

Rates of Fare for the Transit Program

2013 Report

September 2014

**Research and Management Information
Transit Division**



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RATES OF FARE FOR THE TRANSIT PROGRAM

Background

In addition to establishing fares for regularly scheduled public transportation service, the King County Code provides the authority to modify regular rates of fare and to establish fares and fees for other transportation services. Section 28.94.265 of the code also provides that the Department of Transportation Director submit to the King County Council an annual report of all the services and fares authorized by K.C.C. 28.94.035, 4A.700.230, 4A.700.130, 4A.700.090, 4A.700.070, 4A.700.050, 4A.700.450, 4A.700.410, 4A.700.110, 28.94.225, 4A.700.530, 4A.700.350, 4A.700.610 and 4A.700.210.

Purpose

The purpose of this report is to provide a brief description and summary information on the modified rates of fare and special transportation services programs offered in 2013 in compliance with section 28.94.265 of the code. The code sections listed reflect the latest update to the King County Code. Each section begins with the relevant sections of the King County Code, then follows with a program summary.

Paratransit Programs

28.94.035: ADA paratransit program

28.94.045: King County metro community transportation program and services

ADA Paratransit Program

28.94.035 ADA paratransit program.

- A. As required in 49 C.F.R. pt. 37, subpart F, the county shall provide paratransit or other special services, referred to in this section, K.C.C. 28.94.045 and K.C.C. 4A.700.210 as "ADA paratransit services," to individuals eligible under the federal Americans with Disabilities Act of 1990, referred to in this section, K.C.C. 28.94.045 and K.C.C. 4A.700.210 as "ADA". The county may supplement the ADA paratransit services with other service described in K.C.C. 28.94.045.
- B. ADA paratransit services shall be provided during the same hours and days as regular, fixed, non-commuter bus service, within corridors that extend three-fourths of a mile on either side of the regular, fixed, non-commuter bus routes, as the routes may be amended from time to time.
- C. ADA paratransit services shall be provided on a curb-to-curb basis.

- D. ADA paratransit services shall be provided on an advance reservations basis, on the day before the occurrence of the ride requested.
- E. ADA paratransit services may include requiring riders to transfer from one paratransit vehicle to another as part of the trip requested by the rider.
- F. Subscription service shall not be provided as part of the ADA paratransit services.
- G. ADA paratransit services may include feeder service to and from an accessible bus zone for individuals who are able to use the fixed route system.
- H. In furtherance of the ADA paratransit program, the director may:
 - 1. Organize and manage the provision of ADA paratransit services, including but not limited to call-taking, scheduling, dispatching, operations and vehicle maintenance, and, subject to applicable contracting and procurement requirements, enter into agreements with public and private agencies and entities for the provision of one or more of the services;
 - 2. Develop and implement procedures in accordance with 49 C.F.R. pt. 37, subpart F, for the certification of ADA paratransit eligibility and the suspension of ADA paratransit service to eligible individuals with a documented pattern or practice of missing scheduled rides. The suspensions shall not be processed according to the procedures dealing with suspensions related to violations of rules of conduct on transit property and facilities as set forth elsewhere in K.C.C. chapter 28.96;
 - 3. Develop and implement procedures for ADA paratransit service, and establish eligibility, administrative and operations procedures and referral services for the services;
 - 4. Encourage the participation of, and enter into agreements with, public and private agencies and entities to coordinate their transportation resources as provided in this section;
 - 5. Enter into agreements with other transit agencies to establish procedures for allocating paratransit trips and the cost of paratransit services to ADA-eligible riders seeking to transfer between transportation systems or cross jurisdictional boundaries and allocate the costs of providing paratransit services where the paratransit services of the other agencies overlap the county's ADA paratransit services; and
 - 6. Submit plans, reports and information to the Federal Transit Administration as may be required under applicable federal regulations. (Ord. 13441 § 2, 1999).

Community Transportation Program

28.94.045 King County metro community transportation program and services.

- A. The King County metro community transportation program is hereby established to supplement available public and private transportation services operating in King County that are targeted to individuals with special transportation needs. Individuals with special transportation needs shall include those individuals who, because of physical or mental disability, income status, or age are unable to transport themselves or to purchase appropriate transportation. Services provided under this section may be implemented and updated by the director as provided in this chapter and within annual appropriations.
- B. King County metro community transportation program paratransit services may be provided daily between the hours of six a.m. and ten p.m. unless otherwise specified in this section, and may include:
1. For individuals who meet the eligibility criteria for ADA paratransit services, services provided in the area of the county within corridors that extend three-quarter miles on either side of regular, fixed, non-commuter bus routes, as the routes may be amended from time to time. The area shall expand and contract during the same days and hours as the regular, fixed, non-commuter bus routes; provided further that the easternmost paratransit service corridor shall extend one and one-half miles to the east of the easternmost regular, fixed, non-commuter bus route; and provided further that when such paratransit service corridors as specified herein result in areas within the King County Urban Growth Boundary being surrounded on all sides by paratransit service corridors, such areas shall be included in the service area for King County metro community transportation program paratransit services;
 2. For individuals who meet the eligibility criteria for ADA paratransit services, services provided with door-to-door driver assistance when such assistance is determined to be essential, using criteria established by the director. The director or designee shall determine the days and hours and the conditions under which these services can be provided safely and when they will be provided outside the established King County metro community transportation service hours and service area in response to the special transportation needs of individual riders;
 3. For individuals who meet the eligibility criteria for ADA paratransit services, services provided with hand-to-hand driver assistance when such assistance is determined to be essential, using criteria established by the director, and when such individuals are sponsored by an agency or other organization that enters into a contract with the county for the assistance. The director or designee shall determine the days and hours and conditions under which these services can be provided safely and when they will be provided outside the established King County metro community transportation service hours and service area in response to the special transportation needs of individual riders;

