

The City of Tukwila and Hopelink developed this guide on local transportation options to help connect people with resources and services.

For more information regarding our program, visit TukwilaWA.gov/SKCTransportationOptions



hopelink

SOUTH KING COUNTY
TRANSPORTATION



OPTIONS

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Special Assistance Cards

Special Assistance Cards

If English is not your first language and you need special assistance to ride King County 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 Card

English is not my first language. I am lost or confused. Please encourage me to stay on Metro and then make a PRTT call. Ask the Control Center to contact:

Name _____

Phone (____) _____
1202 ESJ (Rev. 1/12)

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 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.



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.



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 card on the yellow card reader on the train platform before 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 using the ORCA card.



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.



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.



ORCA LIFT is a program for low-income individuals. It's registered in your name and is valid for two years. You can apply for one at Metro's customer service office, various human service organizations, or at an ORCA To-Go event. You can call **(206) 533-3000** for more information. **Fares are \$1.50 per ride** on the bus and light rail.



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.



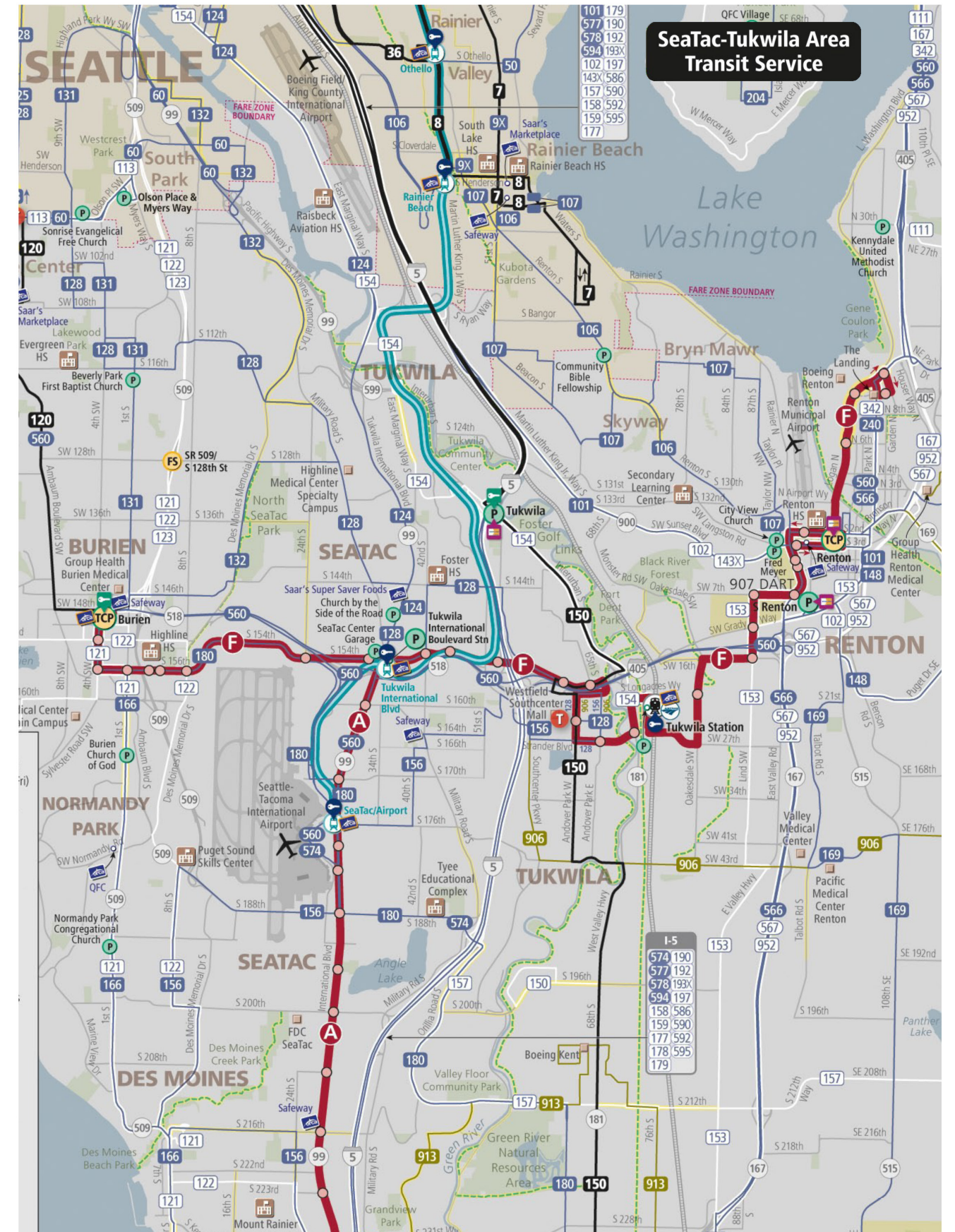
Taxi Scrip is used like cash to pay the taxi driver the meter fare at the end of your trip. It lets you pay half price on taxi fares. A \$10 taxi ride only costs \$5. If you have an ORCA RRFP and are also low-income, you can fill out an application for Taxi Scrip. Then you can buy Taxi Scrip every month 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](https://www.youtube.com/user/kcmobilitycoalition). The videos and guides are available for free in these languages:

