

## Appendix A: Equity and Social Justice Engagement Summary

*Online Open House and Survey Responses*

*Promotional Materials*

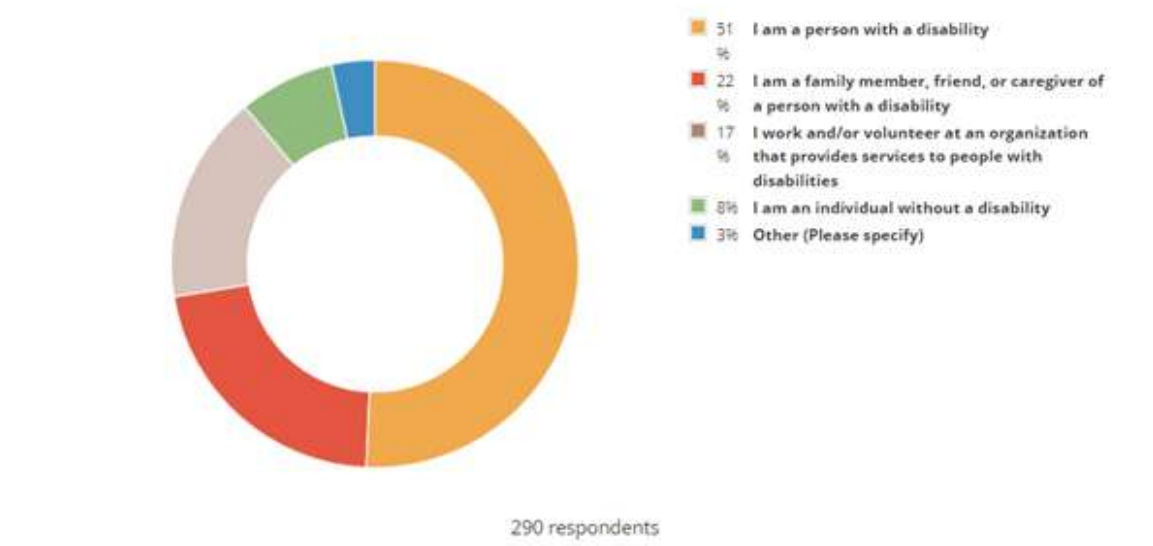
*Online Open House Website Summary*

*Community-Based Organizations List*

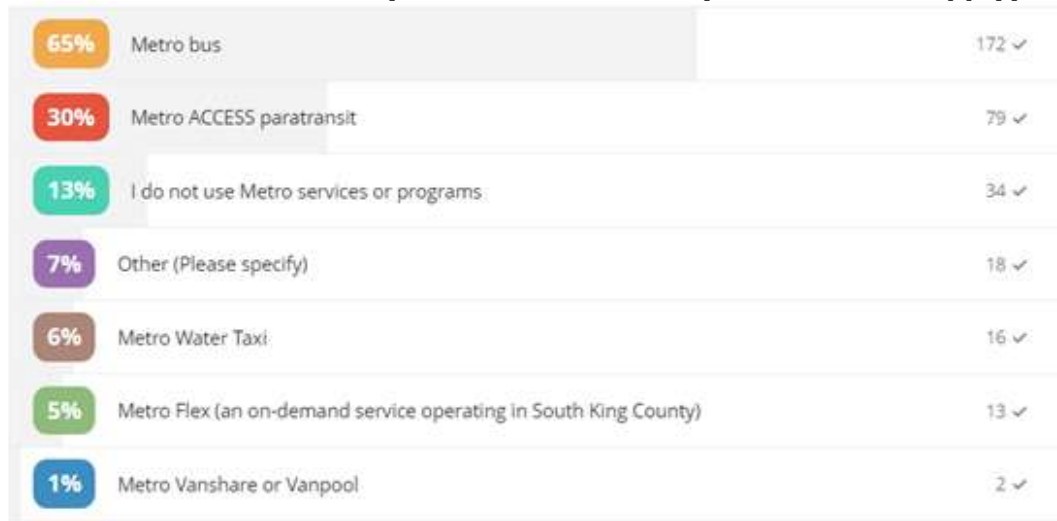
*Stakeholder Guide*

## Appendix A1: Online Open House and Survey Responses

### Q1: What best describes you? (Select one)



| Write-in comments  |
|--|
| I work for KingCounty  |
| I am currently vision impaired pending eye surgery                           |
| Partially disabled   |
| I've been disabled since January but am now able to walk.                    |
| I have a chronic health condition that affects how I ride Metro.             |
| I have a chronic health condition that affects how I ride Metro on bad days. |
| I have a disability and work as a teacher of disabled students               |
| I need a cane to walk  |
| Served as a senior citizen person on the Sound Transit CAAC for many years   |
| Minor disability   |

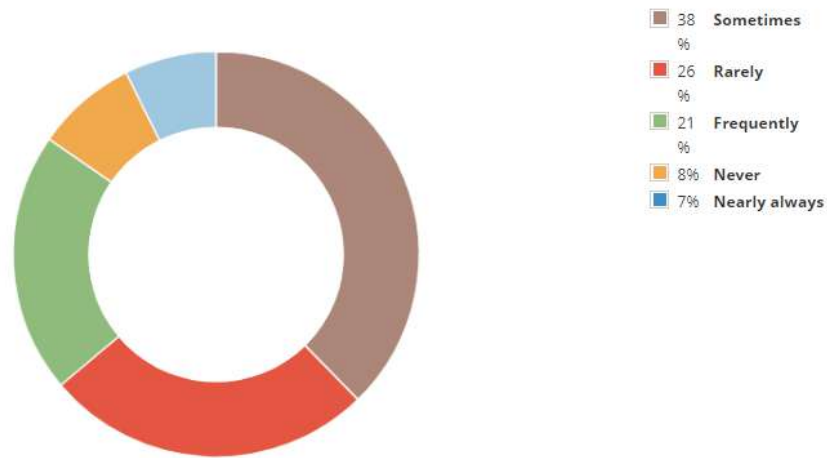
**Q2: What Metro services do you use most often? (Select all that apply)**

266 Respondents

**Q3: Overall, how would you rate the accessibility of Metro's:**

|  | Poor        | Fair        | Good        | Very good        | Excellent       | I do not use this service        |
|--|-------------|-------------|-------------|------------------|-----------------|----------------------------------|
| Facilities (bus stops, parking locations, customer service center, etc.) | 17%<br>Poor | 32%<br>Fair | 26%<br>Good | 11%<br>Very good | 4%<br>Excellent | 10%<br>I do not use this service |
| ACCESS paratransit service   | 15%<br>Poor | 16%<br>Fair | 9%<br>Good  | 6%<br>Very good  | 2%<br>Excellent | 53%<br>I do not use this service |
| Bus service  | 14%<br>Poor | 26%<br>Fair | 25%<br>Good | 18%<br>Very good | 5%<br>Excellent | 12%<br>I do not use this service |

**Q4: How often have you experienced challenges when trying to access information about Metro, such as on a webpage, through a mobile app, on printed materials or by contacting Metro directly? (Select one)**



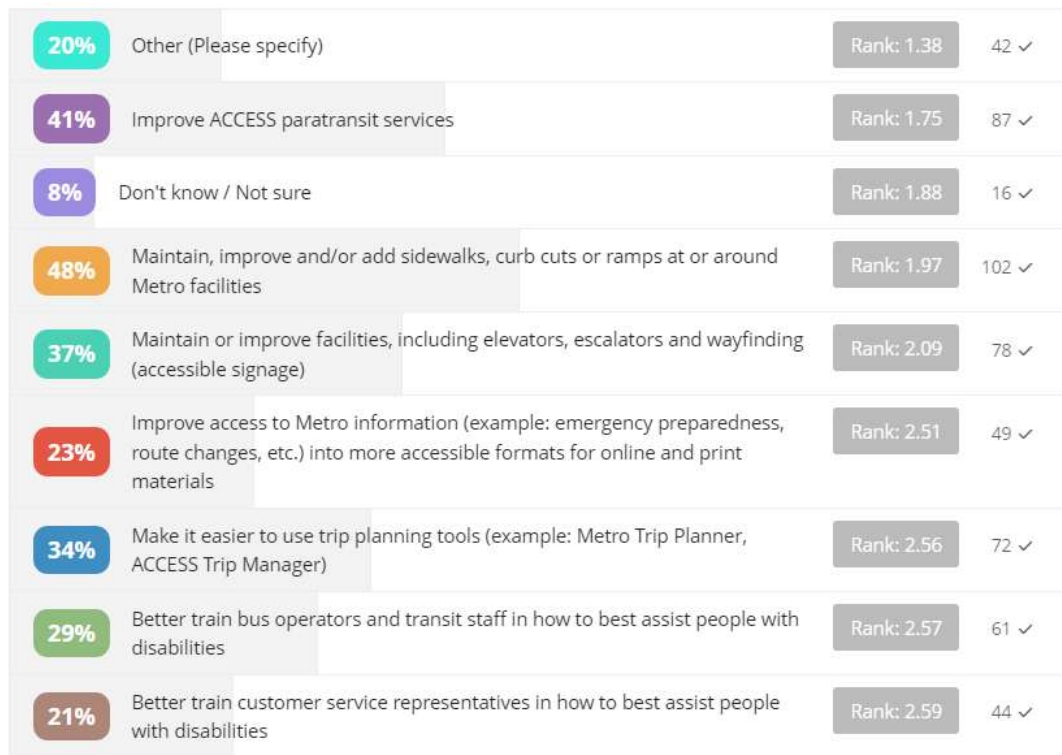
260 respondents

**Q5: Please provide your overall view of the following statements:**

|   | Strongly disagree        | Disagree        | Neither agree nor disagree        | Agree        | Strongly agree        |
|---|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|
| Metro does a good job accommodating people with disabilities  | 9%<br>Strongly disagree  | 24%<br>Disagree | 31%<br>Neither agree nor disagree | 27%<br>Agree | 9%<br>Strongly agree  |
| Metro's programs and services for people with disabilities are easy to learn about, enroll in and use                                   | 15%<br>Strongly disagree | 28%<br>Disagree | 34%<br>Neither agree nor disagree | 16%<br>Agree | 7%<br>Strongly agree  |
| Metro bus operators are knowledgeable about equipment and procedures that help people with disabilities ride the bus                    | 6%<br>Strongly disagree  | 16%<br>Disagree | 32%<br>Neither agree nor disagree | 32%<br>Agree | 14%<br>Strongly agree |
| Metro's customer service employees are knowledgeable about how to communicate with or accommodate the needs of people with disabilities | 7%<br>Strongly disagree  | 21%<br>Disagree | 47%<br>Neither agree nor disagree | 19%<br>Agree | 6%<br>Strongly agree  |

255 respondents

**Q6: Which of the following actions would be most helpful for your ability to use public transit? Select your top four priorities.**



213 Respondents

**Write-in comments: Which of the following actions would be most helpful for your ability to use public transit?**

|  |
|--|
| Improve safety   |
| On time more often. IF THERE IS AN ANNOUNCEMENT OVER THE SPEAKER THERE NEEDS TO BE SOME WAY TO DISPLAY IT VISUALLY!!!  |
| Expand bus service so more people can use it   |
| Please add benches to every bus stop. I am unable to stand.  |
| add more bus lines   |
| Add more stops in rural King County to allow better access to transportation services for those who are not eligible for ACCESS, as many don't have a stop closer than 2 miles from their homes.   |
| Modernize the Access Service with more tech apps like Zum used for K-12  |
| Run the busses on time so people with executive functioning and physical disabilities can depend on them and not stand out in the weather for hours multiple times each week. Don't speed to make up time; it especially aggravates people with cognitive and mental health disabilities.. Route 221.              |
| Provide in-real-time written route information on the electronic sign at the front of the bus for those with hearing impairments   |
| Better maintain/replace faulty bike racks. I have wrist tissues and balance problems and frequently run into racks that are sticky, faulty, or outright broken. These make it challenging and dangerous to load my bike, and cause me to hold up the bus, which is both inconvenient for everyone and humiliating. |
| Improve bus stops (more shelter, more space for sitting down while waiting)  |

| Write-in comments: Which of the following actions would be most helpful for your ability to use public transit?   |
|---|
| One Bus Away app? Or GPS on all buses so we know where they are. Safer for women alone, people with disabilities, and others to know when bus actually will be there.   |
| Have a wheelchair that does not fit in all buses. Could not get ACCESS pass after old pass expired.   |
| Get rid of drug users on bus  |
| Get rid of drug users on buses  |
| Increase bus svc on Vashon  |
| Increase routes to unincorporated areas   |
| have seating at all bus stops   |
| Benches at stops  |
| More benches  |
| Connections from ferry to light rail  |
| Add in cross county transit   |
| Notify us when a driver calls in sick instead of us waiting indefinitely and then callin to find out that there is not ride because the driver has called in sick and they do not have another driver causing cancellation of important appointments.   |
| Get client home in a timely manner. Should not take 2-3 hours.  |
| Make payment clearer and easier on access   |
| Be reliable and arrive on time specified  |
| Metro Flex, Community Van, Vanpool, etc. to better serve people with disabilities   |
| Stop taking away benches at stops.  |
| Stop removing benches at stops. Make it easier (or possible at all) to find a complete list of stops made on each route, as well as a list of which buses stop at each stop, and which stops are closed or do not have benches.   |
| Stop removing benches, if possible.   |
| Stops too far apart   |
| You eliminated bus service (113 and 121) to riders commuting from the north to south. Metro no loner services the Port, USACE, Ducky's, or other businesses. You areonly prviding transport for people coming into Seattle from the southern suburbs. Please restore 113 and 121 bus service for the morning commute to Georgetown/SoDo when coming from Ballard, Cap Hill, Downtown etc. Nearest bus is 131/132 which is one mile from E Marginal Way S businesses and too far and too dangerous to walk/roll. |
| Paying for rides for people with disabilities. Better alternatives to paying with cash or orca month pass   |
| Make buses more accessible and safe for older persons with limited mobility. Stop drugs on buses. Run buses directly from NE Seattle to downtown; it's impossible for me to transfer to light rail. Also, I can't walk well several blocks to a bus stop. Buses would also need to run more often for me to rely on them as I did when I was younger.   |
| Improve Taxi Scrip by using Lyft.   |
| REQUIRE, don't just suggest, that people with strollers, shopping carts, and other things that are not wheelchairs get the hell out of hte wheelchair securement area on buses.   |
| REQUIRE, don't just suggest, that people with strollers, shopping carts, luggage and anything that is not a wheelchair to get the heck out of the wheelchair securement area when the bus is trying to pick up a passenger who uses a wheelchair  |
| Add more residential stops or make it easier to get to transit stops and hubs for people with limited mobility  |
| PLEASE assist disabled when asked. Not all disabilities a visible. I have acute chronic arthritis in my knee (great trouble walking). I can cycle. I have great difficulty placing my bike on the bus bicycle rack. Drivers need to assist,   |
| Improve flex coverage.  |
| talk to riders before moving stop, example cancelling #44 stop at Fremont cause the use of a new, unsafe stop under the Aurora/99 overpass. Uphill from new stop to Fremont Ave, the main street and entrance to Zoo.   |

**Write-in comments: Which of the following actions would be most helpful for your ability to use public transit?**

Consider Cognitive Accessibility as well as Mobility Accessibility when constructing transit, and other types of disability that aren't visibly obvious.

