Transportation Options Workshop

A guide to transportation resources

King County Metro
Department of Transportation
Market Development

King County Metro
Department of Transportation
Market Development
400 Yesler Way
Seattle, Washington 98104-2615

September, 2004

Welcome to the Transportation Options Workshop. Congratulations for wanting to help people in our communities find ways to get to work, medical appointments, childcare, places of worship and to complete personal errands. There are many ways that people can travel – they just need to know that services are available and where to find information.

Since we are covering a lot of information in a short timeframe, the following resources will be used in the workshop and are yours to keep:

1. Reference for the new Transportation Resources Index
2. The Transportation Options Reference Chart
3. The "*See You on Metro*" CD-ROM (closed-caption video available upon request)
4. The Transportation Options Workshop notebook
5. Powerpoint Notes

Goals for this training session:

1. We will discuss the three categories of transportation:
   - Bus Service
   - Services for seniors and people with disabilities
   - Working and Ridesharing alternatives
2. We will learn about the specific types of transportation
   - who may use each type of transportation
   - what they have to do to access that transportation choice
   - contact phone numbers and websites
3. Application and discussion of real-life situations

When you have questions, please call me at 206-263-6082. I will be happy to help you when possible. Thank you for attending and let's begin a new adventure.

Sincerely,

Colene D Baker

Colene D. Baker
Training and Project Specialist

Agenda

Part A

Introduction	5 minutes
Objectives/Materials	5 minutes

Part B

Regional Transit Information Links	5 minutes
Riderlink	
Trip Planner Services	10 minutes
King County Metro OnLine Trip Planner	
Powerpoint simulation	
Rideshare Online.com	
Senior Services: Ride Options	
FindaRide	
Transit Agencies	5 minutes
King County Metro, Dial-a-Ride (DART), Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, ST Express Bus Service, ST Link Light Rail, ST Sounder Train, Washington State Ferry System.	
Transit Bus Service	
"See You on Metro" CD-ROM and website	10 minutes
Notebook (Chapters 1-11)	10 minutes
Rideshare Options	10 minutes
Senior, Disabled, Low-Income Programs	20 minutes
City and Neighbohood Programs	3 minutes
Glossary	2 minutes

Part C

Situations Activity	10 minutes
Questions/Discussion	20 minutes

"See You on Metro" video documentation
Table of Contents

1. Introduction

Why does Metro have so many different types of buses? 1-1
Why are there different colors on Metro buses 1-2
- Standard buses
- Articulated buses
- Trolley buses
- Mini buses
- Waterfront Streetcar
- Tunnel buses
- VanPool Vans
- VanShare Vans
- Carpools

Metro bus system maps 1-3

2. Getting Information

Looking at a schedule on the pole at your Metro bus stop 2-1
Who can help you get information? 2-2
- Ask a teacher, a casework, a parent, or a friend
- Ask people at the bus stop

Get bus schedules from Metro offices, Metro transit centers, libraries and shopping centers 2-3
- Metro offices
- Metro transit centers
- Libraries, shopping centers and colleges

Metro bus information is on the internet at http://transit.metrokc.gov/ 2-4
JobAccess information 2-4
By phone 2-5
- Call Metro at 206-553-3000
- Have Paper and pencil ready to write the information down
  - The address, intersection, where you will catch the bus
  - The address of your destination
  - The day of the week you will be traveling
  - The time you need to leave or the time you need to arrive
  - Do you have special considerations?
  - Ask the amount of the bus fare
  - Planning a bus trip worksheet

Rider Alerts 2-7

3. How to Pay Your Bus Fare

Fares 3-1
Getting on the Bus and Paying Your Fare 3-1
Ways to Pay for the Bus Fare 3-2
- Cash
- Tickets
- Puget Pass
- Combination of cash, tickets and passes

Regional Reduced Fare Permits (RRFP) 3-3
Passes 3-3
Metro reduced fare sticker
Puget Pass
Metro Access Transportation Pass
Transfers 3-4
Ways to Purchase Bus Passes and Tickets 3-4
On-line (by computer)
In Person
By mail or telephone
Retail outlets