4. For individuals who meet the eligibility criteria for ADA paratransit services, an advance reservation period that may be extended up to seven days in advance of the occurrence of the ride requested. However, any extension of the reservation period shall not adversely affect the system capacity for scheduling ADA paratransit program rides requested;
 5. For individuals who meet the eligibility criteria for ADA paratransit services, subscription service arranged for individuals who establish a recurrent pattern of travel that, under criteria established by the director, provides for the efficient operation of the services. However, the arrangements shall not adversely affect the system capacity for scheduling ADA paratransit program rides requested; and
 6. For individuals who have a valid regional reduced fare permit, are at least eighteen years of age and have an annual income at or below seventy percent of the median income for the state of Washington, as determined from time to time by the Washington State Department of Social and Health Services and adjusted for family size, and who live too far from regular, fixed, non-commuter bus routes or general public dial-a-ride service, transportation services to and from the bus routes or dial-a-ride service may be provided. The director or designee shall determine the days and hours and conditions under which these services can be provided safely and when they will be provided outside the established King County metro community transportation service hours and service area in response to the special transportation needs of individual riders. The services shall not be provided if the individual can make other public or private transportation arrangements.
- C. King County metro community transportation program paratransit services may be provided to public and private agencies who share in the cost of service delivery and whose participants:
1. Meet the eligibility criteria for ADA paratransit services;
 2. Have a valid regional reduced fare permit, are at least eighteen years of age and have an annual income at or below seventy percent of the median income for the state of Washington, as determined from time to time by the Washington State Department of Social and Health Services and adjusted for family size;
 3. Are deemed eligible as participants to attend programs at or with agencies that participate in the county's community partnership services under D of this section; or
 4. Have special transportation needs and are participants, customers or clients at programs, agencies or other entities that enter into contracts with the county to coordinate or share their transportation resources with the county and its service providers for the purpose of maximizing the provision of transportation services and the use of all available county and non-county resources. The director or designee shall determine when such paratransit services may be provided outside

the established King County metro community transportation program service area in response to the special transportation needs of individual riders. Insofar as practicable, the county shall secure commitments from the public and private agencies so that by 2004 their share of the costs of providing the services is not less than twenty-five percent. Cost participation by agencies may include direct or in-kind cost contributions.

- D. Community partnership services, including but not limited to operating, capital and technical support and resources, to support volunteer and other transportation services may be provided and updated by the director as provided in this chapter. The individuals identified in C of this section are eligible for the services. The services shall be allocated, subject to applicable contracting and procurement requirements, to public or private non-profit entities and municipalities within King County that provide or sponsor social services to eligible individuals and to other entities whose participation enhances the county's transportation and transportation-related human and community services goals and objectives. Planning for community partnership services shall include those agencies in King County [that] are responsible for establishing service goals for eligible populations. This may include, but is not limited to, the King County department of human services, the Area Agency on Aging and the Seattle-King County public health department.
- E. Services to assist individuals in using the most cost-effective, appropriate and available transportation resource or resources may be made available to individuals eligible under C of this section, and may include:
 - 1. Bus travel training and orientation services; and
 - 2. Information and referral services.
- F. The executive shall initiate an effort to increase the availability of accessible vehicles in the local taxicab industry that do not charge rates greater than for nonaccessible vehicles. The goal of such an effort must be to achieve at least ten percent accessibility in the taxicabs licensed by the county by the year 2001.
- G. In furtherance of the King County metro community transportation program, the director may:
 - 1. Organize and manage the provision of King County metro community transportation program paratransit services, including but not limited to call-taking, scheduling, dispatching, operations and vehicle maintenance, and, subject to applicable contracting and procurement requirements, enter into agreements with public and private agencies and entities for the provision of one or more of the services;
 - 2. Develop and implement procedures, and establish eligibility, administrative and operations procedures and referral services, for the King County metro community transportation program;

3. Encourage the participation and enter into agreements with public and private agencies and entities to coordinate their transportation resources as provided in this section; and
4. Enter into agreements with other transit agencies to establish procedures for allocating King County metro community transportation program paratransit trips and the cost of King County metro community transportation program paratransit services for riders seeking to transfer between transportation systems or cross jurisdictional boundaries and to allocate the costs of providing paratransit services where the paratransit services of the other agencies overlap the county's paratransit services. (Ord. 13441 § 3, 1999).

Statistical Summary

At the end of 2013:

- The ADA paratransit program had 33,355 eligible persons registered. ADA registrants took 1,158,467 passenger rides on Access Transportation for a 0.5 percent decrease over 2012 rides of 1,164,935.
- The Taxi Scrip program had 25,412 eligible persons registered. Taxi Scrip program participants took 31,271 taxi rides—a 0.1 percent increase from the number of 2012 rides of 31,228.
- Community Access Transportation agencies provided 316,390 rides to persons participating in their programs in 2013, compared with 312,795 rides provided in 2012, an increase of 1.1 percent.
- Paratransit service revenue from cash fares was \$457,955 in 2013, compared with \$453,824 in 2012. Pass sales revenue is no longer listed, as it is combined with other ORCA pass sales and the revenue is credited to the Transit Division.
- Service costs including direct operating cost, program management cost, ADA eligibility and registration cost, community partnership program (CAT) and administrative costs were \$60,766,144 in 2013 compared with \$58,084,087 in 2012, an increase of 4.6 percent.

Visitor Passes

4A.700.230 Visitor passes.

The director is authorized to issue and sell visitor passes entitling the holders thereof to public transportation services as specified by the passes, but only if the issuance is not expected to require the addition of regularly scheduled service. The director shall establish the rates of fare, the number of visitor passes and the extent of services available under the passes based on the estimated average visitor usage and the administrative costs of issuing the passes. The passes may be valid for a period not to exceed seven consecutive days. The director is further authorized to issue and sell the passes to travel, convention and special event groups for quantities over one hundred at a rate that is not less than seventy percent of the established visitor rate. Visitor pass privileges shall commence and terminate on the date or dates for which the passes are valid. (Ord. 17292

§ 70, 2012: Ord. 12643 § 7, 1997. Formerly K.C.C. 4.150.230. Formerly K.C.C. 28.94.180).

This section authorizes the Department of Transportation Director to sell visitor passes. No visitor passes were sold in 2013.

Vanpool Fares

4A.700.130 Vanpool fares.