Don't require the disabled to go downtown to PROVE they are disabled!!! So that they can then use transit

**Q7: What Metro bus route(s) do you take most often?****Write-in comments: What Metro bus route(s) do you take most often?**

11, 12, 2, 10, 8, 49, 60

F line

168, 165 and A-line

36, 11, 8

165, 160, 168, and A Line

C line

75/45, 65/67, 70, 49, 79, 73, 3, 4, 2

E Line(675), 40, 345

N/A

24, 33, 19, 190 and others

Sounder

N/A

A-Line, 70, 75

7, 36

C-Line

8, 10, 11, 12

67,65,45,75,346,347,348

Rapidride E, H, Routes 3, 124, 150

348, 331, 372

2, D Line, 1, 48

2

240, 101

A Line Bus

208

N/A

271, 245

Access, 550, 250

ACCESS - I AM ALSO INTERESTED IN ON-DEMAND SERVICE

311. But no longer. It's undependable.

522, 372, 105, 535

C, H, D, E, Lite Rail

n/a - I have customers who live all over King County and take or need to be able to take multiple routes.

Rapid E and 345

| Write-in comments: What Metro bus route(s) do you take most often?   |
|--|
| Access paratransit   |
| Access for school for 18-21 Transition student and possible social activities as the need is there   |
| My clients often take Burien, Renton, and Kent routes.   |
| Interlake HS to Downtown Bellevue  |
| 221, 271, 245, 535, 542, 241/246, 240, 554, 11, 2, 12, 545, 8, 3/4   |
| 165, otherwise varied  |
| 204, 550, 554  |
| ACCESS only for our daughter   |
| Access   |
| N/A  |
| 40, 62, 5, 106, 60   |
| 165  |
| D, 40, 3/4, 12, 44   |
| 269  |
| 40, 11, 70, 10, 2, 3   |
| E,2,13   |
| 550 540  |
| 311, 257   |
| 7  |
| 11, 49   |
| 2  |
| 255, 250   |
| because there is NO bus stop within a mile of me without a steep walk, I do NOT use the bus. My nearest route was closed due to covid (block and a half away) and has not reopened |
| 1, 2, 7, 13, 14, 36, 40, 49, 50, C, D, H Line  |
| 131, 125, H Line   |
| Water taxi. Rapid ride. 72   |
| 12, 49, 2, 11, 10, 60, 7, 3/4  |
| C, 50, used to be 56 or 37   |
| N/A  |
| 150  |
| 2, 60  |
| 22   |
| 3/4  |
| 372, 73, 67  |
| 31/32  |
| 132, 8, 48, 70, ST 554   |
| 128, 50, 60, 775, Rapid C, 56, 55, 21.   |
| 40, D, 28  |
| 75, 67, 40, 20, 372  |
| 118, 119   |
| Good Samaritan hospital  |

| Write-in comments: What Metro bus route(s) do you take most often?  |
|---|
| We are unable to use busses as we have to drive two miles to the closest bus stop and there are no sidewalks in our neighborhood.   |
| 160   |
| 2, 3, 62  |
| 20, 65, 75, 330, 372, 522   |
| 131, 132, 165, 120, A,  |
| North end to Seattle  |
| N/A: The only route available to me involves walking 1.5 miles which I cannot do.   |
| 48, 65, 75  |
| C line  |
| 62, 44, 48, 155, Rapid Ride E Line, 5   |
| H Line, 60, 125 and 128   |
| 226, 245, 241, B Line   |
| 44, 62  |
| 101   |
| 75, 62, 322, 48, 2/3  |
| 65  |
| I don,t take a metro bus too often  |
| Route 5, route 331  |
| 331   |
| We use the Metro ACCESS Paratransit   |
| N.a   |
| N/A   |
| N/A   |
| 257, 545, 255,  |
| b line  |
| now I have to take the 239 to the 255 and then transferred anywhere on wrong the 255 to get where I have to go from Kingsgate to downtown Seattle I used to be able to go now I can't because it's such a nightmare to get there to bus bus change and change the light rail. It's not easy at all and it's greatly extend that the time to get to Seattle. |
| Access  |
| Intake eval to Harborview--first and last trip unless changes are made  |
| 65 & 75   |
| From Shoreline to Downtown Seattle  |
| Access  |
| Aurora ave (between 130 street and 80th street) and Green wood ave (between 78th street and 105th street)   |
| N/A   |
| 193, 187  |
| Can't use the facilities as I am mostly blind and need to be picked up in Snohomish County to get to doctors.   |
| I use metro bus very rarely.  |
| 160 & 906   |
| 107   |

| Write-in comments: What Metro bus route(s) do you take most often?   |
|--|
| 14, 36   |
| Not applicable   |
| Bus routes starting in Enumclaw.   |
| I take the 40 & 44 my clients take primarily ACCESS  |
| n/a  |
| 148, F line  |
| 7  |
| None regularly   |
| A line, 165  |
| D, 1, 2, 3, 4, 13  |
| 111, 105, F, 101, A, 148,  |
| 62   |
| 11   |
| 345,346,40,20, 347,248   |
| 3 4 372 21 24 33 124   |
| 49 and 60  |
| 150,165,183,168,914  |
| 107, 240   |
| D line,36,14,7,32,101,106,   |
| N/A  |
| 121, 113 - eliminated by Metro   |
| Rapid Ride C   |
| C,D,1,2,13   |
| none Access only   |
| 2 13 1 31 32 D   |
| 40   |
| 50 and 128   |
| Unfortunately, since COVID plus becoming limited in mobility, I no longer take the bus. I used to take the 73. |
| None   |
| 5, 7, 12, 24, 28, 31, 36, 40, 44, 62, 67   |
| 106 36   |
| 7,   |
| 14   |
| 101, 102   |
| 49   |
| 107  |
| 3, 4, 8, 9, 10, 11, 12, 43   |
| 21. 21x, C, 55, 22   |
| 187  |
| Access only  |
| N/A  |

| Write-in comments: What Metro bus route(s) do you take most often?                        |
|---|
| 930 239 545 255   |
| 124 and 154   |
| 10, 49, 50, 128 and C-Line  |
| none, because of problems with routes   |
| Working as a travel trainer I'm use any and all bus transit, LINK and Street Car options. |
| Lynnwood to Edmonds Community College   |
| 255   |
| Access, link light rail   |
| #5, #28, #44, #40 #D  |
| 8, 70, 3, 4   |
| Rapid Ride, B-Line, 245,  |
| Rapid e   |
| 40 & 62   |
| 128, C-line, 55 before it was discontinued.   |
| #2, Light rail, #60, Broadway street car  |
| 121, H-line, F-line, 156  |
| Link  |
| Sounder   |
| Sounder train   |
| I assist others in connecting to transportation services                                  |
| Community van   |
| want to use ACCESS  |
| Sound Transit & Link  |
| Light rail  |
| Ferry & Light Rail  |
| Hopelink  |
| taxi scrip  |
| Access, Taxi Scrip  |
| light rail  |
| Link  |
| Snoqualmie Valley Transit   |
| Light rail, Streetcar   |
| 901   |
| 348 and E Line  |
| E   |
| N/A   |
| 160   |
| C Line, F Line, H Line, 150   |
| 60, H line, 36  |
| Rapid B line, 226, 245, 221, 271, light rail, Sound transit 550, 535                      |
| 60 132  |

| Write-in comments: What Metro bus route(s) do you take most often? |
|--|
| 62   |
| 156, 180   |
| 255, downtown Seattle routes                                       |

