min | (888) 889-6368 TTY Relay: 711 | soundtransit.org/ sounder | Travels from Lakewood to Downtown Seattle. Fares depend on the length of ride. Only operates during the mornings and evenings. | | |
| Daily, 5:00 am-1:00 am Comes every 6 min during peak hours Comes every 10 min during off-peak hours Comes every 15 min after 6:30 pm | (888) 889-6368 TTY Relay: 711 | soundtransit.org/link | Travels from Angle Lake Station to the University of Washington. Must pay at station prior to boarding with an ORCA card or by purchasing a ticket. | | |

Tukwila Transportation Providers

| Accessible Services | | | | |
|-------------------------------------|---|--|-----|--|
| Service Provider | Service Provider Service Available For Cost (One-Way) | | | |
| King Country Metro Access | ADA paratransit eligible | Adults/Youth—\$1.75 Personal Care Attendant—Free Service Animal—Free Does not accept LIFT/RRFP | Yes | |
| Hopelink Medicaid Transportation | Medicaid-eligible patients | Free | Yes | |
| Hyde Shuttles | Seniors 55+ and people with disabilities | Free, but donations are suggested | Yes | |

| | Volunteer Services | | | | |
|---|--|-----------------------------------|----|--|--|
| Service Provider | Service Provider Service Available For Cost (One-Way) | | | | |
| Catholic Community Services | Seniors 60+ with a fixed- income and people with disabilities | Free | No | | |
| American Cancer Society Road to Recovery | Cancer patients needing transportation for medical appointments | Free | No | | |
| Group Health | Seniors 60+ and people with disabilities that have Group Health insurance | Free, but donations are suggested | No | | |
| Disabled American Veterans (DAV) | Veterans needing transportation to the Seattle VA for medical appointments | Free | No | | |
| Sound Generations Volunteer Transportation | Seniors 60+ needing transportation for medical appointments | Free | No | | |

| Accessible Services | | | | |
|-------------------------------|---------------------------------------|--|--|--|
| Service Hours | Telephone | Website | Additional information | |
| Everyday, hours vary by route | (866) 205-5001 | metro.kingcounty.gov/tops/ accessible | To schedule a ride, you need to be eligible under the ADA paratransit program. Call the customer service office to get started with finding the right service for you. | |
| Available 24/7 | (800) 923-7433 TTY: (800) 246-1646 | hopelink.org | To schedule a ride, you need to provide your ProviderOne ID and the details of your trip. | |
| Mon-Fri, 8:00 am-4:30 pm | (206) 727-6262 | seniorservices.org | To schedule a ride, call the number provided. The SeaTac/Tukwila Hyde Shuttle operates only within the city limits of SeaTac and Tukwila. | |

| Volunteer Services | | | | |
|--------------------------------------|----------------|----------------------|---|--|
| Service Hours | Telephone | Website | Additional information | |
| Depends on volunteer availability | (253) 854-0077 | ccsww.org | A screening will be conducted to gather information regarding your specific needs. A volunteer coordinator will follow-up this screening process to discuss scheduling. | |
| Depends on volunteer availability | (800) 227-2345 | cancer.org | A four day business day advance notice is required, not including the date the ride is needed. Individuals below the age of 18 will need to be accompanied by an adult. | |
| Mon-Fri, 10:00 am-2:00pm | (866) 205-5001 | ghc.org | Two weeks of advance notice is required for ride booking. This service is intended only for those without alternative methods of transportation. | |
| Mon-Fri, 7:00 am-1:30 pm | (206) 764-2564 | dav.org | To schedule a ride, call the number provided to contact the Hospital Service Coordinator at the Seattle VA location. | |
| Mon-Fri, 8:00 am-5:00 pm | (206) 448-5740 | soundgenerations.org | Call the number provided by Tuesday for any rides the following week. Have all details of the trip ready. Rides are dependent upon driver availability. | |