The director is authorized to establish rates of fare for vanpools, but only if the rates of fare are established at a level reasonably estimated to recover the operating and capital costs of, and at least twenty-five percent of the cost of administering, the vanpool program. (Ord. 17292 § 66, 2012: Ord. 12643 § 8, 1997. Formerly K.C.C. 4.150.130. Formerly K.C.C. 28.94.185).

This section sets the parameters by which the Department of Transportation Director may establish rates of fare for vanpools. King County Metro Transit's Vanpool Program began at the City of Seattle in 1979 with 21 vans. The City of Seattle transferred operation of the vanpool program to the Municipality of Metropolitan Seattle (Metro) in 1984, and the Metro vanpool responsibilities became part of the King County Transit Division in 1996.

King County Metro Transit administers the largest publicly owned commuter van program in the nation. The program provides vans, staff support, maintenance, fuel and insurance to groups of five to fifteen people who commute together. Riders pay a monthly fare based on the round-trip mileage of the commute, the number of people in the van and the van size. At the end of 2013, there were 1,365 commuter vans in operation.

Pursuant to code, commuter van fares are to be established at a level such that the program is reasonably estimated to recover program operating and capital costs and at least 25 percent of the cost of administering the program. In 2013, commuter van revenues were \$7,982,169 consisting of \$7,816,060 in fare revenue and \$166,109 in other operating revenue. Operating costs were \$5,848,771, capital costs were \$3,505,392, and administrative costs were \$4,848,012 (25 percent of which needs to be recovered through fares). This was consistent with the multi-year commuter van financial plan, which is structured to provide for the long-term stability of the program while complying with the code provisions regarding commuter van fares. Commuter vans operating in 2013 provided 3,523,813 passenger trips.

Limited Service Fares

4A.700.090 Limited service fares.

The director is authorized to establish rates of fare for limited service to special or seasonal activities or events, but only if the rates of fare and any contributions are established at a level reasonably estimated to recover at least twenty-five percent of the marginal cost for the service hours provided. In addition, the rates of fare for limited service shall be established at a level at least equal to the rates of fare for equivalent regularly scheduled service. If, however, the limited service is not equivalent to any

regular service, then the rates of fare shall be no less than one-half of the one-zone, off-peak full fare set forth in this chapter. The limited services shall be on an individual fare-paying basis and be scheduled according to such routes, schedules and dates as are determined by the director. (Ord. 17292 § 62, 2012: Ord. 12643 § 9, 1997. Formerly K.C.C. 4.150.090. Formerly K.C.C. 28.94.190).

This section authorizes the Department of Transportation Director to establish rates of fare for limited service to special or seasonal activities or events. Rates of fare and any contributions for limited transit service to special or seasonal activities are to be set at a level reasonably estimated to recover at least 25 percent of the marginal cost for the service hours provided.

King County Metro Transit provided limited service for special and/or seasonal events which attracted 299,619 riders in 2013. The total operating expense of \$1,408,889 was partially offset by \$954,587 in operating revenue (68% of total operating expense), for a net cost of \$454,302. (See Appendix A for a listing of special event service during 2013.)

Customized Bus Service Fares

4A.700.070 Customized bus service fares.

The director is authorized to establish rates of fare for customized bus service, but only if the rates of fare are established at a level reasonably estimated to recover at least eighty percent of the marginal cost for the service hours provided. The customized services shall be on an individual fare-paying basis and be regularly scheduled according to such routes, schedules and dates as are determined by the director. There shall be no zone fares charged on customized bus service. Passes held by senior citizens, persons with disabilities and employees, and other special passes or permits may be honored on customized bus service insofar as consistent with overall cost recovery requirements in this section. Transfers may be issued on customized bus service. (Ord. 17292 § 60, 2012: Ord. 12643 § 10, 1997. Formerly K.C.C. 4.15.070. Formerly K.C.C. 28.94.19.).

This section authorizes the Department of Transportation Director to establish rates of fare for customized bus service. The provision of custom bus service began in 1979. Riders pay a premium fare for customized express service. The service is oriented toward commuters and students who commute between the same geographic area and schools or employment centers.

There were 14 custom bus routes in operation during 2013. One of these routes provided service to Boeing employment sites, twelve provided service to private schools and one provided short-term service to the Pacific Northwest Ballet Summer School. These routes generated 190,210 passenger trips and \$919,165 in revenue (passes, cash, tickets and direct payments) with marginal costs of \$1,762,823 for an overall cost recovery of 52 percent. The route providing service to Boeing recovered 22 percent of marginal costs, and routes serving schools recovered 100 percent or more. Metro reviews all routes and works with those that fall below revenue requirements to identify and take appropriate remedial action to improve cost recovery. Custom bus routes, areas served, destinations and the employers/schools served are listed in Appendix B.

Animal Fares

4A.700.050 Animal fares.

The following procedure and rate of fare shall be used for animals riding on coaches. For small animals that do not occupy space other than the lap of the person accompanying the animal and for assistive animals, there shall be no fare charged. For all other animals, a fare equivalent to the fare paid by the individual accompanying the animal shall be charged and a transfer issued upon request except that no zone fare shall be charged. Animals riding on coaches shall be leashed or otherwise restrained and shall not pose a problem of health, injury to property or persons or disturbance to other passengers. (Ord. 17292 § 58, 2012; Ord. 12643 § 11, 1997. Formerly K.C.C. 4.150.050. Formerly K.C.C. 28.94.200).

This section sets the procedure and fare for animals riding on coaches. No information is available regarding the number of fares or amount of revenue collected for animals riding coaches.

Agreements - Public School Districts

4A.700.450 Agreements - public school districts.

The executive is authorized to execute agreements with public school districts to supply students with passes in connection with special school programs, but the price for passes under the agreements shall be established at a rate of thirty-six times the youth fare in K.C.C. 4A.700.010 for each month in which these passes are valid, and the passes shall be regional passes as defined in K.C.C. 4A.700.010. (Ord. 17292 § 85, 2012; Ord. 17292 § 82, 2012 (expired July 1, 2012); Ord. 17130 § 7, 2011; Ord. 17130 § 5, 2011 (expired July 1, 2012); Ord. 14096 § 4, 2001; Ord. 13480 § 5, 1999; Ord. 12643 § 12, 1997. Formerly K.C.C. 4.150.450. Formerly K.C.C. 28.94.210.).