**Q8: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.**

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.  |
|---|
| Really would have helped with all the construction if there were alternate stops, routes and especially cancellations on One Bus Away. Text alerts  |
| N/A   |
| Tye trip planner does not work any longer   |
| Some bus stops don't have enough room for wheelchairs to get in. When Ramp gets out, you have so little room to maneuver your wheelchair  |
| The King County Metro website is laid out in a very confusing manner that requires multiple clicks in order to access information. Rider alerts are not obvious enough.   |
| The website is confusing and not user friendly.   |
| I lost my job due to busses not showing up to take me from Magnolia to Interbay to Whole foods. The website is not accurate it says when bus is scheduled but not when route is cancelled. So I arrived to work too many times up to an hour late due to no bus arriving. My family had the same issues. I can not drive so the bus is my only mode of transportation.  |
| Usually, when the sounder train is cancelled, there is a bus that takes riders to seattle, to the place where the train would drop them off. A few weeks ok when the train was cancelled the bus dropped my disabled son off in the middle of Seattle and he did not know where he was at.  |
| My mother is 93 and she does not know how to use or even have a computer. So those types of services are barriers to elderly people.  |
| Closed elevators and escalators, more frequent service, buses not arriving on schedule  |
| N/A   |
| sometimes i find it difficult to understand the "key"/meaning behind symbols or font used in informative materials and sometimes they are added at the bottom of the screen after the coded information, for example some of the schedule maps like this one: <a href="https://kingcounty.gov/en/dept/metro/routes-and-service/schedules-and-maps/010.html#weekday-b">https://kingcounty.gov/en/dept/metro/routes-and-service/schedules-and-maps/010.html#weekday-b</a> |
| perhaps this type of information could be added to the top of the screen or next to the content it is applied to, so that they are in reading order and can be seen before looking at a chart, image, or other piece of information.  |
| Getting a new Orca card, and accessing it when needing info online, has been challenging.   |
| None  |
| My partner has a condition called POTS which affects her ability to stand more than her ability to walk as the blood in her body pools due to disfunction with her blood vessels/nervous system. There absolutely needs to be a minimum of 1 bench at every single bus stop in the system. This accommodation would help seniors and folks who rely on the bus but have injuries as well  |
| The website is hard to navigate and hard to find customer service or routes   |
| It is impossible to understand, Access transportation requires to be seen at Harborview hospital. How do you do this? Never received the application in the mail.   |
| It Is Sometimes Hard to get on or Off the A Line Bus When I Ride the Bus  |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.  |
|---|
| If Uber and Lyft can provide real-time access without windows, and take responsibility for showing up early or late, you can too.   |
| Having to wait 2 hours between buses is a problem. This is a long time to wait for anyone let alone those with disabilities.  |
| Little to no understanding of how to support people who are non-speaking or cannot reliably use speech to community.  |
| n/a   |
| NONE MYSELF, BUT FELLOW RIDERS HAVE EXPRESSED DISMAY OVER TRYING TO FIND THE CORRECT BUS TO BOARD IN ORDER TO GET HOME. VISUAL IMPAIRMENT ISSUES  |
| Notifications of cancelled trips too late.  |
| Enough routes, running often enough, especially in or near neighborhood areas, to allow individuals with disabilities to access their community independently   |
| There isn't an easy or accessible way to track where your Access bus is located. I would be given a window of time to expect the Access bus to arrive, and more often than not the Access bus would arrive an hour past that window.  |
| MORE TIME TO ENTER AND EXIT LIGHT RAIL!!! ITS SO FAST FOR WHEELCHAIRS   |
| In Seattle, often times there aren't enough spots for wheelchair users as they are already in use and individuals have to wait longer for the next bus to arrive. ACCESS application process is not well known and the window times and route times are excessive for those who need to use ACCESS. |
| I use Google maps to get bus info   |
| Booked trips out of order online on the access trip manager   |
| 2.5 hour wait on bus for young adult with disability  |
| When I call regarding the status of a client's ride pick up time, more often than not, I am waiting on the phone to speak to someone for 20 plus minutes. If I have ever sent in a complaint regarding Access, the customer service is usually rude or is not listening.                            |
| The drivers are always late to pick up our clients and we are having to wait up to 30-45 minutes past our pickup window. There needs to be a better way to track where the bus is like send a reminder that the bus is "x" minutes away like an uber ride/application provides.                     |
| Bus app says the bus already left when it has not yet arrived. Walk away from bus stop and then it comes by. Bus simply never comes, though it is scheduled. Sorry, I don't know the name of the apps my family uses.   |
| None  |
| Sometimes, my internet browser blocks the webpage for checking and scheduling rides.  |
| Information on Google Maps and the trip planner is frequently not updated or incorrect  |
| No sidewalk   |
| Websites are hard to read as no contrast and font size is too small   |
| Bus driver's need to get closer to the sidewalk when letting people off the bus. I have had many driver's be 3-4 inches away from the curb when letting me off the bus. I use a cane it is too far to step down from the bus. Need to retrain the drivers.  |
| Getting off buses when stop is at a steep hill.   |
| Finding bus locations   |
| none  |
| Buses arriving at random times, not on schedule   |
| Metro bus for doctor appointments require long riding time, which is not viable with people having ADA needs.   |
| I wish there was a weekday update blast similar to the weekend update   |
| Metro's own page is complex and hard to use, I always use Google maps to plan routes and use OneBusAway for bus time information.   |
| One Bus Away app used to work well then doesn't. Need for shuttles too  |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.   |
|--|
| N/A  |
| Have a large wheelchair that does not fit on busses without thrashing. Tried to get a new ACCESS pass 4 years ago and was denied. Already had an ACCESS pass from 20 years ago. Is frustrating process that was not navigable by me.   |
| I find the trip planning website very confusing.   |
| None   |
| I am not disabled but am 70 and careful about entering and exiting the bus. The web sites are generally good though I have thought the ACCESS bus information was confusing.   |
| Sidewalk not flat at bus stop. Also too full busses makes it stressful to get off with my oxygen   |
| I worked as a temp for Access transportation and think it is the best paratransit service in the nation. It allows people to work and live independently. The "improvement" I would make would be doubling the budget for the service so a broader range of disabled riders could be served. Thanks for outstanding service, Metro Access!   |
| Trip Planning is mostly what I use, since I need to go off island to either Seattle or Tacoma. I love the integration between counties like Tacoma's bus service. The Metro Bus schedule is so difficult to read and understand when coordinating with a ferry. As a 71 y.o. woman, I need to ask strangers on the ferry to give me a ride into town where I live when there is not a bus waiting.   |
| I have problems using metro site finding departure and destination locations   |
| N/A  |
| None   |
| Challenges to accessing transportation (not information) are when my husband's stop is at the end of the route, all the disabled seating is already filled and he often had to stand. Some people in the disabled seating did not appear to be disabled (perhaps they had invisible disabilities). The driver assisting with telling folks to move if they are not impaired would be helpful.  |
| The trip planner is not very screen-reader friendly (in addition to having very small font).   |
| none.  |
| None   |
| Metro webpages don't work well on mobile browsing, especially timetables, Trip Planner, and service alerts. It seems like the timetables often don't reflect ongoing service interruptions. If people have a phone, they can use OneBusAway, but someone without a phone has no way of knowing about sudden service interruptions or delays that can seriously impact their ability to get to work, school, appointments, visiting, and more. The physical signs for ongoing service interruptions or paused routes are too small, making them easy to miss and the info on them hard to read. |
| shows a bus scheduled to stop...and then no bus comes for another 1/2 hour<br>ACCESS does not follow pick-up/drop-off details (I have had multiple students waiting before, during and after their pick-up window time and reported as 'No Shows' because the driver failed to follow pick up instructions or communicate well with the student when calling them (did not help the student problem solve their location, or consider they themselves were in the wrong location)  |
| When scheduling ACCESS on line we were not able to enter in an address...we had to call each time a new address was needed, and it was limited on how many labeled locations we could enter (example: 1 work...but in fact the student had 2 work locations)   |
| When one of my wheelchair bound students needed help on the bus last year, the driver was quite rude and refused to help them.   |
| Multiple times last year when my wheelchair bound student was waiting to board the bus, the driver pulled the bus up to the bus stop and dispensed the ramp in a very challenging location to allow us access to the ramp (often inadequate space between the end of the ramp and the actual bus stop structure...the drivers would sit and watch  |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.  |
|---|
| me or my staff struggle to get the wheelchair onto the ramp...I stopped struggling and would tell the bus driver they needed to move (even if it did delay them)  |
| Need more benches at stops, especially covered  |
| Information about last minute changes (weather, construction, route changes, etc.) is hard to find  |
| Not having super reliable service, not being able to accurately tell when the next bus will be, not being able to tell if the stop has a bench or shelter where I can sit/rest for a minute, not being able to understand the recorded voice saying what the next stop is; when at link stations, not being able to tell if the escalators are busted before getting there, not being able to tell if there's a long detour or problem with the elevator until I get there - these problems are so severe I've quit trying to take the train.   |
| It can be confusing at times  |
| A lot of the bus stops are usually crowded  |
| No it's good  |
| It has been difficult to help our families be able to apply for the ACCESS services. It would be better to have someone be able to translate for someone who does not have English as a first language.   |
| We constantly get incorrect information - the website will say pick-up occurred when the Access van or bus never arrived.   |
| N/A   |
| N/A   |
| The information is often inconsistent across platforms. I often have to cross reference between the app and the posted schedule since they are not updated often enough and it gets very confusing.   |
| I work with people with disabilities at their jobs. I have people who are anywhere from 30 minutes to hours late for work. I have also had people leave with no response.   |
| <p>Hello,</p> <p>My name is Carmain Ramjitsingh lives at 454 129th Pl. NE over 20 years. I worked for the City of Bellevue and used metro transit with orca incentives. A couple of years ago I experienced a deliberating accident. My daughter was my caregiver now that she moved on I use metro access and hopelink transport. I don't know if you know of any who uses these form of transportation. I would like to explain, they are unreliable for all rides. A rider has to wait between 30-45 minutes to be picked up to and from rides and sometimes longer or they just don't show up or the driver has to pick up or drop of passengers miles and miles away from my route. Just to get around and do things in Bellevue is not worth the effort. We cannot hire taxis because we are on SSI which is not enough to live on in Bellevue. Also due isolation not able to get out and do things and socialized cause severe depression.</p> <p>I understand and I feel sorry for the employees who work at these facilities, every time I booked a ride they are overwhelmed by the number of rides and take into consideration the riders are disabled and unable to voice their opinions because they are afraid because this is the only form of transportation is availabe. Also if you missed a ride scheduled Access will flag you account and your unable to ride for a month.</p> <p>It is very frustrating causing our anxiety to increase thinking no one cares what happens to people with disability. Millions of dollars are in the budget for transportation but we are left out we are invisible.</p> <p>All I ask is to do some research, Seattle and the other cities have other forms of transportation for the elderly and disabled. I have done some research but they are all dead ends. I communicated with someone from the city of Bellevue but no luck, Bellhop riders are in the rich area of Bellevue not in my neighborhood, Metro buses are un reliable and NE 8th street to get to the bus stop take at least 20 minutes which I am unable to work that far.</p> <p>One solution will work is Metro Flex the downside is not offer to Bellevue Residence. We pay our taxes and contribute to the ecommerce in Bellevue. We need to be treated as human beings not numbers and we need this form of transportation or some other solution. I love Bellevue and I hope this issue would resolved so I would not have to move and start all over again.</p> |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.  |
|---|
| Thank you for your time, my phone #206-966-3926 if you want to reach me via phone.  |
| Sincerely   |
| Are use the telephone service and when I'm asking for greater detail, I don't get it from the operators   |
| Can't stand for long and can't walk far. Access is totally unreliable and expensive. Hard to get information, especially if you don't have a cell phone but only a landline   |
| Lengthy application for intake eval at Harborview that lasted 5 minutes.  |
| NA  |
| Drivers frequently arrive much later than scheduled, clients who are "hand-to-hand" will be dropped off without being received and sometimes at incorrect locations, if a taxi service is outsourced to and doesn't show up, Access does not take accountability.   |
| Our clients who do not use verbal speech can't check on rides. Having some texting option would be helpful  |
| none  |
| ACCESS is nearly always 40 minutes to 1.5 hours late. When I call to discuss this, or track the bus down, staff has been rude.  |
| N/A   |
| For people who experience developmental disabilities, whom I work with, they have experienced issues communicating with Access drivers, bus drivers, and customer service for Access on the phone.  |
| Mostly blind, have no access to rides by Metro, need to be picked up and taken to doctors. Need help  |
| How to make the Access van more on time!!   |
| I have noticed in the past that the online (app) or just the Metro website does not update when there is an event causing a change in a bus route. This can be EXTREMELY confusing to disabled people who then need to search for another bus stop and therefore have to travel on their own to find it.  |
| I haven't had any challenges so far as me accessing my information  |
| Having to stand out in the rain waiting for the bus.<br>Difficulties reading all of the information to determine how to get from one place to another. This is very difficult for someone with an intellectual disability.  |
| Clients cannot navigate booking access independently via the current phone system due to disability limitations & language barriers.  |
| I have waited with my client for ACCESS for hours past the time ACCESS is supposed to arrive. I have had ACCESS drop off my hand to hand client without any one being there. I have had them drop them off before and after their specified access windows. ACCESS has become unreliable. Though I am thankful for the services provided, they have become more of a hassle for my participants and myself. |
| Rough sidewalks getting to/from bus stop. No shelter from rain/sun.   |
| Sometimes when I'm on a trip I don't have space for my legs because I'm very tall and most drivers can't let extra seating down because they have wheelchairs to put in place   |
| Amputations   |
| Busses are cancelled and I don't have enough advance notice to make arrangements for other transportation.  |
| no results when texting bus stop number.  |
| Buses keep getting canceled and rerouted without notice. Emails are inaccurate too!   |
| Trip planner is a challenge it assumes I can walk a half mile in 15 minutes and any number of stairs. It usually takes me 3-5 tries to get info.  |
| This survey has terrible accessibility. You should be sued.   |
| Bus drivers making voice announcements without my awareness because I am Deaf   |
| Not enough stops in the info for times  |
| Times of day, feeling safe at transit center  |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.  |
|---|
| None  |
| Out-of-county transfers are long and arduous due to wait times between transit agencies. It would be much more efficient and less resource intensive if out-of-county trips are direct and do not involve transfers. Also, incorporation of Uber and Lyft to compensate for slow ride times would improve the service for riders and improve the operational flow of the day to day shuttle service when experiencing shuttle driver shortages. In addition, the Uber or Lyft trip cost will be lower than the trip cost for the shuttle.   |
| The King County ACCESS paratransit does not directly go to destinations outside of the county. It requires a transfer which significantly increases the amount of time the trip takes. The King County ACCESS paratransit should also include Uber and Lyft in addition to their vehicles to increase efficiency. The Massachusetts Bay Transportation Authority provides such a service through their RIDE Flex program which has proven to be effective.  |
| Too hard to find  |
| I like TripPlanner which u r eliminating  |
| My challenge is not giving me enough time to get to my seat before moving the bus. I use a cane and if I am not seated I go flying down the bus aisle because the driver is in a hurry or may be behind schedule. I don't want to be injured because of an impatient or late bus driver. This happens more often than not for us seniors/disabled.  |
| Paying for access is very challenging. My sister cannot handle money well and the orca month pass is easy for her to use but she has to pay \$15-30 more than she uses. There needs to be a better payment system with an orca card or something like that were she can pay per ride. The app is too complicated for her and drivers are not assisting her in using it.   |
| I am very short and have arthritis in my knees. It's difficult getting on and off most buses, especially at the rear door, because the curb is too far away and/or too low.   |
| N/A   |
| Not sure, since I've given up on Metro.   |
| Accurate information from Access dispatchers. They always say "10 minutes " when responding to inquiry about wait time for latte Access van. This can go on for 1- 3 hours of waiting. I need to use the bathroom but do not want to miss my ride. Shorten Access ride time by improving logistics. It is common to have to travel long distances before getting to the destination. Sometimes the vans go past a destination. I , and many others, have disabilities that make travel very difficult. I have vestibular problems and other disabilities. It feels inhumane to endure long waits and poor routes. |
| Customer service is the most helpful. However, when filing a request for a callback from Planning Dept., resulted in no callback for 90 days, 6/5 thru -9/8/23. I.e. Why were bus stops not replaced from 6th & Madison Ave & East to Broadway? Seniors lacked access by bus & Cab fare pricey! A temporary bus stop sign was placed between 7th & 8th on Madison, on Friday 9/8/23, prior to my appointment on 9/11/23 at the Poly Clinic.   |
| None  |
| Lack of clear signage, directions, available connections.   |
| Information not easily found  |
| Providence/Swedish Cherry Hill hasn't reopened the right-of-way for 17th from E Cherry to E Jefferson, requiring a long detour around the hospital.<br>Bus stops are far apart, requiring me to walk several blocks to get to my stop.  |
| It can be very difficult to find information about the stops themselves. For example, downtown stops often lack lighting, seating, or shelter from the elements.  |
| I don't know where to start, I wish I there was some type of online information desk but with a real person behind it, NOT A ROBOT!!!!!!  |
| Not sure how to use flex.   |
| Route changes have been difficult to figure out because the stops that are closed don't necessarily inform how far it is to the next stop that is open or if I need to go to a new location off the route. A map would help and perhaps color coding the stops red and green to indicate which ones are closed/open.  |
| to confusing, from a brain trauma or a person with neurodiversity issues it's too challenging, this is part of the problem. I have to really study hard to figure out where I want to be when , then write it all down, very stressful.   |

| Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.   |
|--|
| The Trip Planner doesn't seem to incorporate all transit modes for cross agency travel - allowing for selectivity of modes when some modes are not preferred or preferred. In past years, it seemed the integration of all agency options was more reliable. The frequency of disruptions to standard routes due to construction interferes with regular rides unprepared or unable to check online for reroutes that accommodate their disability. King County grant that supports on call travel instruction is one way to mitigate and reroute and is a valuable tool that supports blind and Deafblind individuals and deserves continued funding and support. |
| ORC cards should be free for college students with disabilities. Their textbooks cost enough, and if they need adaptations the cost is even higher. Please create a low cost/half or FREE ORC card for college students who are beating all the odds.  |
| Access staff refused to answer a simple question, because I live in Snohomish county. Took longer to refuse me than it would have to say "Bay 3, have a nice day."   |
| i have never found accessing route information to be easily accomplished.  |
| Using disability seating in front of bus. Often times, people whom are neither disabled or elderly, will hog the seats. Or they will try to cram in so they can sit in the front of the bus. There needs to be more respect for us, so we can ride the busses.   |
| I don't like the King County Metro website. It does not feel intuitive to me. I prefer using Google maps and Trip Planner" app on iPhone.  |
| Just the distance  |
| Figuring out route maps when I first moved to the area was very difficult to understand where stops were for which routes, where transfers were, and my options around those. I have ended up using google maps-public transit mode instead of anything from Metro to try and determine where stops/routes are precisely located. Also, cancellations of routes and stops is difficult to find out about. I joined the Metro newsletters for updates but because of the nature of routes, it ended up just being a flooded spam of automated emails constantly for minor changes/emergencies and thus, not effective to update for real-time changes.              |
| Difficulty navigating multiple options when buses are delayed, can find for individual routes but making connections or finding alternatives is difficult via signs, texting, google maps. Also alerts for roadwork/construction that might make a stop less accessible for users temporarily.   |
| Telephone access outside of "working hours"  |
| Information about route changes  |
| The hours of the customer service phone line are too short/do not start early enough. Many people (including disabled people) commute to work early in the morning, and they shouldn't have to wait hours for help to be accessible.   |
| None   |
| Dragon Dictate not compatible with software  |
| Routes are infrequent, stops are not at well lit and safe spots, trip planning is difficult, ACCESS is extremely unreliable and unpredictable with route times that are insane WHEN they finally come.   |
| Metro flex app keeps changing addresses on me and does not retain accurate addresses. Using the bus schedule is frustrating. Would rather call   |
| I wish the accessibility information integrated into third-party apps like Transit and City Mapper.  |
| No challenges for websites or trip finder  |
| Hard to get on bus on Madison due to construction have to walk to Broadway just to get get the 60 or take the 2 to downtown to get 132   |
| I had a friend with knee issues whose toes were caught in the extendable ramp because the operator did not know how to operate it safely. Also, escalators are frequently out of service at many transit stops.  |
| Lack of shelter and/or benches at bus stops. Even able-bodied people need a spot to sit and rest sometimes, and everyone needs shelter from weather. Transit centers need better shelter and seating, too. The benches at the bus stops under the Tukwila Light Rail station are METAL and do you know how painful it is to sit on metal when it's cold outside??  |
| My main problems have been elevators or escalator not working and urine in the elevators at the Seattle stations. With the light rail coming in direct routes from locations outside Seattle are being eliminated. This means my trips   |

**Write-in comments: Please describe any accessibility challenges you have experienced when accessing information. Include any specific websites or applications, if possible.**

from home to Seattle used to be one bus, but are now 2 busses and a light rail. This means multiple elevators and escalators that may not be working and is far more exhausting. Due to this I have had to stop going downtown. Access is an option, if the vehicle shows up 30 minutes early you have to be there, or they can be an hour late. It is a pain.