Tukwila Transportation Providers

| Taxis/Transportation Network Companies (TNCs) | | | | | |
|---|--|-------|-----|--|--|
| Service Provider | Service Available For Cost (One-Way) Wheelchair Ad | | | | |
| Farwest Taxi | General public | Meter | No | | |
| Orange Cab | General public Meter | | No | | |
| Seattle Yellow Cab | General public | Meter | Yes | | |
| STITA Taxi | General public | Meter | No | | |
| Uber | General public | Meter | Yes | | |
| Lyft | General public | Meter | No | | |

| | Other Transportation Options | | | | |
|-----------------------|--|--|-----|--|--|
| Service Provider | Service Available For | Wheelchair Access | | | |
| Northwest Transport | General public | Ambulatory—\$27 Flat Rate + \$3.75 per mile Wheelchair—\$42 Flat Rate + \$3.75 per mile | Yes | | |
| Puget Sound Cabulance | General public | Ambulatory—\$20 Flat Rate + \$3.00 per mile Wheelchair—\$30 Flat Rate + \$3.00 per mile | Yes | | |
| Tri-County Cabulance | General public | Ambulatory—\$25 Flat Rate + \$3.00 per mile Wheelchair—\$35 Flat Rate + \$3.00 per mile | Yes | | |
| Transpo | Anyone needing transportation for medical appointments | Ambulatory—\$25 Flat Rate + \$2.85 per mile Wheelchairs—\$42.50 + \$3.30 per mile | Yes | | |
| Mercy Transportation | Anyone needing transportation for medical appointments | Ambulatory—\$15 Flat Rate + \$3.50 per mile Wheelchairs—\$25 Flat Rate + \$3.50 per mile 15% Discount for Veterans | Yes | | |
| Shuttle Express | General public | Meter | Yes | | |

| Taxis/Transportation Network Companies (TNCs) | | | |
|---|----------------|----------------------|---|
| Service Hours | Telephone | Website | Additional information |
| Available 24/7 | (206) 622-1717 | farwesttaxi.net | To schedule a ride, call the number provided. Payment is done over credit card. |
| Available 24/7 | (206) 522-8800 | orangecab.net | To schedule a ride, call the number provided or complete their online form. You will need to provide your pickup and contact information. |
| Available 24/7 | (206) 622-6500 | seattleyellowcab.com | Book rides through the Yellow Cab mobile app or by giving the number a call. They accept the King County Metro Taxi Scrip Program. |
| Available 24/7 | (206) 246-9999 | stitataxi.com | To schedule a ride, call the number provided. |
| Available 24/7 | n/a | lyft.com | Download the app from your phone's app store to begin booking rides. Must set an origin and destination address. |
| Available 24/7 | n/a | uber.com | Download the app from your phone's app store to begin booking rides. Includes an accessible vehicle option. Must set an origin and destination address. |

| Other Transportation Options | | | | |
|--|----------------|-------------------------|---|--|
| Service Hours | Telephone | Website | Additional information | |
| Mon-Fri, All Day | (800) 600-9225 | nwt1cabulance.com | To schedule a ride, call the toll free number provided. Payment is done over credit card. | |
| Available 24/7 | (206) 660-2892 | pugetsoundcabulance.com | Rides must be scheduled the day of the trip. While specialized in medical transportation, they also provide rides for general needs. | |
| Available 24/7 | (206) 533-1003 | tricountycabulance.com | To schedule a ride, call the number provided. Every vehicle includes a 15 minute wait time, check-in assistance, and a wheelchair. | |
| Available 24/7 | (253) 476-8723 | atstrans.org | To schedule a ride, call the number provided. They prefer two days advance notice for booking rides. | |
| Mon-Fri, 6:30 am-7:00 pm | (877) 916-3729 | mercytransportation.net | To schedule a ride, fill out the web form or call their toll free number. | |
| Everyday, but hours vary depending on the trip | (425) 981-7000 | shuttleexpress.com | Requires a 24 hour notice for non- ADA vehicles and a 72 hour notice for an ADA-equipped vehicle. | |

South King County Mobility Coalition



Mission

The South King County Mobility Coalition continuously identifies and initiates coordinated, creative, sustainable ways to assist individuals, including older adults, youth, persons with disabilities, limited English speakers, Veterans, and low-income individuals in South King County reach their potential by increasing their transportation options. The Coalition works to share current information on needs, trends, and events relevant to mobility within the region.