This section authorizes the County Executive to enter into agreements to sell Metro bus passes to public school districts for their students. King County Metro Transit had agreements with the Seattle School District, the Highline School District, the Bellevue School District, the Lake Washington School District and the Mercer Island School District to supply students with passes during the 2013/2014 school year. Each participating school district purchased passes on ORCA cards and distributed them to students to travel to and from schools using regular transit routes.

For the 2013/2014 school year, King County Metro Transit received \$3,064,690 from the sale of 18,590 student passes.

Governmental Agency Ticket and/or Pass Agreements

4A.700.410 Governmental agency ticket and/or pass agreements.

The executive is authorized to execute agreements with local, state and federal governmental entities to provide tickets or passes, or both, to their employees or others traveling to their facilities at rates other than those set forth in this chapter, but only if the usage by the employees and others is not expected to require the addition of regularly

scheduled public transportation services and the agreements are not estimated to reduce the revenue that would otherwise be received for the travel. The agreements shall be subject to approval by the council to the extent the approval is required by the charter, ordinance or applicable state law, or any combination thereof. (Ord. 17292 § 77, 2012: Ord. 12643 § 13, 1997. Formerly K.C.C. 4.150.410. Formerly K.C.C. 28.94.215.).

This section authorizes the County Executive to enter into agreements with local, state and federal governmental entities to provide tickets and/or passes to their employees or others traveling to their facilities.

King County Metro Transit has an ongoing agreement with King County Superior Court to provide a ticket to prospective jurors as part of their juror summons to assist them in taking transit on their first day of jury service. The Transit Division estimates that the full value of the trips taken by jurors using the jury summons ticket for travel to the Kent Regional Justice Center and Seattle Superior Court locations was \$21,156 in 2013. Pursuant to the agreement, King County Superior Court provided King County Metro Transit reimbursement in that amount.

Peace Officer Fares

4A.700.110 Peace officers fares.

Notwithstanding any other provision in this chapter, general-authority Washington peace officers employed by a general-authority Washington law enforcement agency with officers in King County may ride regularly scheduled public transportation services without payment of fare, but only if the officers are in uniform or display their police badge or badges to the transit operator. (Ord. 17292 § 64, 2012: Ord. 12643 § 14, 1997. Formerly K.C.C. 4.150.110. Formerly K.C.C. 28.94.220).

This section authorizes Washington peace officers to ride regularly scheduled public transportation services without payment of fare. No information is available regarding this subsection.

Ride Free Services Agreements

28.94.225 Ride free services agreements.

The executive is authorized to execute agreements to provide ride free services within geographic areas. Any such agreements shall be subject to approval by the council. (Ord. 17130 § 12, 2011: Ord. 12643 § 15, 1997).

This section authorizes the County Executive to enter into agreements to provide ride free services within geographic areas. The downtown Seattle Ride Free Area was established in September 1973 and ended September 28, 2012.

Leasing of Transit Vehicles

4A.700.530 Leasing of transit vehicles.

For the lease of a transit vehicle of the county for charter operation by others, the minimum rental shall be the marginal cost per service hour of the vehicle's operation as established from time to time by the director plus ten percent thereof. (Ord. 17292 § 91, 2012; Ord. 12643 § 16, 1997. Formerly K.C.C. 4.150.530. Formerly K.C.C. 28.94.230).

This section sets the policy regarding the lease or rental of county-owned transit vehicles for charter operation by others. Minimum rental rates for the lease of transit vehicles are set to recover the marginal cost per service hour plus 10 percent. Different costs per service hour are assessed based on the size and type of vehicle leased.

King County Metro Transit did not lease coaches during 2013.

Interagency Trip Agreements

4.150.350 Interagency trip agreements.

The executive is authorized to execute agreements with other transit agencies to establish a system of fare payment for passengers transferring between transportation systems. The agreements shall be subject to approval by the council to the extent the approval is required by the charter, ordinance or applicable state law, or any combination thereof. The agreements shall provide that the county's share of the fares collected for trips involving transfers between transit agencies shall be the estimated revenue collected for the trips multiplied by the ratio of the revenue that would have been generated by application of the county's appropriate fares or prorated per trip pass prices due under other provisions of this chapter for the county portions of these interagency trips divided by the sum of the revenue that would have been generated by the application of each agency's appropriate fares or prorated per trip pass prices for all segments of the interagency trips. (Ord. 17292 § 75, 2012; Ord. 15669 § 2, 2007; 13480 § 6, 1999; Ord. 12643 § 17, 1997. Formerly K.C.C. 4.150.350. Formerly K.C.C. 28.94.235).

This section authorizes the County Executive to enter into agreements with other transit agencies for regional fare payment and revenue apportionment.

During 2013, King County Metro Transit participated with six other transit agencies and the Washington State Ferry System in the ORCA program for regional fare payment, as authorized by Ordinance 14598, adopted on April 29, 2003, authorizing Metro's participation in the ORCA Interlocal Agreement.

Waiving or Discounting Fare or Pass Prices

4A.700.610 Waiving or discounting fare or pass prices (effective until January 1, 2015).

For the purpose of attracting new ridership, relieving congestion, developing market strategies, testing prices or experimental service, and implementing other special transit

programs or promotions, the director may waive or discount the fare or pass prices otherwise established in this chapter whenever the waiver or discount is not expected to require the addition of regularly scheduled public transportation services and, in the judgment of the director, the value of the program or promotion and the benefit to the public exceeds the expected loss of revenue. The loss in revenue of all such programs, promotions and fare discounts shall, in the aggregate, be no greater than three hundred fifty thousand dollars, plus the value of tickets provided to eligible households through the congestion reduction transit incentives program described in Ordinance 17295, Section 1, annually. (Ord. 17295 § 2, 2012; Ord. 17292 § 93, 2012; Ord. 12643 § 18, 1997. Formerly K.C.C. 4.150.610. Formerly K.C.C. 28.94.240).