**Q9: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?**

**Write-in comments: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?**

Access - not sure if children with disabilities qualify

Metroflex does not get to my home, But, I am complaining because the bus route goes near my house. Metroflex hours need to be expanded because bus service decreases during late night.

I am a caregiver, so this question doesn't apply to me.

It's difficult to schedule rides with Access. They are never on time, and they are rude and impatient with their disabled riders.

We has a issue with Access My mother was on an access bus for over 1 1/2 hours waiting to get to her stop (20 minute car drive) She almost soiled herself before she got to her drop off.

I'm an employment coach for adults with disabilities in King County.

Very frequently, my clients are late to their jobs due to their Access scheduled transportation not arriving on time. This might be a minor inconvenience for a shopping trip or visit to the library, but for clients attempting to go to work, it can be devastating.

Additionally, there have been numerous occasions during which my clients have spent upwards of two full hours on the Access transit vehicle waiting to be taken home. For high-acuity clients, this is often a confusing experience at best, and extremely worrisome for their caregivers and guardians.

Two weeks ago, an Access transit vehicle carrying one of my clients to their workplace experienced an engine failure. Neither I nor their guardian was proactively contacted. My client (who is a hand-to-hand client, and not trained in traffic safety) was required to exit one bus and enter another on a busy roadway during rush hour.

The absence of proactive communication from Access when their services are not meeting their promises is unacceptable, particularly when client safety is at risk. Metro should take immediate action to rectify this issue as well as the abysmal service timelines.

N/A

i don't have any

Drivers need to use PA system to remind passengers that priority seating is not for people with their dogs in strollers, large wagons, etc.

None

Participating in the bus service can be hard for me due to infrequent service and lack of seating/shelters at bus stops. I believe benches should be installed at every bus stop in KC where it's possible - it's not only easier for the disabled but is more comfortable, and helps to encourage the general public to get out of their cars and take transit. However, Metro has been lukewarm at best on this effort - a few stops I regularly use have no seating. It's not a good look when urbanists have to install their own benches at bus stops in order to fix the problem.

N/A

sORRY CANT ANSER mERTRO

Fixed routes on metro bus

| Write-in comments: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?  |
|---|
| Access - the pick up and drop off windows are far too long. My person would be on a bus for 1.5 hours each way to get to a 2 hour program. That is not accessible for them.   |
| NONE I AM AWARE OF. INTERESTED IN ON-DEMAND SERVICE   |
| Any metro routes that go between Bothell and Redmond without making a trip through Kirkland, the Brickyard park-n-ride, etc. It is despicable service on the eastside.  |
| n/a   |
| None  |
| none  |
| Access for social events. The wait time and untimely arrival is WAY too long.   |
| N/A   |
| N/A   |
| Taking the bus to work, appointments, school and other scheduled activities. Not reliable and often not psychologically safe due to road raging and/or speeding bus drivers. We moved to the home we live in because it is on a bus line, but the busses are so poor that it's like having no bus service at all. |
| Don't know  |
| None  |
| Taking regular Metro bus due to mobility issues or wishing there was door to door service   |
| Metro access program  |
| Bus to trail, go to beaches/waterfronts, stay out more after dark and during ice/snow   |
| Buses are a bit tight for my somewhat oversized power chair.  |
| All do to time restrictions   |
| None. But I looked into ACCESS when my husband was going through treatment and I found the information confusing.   |
| Bus   |
| Can't think of any now, but will be grateful to ride Access in future.  |
| I do not have a car, so I need to walk into town to catch a bus. Many folks would love the bus to travel some back roads, instead of driving from ferry to ferry. I don't know what programs you mean.  |
| Any.  |
| Flex bus  |
| N/A   |
| None  |
| I'd love to be able to take the Metro to work but am unable to because of the amount of walking I would need to do to get to my final destination.  |
| Buses do not run often enough to make taking the bus feasible for me.   |
| None  |
| I think the Link is sound transit but I can't really take the train anymore because I can't navigate too many stairs and the escalators are always broken   |
| No answer   |
| N/A   |
| I use google maps   |
| none  |
| Access paratransit.   |
| metro bus   |

| Write-in comments: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?   |
|--|
| Taxi script but no taxis can call for days and none available. Access needs to be cheaper and more reliable and available quicker  |
| Access transport is good in theory but long wait times to get on and then prolonged time in vehicle-- 12 hours 45 minutes trip from Harborview to Redmond after waiting for 1 hour at Harborview   |
| It's difficult to get from the ferry to the light rail   |
| I would like for people with disabilities to be able to make their appointments on time, without anxiety of arriving hours late, not being picked up afterward, or being generally fearful about unreliable transportation to get to work, appointments, or to go home.  |
| Cross county line transit. Our clients are either stuck with hopelink (which can be very unreliable) or have to take DART up to Lynnwood, then cross lines with Access, adding on a significant chunk of time  |
| none at this time  |
| N/A  |
| None personally.   |
| bus service to doctors, Metro Flex, Metro Access. I live in Snohomish and someone else is writing this survey for me.  |
| Seattle needs more police protection to make riding Metro busses and Access vans safer, so people can travel around Seattle without fear.  |
| I'm hearing impaired and I don't have TTY, I've encountered changed bus routes, then tried to call for assistance, but the surrounding noise makes it impossible for me to hear either the recording to get help or if there is someone on the line. I get it...we are the "invisible disability" but we do exist.   |
| I don't think I've got one   |
| I don't know?  |
| Some of my client's can't take the metro bus due to obstructions, narrow, or no sidewalks from their residence or the bus stop. Myself and clients often feel unsafe in many areas on the public transit. People are actively smoking meth on the bus, screaming at people, masterbating in public, and many other unsafe conditions occur regularly. People with disabilities are more vulnerable due to physical or cognitive limitations on keeping themselves safe. (Such as being unable to move quickly out of a danger while in wheelchair) |
| Vanpool. Metro Flex is also challenging to access.   |
| None that I know of  |
| None   |
| I have a serious hearing impairment. I can hear the recording that says "Next Stop NE 60th Street," but I can never hear what the driver is saying when he or she is announcing something. Why, I don't know.  |
| The last several route changes have increased the number of buses I need to reach the same locations. Ie 2-3 buses instead of 1.   |
| None   |
| Easier to use metro flex.  |
| Unsure here  |
| Out-of-county regional riders are not able to use the ACCESS trip manager to book rides. Please add this functionality.  |
| N/a  |
| Access.  |
| None that I am aware of.   |
| None   |
| It's becoming too much of a serious challenge to continue Access services. I'm on oxygen and oxygen depletes in 2hrs. One hour of oxygen time depleted just with the pickup window time. Running out of oxygen can lead to an emergency trip to the hospital.  |

| Write-in comments: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?   |
|--|
| Bus. (Am unfamiliar with paratransit. I would hesitate to use it because I absolutely would not want neighbors seeing me using it. I don't use a wheelchair, but I have a spinal condition that limits my ability to walk very far.)   |
| Most... I dream about being able to be safely and comfortably being able to go places. I'd really like to use Light Rail.  |
| Hyde Shuttle provides good to very good service in my neighborhood between 8-4 M-F. I need more than this. Thank you.  |
| Using your Access Vans or vehicles. Submitting my completed application this week to be tested at Harborview and accepted to be a participant in 'Metro's Americans with Disabilities Act (ADA) Transition Plan.' FINAL NOTE: And, one notice I found troubling. This stated on your website: "Access is currently experiencing service delays due to reduced workforce availability. Customers are advised to prepare for delays and allow for extra time when making travel plans."  |
| The van that picks me up from the light rail to bring me home  |
| Metro seems to think that the only disability it needs to address is people in wheelchairs. Those of us with less obvious disabilities are invisible. When sidewalks, elevators, and escalators are not passable, other mobility issues make it impossible to access Metro services.   |
| Don't understand the question  |
| I'd like to be able to ride a "regular" Metro bus (instead of ACCESS). I am unable to do so because the regular bus schedule is too infrequent, and the bus does not drop me off close enough to my final destination. As a wheelchair user, navigating long distances is challenging.   |
| Connections within neighborhoods can be difficult. Distances between stops don't appear to account for elevation. For example, on the C the stop between the YMCA/church/school and the next stop on 35th is 0.6 miles and ~200 feet of elevation gain. That route got less accessible when it switched from the 54. On weekends the 22 barely runs, but the hill up CA makes going south from the Morgan Junction tricky. We end up driving more than we otherwise would want to. I'm also a parent to a child with disabilities and the fact that some neighborhoods aren't served by daytime busses at all (like Arbor Heights) coupled with no school bussing for most makes transport a challenge (schools are too far to walk). Even going partway is tough because drivers often don't stop for kids without adults. We end up driving more than we want to (and what about the people who can't drive, or don't have flexible work schedules?) |
| N/A  |
| Flex. Need to make Juanita area coverage area bigger so we don't have to walk to nearest pickup point.   |
| I'd like to be able to go to more trailheads than just Mt Si and would like to go more than just in the summer. Please stop using the words disability as it connotes a negative stigma that most people don't associate with. I recommend instead to say access and functional needs (AFN). Everyone will need ADA assistance at some point in their lives and AFN is more inclusive.   |
| I don't know how to answer this question, because I don't know Metro's programs. But one thing I do know, I work for King County, and have for 29 years and there has never been reasonable bus service to my job in all this time.  |
| Via as a local third option currently is limited in its territory in supporting light rail connectivity and could be expanded for station to destination options.  |
| N/A  |
| Transit centers because I have a guide dog and can't take escalators, and elevators are often out of service   |
| I generally find a way to get where I want to be but it may entail several changes.  |
| Access transportation  |
| N/A  |
| None   |
| I hear access buses can take 2 hours to come pick one up. That's far from convenient.  |
| Honestly, I don't know even know about Metro programs that much. I rely on the bus for my commute, and I know there are other programs in existence, but that is about it. I guess I assume that the more-tailored programs like VanPool are meant for visibly-disabled or severely-disabled people in order to be eligible and comfortable with using those programs.   |

| Write-in comments: What Metro programs, if any, would you like to participate in or use but can't due to accessibility challenges?  |
|---|
| Alternatives to escalators when escalators don't work.  |
| Hire more staff on the phone lines, and pay them better so they have a reason to care.  |
| N/A   |
| Safety is our key concern and accessibility. Having Access bus service be available and more accommodating would help. For safety reasons it is not ok to send an uber or cab to pick up our disabled family member.                |
| Improve the Metro flex app. Improve the bus online info to be more intuitive or easier.   |
| Regularly updated online information.   |
| I can access information easily on line<br>I need bus kneeled or ramp as needed. I have bad knees and have trouble getting off or on bus. Also need to be able to use front door. Bus should pull up to curb so not a big step down |
| I have never had too many issues accessing the information I need. Keeping the website running smoothly and keeping it updated, I guess.  |

**Q10: What is your one top idea to make it easier to access the information you need in a timely manner?**

| Write-in comments: What is your one top idea to make it easier to access the information you need in a timely manner?   |
|---|
| Texts alerts to cancellations and bus stop changes.   |
| A specific app for disability people to use   |
| Drivers need an ability to communicate with ALL riders. Display information that you are SAYING pop pop   |
| Transit is a hub, Metro can put digital display info or have a representative agent.  |
| Improve the layout of the website and consult members of the general public on the ease of its new design.  |
| Less tabs   |
| When drivers call in sick immediately the customers registered should get a notice that bus is cancelled. If we know up to 30 minutes in advance of the arrival of the bus I could get to another bus stop that is running. I need a job to survive and since I lost my job a year ago I have not been about to find work again.  |
| Have the phone number for customer service on fridge magnets for elderly to access. Use large fonts with high contrast.   |
| Access should be proactively contacting the guardians and caregivers for riders when a ride is delayed or if an Access service is interrupted by vehicle failure or other circumstances.  |
| If there was an app or sensor alerting drivers of person (s) waiting for pick-up, similar to Uber where the driver knows you are waiting for them.  |
| one thing i would love to see is the trip planner include more comprehensive information about the route someone would take to actually get to a stop (i.e., before getting on the bus), such as the condition of the terrain. maybe it could say whether it requires going up and down a steep hill or unpaved/uneven/non-ADA compliant sidewalks, and if there are alternate routes that avoid or help navigate those conditions?   |
| in general i would ask to consider whose/what abilities are prioritized, who do we perceive as benefiting from a service, and if a majority of people benefitting from something is the best measure of being worth doing. for example, the feature above could help people with physical impairments but it only benefits a minority if we look at it as something only disabled people need. for example, able bodied people walking in an unfamiliar neighborhood late at night with poor street lighting is also an accessibility issue so they might appreciate something like it too. |
| See above   |
| None  |
| Popular links on the home page. Make it better to use on a smartphone   |

| Write-in comments: What is your one top idea to make it easier to access the information you need in a timely manner?   |
|---|
| Why can't I refill my disabled bus permit online?   |
| Why is my bus pass reading "invalid card" on the scanner?   |
| Help People WHO NEED IT   |
| Partner with Uber and Lyft to improve your technology. Leaving people stabbed, and arriving early or late, are not acceptable.  |
| Make Metro Access more dependable, integrate Orca cards into the Access system, so people don't have to use change to ride.   |
| the system software is horrible and outdated. Scheduling is a moving target and then it may be moved later again. The disabled person sometimes spends hours on the bus unnecessarily. The ETA indications are unreliable. Just get a good up-to-date software! |
| I WISH I KNEW, I WOULD BE EXCITED TO SHARE WITH YOU.<br>THANK YOU FOR THE AMAZING ACCESS SERVICE, IT HAS ALLOWED ME TO CONTINUE WORKING AFTER LOSING MY VISION. GOD BLESS YOU ALL!  |
| I have no idea. It is YOUR problem. When you notify late, it is TOO late for a person with a disability to be stranded at a stop.   |
| Have a GPS tracking system so I can keep track of where the bus is.   |
| Make the web page more user friendly and make it clear where applications are at and the process to apply for ACCESS and other paratransit supports.  |
| If someone calls have it go directly to the operators instead of recorded prompts   |
| Simple plan language materials and easy to use sites  |
| Make Access services like Zum which is used by Seattle Public Schools and has an App that makes up to date driver location.   |
| Better customer service and answer times.   |
| See above box for examples.   |
| Run the busses on time. Nevermind the app.  |
| Accessibility guides: online, in paper on vehicles, posted at stations  |
| Decrease Access staff stress and turnover   |
| Improve web server capacity and remove all barriers that cause the website to become inaccessible.  |
| Make trip planner more accurate, or create a new tool that is similar and more accurate   |
| Bolder font   |
| Post on metro website   |
| Integrate better w Google maps  |
| Make service alerts available programmatically via API to OneBusAway, or via RSS, if they aren't already--and if they are, make that information easier to find on the Metro website and social accounts!   |
| GPS on all buses and shuttles with tracking app that is maintained  |
| Interested in local neighborhood vans. We got one mailing. I suggest you send info more frequently then maybe more people would use. I know if little use you'll discontinue  |
| What do I need to do to get an ACCESS pass? Completed application. Went to ACCESS office at Harborview. Was denied pass, did my best to appeal. Still denied PASS.  |
| Put more bus route and timing info at bus stops   |
| Better headings/links on Metro home page.   |
| Easier to find on website   |
| When I worked for Access riders called in their requests weekly. Many of them are very capable digitally. Would it save time if they could reserve rides online and just use customer service for questions and special route requests?                         |
| Make trip planner as easy to navigate and access info about stops and services, like Alaska Air's website and app   |