Goals

- 1. The coordination of transportation with other human services and identifying gaps in the current transportation network.
- 2. Coordinating to create solutions where gaps exist.
- 3. Educating the public and agency personnel about what transportation options exist.

For more information on the South King County Mobility Coalition, you can contact the Hopelink Mobility Coordinator at:

Phone: (425) 943-6771 **Website:** www.kingcounty.gov/mobilitycoalition



Travel Training Programs

In addition to putting together this booklet, The Hopelink Mobility Management team provides travel education and resources through three training programs in King County. We empower people to change their lives by facilitating access to the community.

1. Getting Around Puget Sound (GAPS)

This free service connects King County residents with information about travel options, increasing independence and mobility. Getting Around Puget Sound volunteers provide one-on-one transportation assistance in community centers, libraries, and gathering places. Let us know if you have a great location for a GAPS volunteer!

Volunteer

GAPS volunteers help others increase their mobility, transportation knowledge, and self-sufficiency. Hopelink provides training, resource materials, and on-going support to keep volunteers up to date as programs and transportation options change. Opportunities are available throughout King County.

2. Travel Ambassadors

Hopelink partners with social service agencies, medical providers, and community organizations to provide travel resources to employees who work with clients. Increase client independence and mobility through education about riding transit and options beyond the bus.

Train Your Staff

Register your staff for Hopelink's free comprehensive training. Trip planning tools, tips and tricks for riding transit, and community travel options are addressed in the training session. Hopelink provides resource materials and on-going support to keep staff up to date as programs and transportation options change.

3. Public Transit Orientation (PTO)

This program offers free guided excursions on public transit for groups unfamiliar with the transportation system in the Puget Sound area. Participants will increase their independence and mobility by learning to ride transit to service locations, cultural sites, or educational events. Fares are provided by King County Metro and Sound Transit. Excursions are led by Hopelink staff and volunteers.

Book an Excursion

If your organization or agency serves immigrant and refugee populations, veterans, lower-income, or Limited English Proficiency (LEP) individuals, book an excursion! Interpreters are available when needed to provide an educational, fun, and safe experience.

To volunteer, schedule a training, or book an excursion, contact the Hopelink Mobility Coordinator:

Phone: (425) 943-6731 E-Mail: mobility@hopelink.org Website: www.hopelink.org

Alternate Formats & Languages Available: This material is available in accessible formats and other languages upon request. Please call 425-943-6731 (voice) or 711 (TTY Relay). Telephone interpretation is available for all non-English language calls.

Glossary

Transportation Terms

Access: Paratransit service operated by King County Metro for people with disabilities.

Bus Rapid Transit (BRT): This service combines the features of rail and bus. Community Transit in Snohomish County launched the region's first BRT service known as Swift. King County Metro also began a BRT system in 2010 called RapidRide.

Demand Area Response Transit (DART): King County Metro and Hopelink offer Demand Area Response Transit services in some areas in King County. DART uses vans that can go off regular routes, but is not a door-to-door service and is not a paratransit service. King County Metro DART Route #906 operates within the City of Tukwila.

Fixed Route Bus: A standard bus that follows a route planned in advance and doesn't change from the published schedule and map.