This section authorizes the Department of Transportation Director to waive or discount fares. King County Metro Transit's marketing activities that waive fares include transportation outreach events at key employment sites throughout the region, direct mail residential promotions and other special events. These events promote ridership by: providing citizens with information about transit, vanpool and ridematch services; explaining HOV incentives including pass subsidies and carpool parking discounts offered by employers at work sites; selling passes; and providing personalized trip planning/ridematch services. In 2013, these programs also included the Congestion Reduction Transit Incentives Program.

The total revenue loss to King County Metro Transit for waiving or discounting fare or pass prices in 2013 is estimated at \$138,032, excluding tickets distributed through the Congestion Reduction Transit Incentives Program. In 2013, these promotional activities allowed an estimated 70,914 trips to be taken by individuals who do not usually ride the bus. (See Appendix C for a detailed derivation of these estimates, and a summary in Special Rates of Fare Programs).

Congestion Reduction Transit Incentives Program

On April 2, 2012, the King County Council approved Ordinance 17295, which implemented the two-year congestion reduction transit incentives program (TIP). As adopted, the TIP offers King County vehicle owners, as part of the annual vehicle registration renewal, transit ridership incentives in the form of free ride tickets. As an alternative to receiving the free ride tickets, each eligible household may choose to apply the value of the free ride tickets toward Metro's human services ticket program for the purpose of meeting the transportation needs of low income and homeless populations as provided for in K.C.C. 4A.700.210.

The TIP was implemented with the first Congestion Reduction Charges in June 2012. Throughout 2013, Metro tracked both the number of households accepting the offer for free ride tickets as well as the number of households that donated their free ride tickets to the Human Service Ticket Program.

Households in King County requested a total of 960,680 tickets in 2013, with an estimated value \$1,940,574 at \$2.02 a ticket. A total of 290,136 tickets were donated to the Human Services Ticket Program by households through this program.

Employer Site Promotions

King County Metro Transit distributed free ride tickets at employer transportation fairs and also distributed free ride tickets for other promotional activities including customer relations and community outreach.

From January through December 2013, an estimated 29,500 tickets were distributed at employer site promotions, with an estimated 30 percent—or 8,850 tickets—redeemed. Individuals who usually do not ride the bus took an estimated 4,646 trips by utilizing free ride tickets distributed at employment site events and promotions during 2013. King County Metro Transit's total revenue loss for tickets distributed at employment site promotions in 2013 is estimated at \$10,005.

Other Programs and Promotional Activities

Adopt-A-Stop Program: The Adopt-A-Stop program encourages volunteers to “adopt” one or more non-sheltered bus zones to assist in disposing of litter and cleaning minor graffiti from the zones. For this service, volunteers are offered 60 free pairs of tickets per quarter. In 2013, 274 volunteers adopted 300 stops. 27,691 tickets were distributed through this program at an estimated revenue loss to King County Metro Transit of \$9,391. The Adopt-A-Stop program is no longer accepting new members.

Customer Service Office, Service Supervisors and Service Changes: Free ride tickets were distributed to riders who have had a negative experience on our transit service, and to aid riders in need (e.g. lost wallet, took wrong bus, route change impacts, etc.). In 2013, 7,730 free ride tickets were distributed with an estimated revenue loss to King County Metro Transit of \$2,622.

Marketing/Community Outreach: A total of 313,088 free ride tickets were distributed during marketing and community outreach events. Use of these tickets resulted in an estimated revenue loss to King County Metro Transit of \$106,184 and an estimated 49,311 new rides.

Residential ORCA Promotions: In 2013, residential ORCA programs were conducted in the urban centers of Kent, Federal Way and Auburn. Grant funds supported these programs by loading funds - \$40 into ORCA card E-purses. There were no revenue losses for these programs.

Miscellaneous Programs/Use: A total of 2,400 free ride tickets were used for Rideshare programs and 11,000 free ride tickets were used for Access bus training. Use of these tickets and passes resulted in an estimated revenue loss to King County Metro Transit of \$814 and an estimated 12,098 rides by new customers.

Bikes on SR-520 Deadhead Service: Beginning in 2008, deadheading coaches began providing free bike service on the SR-520 Bridge for customers commuting just between Montlake and Evergreen Point. This is a low-cost way to support bicycle commuting while waiting for the construction of a new SR-520 bridge.

Revenue loss for this program was estimated to be \$9,016 during 2013. This was based on an estimate of 20 free trips per day derived from data collected from Metro's automated passenger counting (APC) system for a study conducted in the summer of 2007. The study also included data collected from an operator survey. APC data indicated that 42 percent of the weekday trips were taken during peak hours. All trips were assumed to be taken by adult riders. It was also assumed that the average number of free bicycle trips per day remained constant throughout the year, and that 50 percent of the riders making these trips have passes.

Provisions of Tickets to Human Services Agencies

4A.700.210 Provisions of tickets to human services agencies (contingent expiration date in Ordinance 17295, Section 7*).

The director is authorized to establish a program for the sale and distribution of tickets to human service agencies at twenty percent of their cash value for the purpose of meeting the transportation needs of low income and homeless populations. The total amount of the eighty percent discount provided under the program shall not exceed one million eight hundred seventy-five thousand dollars for any one year. However, the amount of the eighty percent discount may be increased by up to an additional two hundred thousand dollars annually under this human services ticket program for the value of tickets applied to it through the congestion reduction transit incentives program described in Ordinance 17295, Section 1. The allocation of discount tickets under the program shall be made by the director in conjunction with local jurisdictions and the county's department or departments responsible for human services programs. The local jurisdictions and the county department or departments shall determine the number of tickets from their respective allocations that shall be sold to the human service agencies eligible under the program. Tickets sold under the program are valid on all public transportation and paratransit service. (Ord. 17443 § 2, 2012 (expired January 1, 2013): Ord. 17438 § 2, 2012 (expired January 1, 2013): Ord. 17295 § 3, 2012: Ord. 17292 § 68, 2012: Ord. 16702 § 9, 2009: Ord. 16299 § 6, 2008: Ord. 15959 § 3, 2007: Ord. 14096 § 5, 2001: Ord. 13640 § 1, 1999: Ord. 12643 § 19, 1997. Formerly K.C.C. 4.150.210. Formerly K.C.C. 28.94.245).

