



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**August 20, 2013**

**Motion 13951**

**Proposed No. 2013-0309.2**

**Sponsors Phillips**

1           A MOTION acknowledging the receipt of a report on the  
2           outreach conducted regarding the elimination of regular  
3           Access paratransit service before nine a.m. and after six  
4           p.m., in compliance with Ordinance 17476, Section 116,  
5           Proviso P2.

6           WHEREAS, the 2013 Budget Ordinance, Ordinance 17476, Section 116, Proviso  
7           P2, requires the executive to transmit a motion and report by April 1, 2013, and

8           WHEREAS, the executive notified the council on March 25, 2013, that the report  
9           required by proviso P2 was deferred until June 30, 2013, in order to take the necessary  
10          time needed to conduct a robust outreach effort, and

11          WHEREAS, the outreach called for in the proviso has been substantially  
12          completed, and

13          WHEREAS, the report summarizes the outreach conducted in compliance with  
14          the provisions of the proviso, and

15          WHEREAS, the King County council has reviewed the report;

16          NOW, THEREFORE, BE IT MOVED by the Council of King County:

17          The council acknowledges receipt of the report on Outreach to Customers and


18 Community Agencies Affected by Reduction in Access Transportation Hours, which is  
19 Attachment A to this motion.

20

Motion 13951 was introduced on and passed by the Metropolitan King County Council on 8/19/2013, by the following vote:

Yes: 9 - Mr. Phillips, Mr. von Reichbauer, Mr. Gossett, Ms. Hague, Ms. Patterson, Ms. Lambert, Mr. Dunn, Mr. McDermott and Mr. Dembowski  
No: 0  
Excused: 0

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON



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Larry Gossett, Chair

ATTEST:



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Anne Noris, Clerk of the Council

**Attachments:** A. Outreach to customers and community agencies affected by reduction in Access Transportation hours

## **Outreach to customers and community agencies affected by reduction in Access Transportation hours**

In compliance with the 2013 Adopted Budget Ordinance 17476, Section 116, Proviso P2



 King County  
**METRO**

*We'll Get You There*

## Introduction

This report was developed to respond to Proviso P2 in Section 116 of the 2013 King County adopted budget (Ordinance 17476). This proviso states:

Of this appropriation, \$2,100,000 shall be expended or encumbered solely for the provision of Access paratransit services for June 2013 through December 2014 from six a.m. until nine a.m. and six p.m. until eleven p.m. This proviso shall be released when a motion is adopted by the council that acknowledges receipt of the report required by this proviso. The motion shall reference the proviso's ordinance, ordinance section proviso number and subject matter in both the title and body of the motion.

The executive must transmit the report and proposed motion required by this proviso by April 1, 2013, in the form of a paper original and an electronic copy with the clerk of the council, who shall retain the original and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the transportation, economy and environment committee or its successor.

The report must include, but not be limited to, information on outreach activities regarding the executive's proposal to eliminate, during certain times of day, the provision of regular Access paratransit services before nine a.m. ("early") and after six p.m. ("late"). The executive shall conduct outreach to the following populations:

- A. Rider populations affected by reduction in service;
- B. Individual outreach targeted specifically to riders or their caregivers who on average have used the Access paratransit service during the early or late times of day four or more times per week in 2012; and
- C. Community service agencies that may be eligible for community access transit program participation and may serve some of the affected riders.

To allow Metro Transit enough time to complete outreach activities before submitting this report to the Council, the submittal of the report was deferred until June 30, 2013.

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## Executive summary

King County Metro Transit did extensive outreach to inform Access Transportation customers and other stakeholders of the reduction in Access minimum service hours as adopted in the 2013/2014 King County biennial budget. The purpose of this outreach was to inform stakeholders of the coming service reductions, provide an opportunity for feedback, and offer individual assistance to customers who will be affected when the reductions are made with the September 2013 service change.

Metro completed this outreach between May 6 and May 24. For each population identified in the proviso, we took the steps listed below.