LIFT: People with low-income can ride transit at a reduced rate with ORCA LIFT. Fares are \$1.50 per ride. ORCA LIFT has the same features as every ORCA card. You can either load an E-purse value or purchase a discounted monthly pass. Income-qualified riders can save up to 50% or more on Metro Transit, Kitsap Transit, Sound Transit LINK light rail, Sound Transit Regional Express buses, Sounder Trains, King County Water Taxi, and the Seattle Streetcar.

LINK: Light rail service provided by Sound Transit. Travels from Angle Lake to the University of Washington.

ORCA Card: One Regional Card for All (ORCA). Replaces most paper transfers. You can either load funds through the card's E-Purse or purchase a monthly Puget Pass. ORCA is accepted by Sound Transit, Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit and Washington State Ferries. ORCA cards are also good for rides on the Seattle Streetcar, King County Water Taxi, and Intercity Transit express buses.

Paratransit: Short for "parallel transit", this is a public transportation service mandated by the ADA for people who cannot use regular bus service due to a disability.

Personal Care Attendant (PCA): Someone designated or employed specifically to help the eligible individual meet his or her personal needs, including riding transit.

Regional Monthly Pass/PugetPass: A regional monthly pass lets you travel on all transit services in the region for a specified period of time. Passes are valid on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit and Sound Transit. A regional monthly pass is valid for payment of trip fares up to the value of your pass, available values are shown here: http://www.soundtransit.org/sites/default/files/orca_product_list.pdf

RapidRide: King County Metro's RapidRide bus service provides frequent trips between high-demand destinations. The A-Line and F-Line both operate within the City of Tukwila.

Regional Reduced Fare Permit (RRFP): Senior citizens (age 65+) and persons with disabilities may ride transit at a reduced rate with a valid Regional Reduced Fare Permit (RRFP). On the bus, the permit must be shown to the driver when paying the reduced fare. On the train or light rail, the conductor will ask you to show the permit when inspecting passes and tickets. An RRFP ORCA card must have funds loaded on the card to be valid for fare payment. One personal care attendant (PCA) may ride for free but must board and leave with the reduced fare passenger. In addition, the reduced fare passenger must have a RRFP with "PCA" indicated.

Glossary

Service animal: Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified.

Transfer: Using an ORCA card lets you apply the full value of the fare for the first leg of a trip towards a transfer to another service - from Community Transit to King County Metro, for example. Transfer value expires two hours after tapping the card. If the initial trip is less than the amount of fare required for a transfer, the difference must be paid with cash or E-purse. King County Metro and Kitsap Transit offer paper transfers that are good within each system. Community Transit, Everett Transit, Pierce Transit and Sound Transit don't accept paper transfers. Washington State Ferries does not accept transfers, even on an ORCA card.

Transportation Network Companies (TNCs): A company that connects paying passengers with drivers who provide transportation using their personal vehicle. Rides are typically hailed using a mobile app. The most commonly known TNCs are Uber and Lyft.

Travel Training/Transit Instruction: Prepares people to travel safely and independently throughout the system. Specially trained people work with riders one-on-one or in a class to teach skills needed to use public transportation in the safest, most direct way. King County Metro's training program is called "Transit Instruction", teaching seniors and people with disabilities how to ride the bus or rail for free.

King County Metro Telephone Interpreter Assistance

Telephone Customer Service

To talk with someone in your language about transit service information, ORCA cards or fares, finding lost items, or to make a comment about Metro service, call Metro customer information at (206) 553-3000.

• When your call is answered, you will hear a recorded message in English. Press "1" immediately. You will hear another recorded message in English; press "1" again. Your call will be answered by a Metro customer service specialist in the order received. You might have to wait if other callers are ahead of you.

How to Request an Interpreter

• When a specialist answers, say "interpreter" in English. The specialist will ask, "which language?" State which language you speak, and wait while the specialist requests an interpreter. This will take several minutes. The interpreter will join the call and help you converse with the specialist and get the help you need.

Help is available between 5:00 am - 10:00 pm on weekdays and 8:00 am - 7:00 pm on weekends. The office is closed on major holidays.