*Reviser's note: "Section 6 of this ordinance [the amendment to K.C.C. 4.700.210] takes effect January 1, 2015. However, if the value of the free-ride tickets applied to the human services ticket program through the congestion reduction transit incentives program has not been exhausted and the executive provides notice to that effect to the council by December 31 of each year after January 1, 2015, the effective date of section 6 of this ordinance shall be extended in one year increments. However, in no event shall the effective date of section 6 of this ordinance be extended beyond January 1, 2020." (Ordinance 17295 § 7, 2012)

This section authorizes the human services ticket program. During 2013, the program had the following terms:

King County Metro Transit subsidized 80 percent of the face value of tickets.

The total subsidy was not to exceed \$1,875,000, plus up to an additional \$200,000 of tickets donated through the Congestion Reduction Transit Incentives Program. A total of 290,136 tickets with a fare value of \$586,075 were donated in 2013 through the Transit Incentives Program.

The City of Seattle Human Services Department and King County Department of Community and Human Services were responsible for determining the eligibility of, and directing their respective ticket allocations to, human service providers serving low income and homeless populations. In 2013, the City distributed subsidized tickets to 88 social service providers, and King County also distributed tickets to 88 social service agencies.

After receiving authorization from the City of Seattle or King County, human service providers purchased their authorized allotment of tickets from King County Metro Transit by paying 20 percent of the ticket face value.

A total of 1,023,160 tickets with a fare value of \$2,536,305 were sold through this program in 2013. This represents a King County Metro Transit subsidy of \$2,029,044, 98 percent of the total available in 2013, and a cost to the social service agencies of \$507,261. (See Appendix D for a list of human service agencies receiving tickets through this program.)

**Appendix A
2013 Special Event Service**

Event	Date(s) Start	End	Total Riders	Cash Fare	Avg. Fare	Sponsor Payments	Marketing Credit	Total Op. Revenue	Marginal Costs
Husky Service - Park and Ride	Sep-13	Nov-13	149,997	**	**	\$516,066		\$516,066	\$516,066
Seahawks	Aug-13	Dec-13	25,437	\$4.00	\$4.00	\$30,174	\$23,280	\$155,202	\$155,202
Sounders	Mar-13	Nov-13	13,895	\$2.50	\$2.50	\$25,746	\$8,835	\$58,897	\$58,897
UW Graduation	Jun-13	Jun-13	2,499	\$2.25	\$2.25	\$2,250		\$8,800	\$8,800
Folklife	May-13	May-13	4,196	REG	\$1.19			\$4,976	\$32,937
Wheels to Water	Feb-13	Dec-13	4,598	n/a	n/a	\$44,598		\$44,598	\$60,237
Seafair - Torchlight	Jul-13	Jul-13	3,343	REG	\$1.19			\$3,964	\$28,431
Seafair - Hydro Shuttle	Jul-13	Jul-13	7,573	n/a	n/a	\$33,166	\$5,000	\$38,166	\$38,166
4th of July Standbys	Jul-13	Jul-13	2,245	REG	\$1.19			\$2,662	\$14,727
Bite of Seattle	Jul-13	Jul-13	5,419	REG	\$1.19			\$6,426	\$21,821
Fremont Parade Standbys	Jun-13	Jun-13	1,883	REG	\$1.19			\$2,233	\$4,831
New Year's Standby	Dec-13	Dec-13	694	REG	\$1.19			\$823	\$10,400
Post-Game Standbys	Mar-13	Dec-13	3,675	REG	\$1.19			\$4,358	\$13,425
Film/Photo Shoots	Jan-13	Dec-13	n/a	n/a	n/a	\$3,572		\$3,572	\$4,166
Other Paid Specials	Jan-13	Dec-13	154	n/a	n/a	\$2,665		\$2,665	\$2,665
Other Shuttles/Standbys	Jan-13	Dec-13	66,620	REG	\$1.19			\$79,005	\$416,733
Pacific NW Ballet	Jul-13	Jul-13	7,391	\$3.00	\$3.00			\$22,173	\$21,385
TOTAL (minus Husky service)	Jan-13	Dec-13	149,622			\$142,171	\$37,115	\$438,521	\$892,823
TOTAL, ALL SPECIAL SERVICE	Jan-13	Dec-13	299,619			\$658,237	\$37,115	\$954,587	\$1,408,889

\$454,302

*Excludes services with no passengers

REG=Regular Fares.

**UW collected fares directly in 2013

^ No ridership data collected

Appendix B 2013 Custom Bus Routes

Route	Pass Price	Cash Fare	% of Marginal Cost Recovery	Communities Served	Destination	Employer/School	Base
952	\$126/\$144	\$3.50/\$4.00	22%	Auburn/Kent/Renton/Bellevue/Kirkland	Everett	Boeing	South
980	\$189	\$5.25	104%	Leschi/ Madison Valley/ Montlake/Ravenna	N Seattle	Lakeside/Univ Prep	Central
981	\$189	\$5.25	104%	Mercer Island/Eastgate/Bellevue	N Seattle	Lakeside	East
982	\$189	\$5.25	104%	Bear Creek/ Redmond/Bellevue/Clyde Hill/Medina	N Seattle	Lakeside/Univ Prep	East
983	\$189	\$5.25	104%	Issaquah/South Bellevue/Mercer Island	N Seattle	Lakeside/Univ Prep	East
984	\$189	\$5.25	104%	Madrona/Madison Park/Capitol Hill	N Seattle	Lakeside	Central
985	\$108	\$3.00	104%	Fremont/Queen Anne (Summer Only)	Queen Anne	Pacific NW Ballet	Central
986	\$189	\$5.25	104%	Kirkland/Bellevue/ Clyde Hill/ Medina/ Montlake	N Seattle	Lakeside/Univ Prep	East
987	\$189	\$5.25	104%	Rainier Beach/Mt. Baker/Leschi	N Seattle	Lakeside/Univ. Prep	Central
988	\$189	\$5.25	104%	Madrona/Madison Park/Capitol Hill	N Seattle	Lakeside/Univ Prep	Central
989	\$189	\$5.25	104%	Issaquah/Eastgate/Bellevue/Mercer Island	N Seattle	Lakeside/Univ Prep	East
992	\$189	\$5.25	104%	Redmond/Bellevue/Clyde Hill/ Medina	N Seattle	Lakeside	East
994	\$189	\$5.25	104%	Downtown Seattle/Queen Anne/Magnolia/Ballard	N Seattle	Lakeside/Univ Prep	Central
995	\$189	\$5.25	104%	Laurelhurst/Windermere/Viewridge/Wedgwood	N Seattle	Lakeside/Evergreen	Central