4. Regional Reduce Fare Permit (RRFP) for Accessible Services
What is a Regional Reduced Fare Permit (RRFP)? 4-1
The Application Process 4-2
Temporary Permit 4-3
Personal Care Attendant (PCA) 4-3
How to Use Your RRFP 4-3
Riding the Bus 4-4
If you need assistance…
Priority seating
Using the lift
Securement or tie-down areas
Kneeling buses (low-floor buses)
Personal care attendant
Service animals
Bus identifier cards
Special assistance cards

5. Fare System
King County Metro Fare Zones 5-1
One zone
Two zone
Bus schedules
Peak and Off-Peak Fares 5-3
Peak fares
The primary reason for charging more for fares during peak times
Off-peak fares
Fare Types 5-4
Description of Fare Types 5-5
Family plan
Any day of the week
Saturday/Sunday/Holidays
Metro Transit visitor pass
Paying for animals on buses
Ride for Free – Downtown Seattle Ride Free Zone

Sound Transit (ST) Express Fares and Passes 5-6
Fare types
Reduced fares
PugetPass
FlexPass and Upass
Tickets
Fares for Different Transit Systems 5-8
Getting on the Bus and Paying Your Fare 5-9

6. When to Pay Your Bus Fare
When to Pay Your Bus Fare 6-1
Pay as you enter
Pay as you leave
Ride free area
Exact change required
Transfers

7. How to Use a Transfer
A Transfer 7-1
Parts of a Transfer 7-1
How to Get a Transfer 7-2
When to Use a Transfer 7-3
Transferring from bus to bus, and bus to paratransit van
Paratransit van to bus
Paratransit van to paratransit van transfers
Paratransit van to Sounder Trains
Sounder Train to bus or paratransit van transfers
Bus to Sounder Train transfers

8. Ready to Ride
Metro Buses Stop Only at Metro Bus Stop Zones 8-1
Accessible Zone Decals 8-1
Fully accessible
Limited space
No lift
The Bus Route Number Must be on the Bus Stop Sign 8-2
Look for the Route Numbers on the Bus 8-3

9. When You Need Help
Asking the Operator for Information 9-1
Ways of Indicating That You Need Assistance 9-1
Bus identifier cards
Special assistance cards
The operator may help you by:
The operator is not able to help you:

10. Riding the Bus
Boarding the Bus 10-1
If You Need Assistance… 10-1
Priority Seating 10-1
Buses are Accessible 10-1
The lift
Securement or tie-down areas
Kneeling buses (low-floor buses)
Personal care attendant
Service animals
Bus identifier cards
Special assistance cards
While You Ride 10-5
Use handrails and bars as you move through the bus
Keep the aisles clear
If you are standing in the aisles, please move towards the back of the bus
Transit code of conduct requirements include:

11. Getting Off the Bus
Notifying the Operator for the Next Stop 11-1
Pull the bell cord
Stay behind the yellow line until the operator opens the door
The Night Stop program
Metro buses vs. school buses
When you get off a Metro bus

12. Other Transportation Choices

Trip Planner Services
King County Metro OnLine Trip Planner 12-2
King County Ridematch Service 12-4
Senior Services: RideOptions 12-8
FindaRide 12-11
RiderLink 12-12

Transit Services
King County Metro Buses 12-16
Dial-A-Ride (DART) 12-18
Sound Transit Buses 12-23
Other Transit Agencies 12-25
Washington State Ferry 12-30
Sound Transit Commuter Train 12-32
Sound Transit Link Light Rail 12-34

City and Neighborhood Programs
In-Motion 12-37
City of Seattle: Way to Go Grant Programs 12-39

Services for Seniors and People with Disabilities
Regional Reduced Fare Permit (RRFP) 12-42
Public Transit Agencies 12-52
ACCESS Transportation 12-60
Taxi Scrip 12-67
HopeLink 12-70
Senior Services: Information and Assistance 12-76
Senior Services: Senior Shuttles 12-81
Senior Services: Volunteer Transportation 12-84

Rideshare Options
RideMatch with RideShare Online.com 12-87
Carpool 12-89
VanPool 12-91
VanShare Connector Van 12-93