| Write-in comments: What is your one top idea to make it easier to access the information you need in a timely manner?  |
|--|
| Simplify the Vashon bus schedule. Have a bus waiting at BOTH Tahlequah and north end ferries for every ferry landing. Perhaps do a study to see if that works for Metro. This would SIMPLIFY the Metro bus schedule. On the other side, having a bus arrive before the ferry leaves is optimal. Can Metro and KC Ferry system cooperate on this? I remember running down that very long Fauntleroy dock to catch a ferry after work, when I was commuting. Not pleasant if I missed it.  |
| Educate drivers in securing wheelchairs  |
| Using access I find the schedulers may not have ever looked at a map of South King County. I technically live in Kent two blocks away from Renton but because my address is Kent they think Federal Way is a hop skip and a jump from me. This is not the case. I would like to be eligible for the flex passes but once again I am living in Kent   |
| Strengthen the text messaging system for bus route stops and interruptions.  |
| Unknown  |
| Having more information available in the app, so it is easy to get to while on the go.   |
| n/a  |
| A helpful chatbot  |
| I wish I knew how to fix the serious access issues faced by people without consistent access to a phone, as disabled people often are because they are disproportionately low SES or because they can't afford accessible tech. For the physical signs about service interruptions, I wish that they were larger, in more than one location at a stop when possible (eg inside the shelter), included a physical map of the interrupted route with similar routes and their stops highlighted, and were updated close to the beginning of the planned interruption (a week before?) to signal that the interruption is imminent. |
| I wonder if it would be helpful for the automated voice to also give information on connecting busses  |
| Communication (internally and externally)...every time we called Customer Service we would get a different answer  |
| Add captions to driver announcements, easy to do with Artificial Intelligence Speech recognition.  |
| Reliable real-time bus info, and photos of the bus stop facilities, info on escalators/elevators in an app   |
| Listing the information  |
| Bigger signs larger text so people with poor vision can see the route number   |
| Google maps  |
| All services quite accessible online with better translation services  |
| Make it accurate and honest.   |
| An app to access all information   |
| Website or app   |
| Make the schedule signs and bus stop signs digital and synched with the app so everything is the same across platforms.  |
| flex transpiration   |
| Fix your website   |
| Fund Access more appropriately. It's unfair for those with disabilities to have such an unreliable paratransit service.  |
| Having a "text this number to receive ride updates" would be very helpful  |
| easy directions/instructions on the web portal   |
| N/A  |
| Have an easy to use, plain talk, website and/or app to use for Access transportation - setting up rides, changing rides, applying for the service, etc...  |
| share in braille, get people to pick up the blind and get them to their doctors.   |
| If Access van could have more busses and qualified disability drivers.   |

| Write-in comments: What is your one top idea to make it easier to access the information you need in a timely manner?   |
|---|
| Either one app, not having to log into sound transit or metro, ONE app for the area, the web does this e.g. google, however service isn't always the best when traveling out and about.   |
| I can't think of one  |
| Make it more clear where to find everything   |
| A very direct way to type in where you want to go and then an easy digital answer as a response.  |
| Easy login in website to look at upcoming rides and estimated arrivals and departures. A login in the can be accessed by all supporting parties easily.   |
| Inform call takers of Access policies. I called to ask what taxi companies take scrip and the agent said you don't have anything to do with taxis.  |
| Integrated information in one place   |
| Only to be sure of the time my ride will arrive   |
| Be consistent   |
| Essentially, create a more accurate, transit-focused version of Google Maps: a tidy, scroll-able map of the city, with icons indicating bus stops. Hovering over one would bring up an up-to-date list of routes stopping there; clicking on one route would highlight the entire route and the stops it makes that day. There would also be information about stop conditions, e.g. the presence of a shelter or a bench, and links to the schedule for each route.  |
| Also, please provide a complete list of stops made on each route on the route's "schedule" page, even if you are unable to list the departure times for all of them. As it is, one has to actually ride a route in order to find out where it stops.  |
| I like those readerboards that tell me when the bus will come. Much easier then texting on a dark windy day while trying to hold your umbrella.   |
| Have some check the emails before the are submitted to the public for accuracy.   |
| Gear trip planner to slightly less computer literate folks, who are not healthy commuters   |
| While making voice announcements on the bus, do the same for making visual info on the screen that displays bus stop destinations and time  |
| Make the info more comprehensive  |
| Create an app that works and for the Disabled population  |
| A fully accessible app that is co-designed with a diverse range of disabled users, that meets the needs of shuttle riders. This app should use GPS tracking to give live trip information and assist with shuttle scheduling.   |
| App for King County ACCESS which includes trip tracking features and safety GPS tracking features for the client. This app needs to be accessible to the blind and screen readers such as VoiceOver per ADA.  |
| Better designed website   |
| Make the app One Bus away better  |
| Metro does a great job of giving "too much" complex and confusing information that you need a PhD to understand. KEEP IT SIMPLE!  |
| Better app  |
| Make sure this information gets into 3rd party transit tools like Google Maps as soon as possible.  |
| Communication essentially with Access client when any changes in pick ups changed. If overflow picking communicate that and give the overflow company client contact information.   |
| Not sure.   |
| No ideas except adding or replacing the taxi companies available to Taxi Scrip users Lyft. The Access system seems closed to rider input unless the input is favorable to Access.   |
| How can Metro expect to receive a sufficient number of responses from the disabled if this questionnaire entitled ... "Metro wants to hear from people with disabilities about their mobility needs by October 15" ... is embedded at the tail end of the email? Have you considered those who lack internet access, and have you mailed a questionnaire who do use the service by USPS mail? How can Metro expect to receive a timely and adequate response from the |

| Write-in comments: What is your one top idea to make it easier to access the information you need in a timely manner?   |
|---|
| disabled in two weeks, and by October 15th? The sampling will surely fall short for Metro to make a fair determination of the needs and access for the disabled in King County.   |
| Digital signs at all transit stops with time/date, next bus/train arrival time, terminus direction.   |
| Put a special button or box at the top of every page, "Looking for Accessibility?" or something similar   |
| Improve accuracy of push notifications to the app for sudden changes in service.  |
| A single email that you can ask anything and explain your situation, and it will help you find the right people/agency/office that can help/support you.  |
| Discord server.   |
| Make all Metro service information interoperable on trip planner. Google maps does a better job of helping me find my way.  |
| Input where you want to go and the route is plotted out automatically, which bus, train, times, stops, everything. This would cut out the stress. Here's an example: I have a doctor's appointment at Swedish hospital at 10am, I live in Kent west hill, what bus or buses do I take to get there and when do I leave to catch them? If that was all automatically plotted out it would make it so much easier for a person.         |
| Access services is one area where access to Access ride line for trip updates and when rides are not on time or do not show up for Deafblind riders is very limited and doesn't seem to work. Access needs to expand options equivalent the other riders who have easy access to Access ride line through smart phone voice communication. There is no parallel options, for example through text communication for Deafblind riders. |
| Send it via email for the Champions to use their screen readers, and remember to send students with Deafblind message the Helen Keller Institute methods.   |
| One stop transit planner  |
| Larger print route maps on the website.   |
| The electronic next bus signs on route 44 and downtown are not reliable.  |
| Not sure.   |
| None  |
| A more robust, interactive, and frequently updated Metro Transit Route map that is accessible to riders 24/7 (could even include cancelled/moved stops when those changes occur in real-time so that riders are immediately aware).   |
| on-time info for routes (like %). Figuring out alternate options at all and quickly is difficult for fully abled users with phones/data connection, it can be near impossible to fully consider an alternate route if there are accessibility considerations  |
| Having a LIVE person available to answer phone when I call.   |

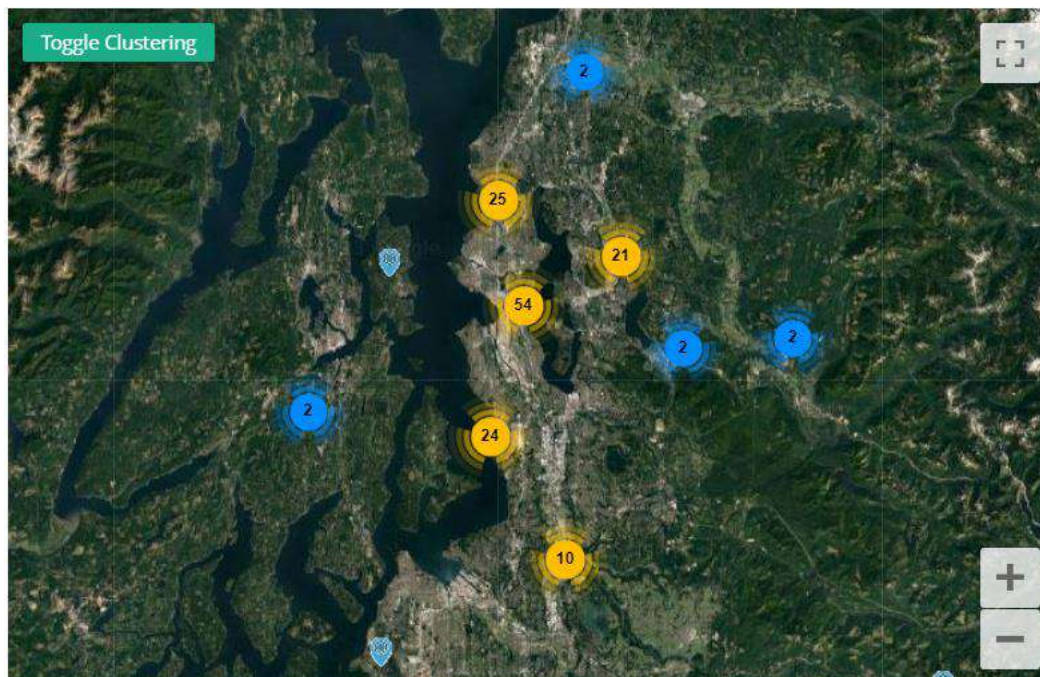
## Demographic Questions

**Q1: Do you have a disability that limits your ability to do one or more major life activities? (Such as walking or climbing stairs, running errands, hearing announcements, using a computer, reading or understanding signs, etc.)? (Select all that apply)**



223 Respondents

**Q2: What ZIP code do you live in?**



**Q3: Do you consider yourself to be... (Select all that apply)**

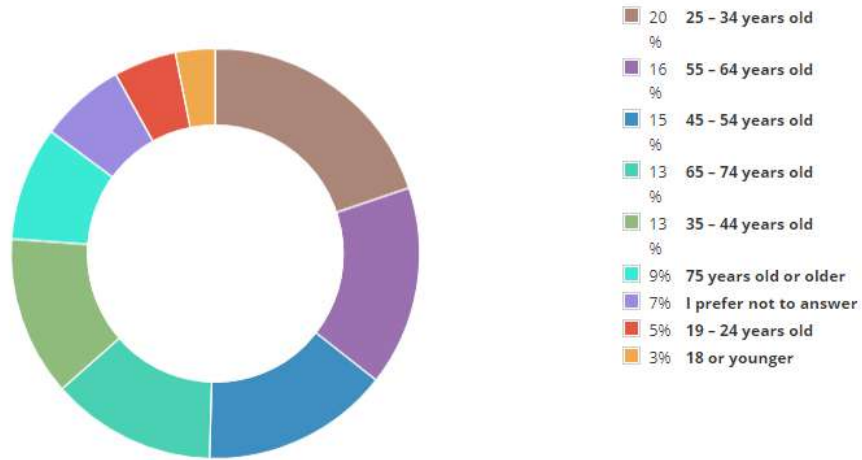
|     |  |       |
|-----|--|-------|
| 69% | White or Caucasian   | 153 ✓ |
| 16% | I prefer not to answer   | 36 ✓  |
| 5%  | Hispanic, Latino or Latina   | 12 ✓  |
| 5%  | Asian or East Asian (Including Chinese, Japanese, Korean, Mongolian, Tibetan and Taiwanese)  | 10 ✓  |
| 4%  | American Indian/Native American or Alaskan Native  | 8 ✓   |
| 3%  | Asian or Southeast Asian (Including Burmese, Cambodian, Filipino, Hmong, Indonesian, Laotian, Malaysian, Mien, Singaporean, Thai and Vietnamese) | 6 ✓   |
| 2%  | African American or Black  | 5 ✓   |
| 2%  | Not listed (Please specify)  | 5 ✓   |
| 1%  | Asian or South Asian (including Bangladeshi, Bhutanese, Indian, Nepali, Pakistani and Sri Lankan)  | 3 ✓   |
| 1%  | Sub-Saharan African  | 2 ✓   |
| 0%  | Middle Eastern or North African  | 1 ✓   |
| 0%  | Native Hawaiian or Pacific Islander  | 1 ✓   |