Appendix C
 2013 Report on Rates of Fare for the Transit Program
 Estimated Benefits and Lost Revenue from Waiving or Discounting Fare or Pass Prices
 (excludes Congestion Reduction Transit Incentives tickets)

	Tickets Distributed	Estimated New Customer Trips			Estimated Lost Revenue				
		* Estimated Tickets Redeemed	Pass Boardings	** Estimated New Trips	*** Estimated Ticket Trips with Lost Revenue	**** Estimated Lost Revenue from Tickets	Total Pass Trip Value	*** Estimated Lost Revenue Pass Value	Total Estimated Lost Revenue
CTR Employer Site Promotions	29,500	8,850		4,646	4,204	\$10,005			\$10,005
Other:									
Adopt-A-Stop	27,691	8,307		4,361	3,946	\$9,391			\$9,391
Customer Service, Service Supervisors & Service Change	7,730	2,319		1,217	1,102	\$2,622			\$2,622
Marketing/Community Outreach Ticket Programs	313,088	93,926		49,311	44,615	\$106,184			\$106,184
Misc. Programs	13,400	11,720		11,378	342	\$814			\$814
Bikes on SR-520 Deadhead Service									\$9,016
Totals	391,409	125,123		70,914	54,208	\$162,045		\$97,274	\$138,032

* Ticket redemptions estimated at 30%, except for Access component of Misc Programs.

** New riders based on 52.5% of respondents to 1997 survey who took between 0 and 4 rides in the last 30 days.

*** Revenue loss based on 47.5% of respondents to 1997 survey who took more than 5 rides in the last 30 days.

**** Average adult fare = \$2.38 = (\$2.25 x 61.9% + \$2.50 x 31.1% + \$3.00 x 7%)

Appendix D: 2013 Participating Social Service Agencies

CITY OF SEATTLE AGENCIES

ALLIANCE OF PEOPLE WITH DISABILITIES
ASIAN COUNSELING AND REFERRAL SERVICE
ATLANTIC STREET CENTER
BALLARD ECUMENICAL MINISTRY
BREAD OF LIFE MISSION
CASA LATINA
CATHOLIC COMMUNITY SERVICES
CHILDREN'S HOME SOCIETY OF WASHINGTON
CHURCH OF MARY MAGDALENE - MARY'S PLACE
COMPASS HOUSING ALLIANCE
COMPASS HOUSING ALLIANCE - HOMESTEP (formerly CHURCH COUNCIL)
CONSEJO COUNSELING AND REFERRAL SERVICES
COUNTRY DOCTOR FREE TEEN CLINIC
DENISE LOUIE EDUCATIONAL CENTER
DIOCESE OF OLYMPIA - REFUGEE RESETTLEMENT OFFICE
DOWNTOWN EMERGENCY SERVICE CENTER (DESC)
ED THOMAS HOUSE MEDICAL RESPITE
EL CENTRO DE LA RAZA
ELIZABETH GREGORY HOME
EVERGREEN TREATMENT SERVICES (THE REACH PROJECT)
FAMILY WORKS
FARESTART
FIRST AFRICAN METHODIST EPISCOPAL CHURCH (FAME)
FIRST AME CHILD DEVELOPMENT CENTER
FIRST PLACE
FOOD BANK AT ST MARY'S
GETHSEMANE COMMUNITY SERVICES
GOODWILL DEVELOPMENT ASSOCIATION
HARBORVIEW MEDICAL CENTER/PIONEER SQUARE CLINIC
HARDER HOUSE
HEROES FOR THE HOMELESS
HSD/EMERGENCY RESERVE/SEVERE WEATHER
INTERNATIONAL DISTRICT HOUSING AUTHORITY
JEWISH FAMILY SERVICES
JUBILEE WOMEN'S CENTER
MAYOR'S OFFICE FOR SENIOR CITIZENS (SEATTLE HSD ADS)
MILLIONAIRE CLUB CHARITY
MOUNT BAKER HOUSING ASSOCIATION
NAVOS FACT PROGRAM
NEIGHBORCARE HEALTH
NEIGHBORHOOD HOUSE
NEW BEGINNINGS
NEW HORIZON'S MINISTRIES
OPERATION NIGHTWATCH
PARENT CHILD ASSISTANCE PROGRAM
PEACE FOR THE STREETS BY KIDS FROM THE STREETS
PEOPLE'S INSTITUTE BAPTIST CHURCH - WORK IT OUT SEATTLE
PIKE MARKET MEDICAL CLINIC/NEIGHBORCARE HEALTH
PIKE MARKET SENIOR CENTER/DOWNTOWN FOOD BANK
PIONEER SQUARE HUMAN SERVICES-SPRUCE STREET INN
PLYMOUTH HOUSING GROUP
POWERFUL VOICES
PROVIDENCE REGINA HOUSE
PUGET SOUND HEALTH CARE SYSTEM
QUEEN ANNE HELPLINE
RAJA FOR AFRICA
RECOVERY CAFÉ
RESIDENT ACTION COUNCIL OF SEATTLE HOUSING AUTHORITY
SAINT ANDREW'S CHURCH - JUBILEE DINNER PROGRAM
SALVATION ARMY ADULT REHABILITATION CENTER
SEATTLE CONSERVATION CORPS
SEATTLE EDUCATION ACCESS
SEATTLE FIRST PRESBYTERIAN CHURCH
SEATTLE HOUSING AND RESOURCE EFFORT (SHARE)
SEATTLE MENNONITE CHURCH
SEATTLE MUNICIPAL COURT
SEATTLE TILTH
SEATTLE UNION GOSPEL MISSION
SEATTLE URBAN ACADEMY
SHALOM ZONE NONPROFIT ASSOCIATION/RISING OUT OF THE SHADOWS (ROOTS)
SOJOURNER PLACE
SOLID GROUND
SOUND MENTAL HEALTH
ST. FRANCIS HOUSE
ST. JOHN THE EVANGELIST CONFERENCE OF THE SOCIETY OF ST. VINCENT DE PAUL
STREET YOUTH MINISTRIES
TEEN FEED
TINY DIAMOND EARRINGS MENTORING PROGRAM
UNIVERSITY CHURCHES EMERGENCY FUND
VIETNAMESE FRIENDSHIP ASSOCIATION
VIRGINIA MILLER HOUSE
WAPI COMMUNITY SERVICES
WELLSPRING FAMILY SERVICES
WEST SEATTLE HELPLINE
WOODLAND PARK PRESBYTERIAN CHURCH
YEAR UP
YOUTH IN FOCUS
YWCA OF SEATTLE-KING COUNTY-SNOHOMISH COUNTY