Other Transportation Options
Flexcar 12-96
Working Wheels 12-99
Job Access 12-101
Bicycles and the Bike Buddy Program 12-109

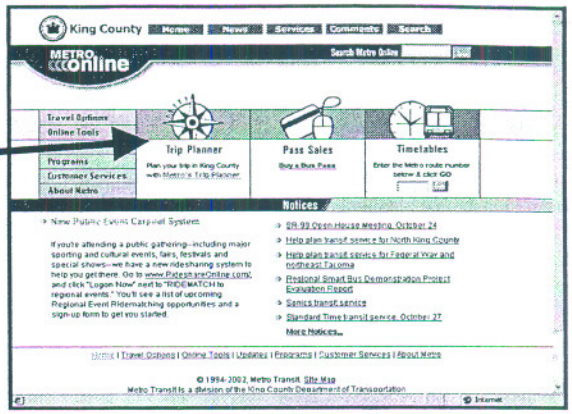
13. Regional Access Transit Guide
Introduction 13-1
Accessibility 13-1
Glossary of Symbols and Terms 13-2
Regional "T" 13-4
Are You Eligible for Paratransit Services? 13-5
Do You Need Additional Services? 13-5
Plan Your Paratransit Trip 13-7
Scheduling Paratransit Trips 13-8

This page left blank intentionally.

Automated Trip Planning via the Internet

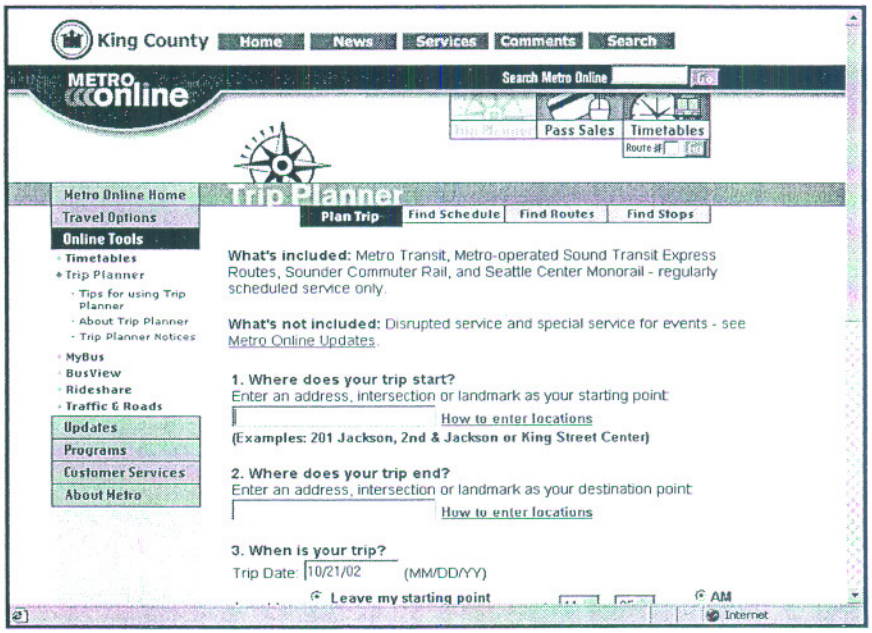
Step 1: **Go to http://transit.metrokc.gov/**
This is the King County Metro Transit home page.

Click on Trip Planner.



Step 2: **Select your option.**

Plan trip – enter in addresses or intersections, dates and times, and click submit. You will see three travel options for getting from the departure point to the destination point.



Find Schedule – enter an address, date and time. The trip planner will list:

- the route numbers for all routes near the address,
- the location of the closest stop to the address,
- the distance to that route from the address, and
- the times for the next four trips.

➢ Click on the stop location and you will see the details about that particular bus stop.

➢ Click on the route number and you will be linked with the bus schedule for that route.

Find Routes – similar to *Find Schedule* information, only it does not list the times.

Find Stops – This feature will list the location(s) of the five (or less) bus stops within the distance from the address to the location.

