



Here are a few important updates that improve safety and convenience for Access riders.

King County Americans with Disabilities Act Transition Plan

King County 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 opportunities because it helps connect people to work, school and other important places. But for people with disabilities, it can be hard to get around King County. More people with disabilities rely on public transportation to get to work compared to others.



King County Metro wants to ensure everyone, regardless of abilities, can use public transportation safely and equitably. This is why we are investing in our Americans with Disabilities (ADA) Transition Plan, to help us better understand how our programs work and any barriers our communities have accessing our services. This transition plan will help us enhance our buildings and ensure our services are better for everyone.

Here is what we're doing to make things better:

- Examining Metro's policies, programs and services related to people with disabilities.
- Talking to people with disabilities to learn about their experiences.
- Providing recommendations to further improve accessibility.
- Learning about how other transit agencies serve their residents with disabilities.

- Creating a plan to remove barriers in our facilities and improve access to our programs and services.

Let us know about your experiences with Metro!

Visit publicinput.com/kc-metro-ada-plan to read more about the Metro ADA Transition Plan and take a brief survey to share your input. The survey is intended to inform the ADA Transition Plan by helping King County Metro identify and prioritize improvements needed to better serve people with disabilities. The survey asks about experiences interacting with Metro's programs, services and activities, any barriers to accessing Metro services and what should be Metro's highest priority to improve accessibility for persons with disabilities.

If you have any questions, contact Cristina Gonzalez at CRGonzalez@kingcounty.gov or call 206-263-6819.

How can I find out if my Access vehicle will be on time for my pickup?

Access offers three ways to get information on your ride's estimated arrival time:

- 1. Access ETA:** You can call the Access ETA (estimated time of arrival) service 24 hours a day for real-time trip information from our automated system. Call the Access Rideline at 206-205-5000 (WA Relay: 711). At the main menu press 1 and follow the prompts. You will be asked for your ID number and the year of your birth. Use Access ETA to get: your estimated pick-up time - beginning 15 minutes before your pickup window begins; drop-off time - after you've boarded the Access vehicle. This is very helpful if you are meeting someone at your destination when you arrive.

2. **Speak to a Reservationist:** You can also call Access Rideline at 206-205-5000 (WA Relay: 711) and speak with a Reservationist during regular business hours (8:00 am – 5:00 pm, seven days a week). The Reservationist has the same information as the Access ETA automated line.

3. **Advance Call & Advance Text:** We can give you a call or send you a text message shortly before the Access van arrives to pick you up. The Advance Call and Advance Text service needs to be set up ahead of time with a Rider Services Representative. You can also set up a service known as *Imminent Arrival notifications*, where notifications are sent 15 minutes before the van's ETA.

FREQUENTLY ASKED QUESTIONS

How does the system estimate the time to send out notifications?

The ETA is based on where the trip is and where it is going. The system calculates this by monitoring the completion of the previous pickup or drop-off on the route and the estimated time it takes to get to you.

Why do I sometimes get a notification when I am already in the van?

If there is a delay in receiving the notification, it is usually due to a delay by the cellphone service provider's system.

What happens if the notification fails to go out?

If the notification fails, there is a special report sent to management and the provider of the notification system so the issue can be addressed.

Why am I not receiving notifications as I did before? What do I need to do to get setup on this system?

If you would like to be notified or if you are not receiving your notifications, please reach out to our Reservations team at 206-205-5000 and ask the agent to be registered for this service. You can also report any issues you are having so the agent can verify your phone number and other information. ***The Imminent Arrival notification is sent only to those who have registered telephone or cell phone numbers.***

Word Search

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