1. **Rider populations affected by reduction in service:**
  - a. Distributed flyers on Access vans.
  - b. Posted information on the Metro Matters blog, including an online survey.
  - c. Sent letters to approximately 1,100 affected customers.
  - d. Provided a phone line, email address, and website for submitting comments and requesting individual assistance.
2. **Individual riders or their caregivers** who, on average, used Access paratransit service early or late in the day four or more times per week in 2012:
  - a. Contacted each rider to discuss the change and explore alternate transportation options.
3. **Community service agencies** that may be eligible for Community Access Transportation (CAT) participation and may serve some of the affected riders:
  - a. Contacted the agencies to discuss participation in the CAT program.
  - b. Mailed letters to destinations where riders are traveling.
  - c. Emailed community service agencies that serve persons with disabilities in King County.
  - d. Responded to requests to attend meetings of the disability community and their advocates.

The response produced by this outreach was lower than we anticipated. Less than two percent of the contacts resulted in a response from customers or other stakeholders. Generally, respondents expressed concern that transit service is being taken away from people with the least access to transportation.

Of those who will be most affected, about half said they understood the need for these changes. Three respondents said they felt the changes were significant enough to cause them to lose their jobs or access to support programs, or to require them to move. The two dialysis centers are interested in considering a CAT partnership. One community group and one disability group requested meetings.

Based on the feedback received, Accessible Services has altered the Access service area in Snohomish County and will expand Hyde Shuttle service to the East Federal Way potential annexation area when the Auburn Hyde Shuttle begins operation in the third quarter of 2013.

A key purpose of this outreach was to notify customers of any reductions well before the changes take place. The reductions will be made on September 30, 2013, five months after the letters were mailed.

Results of this outreach demonstrate the value of:

- Offering individual assistance to Access customers.
- Providing sufficient notice of service reductions.
- Adapting the Hyde community shuttle program to fill the gaps created by transit service cuts at less cost than Access service.

## 1. Background

In compliance with the Americans with Disabilities Act (ADA), Access Transportation, Metro's paratransit service, extends transit service to persons with disabilities who are unable to ride regular bus service because of barriers caused by their disabilities. King County Ordinance 13440 authorizes the provision of the county's paratransit service in accordance with the U.S. Department of Transportation regulations and authorizes Metro to go beyond the federal regulations to provide additional services as specified in the ordinance.

A 2009 Transit Performance Audit by the King County Auditor recommended that Metro "submit a plan to Council detailing the potential savings and impacts on customer service if Transit adjusts paratransit service and fares to levels allowed by the ADA." In June 2012, the Executive transmitted a report to the King County Council ([June 2012 Report](#)) outlining options for moving the system towards ADA minimum levels. The report recommended several options that would have the least impact on customers and the highest potential savings. These options included increasing the Access fare to the regular off-peak Metro fare and reducing service that is beyond ADA requirements in the early morning and late evening. (The ADA only requires paratransit service to operate in an area when a regular fixed-route bus is in service there.)

The 2013-2014 budget (Ordinance 17476) passed by the Council reflects a reduction in Access service hours to the minimum required by the ADA before 9 a.m. and after 6 p.m.

Based on the 2013 February service change, the following communities will be affected by this change:

- Sammamish
- Black Diamond
- Carnation
- Duvall
- Enumclaw
- Milton
- North Bend
- Peripheral portions of Vashon Island
- Snoqualmie
- Unincorporated Federal Way
- Limited portions of northeastern Pierce County in northeast Tacoma and Edgewood

Access currently provides service up to 1.3 miles north of the King County border. After this change, Access will continue to serve the Lynnwood Transit Center and the Canyon Park Park-and-Ride in Snohomish County for trips in which customers transfer between Access and DART, Community Transit's ADA-compliant paratransit service. Access will also continue to serve areas



in Snohomish County that are within three-quarters of a mile of non-commuter Metro bus routes.

## 2. Outreach

Metro did extensive outreach to make all affected Access customers and the greater disability community aware that we will be reducing weekday Access service to ADA-required minimums before 9 a.m. and after 6 p.m. in the areas detailed in Section 1. Outreach began on May 6, and public comments were accepted through May 24.

### Rider populations affected by reduction in service

Based on Metro's regular service as of the February 2013 service change, we identified 1,100 customers who had taken at least one early-morning or evening trip during the previous 15 months in areas that will no longer have Access service during these hours. Most of these customers traveled into affected areas, but 147 of them live in affected areas. (Our outreach to those who averaged more than four affected trips a week is described in more detail in the next section.)