If you are not on the page shown for step 2, the click on **Plan Trip**.

We are going to focus on planning a trip. Continue on back.

Step 3:
Enter the trip information.

- Fill in the blanks for questions 1 through 6.
- When you are done, click on the "Plan Trip" button at the bottom of the page.

File Edit View Favorites Tools Help Address

Pass Sales | Timetables

Route #

Metro Online Home
Travel Options
Online Tools
- Timetables
- Trip Planner
  - Tips for using Trip Planner
  - About Trip Planner
  - Trip Planner Notices
- MyBus
- BusView
- Rideshare
- Traffic & Roads

Updates
Programs
Customer Services
About Metro

Trip Planner

Plan Trip | Find Schedule | Find Routes | Find Stops

What's included: Metro Transit, Metro-operated Sound Transit Express Routes, Sounder Commuter Rail, and Seattle Center Monorail - regularly scheduled service only.

What's not included: Disrupted service and special service for events - see Metro Online Updates.

1. Where does your trip start?
Enter an address, intersection or landmark as your starting point:
201 s. jackson st. — How to enter locations
(Examples: 201 Jackson, 2nd & Jackson or King Street Center)

2. Where does your trip end?
Enter an address, intersection or landmark as your destination point:
5th Ave N & Mercer St — How to enter locations

3. When is your trip?
Trip Date: 10/21/02 (MM/DD/YY)
I want to: Leave my starting point / Arrive at my destination — At 9 : 00 — AM / PM

4. What is the farthest you want to walk? 1/2 of a Mile

5. Which is the most important?
Fastest Way
Fewest Transfers
Minimal Walking

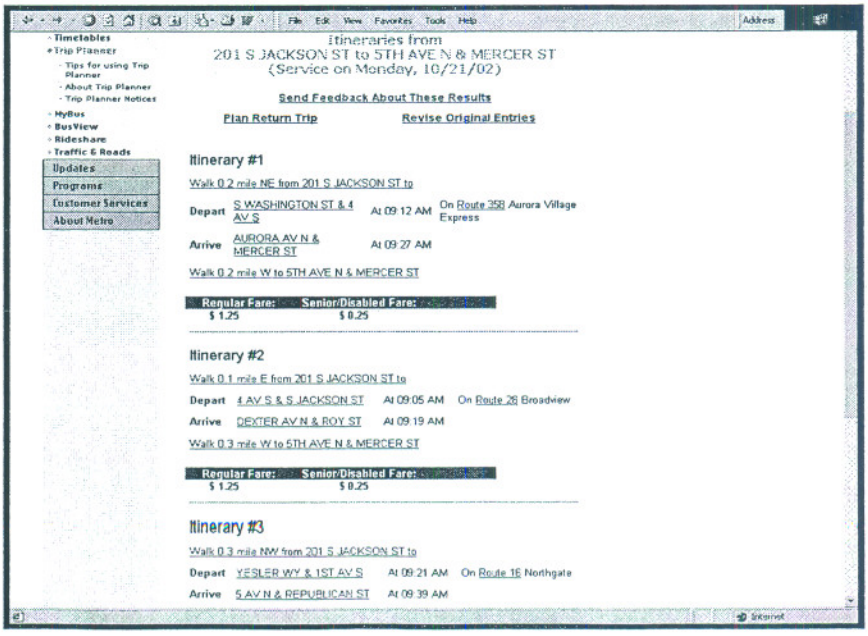
6. Do you require an accessible trip? Yes

Plan Trip

Internet

Step 4: View your travel options.

- You can click on any of the underlined information to get more detail.