KING COUNTY AGENCIES

API CHAYA
ASIAN COUNSELING AND REFERRAL SERVICE
ATLANTIC STREET CENTER
BELLEVUE COLLEGE/CAREER EDUCATION OPTIONS
CATHOLIC COMMUNITY SERVICES
CATHOLIC COMMUNITY SERVICES-HEN
CENTER FOR HUMAN SERVICES
CHILD CARE RESOURCES
CITY OF AUBURN
CITY OF KENT - HOUSING AND HUMAN SERVICES
CITY OF KENT CORRECTIONS - CITY JAIL
CITY OF SEATAC
CITY OF TUKWILA
COMPASS HOUSING ALLIANCE RENTON/COUNSELING/EDUCATION
DCHS - EMPLOYMENT & EDUCATION RESOURCES
DEFENDER ASSOCIATION
DOMESTIC ABUSE WOMEN'S NETWORK
EASTSIDE ACADEMY - RECOVERY/COUNSELING/EDUCATION
EASTSIDE INTERFAITH SOCIAL CONCERNS COUNCIL
EASTSIDE INTERFAITH SOCIAL CONCERNS COUNCIL - EASTSIDE WINTER SHELTER
EMPOWERING YOUTH AND FAMILIES OUTREACH
FEDERAL WAY COMMUNITY CAREGIVING NETWORK
FIRST CONGREGATIONAL CHURCH OF BELLEVUE/OUTREACH
FRIENDS OF YOUTH
GRACE LUTHERAN CHURCH - SHELTER
HEROES FOR THE HOMELESS
HIGHLINE SCHOOL DISTRICT/SCHOOL AND PROG. BASED
HOPELINK
INTERNATIONAL RESCUE COMMITTEE
ISSAQUAH CHURCH AND COMMUNITY SERVICES
JESUS CHRIST SALT AND LIGHT
KC CAREER CONNECTIONS / JOBS INITIATIVES
KC DAJD - COMMUNITY CORRECTIONS DIVISION
KC DCHS WORK TRAINING PROGRAM
KC DCHS/VETERANS PROGRAM
KC DEPT OF PUBLIC HEALTH - JAIL HEALTH SERVICES
KC DEPT. OF JUDICIAL ADMINISTRATION - DRUG COURT
KENT SCHOOL DISTRICT/REFUGEE TRANSITION CENTER
KENT YOUTH AND FAMILY SERVICES
KITH
LIFE WIRE
LIFELONG AIDS ALLIANCE
LUTHERAN COMMUNITY SERVICES NORTHWEST
MAPLE VALLEY FOOD BANK AND EMERGENCY SERVICES
MULTI-SERVICE CENTER
NAVOS
NEIGHBORHOOD HOUSE
NEW BEGINNINGS
NEW CONNECTIONS
NEW TRADITIONS
PERINATAL TREATMENT SERVICES
PREGNANCY AID OF KENT
PUGET SOUND OIC DBA PUGET SOUND TRAINING CENTER
RECOVERY CENTERS OF KING COUNTY
REFUGEE WOMEN'S ALLIANCE
SEATTLE DRUG AND NARCOTIC CENTER (SEADRUNAR)
SEATTLE EDUCATION ACCESS
SEATTLE HOUSING AND RESOURCE EFFORT (SHARE)
SEATTLE INDIAN HEALTH BOARD
SENIOR SERVICES
SHORELINE COMMUNITY COLLEGE - CEO PROGRAM
SOLID GROUND
SOMALI COMMUNITY SERVICES COALITION
SOPHIA WAY
SOUND MENTAL HEALTH
SOUTH SEATTLE COMMUNITY COLLEGE
SOUTHWEST YOUTH AND FAMILY SERVICES
ST. LUKE'S PARISH - HELPING HANDS
ST. MARY'S FOOD BANK
ST. STEPHEN HOUSING ASSOCIATION
ST. VINCENT DE PAUL - HOLY FAMILY / HELPING HANDS
ST. VINCENT DE PAUL COUNCIL SEATTLE-KING COUNTY
ST. VINCENT DE PAUL SOUTH KING COUNTY
STANDUP FOR KIDS
TEEN FEED (FORMALLY: UNIVERSITY STREET MINISTRY)
THE AUBURN FOOD BANK
THE SALVATION ARMY
THERAPEUTIC HEALTH SERVICES/CENTRAL YFSC
TZU CHI FOUNDATION
VASHON YOUTH AND FAMILY SERVICES
WASHINGTON STATE DOC - SEATTLE DAY REPORTING
WASHINGTON WOMEN'S EMPLOYMENT & EDUCATION (WWEE)
WAY BACK INN
WELCOME HOME SOCIETY
WORLD RELIEF SEATTLE
YMCA OF GREATER SEATTLE
YOUTH CARE
YWCA OF SEATTLE-KC-SNOHOMISH COUNTY