222 Respondents

**Write-in comments: Do you consider yourself to be...**

Eastern European

#### Q4: How old are you? (select one)



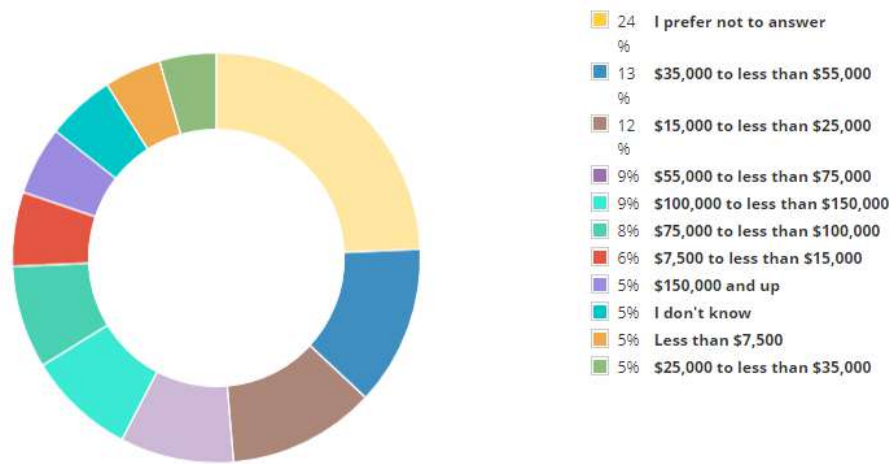
222 respondents

#### Q5: What languages do you regularly speak at home? (Select all that apply)

|     |                        |       |
|-----|------------------------|-------|
| 92% | English                | 201 ✓ |
| 6%  | Other (Please specify) | 13 ✓  |
| 4%  | Spanish                | 9 ✓   |
| 4%  | I prefer not to answer | 9 ✓   |
| 1%  | Chinese (Mandarin)     | 2 ✓   |
| 0%  | Amharic                | 1 ✓   |
| 0%  | Tagalog                | 1 ✓   |
| 0%  | Vietnamese             | 1 ✓   |

| Write-in Comments: What languages do you regularly speak at home? |
|---|
| AMERICAN SIGN LANGUAGE  |
| Nepali  |
| Hindi   |
| Thai  |
| ASL   |
| ASL   |

**Q6: What is your total annual household income? (Select one)**



222 respondents

## Appendix A2: Promotional Materials

Below are the promotional materials used by the consultant team and Metro staff to drive public and internal audiences toward the online open house and survey.

| Promotion Summary |  |                   |
|-------------------|--|-------------------|
| Date              | Organization   | Type of Promotion |
| 9/18/2023         | Metro Matters Blog                                       | Blog post         |
| 9/18/2023         | King County Metro Facebook                               | Social post       |
| 9/18/2023         | KCM LinkedIn Post  | Social post       |
| 10/12/2023        | King County Metro Facebook                               | Email Blast       |
|                   | Hopelink   | Email Blast       |
|                   | King County Access Paratransit Advisory Committee (APAC) | Email Blast       |
|                   | King County Disability Consortium                        | Email Blast       |
|                   | King County Disability Equity Network Affinity Group     | Email Blast       |
|                   | King County Mobility Coalition                           | Email Blast       |
|                   | King County Transportation Advisory Commission (TAC)     | Email Blast       |
|                   | National Federation of the Blind                         | Email Blast       |
|                   | Open Doors for Multicultural Families                    | Email Blast       |
|                   | Seattle Disability Commission                            | Email Blast       |
|                   | Sound Transit  | Email Blast       |
|                   | The Arc of King County                                   | Email Blast       |
| 10/2/2023         | Dave Upthegrove (KC Councilmember)                       | Newsletter        |
| 9/19/2023         | Zahilay Girmay (KC Councilmember)                        | Facebook          |
| 9/22/2023         | Joe McDermott (KC Councilmember)                         | Newsletter        |
| 9/22/2023         | Claudia Balducci (KC Councilmember)                      | Newsletter        |

Graphics included in a social media tool kit provided to CBO partners





### Article Releases

King County Metro Matters Blog

Launched: Sept. 18

URL: <https://kingcountymetro.blog/2023/09/18/metro-wants-to-hear-from-people-with-disabilities-about-their-mobility-needs/>

HAVE A SAY

## Metro wants to hear from people with disabilities about their mobility needs



Date: September 18, 2023

Author: Elaine Porterfield,  
King County Metro

Mobility for people with disabilities has always been a vital part of Metro's mission and we work hard to remove barriers. [Metro is currently developing a plan](#) to further improve accessibility within our programs, services and activities. Our goal is to make it possible for everyone in King County to ride with us and get to the places they need to go.

We invite you to complete our [community survey](#) by Oct. 15. Scroll down to learn more about Metro's Americans with Disabilities Act (ADA) Transition Plan. Your input about your experiences riding Metro and your ideas for enhancing our programs, services and activities for people with disabilities are highly valued.

Metro has a rich history of consistently considering access to services for people of all abilities. For instance, in 1978, after commercial wheelchair lifts failed to perform, Metro engineer Ed Hall designed a lift for buses that became the industry

Councilmember's Newsletter

Launched: Oct. 2

URL:

<https://content.govdelivery.com/accounts/WAKING/bulletins/37275aa>

### Removing Barriers for Metro Riders

For those with a disability, moving around out county can be extremely challenging – especially when it comes to public transportation. That’s why Metro is currently developing a plan to enhance accessibility in its programs, services, and activities. They’re inviting people with disabilities, along with their families, friends, and caregivers, to take part in a [community survey](#) which closes on Oct. 15<sup>th</sup>. Metro will use the information you share with us to improve and prioritize the steps we’ll take in the coming years to make our system more accessible for people with disabilities.

[Visit the Metro Matters Blog to learn more about Metro’s Americans with Disabilities Act \(ADA\) Transition Plan.](#)

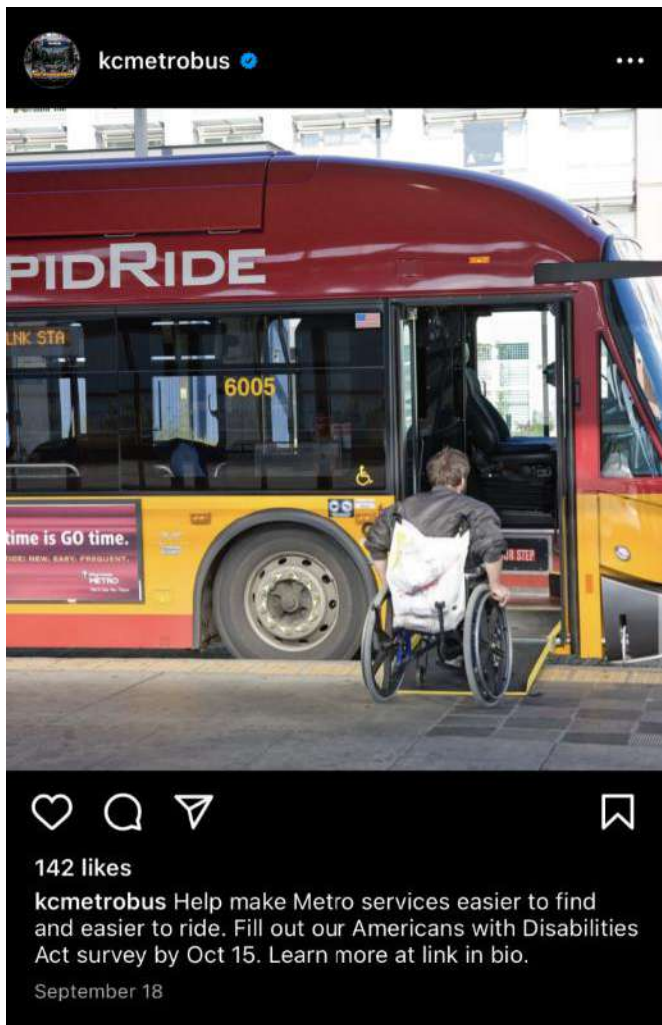


#### Social Media Posts

Official Metro’s Instagram Post

Launched: Sept. 18

URL: <https://www.instagram.com/p/CxWW99jSvHG/?igshid=MzRIODBiNWFIZA==>



Official Metro's Twitter/X Post:

Launched: Sept. 19

URL:

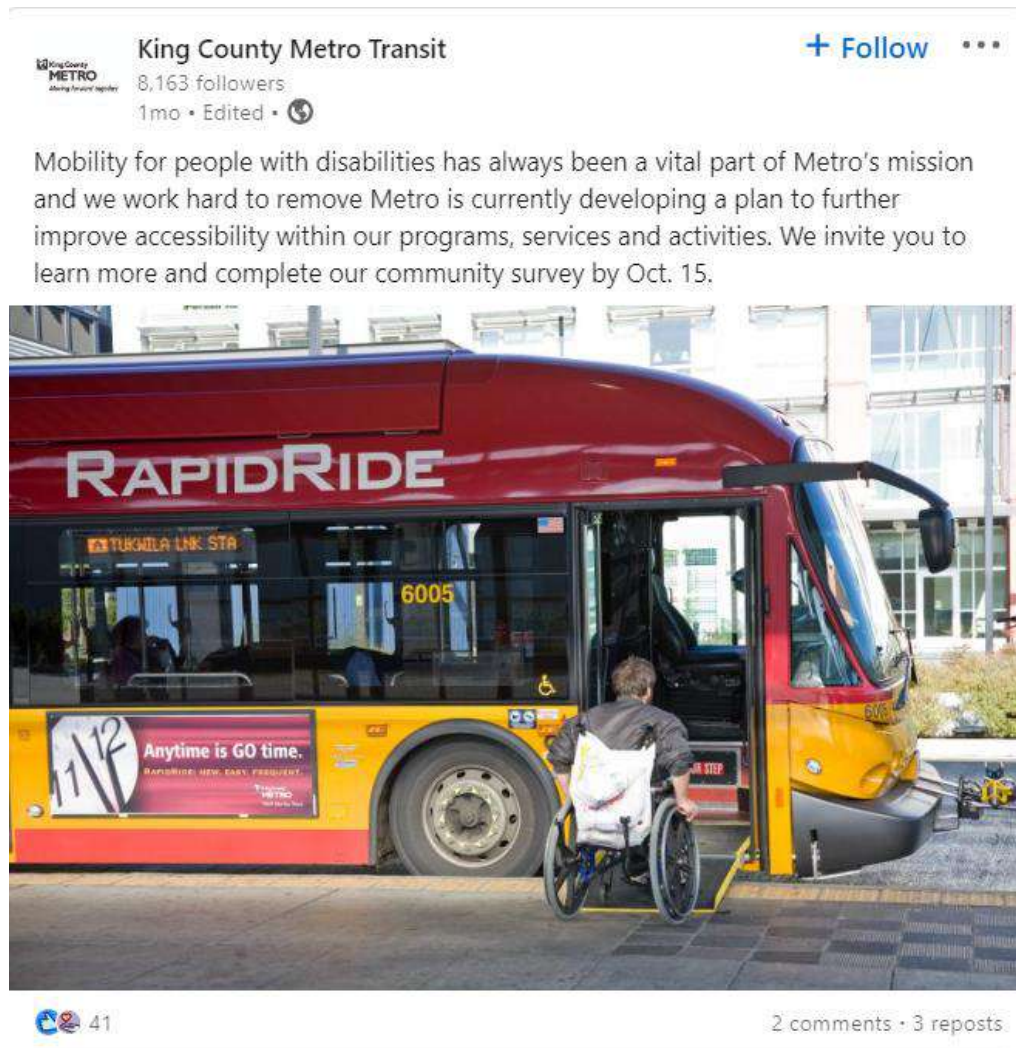
<https://x.com/kingcountymetro/status/1704175457191838122?s=46&t=utklctpSnzzcY78t96DJnA>



Official Metro LinkedIn Post

Launched: Sept. 18

URL: [https://www.linkedin.com/posts/king-county-metro\\_mobility-for-people-with-disabilities-has-activity-7109663409763221504-JXGC?utm\\_source=share&utm\\_medium=member\\_desktop](\"https://www.linkedin.com/posts/king-county-metro_mobility-for-people-with-disabilities-has-activity-7109663409763221504-JXGC?utm_source=share&utm_medium=member_desktop\")



Councilmember's Facebook Post

Launched: Sept. 9

URL: <https://www.facebook.com/councilmember.girmay/>



Councilmember Girmay Zahilay

September 19 · 🌐

From [King County Metro Transit](#):

Mobility for people with disabilities has always been a vital part of Metro's mission and we work hard to remove barriers. Metro is currently developing a plan to further improve accessibility within our programs, services and activities. We invite you to learn more and complete our community survey by Oct. 15.

<https://publicinput.com/kc-metro-ada-plan#0>



## Appendix A3: Online Open House Website Summary

Promotional materials directed community members to the online open house and a survey regarding the ADA Transition Plan. The landing page for this online open house is featured below.



Language

Welcome

Survey

## What's happening?

Metro is working to make it easier for people with disabilities to use public transportation and we want to hear from you!

Public transportation is a route to opportunity because it helps connect people to work, school and other important places. But people with disabilities face many barriers when trying to get around in King County.

We want to make sure everyone can use public transportation safely and equitably. This is why we want to better understand how our programs work for people with disabilities and the challenges they face when using our services.

## What is Metro's ADA Transition Plan?

The [ADA](#) requires government agencies to make sure everyone can use their programs and services. The ADA also requires these agencies to have an *ADA Transition Plan*, which is a guide to removing barriers and improving access for everyone.

Here's what Metro is doing to make things better:

- We're looking at our policies, programs and services as they relate to people with disabilities.
- We're talking to people with disabilities to hear about their experiences.
- We're making recommendations to improve access.
- We're learning how other agencies serve people with disabilities.

These actions will inform our plans to improve transportation access for people with disabilities.

## How can you be involved?

We want to hear from people with disabilities and people who are family, friends and caregivers for people with disabilities! You can share your experiences and ideas for how to improve access by taking our community survey.

We are also organizing listening sessions with people with disabilities and other overburdened communities, such as older adults, people who identify as Black, Indigenous or People of Color (BIPOC), people living with lower incomes, people who are immigrants or refugees and people who speak a language other than English at home.

COMPLETE

### Discovery



April — August 2023

Self-evaluation, peer agency interviews, facility assessments

LIVE

### Data analysis



June — October 2023

Report on facility assessments and current compliance, review community input

LIVE

### Community engagement



July — October 2023

Survey, small group conversations, project briefings, site visits

PLANNED

### Draft recommendations



Q4 2023 — Q1 2024

Share initial recommendations and priorities

PLANNED

### Final ADA Transition Plan



Q1 2024

Share completed ADA Transition Plan

## Contact

For questions about the ADA Transition Plan, email: [HaveASay@kingcounty.gov](mailto:HaveASay@kingcounty.gov)

## Stay updated

If you would like to stay informed about King County Metro's ADA Transition Plan, please provide your contact information to join our mailing list!