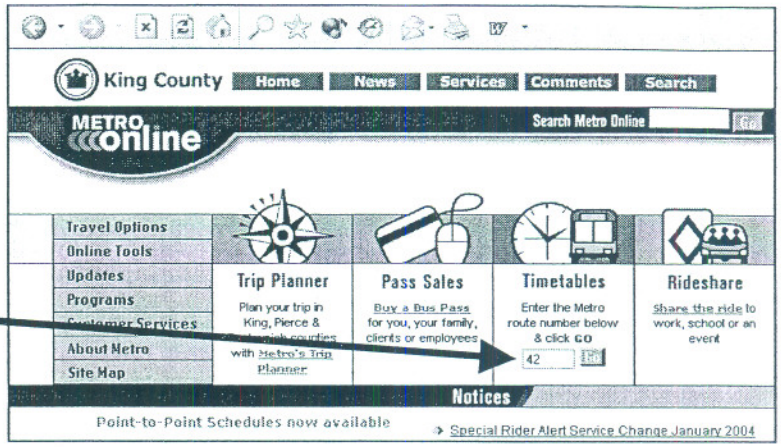


Custom Route option

Step 1: Go to
http://transit.metrokc.gov/ .
This is the King County Metro Transit home page.

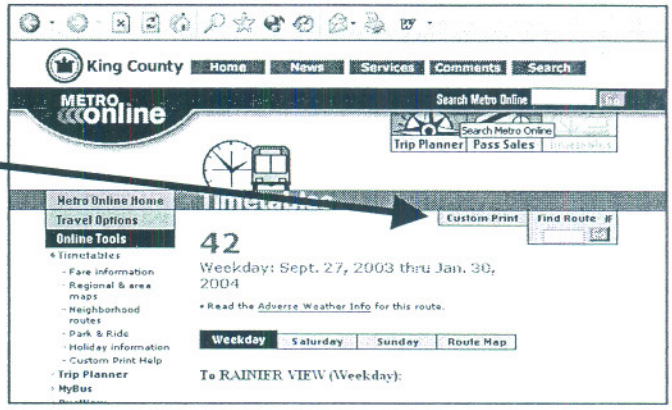
Type in the route number in the box in the Timetable section.

Click on go, or press the enter key.



You will see the page for that bus route.

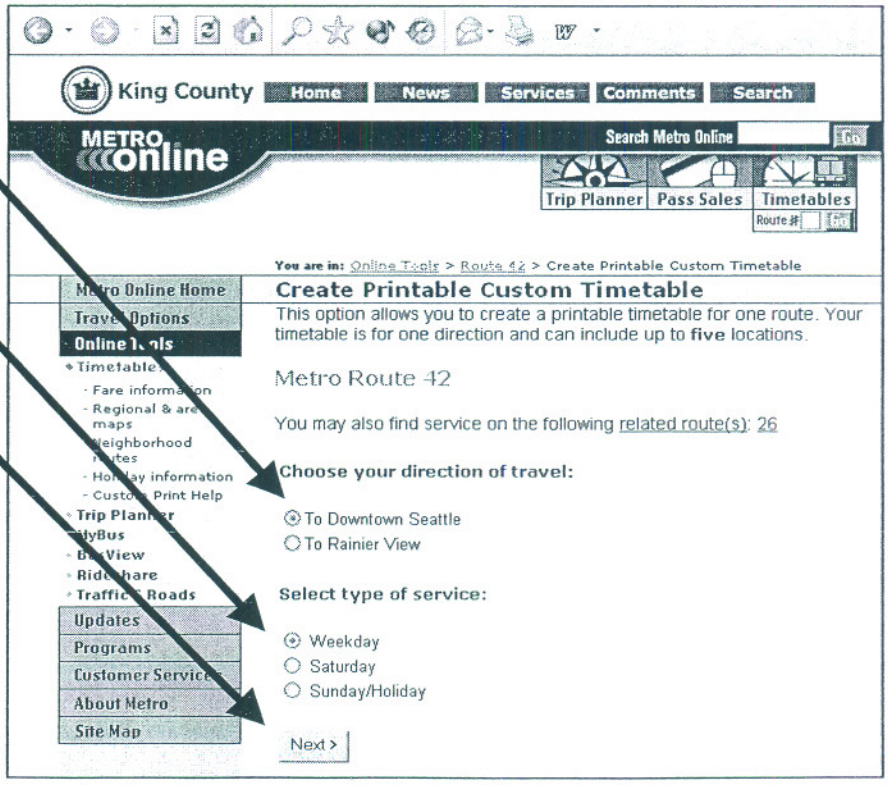
Click on Custom Print



Step 2:
On the next screen, select:

- the direction of the bus and
- the day of the week.