We learned that about one-third of the affected trips are to senior centers and other community-service agencies. Next come trips for recreational or entertainment purposes, in part because the Snoqualmie and Muckleshoot casinos are within the affected areas. Employment is the next highest destination category, followed by places of worship, dialysis centers, and medical facilities (see chart below).

Ranking	Type of Destination	Percentage of Trips
1	Community Service	32%
2	Recreation / Entertainment	19%
3	Employment	10%
4	Worship	9%
5	Dialysis	7%
6	Medical	7%
7	Shopping	5%
8	Education	4%
9	Grocery	4%
10	Other	4%

### Customer contacts

On May 6 we sent letters to all affected customers, notifying them of the service reduction. The letter included a contact phone number, email address, and blog address ([www.kingcounty.gov/Access-news](http://www.kingcounty.gov/Access-news)) to give customers a variety of ways to learn more, provide comments, and get individual assistance in exploring alternatives. The letter also included a personalized list of trips the customer had taken that will no longer be available after September 2013 because of the reduction in service hours. The list also showed the hours

during which the same trip(s) could still be taken after the reductions (see Appendix A for an example letter).

During the week of May 6, we distributed approximately 5,000 flyers on Access vans (see Appendix B). The flyers explained the changes and detailed the areas where service hours will be reduced. They also explained that Access service hours are based on regular Metro bus service, and that while the service reduction may not affect them in September, future changes could affect their service. We also sent letters to 78 destinations to which affected customers travel, and 142 emails to organizations and community service agencies in King County that serve people with disabilities. Each of these included the phone number, blog URL, and email address so all Access customers and stakeholders would have an opportunity to comment.

Metro staff members presented information about the changes to Metro's Transit Advisory Commission and the King County Mobility Coalition. A presentation is also scheduled to be made to the Seattle Chapter of the Washington State Association of the Blind.

### **Customer comments**

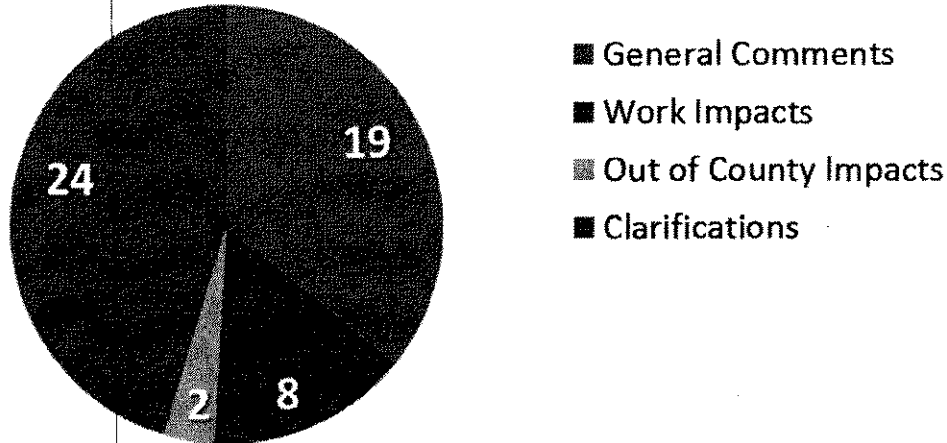
In all, we made some 6,500 contacts, which resulted in only 97 responses—less than a two-percent response rate. The majority of commenters contacted us by phone. Nine percent responded by email, and another 3 percent used an online survey linked from the Metro Matters blog. (The blog content related to this outreach is reproduced in Appendix C.)

About one-third of the responses we received were from people who wanted to express their concern about the reduction in Access service. These comments are recorded in Appendix D.

The remaining responses were from customers who got letters indicating that trips they had taken would no longer be available after September 30, 2013. Transportation Community Relations staff members were able to assist the majority of these customers by clarifying the content of the letter and suggesting alternatives to their affected trips. Customers who needed more detailed information about their trips were referred to Access Transportation staff members.

The chart on the next page summarizes the nature of the responses we received.

### Summary of Comments as of May 31



#### Individual outreach to frequent riders of affected trips

Twenty-seven customers averaged four or more affected trips per week in 2012. Metro staff members called each of these customers or their caregivers to discuss the changes, reviewing each customer’s trip history and exploring alternative options. The table below summarizes feedback from these contacts.