English Russian Burmese Nepali
Amharic Somali Spanish Tigrinya



Find this map online: <http://kingcounty.gov/depts/transportation/metro/travel-options/get-you-there/tukwila.aspx>

Tukwila Transportation Providers

Public Transportation			
Service Provider	Service Available For	Cost (One-Way)	Wheelchair Access
King County Metro A-Line	General public	Adults—\$2.50-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro F-Line	General public	Adults—\$2.50-\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro #124	General public	Adults—\$2.50--\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro #128	General public	Adults—\$2.50--\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro #150	General public	Adults—\$2.50--\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro #156	General public	Adults—\$2.50--\$3.25 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
King County Metro DART #906	General public	Adults—\$2.50--\$3.20 LIFT/Youth—\$1.50 RRFP—\$1.00 Free for children below 5	Yes
Sound Transit Sounder Train	General public	Adults—\$3.50-\$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	Telephone	Website	Additional information
Available 24/7 <i>Comes every 10 min during peak hours</i> <i>Comes every 15 min during off-peak hours</i> <i>Comes every 30 min after 10 pm</i>	(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 <i>Comes every 10 min during peak hours</i> <i>Comes every 15 min during off-peak hours</i> <i>Comes every 30 min after 10 pm</i>	(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 <i>Comes every 15 min from 5 am to 7pm</i> <i>Comes every 30 min after 7pm to 11pm</i> <i>Comes every 60 min after 11 pm</i>	(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 <i>Comes every 15 min from 5 am to 6:30 pm</i> <i>Comes every 30 min after 6:30 pm</i>	(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 <i>Comes every hour</i>	(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 <i>Comes every 30 min</i>	(888) 889-6368 TTY Relay: 711	soundtransit.org/ sunder	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 <i>Comes every 6 min during peak hours</i> <i>Comes every 10 min during off-peak hours</i> <i>Comes every 15 min after 6:30 pm</i>	(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 Available For	Cost (One-Way)	Wheelchair Access
King Country Metro Access	ADA paratransit eligible	Adults/Youth—\$1.75 Personal Care Attendant—Free Service Animal—Free <i>Does not accept LIFT/RRFP</i>	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 Available For	Cost (One-Way)	Wheelchair Access
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 Access
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	Cost (One-Way)	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	tricitycabulance.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

South King County
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.

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.



Notes

SOUTH KING COUNTY
TRANSPORTATION
     **OPTIONS**
www.TukwilaWA.gov/SKCTransportationOptions

hopelink
www.Hopelink.org/need-help/transportation