Email \*

Name

**Continue**

## Appendix A4: Community-Based Organizations (CBO) List

Below is a summary of the community-based organizations and groups that shared their insights and experiences for Metro's ADA Transition Plan.

| Organization   | Activity                | Date     | Number of Participants | Audience   |
|--|-------------------------|----------|------------------------|--|
| APAC/TAC   | Focus group             | June 12  | 15                     | Members  |
| Chinese Information Service Center                     | Listening session       | Sept. 28 | 16                     | Cantonese and Mandarin speaking members                              |
|  |                         |          | 20                     |  |
| Disability Rights WA                                   | Interview & focus group | Sept. 12 | 1                      | Director of Disability Mobility Initiative Program - Anna Zivarts    |
|  |                         | Sept. 22 | 11                     | People with disabilities - blind, wheelchair, invisible disabilities |
| East African Senior Center                             | Listening session       | Oct. 4   | 67                     | Tigrinya and Amharic speaking seniors                                |
| Harborview Medical Center                              | Information session     | Sept. 11 | 12                     |  |
| Hopelink   | Focus group             | Oct. 13  | 9                      | Staff  |
| King County Access Paratransit Advisory Committee      | Information session     | June 12  | 15                     | Members  |
| King County Council Transit Interbranch                | Information session     | Sept. 13 |                        |  |
| King County Disability Consortium                      | Focus group             | Sept. 26 |                        | Members  |
| King County Disability Equity Network Affinity Group   | Focus group             | Oct. 13  | 18                     | KC employees with disabilities                                       |
| King County Mobility Coalition                         | Information session     | Aug. 15  | 28                     | Members  |
|  |                         | Aug. 24  | 14                     |  |
| King County Office of Racial Equity and Social Justice | Interview               | Sept. 25 | 1                      | ADA and Disability Equity Specialist - Taryn Farley                  |
| King County Transportation Advisory Commission (TAC)   | Information session     | June 20  | 9                      | Members  |
| Lighthouse for the Blind                               | Focus Group             | Nov. 3   | 11                     | People and staff with disabilities- Hearing Blind and Deaf Blind     |
|  |                         | Nov. 15  | 3                      |  |
|  |                         | Nov. 15  | 4                      |  |
|  |                         | Nov. 29  | 8                      |  |
| National Federation of the Blind                       | Focus group             | Sept. 23 | 15                     | People with disabilities – blind, wheelchair, invisible disabilities |
| Non-CBO  | Focus group             | Oct. 11  | 6                      | Not CBO affiliated community members                                 |
| Open Doors for Multicultural Families                  | Focus group             | Oct. 5   | 14                     | Youth, staff   |
| Seattle Disability Commission                          | Information session     | Sept. 21 | 12                     |  |

**King County Metro ADA Transition Plan** Appendix A: Equity and Social Justice Engagement Summary

|                                      |                                 |         |    |  |
|--------------------------------------|---------------------------------|---------|----|--|
| Sound Transit                        | Information session & interview | Oct. 4  | 1  | Senior Program Manager - Accessibility Services - Beth Hamby     |
| The Arc of King County               | Focus group                     | Oct. 10 | 7  | English speaking members and Spanish Speaking parents/caregivers |
|                                      |                                 | Oct. 11 | 13 |  |
| Whose Streets, Our Streets           | Listening session               | June 17 |    | Elders   |
| No Response/Not Available            |                                 |         |    |  |
| Disability Empowerment Center        | Focus Group                     |         |    | Youth  |
| Iraqi Community of Washington        |                                 |         |    |  |
| Korean Community Service Group       |                                 |         |    |  |
| Seattle Department of Transportation |                                 |         |    |  |
| Somali Health Board                  |                                 |         |    |  |

## Appendix A5: Stakeholder Guide

The consultant team developed scripts and questions to prepare for outreach events. The questions were used as guidelines, with minor adaptations to benefit cultural differences for each CBO and the natural flow of conversation.

### Agency Interview questions

#### About your agency

- [If needed] To ensure accurate notetaking, could you please verify your name, preferred email address, or other means of contact, as well as your affiliation or title?
- Please tell me a bit about your role and agency and how you/your agency interacts with Metro, specifically about ADA issues.

#### About Metro services

- Overall, how would you think Metro is doing with its current level of accessibility?

*Possible follow-up questions:*

- *Have you received specific complaints from your clients/constituency/community regarding Metro's services? (e.g. Driver/Customer service? Physical barrier/location? Routes/times/schedule? Equipment not functioning?)*
- *What does Metro do well?*
- *What are some areas where Metro could improve?*
- From your agency's perspective or your experience as a practitioner in this field, what challenges and barriers do individuals face when trying to get around King County? (e.g. physical barriers, procedural barriers, challenges in accessing information, financial obstacles obtaining services, etc)
- What are some best practices in this field that you're aware of that Metro should consider?
- Whose needs are often left out? When we think about ADA, we often think about mobility, sight and hearing. Who are we missing and what should we be considering?
- What is your top suggestion for Metro to improve services and/or facilities to make them more inclusive and accessible?
- Do you know about any ADA investments (I.e. capital projects or new programs that remove/reduce barriers) that your agency is doing in the next five years?

#### About engagement and referrals

- How can we best engage people with disabilities and other marginalized communities as part of this planning process?

*Possible follow-up questions:*

- *Are there tools or best practices that you've found effective?*
- *How do people get their information – is there a platform that works particularly well for people with disabilities?*
- *Is there contextual or historical information we should be aware of?*

- As part of the community engagement for the ADA Transition Plan, we are doing a community survey and a series of small group discussions.
  - Do you have suggestions of where we can promote the survey?
  - If we send you some sample text and social media info, can you share it through your channels?
  - What opportunities are you aware of that we could leverage to connect with people and gather input, like a small group conversation type setting?
- What opportunities are you aware of that we could leverage to connect with people and gather input?
- What other groups or individuals should we speak with?

### **Focus group questions**

#### **Experiences and challenges**

- How do you use Metro's services?
- Getting to your destinations:
  - *What transportation options are available to get you to the places you need and want to go?*
  - *Are the options available meeting your needs?*
  - *Are there any places you want to go but can't because you don't have transportation?*
- How easily do you feel you are able to get around in your community?  
What makes getting around difficult?
- What are some of the challenges you've faced while using King County Metro services or facilities:
  - *Which services are you unable to use and why?*
- *What other specific problems have you faced? For example, Affordability, having timely information, interacting with Metro employees/bus operators, know how to enroll in Metro programs.*
- What are some of the positive experiences related to transportation accessibility you've had with King County Metro?
- Are there transit stops that require improvements? Which ones should Metro prioritize? Where do you find your information about transit routes or other services?

#### **Accessibility for people with disabilities**

- What is your top suggestion for Metro to improve services and make them more inclusive and accessible?
  - *How can King County Metro get better at making sure you have the information you need to ride Metro?*
- What navigational aids (such as street signs, floor markings, directional signs) are needed to improve travel to or in Metro facilities?
- *Caregiver Question:* What kinds of help or support would be useful for you and others who assist people with disabilities when they use public transportation?

## **Inclusivity**

- Whose needs are often left out? When we think about ADA (Americans with disabilities), we often think about mobility, sight, and hearing. Who are we missing? and what should we be thinking about for them?
- How can we best engage people with disabilities and other marginalized communities as part of this planning process?

## Appendix B: Programs, Services, and Activities Division Survey and Interview Summary of Questions and Responses

## Appendix C: Grievance Procedure and Form

### *Title II Grievance Form*



|                              |
|------------------------------|
| OFFICE USE ONLY              |
| DATE COMPLAINT OPENED: _____ |
| DATE COMPLAINT CLOSED: _____ |

## KING COUNTY METRO TITLE II ADA GRIEVANCE FORM

*King County Metro ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered, its recipients, sub-recipients, and contractors. To request an accommodation and/or an alternate format, please contact Dion Graham, ADA/504 Coordinator, at 206-477-0321.*

**Instructions: Please complete and sign the form and email or mail it to King County Metro within 60 calendar days of any incident to:**

**ADA/504 Coordinator – Dion Graham**

*Physical address:*

Dion Graham, ADA/504 Coordinator  
Services Administrator  
201 South Jackson Street  
Seattle, WA

Phone: 206-477-0321  
Email: DGraham@kingcounty.gov

### 1. Type of Grievance (check all that apply):

- ☐ Accommodation Request
- ☐ Program/Service
- ☐ Facility Accessibility
- ☐ Other: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### CONTACT INFORMATION

#### 2. Reporting Individual:

|                        |                  |
|------------------------|------------------|
| Full Name:             |                  |
| Address:               |                  |
| City, State, Zip code: |                  |
| Phone:                 | Alternate Phone: |
| Email:                 |                  |

**3. Authorized Representative of Reporting Individual (if any):**

|                        |                  |
|------------------------|------------------|
| Full Name:             |                  |
| Address:               |                  |
| City, State, Zip code: |                  |
| Phone:                 | Alternate Phone: |
| Email:                 |                  |

**DETAILS OF COMPLAINT / INCIDENT**

**4. Date/Time of Incident:** \_\_\_\_\_

**5. Department/Facility/Location Involved:**

**6. Describe the incident/complaint with enough detail so the nature of the grievance can be understood. Add additional pages if necessary:**

**7. Have attempts been made to resolve the complaint through a King County Metro Department? If yes, please describe the efforts that have been made.**

**8. Remedy Sought. What action do you want taken?**

---

Signature

---

Date

Attach additional pages as necessary. If you need assistance, require an accessible format, or have questions about this form, please contact King County Metro's ADA/504 Coordinator at:

*Physical address:*

Dion Graham, ADA/504 Coordinator  
Services Administrator  
201 South Jackson Street  
Seattle, WA

Phone: 206-477-0321  
Email: [DGraham@kingcounty.gov](mailto:DGraham@kingcounty.gov)

## Appendix D: Federal Highway Administration ADA Transition Plans Memo




U.S. Department  
of Transportation  
Federal Highway  
Administration

# Memorandum

Subject: **INFORMATION:** ADA Transition  
Plans

Date: JUN 27 2019

From: Irene Rico   
Associate Administrator

In Reply Refer To:  
HCR-40

To: Division Administrators  
Civil Rights Specialist

**THIS MEMORANDUM SUPERSEDES THE OFFICE OF CIVIL RIGHTS' (HCR) NOVEMBER 12, 2015 MEMORANDUM IN ITS ENTIRETY.**

**PURPOSE:** To explain new process for review of submitted ADA transition plans (TPs). The TP review process is being delegated to Division Administrators in the 14 States that do not have either a self-certified TP or a TP that was found to meet the regulatory minimum attributes by the FHWA TP Review Team.

**BACKGROUND:** Over the last three years, FHWA has worked to ensure that every State, along with the District of Columbia and Puerto Rico, has an ADA Transition Plan (TP) that meets the minimum attributes provided in the Department of Justice's ADA Title II regulations, found at 28 CFR 35.150(d). In November of 2015, HCR issued guidance laying out the process for reviews of submitted TPs by an FHWA national review team. To date, 38 States (including DC) have a transition plan in place. Of these, 14 TPs have been vetted by the Team and found to have met the minimum regulatory attributes, and 24 TPs are self-certified plans. Over the course of the last year, that number has held steady at 38.

**STATUS:** The 38 jurisdictions that already have TPs in place, including the 24 self-certified States, can implement those TPs while continuing to update and improve them. Of the 14 remaining jurisdictions, only two have not yet submitted any plan. The other 12 have submitted plans that have not yet been deemed to meet the minimum attributes. Those 12 States can continue to update and improve those TPs before submitting them to the Division Offices in their States for review. The Resource Center is available to assist any of the 50 jurisdictions with submitted plans in updating and improving their TPs. The two jurisdictions that have not yet submitted TPs will be offered individual TA visits to assist them with getting plans in place so they can be submitted to the Division Offices in those States for review.

**BENEFITS:** FHWA's efforts over the last three years to assist States in developing and improving their TPs have been successful, but the process has sometimes been cumbersome. By delegating the remaining TP review to DAs and continuing plan

improvement efforts, we can continue to work collaboratively with States in a more productive way than under the current process. FHWA can maintain positive working relationships with the States through a more streamlined process that leverages the Division Offices' working relationships with the State DOTs. The DAs have local knowledge and relationships in their States to ease collaboration efforts to better implement TPs.

#### **MINIMUM REQUIREMENTS:**

The U.S. Department of Justice's (DOJ's) ADA Title II regulations at 28 CFR 35.150(d) set forth a list of minimum transition plan requirements as follows:

1. Identification of the official responsible for implementation of the transition plan (See 28 CFR 35.150(d)(3)(iv));
2. An inventory of barriers (i.e., identification of physical obstacles) (See 28 CFR 35.150(d)(3)(i) & 28 CFR 35.105(a));
3. A prioritized schedule of when barriers will be eliminated and deficiencies corrected (See 28 CFR 35.150(d)(2) & 28 CFR 35.150(d)(3)(iii)); and
4. A description of the methods that will be used to make facilities accessible (See 28 CFR 35.150(d)(3)(ii)).

More details about each requirement are available in the attached tools, "State DOT Transition Plan Attributes Review Guide" (Review Guide) and "Transition Plan Review Tool" (Tool). These tools are provided to assist Division Administrators in their review of TPs in States that do not have either a self-certified TP or a TP that was found to meet the regulatory minimum attributes by the FHWA TP Review Team. If you believe that the State's TP does not meet the minimum attributes, you should work with the State DOT to address the identified deficiencies. When the deficiencies, if any, are sufficiently addressed, the Division Administrator will notify the State DOT. HCR and the Resource Center are available to provide technical assistance upon request.

**LOCAL PUBLIC AGENCIES (LPAs):** LPAs are required to conduct self-evaluations of the accessibility of pedestrian facilities in their public rights-of-way and to correct deficiencies by making necessary modifications. In addition, LPAs with fifty or more employees are required to have a TP. FHWA will not review TPs from LPAs as a matter of course. When FHWA investigates a complaint filed against an LPA, FHWA will review the LPA's compliance with the self-evaluation and TP requirements as part of its investigation. While FHWA review of an LPA's TP is not required, a Division Office may assist LPAs with TPs and/or review LPA TPs if it wishes to do so.