Feedback	Number
Customers who understood the changes and thought they could rearrange their trips so they could continue to take them on Access service.	7
Customers who understood the changes but felt that reducing or eliminating transportation to work or programs for persons with disabilities is not right or fair.	5
Customers who said they would look for alternative transportation options.	1
Customers who believed they could not rearrange the trips and saw no other options.	3
Customers who felt that the changes would have a huge impact, causing them to lose their jobs or ability to attend a program.	2
Customers who thought they would have to move as a result of these changes.	1
Customers who were unwilling to discuss solutions or did not return the call.	5
Customers who were determined to be unaffected by the change.	3
<b>Total</b>	<b>27</b>

**Community service agencies that serve affected riders**

We sent letters to 19 community-service agencies likely to have participants affected by the reductions starting in September. The letters described the requirements for participating in the CAT program, including providing a minimum number of monthly trips to Access-eligible customers, providing a driver, and scheduling the trips.

Two dialysis providers in the affected areas, Davita Dialysis and Auburn Kidney Centers, indicated interest in considering a CAT contract. A meeting with the two centers has been scheduled for June.

### **3. Changes made in response to customer and community feedback**

Accessible Services staff members reviewed all comments received from customers and community groups. Based on comments, staff members re-examined the service area north of the King County border and identified additional areas that should be included in the Access service area.

Based on comments from customers, community members, and service providers, Accessible Services staff members looked for alternative ways to provide service in the East Federal Way potential annexation area. A Hyde Shuttle currently serves the city of Federal Way, but not unincorporated East Federal Way. Metro's CAT program is planning to expand Hyde Shuttle service to Auburn in the third quarter of 2013. In response to this feedback, Accessible Services will recommend an expansion of Hyde Shuttle service to the East Federal Way potential annexation area at the same time, to provide residents with additional transportation options and help offset the impact of the change in Access service hours.

## 4. Furthering goals of King County plans

### Alignment with King County Strategic Plan

Our outreach efforts align with the King County Strategic Plan goal of Public Engagement. The first objective under this goal is to expand opportunities to seek input, listen, and respond to residents. The third objective is to improve public awareness of what King County does.

In order to inform customers about this change, Metro sent personalized letters to each affected customer. The letters explained exactly how the changes would affect each customer and provided ways to ask questions and provide feedback about the changes. Flyers distributed to Access customers and the post on the Metro Matters Blog also provided opportunities for customers to give feedback.

We gave information about alternative transportation options to customers who asked questions about what options were available to them after the cuts. In addition, Metro made changes to the Access service area and will expand Hyde Shuttle service based on comments received. These activities align with both the first and third objectives of the Public Engagement goal.

### Equity and Social Justice Impacts

This outreach followed the guidelines as set forth in the King County Community Engagement Guide through the following activities.

- Providing information through a variety of channels including by letter, phone, distributed materials, email and web.
- Working with customers in taking action to find alternative transportation options.
- Allowing sufficient time for customers to take action that would help mitigate the impact of the reductions in service.

Although the purpose of this outreach was primarily to inform customers, Metro provided an opportunity to engage in dialogue by taking comments from stakeholders about the impacts of the change and talking with customers about how the reductions would affect them personally. As a result of this dialogue, we decided to modify the services changes.

### Strategic Climate Action Plan

The Strategic Climate Action Plan sets two goals for Transportation: Goal S.1 states: "King County will reduce the need for driving and provide and encourage the use of sustainable transportation choices such a public transit, alternative technology vehicles, ridesharing, walking and bicycling." Goal O.1 states the "County will increase the efficiency of its vehicle fleets and minimize their greenhouse-gas emissions." While this outreach does not directly address either goal, the changes being made to Access service will eliminate very low ridership service, increasing the productivity of Access service. This decreases the total amount of

greenhouse gases generated per passenger transported, which is in line with goal O.1. Also, the savings from these changes can be reallocated to other services that are aimed at meeting objective S.1.

### **Potential annexation areas**

The service hour changes will reduce the availability of Access service during early-morning and late-evening hours in four potential annexation areas:

- Klahanie potential annexation area—completely within the affected area
- East Renton potential annexation area—partly affected
- East Federal Way potential annexation area—partly affected
- Fairwood potential annexation area—partly affected

Metro did public outreach to affected customers and locations in all of these affected potential annexation areas. As a result of the outreach summarized in this report, Metro will extend Hyde Shuttle service into East Federal Way as part of the Auburn expansion that is planned for the third quarter of 2013.