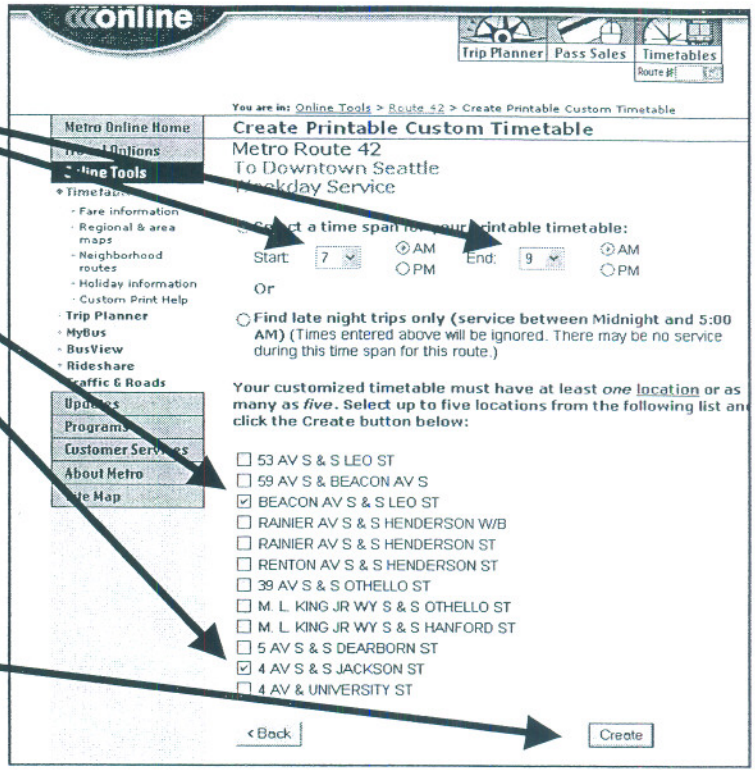
Click on Next

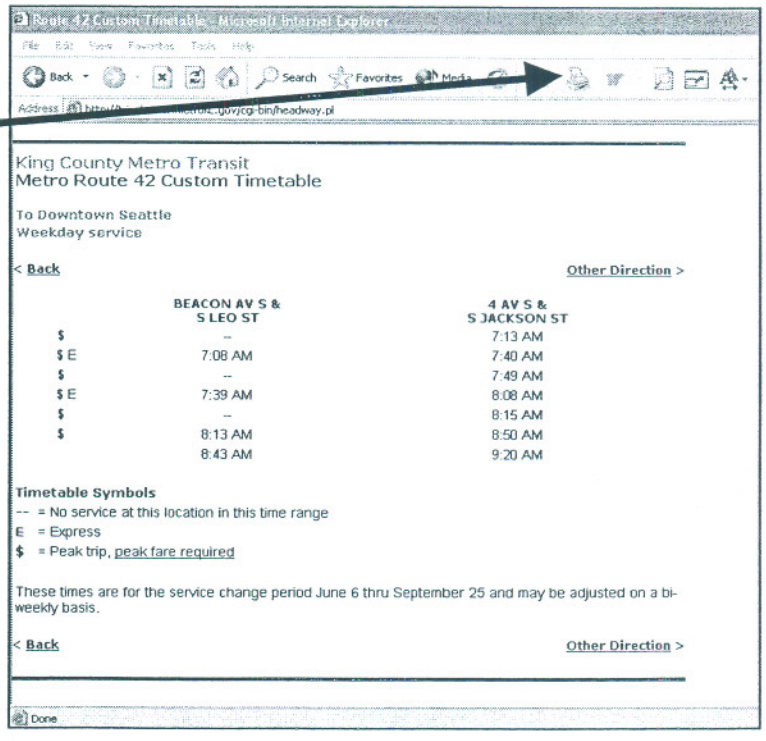


Step 3:

- Select the times span
- Select the stops for the bus times you want printed.
- Click on Create

You will see the times listed for the time points you selected.



Step 4:

To print the schedule, click on Print