**POINTS OF CONTACT:** If you have any questions related to this memorandum, please contact Sharon Field at [sharon.field@dot.gov](mailto:sharon.field@dot.gov) or Patrick Gomez at [patrick.gomez@dot.gov](mailto:patrick.gomez@dot.gov)

## State DOT Transition Plan Attributes Review Guide:

All Elements posted conspicuously on website, for internal and external use

| Transition Plan Attribute  | Review Comments   |
|--|-------------------|
| <b>Official responsible</b> for implementation of the TP, i.e., Executive Director, Secretary, Commissioner, Chief Engineer, etc. 28 CFR 35.150(d)(3)(iv)  |                   |
| <b>Inventory of barriers</b> (identification of physical obstacles) 28 CFR 35.150(d)(3)(i); 28 CFR 35.105 (a) – State demonstrates good faith by identifying intersection information, including curb ramps and other associated accessibility elements, as a starting point and showing movement and commitment toward developing a full inventory.<br><br>Require an Action Plan to develop an inventory of sidewalks (slopes, obstructions, protruding objects, changes in levels, etc.), signals (APS), bus stops (bus pads), buildings, parking, rest areas (tourist areas, picnic areas, visitor centers, etc.), mixed use trails, linkages to transit.<br><br>Best practice - have discussion of jurisdictional issues/responsibilities for sidewalks |                   |
| <b>Schedule</b> – Show a strong commitment toward upgrading ADA elements identified in the inventory of barriers in the short term (planned capital improvement projects) and a strong commitment over time toward prioritizing curb ramps at walkways serving entities covered by the ADA. 28 CFR 35.150(d)(2) This would also include prioritization information, planning, and investments directed at eliminating other identified barriers over time. 28 CFR 35.150(d)(3)<br><br>Best practice - dedicate resources to eliminate identified ADA deficiencies  |                   |
| Describe in detail the <b>Methods</b> that will be used to make the facilities accessible. 28 CFR 35.150(d)(3)(ii)<br><br>Best practice – include the Standard that the STA is following (i.e., 2010 ADAAG, 2011 PROWAG)   |                   |
| Other ADA Requirements   | Review Comments   |
| <b>Public Involvement</b> – Description of process to allow public to readily access and submit comments for both self-evaluation and transition plan. 28 CFR 35.150(d)(1); 28 CFR 35.105(b)<br><br>Best practices: a) detailed list of individuals consulted posted conspicuously on website, does not have to be in actual TP, but must be documented and available; b) have both electronic and hard copy notice. 28 CFR 35.105(c)  |                   |
| <b>ADA policy statement</b> is a requirement of State Agencies, but does not have to be in the TP per se, but it is a good practice and needs to be easily accessible by the public. 28 CFR 35.106<br><br>Best practice - post conspicuously on website, for internal and external use   |                   |
| Clear identification of the <b>ADA Coordinator</b> (dedicated trained staff) with contact information (i.e., name, office address, telephone number, email address, fax number) 28 CFR 35.107(a)   |                   |
| Clear <b>Complaint/Grievance Process</b> to receive and address complaints/grievances from the public (is a requirement of State Agencies, but does not have to be in the TP per se, but it is a good practice and needs to be easily accessible by the public). 28 CFR 35.107(b)  |                   |
| <b>REVIEWER</b> _____  | <b>DATE</b> _____ |

## Appendix E: Evaluated Facility Maps

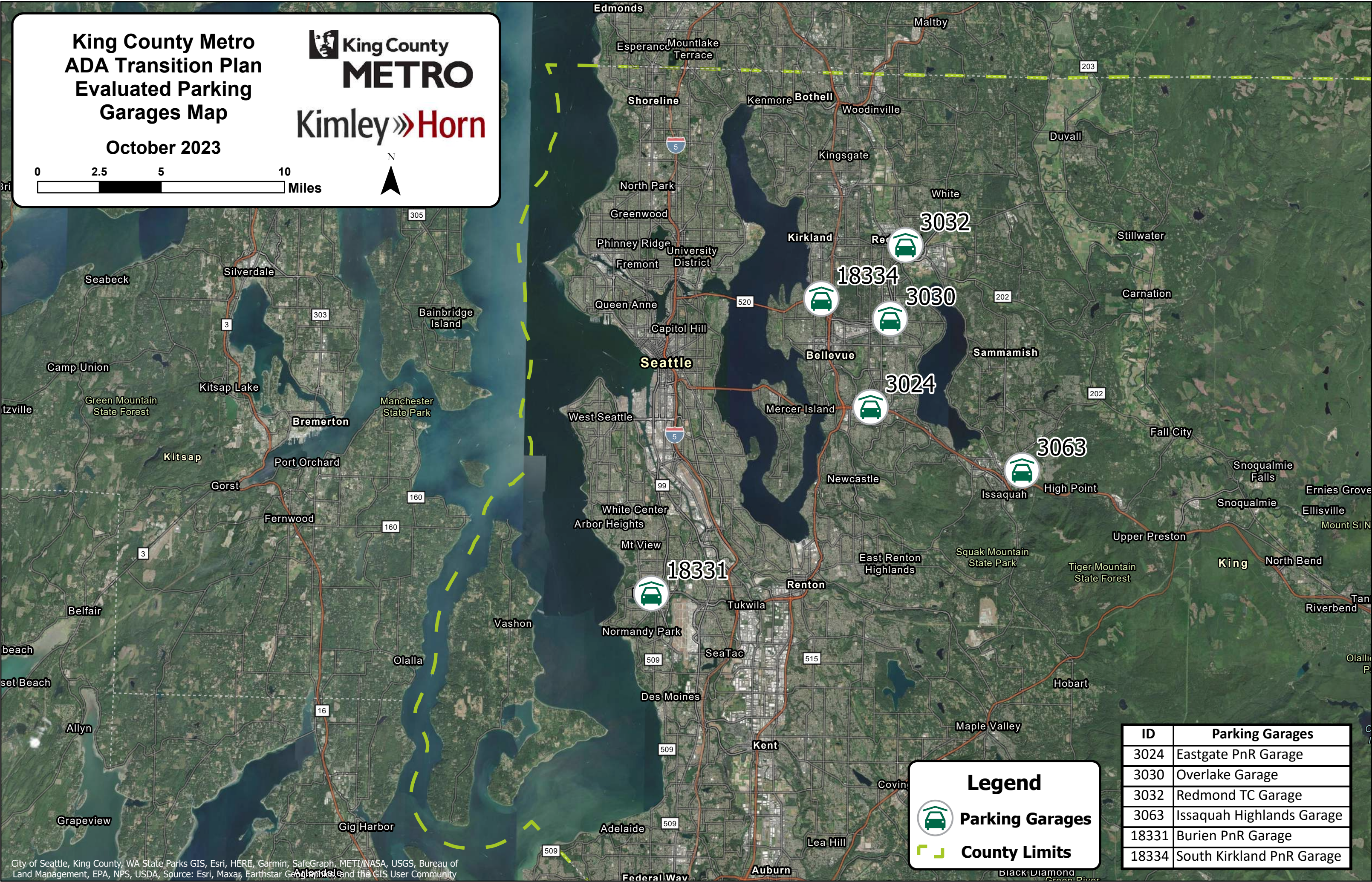
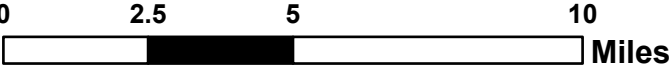
*Parking Garages*

*Transit Stops*

*Transit Centers and Park and Ride Locations*

King County Metro  
ADA Transition Plan  
Evaluated Parking  
Garages Map

October 2023



**Parking Garages**

**County Limits**

| ID    | Parking Garages           |
|-------|---------------------------|
| 3024  | Eastgate PnR Garage       |
| 3030  | Overlake Garage           |
| 3032  | Redmond TC Garage         |
| 3063  | Issaquah Highlands Garage |
| 18331 | Burien PnR Garage         |
| 18334 | South Kirkland PnR Garage |

City of Seattle, King County, WA State Parks GIS, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA, Source: Esri, Maxar, Earthstar Geographics, and the GIS User Community

King County Metro

ADA Transition Plan

Evaluated Transit Stops Map

October 2023



Kimley»Horn

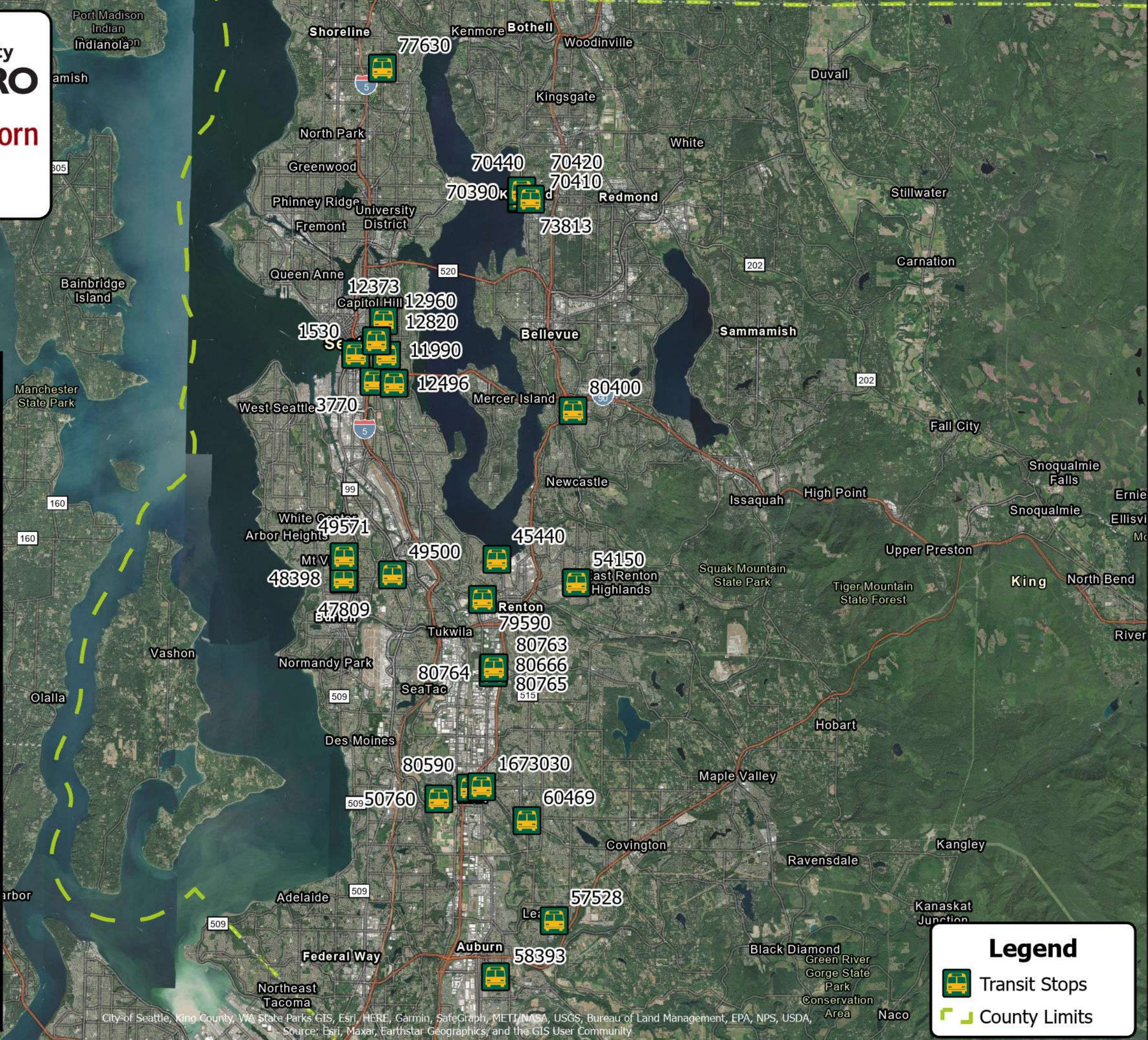
02.5510

Miles

N

▲

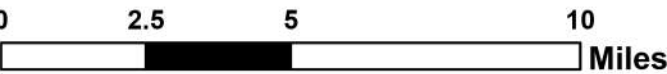
| ID      | Transit Stops   |
|---------|---|
| 1530    | Disability Rights WA  |
| 3770    | 14th Ave S @ S Holgate St (SB/FS)                             |
| 11990   | S Jackson St at 20th Ave S (EB/FS)                            |
| 12373   | DeafBlind Services Center                                     |
| 12496   | Lighthouse for the Blind                                      |
| 12820   | Disability Empowerment Center (WB)                            |
| 12960   | Disability Empowerment Center (EB)                            |
| 45440   | 87th Ave S @ S 115th PI (NB/NS)                               |
| 47809   | 1st Ave S @ S 128th St (NB/NS)                                |
| 48398   | 1st Ave S at SW 128th St (SB/NS)                              |
| 49500   | Military Rd S @ S 125th PI (NB/FS)                            |
| 49571   | SW 116th St @ 1st Ave S (EB/NS)                               |
| 50760   | Multicultural Families  |
| 54150   | NE 4th St @ Union Ave NE (WB/FS)                              |
| 57528   | 124th Ave SE @ SE 312th St (SB/FS)                            |
| 58393   | 17th St SE @ H St SE (EB/FS)                                  |
| 60469   | SE Kent-Kangley Rd @ 108th Ave SE (WB/FS)                     |
| 70390   | National Federation of the Blind (North Side (SB))            |
| 70410   | National Federation of the Blind (South Side (SB))            |
| 70420   | National Federation of the Blind (South Side (NB))            |
| 70440   | National Federation of the Blind (North Side (NB))            |
| 73813   | Central Way @ 3rd St (EB/FS)                                  |
| 77630   | 15th Ave NE @ NE 155th St (SB/FS)                             |
| 79590   | SW Sunset Blvd at Oakesdale Ave SW (EB/FS)                    |
| 80400   | Factoria Blvd SE @ SE 40th PI (NB/FS)                         |
| 80590   | W James St @ 4th Ave N (EB/NS)                                |
| 80666   | The Arc of King County - Planter Strip Spot (South Side (NB)) |
| 80763   | The Arc of King County (SB)                                   |
| 80764   | The Arc of King County - Planter Strip Spot (South Side (SB)) |
| 80765   | The Arc of King County (NB)                                   |
| 1673030 | Central Ave N @ E James St (NB/FS)                            |



King County Metro  
ADA Transition Plan  
Evaluated Transit Centers  
and Park and Rides



October 2023



| ID    | Transit Centers, and Park and Rides |
|-------|-------------------------------------|
| 3014  | Bothell PnR                         |
| 3023  | Bear Creek PnR                      |
| 3033  | South Kirkland PnR Surface Lot      |
| 3035  | Auburn PnR                          |
| 3039  | Kent/James Street PnR               |
| 3040  | Kent/Des Moines PnR                 |
| 3042  | Ober Park PnR                       |
| 3043  | Olson/Meyers PnR                    |
| 3050  | Tukwila PnR                         |
| 3051  | Valley Center PnR                   |
| 19157 | Vashon North End PnR                |
| 19161 | Aurora Village TC PnR               |
| 19760 | Eastgate Transit Center             |

Legend

Transit Centers and Park and Rides

County Limits