## 5. Conclusion

The results of this outreach demonstrate the need to reach out individually to Access customers when their trips are affected, offer support to customers in exploring alternatives, and provide enough time for customers and their support systems to make adjustments.

Reaching out to the larger disability community in advance of service reductions has the potential to engage new partners in delivering lower cost special needs transportation services that can better meet the needs of local agencies and communities. Metro's community partnerships have grown over the last 10 years through the CAT and Hyde Shuttle programs. With the new Alternative Services initiative, these partnerships will continue to provide efficient and more cost effective transportation options for people with disabilities in areas not well served by public transit.

Based on the feedback received from customers, Metro has made alterations to the Access service area that will minimize the impacts of reductions and increase the program's efficiency. In addition, Metro will extend Hyde Shuttle service to the East Federal Way potential annexation area when we add an Auburn Hyde Shuttle in the third quarter of 2013.

Metro will continue to work with our customers who will be affected by this change. We anticipate a need for outreach in September when the reductions take place. The phone lines and web content will remain up until then, and we will contact customers again in mid-September if they are still taking trips that will be eliminated.

It is difficult to reduce transit service to customers who have come to rely on public transportation—especially when those customers have limited transportation options. Metro is committed to staying in touch with our customers with disabilities and advocating for their inclusion in our planning process.

## Appendix A – Sample affected customer letter



**Metro Transit Division  
Accessible Services**

Department of Transportation  
EXC-TR-1240  
821 2nd Avenue, Suite 1240  
Seattle, WA 98104-1598  
206-263-3113 Fax 206-205-6490  
TTY/Relay: 711

May 06, 2013

SAMPLE  
123 MAIN ST  
FEDERAL WAY, WA 98003

Dear Sample:

On September 30, Metro Transit will change the hours when Access Transportation service is available in some areas. We're writing to you because one or more Access trips you have taken during the past year was at a time and place that would be affected by this change.

### **What will change?**

The changes will only affect Access service on weekdays, during early-morning and late-evening hours, in areas of King County that do not have regular bus service during those hours. Access service will still be available in these areas from 9 a.m. to 6 p.m. Monday through Friday. Areas that do have regular Metro bus service earlier in the morning and late in the evening will continue to have Access service at those times.

### **What areas will be affected?**

The affected areas are Black Diamond, Carnation, Duvall, Enumclaw, Federal Way, Milton, North Bend, Sammamish, Snoqualmie, and outer parts of Vashon Island, as well as the area that extends 1.3 miles north of the King County border and limited portions of northeastern Pierce County in northeast Tacoma and Edgewood.

### **Which trips will be affected?**

The chart on the next page lists each of the destinations you traveled to in 2012 that will be affected by this change, plus the times during which you will still be able to use Access to get to that destination after September 30.

Address	Access Service Availability								
	6 am to 7 am	7 am to 8 am	8 am to 9 am	9 am to 6 pm	6 pm to 7 pm	7 pm to 8 pm	8 pm to 9 pm	9 pm to 10 pm	
1020 SW 304TH ST FEDERAL WAY				✓					
12520 SE 240TH ST KENT				✓					
3200 SW DASH POINT RD FEDERAL WAY				✓					
34500 PACIFIC HWY S FEDERAL WAY	✓	✓	✓	✓	✓	✓			

**Why is Metro changing Access hours?**

Because Metro provides Access service as an accommodation for those who can't use regular Metro bus service, Access service is linked to the routes and hours of regular Metro bus service. Access service hours will change in certain areas to more closely match the hours when regular Metro bus service is available in those areas.

After a 2009 audit of Metro's performance and efficiency, we have taken a number of steps to increase efficiency and reduce costs. The audit required Metro to find ways to reduce Access service while still complying with the Americans with Disabilities Act and keeping the impact on Access customers to a minimum.

**Will I lose Access service completely?**

No. This change only reduces the hours when service is available. You will still be able to travel to the same destinations, but you may need to schedule your trips for different times.

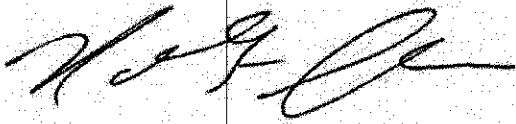
However, we cannot promise that you will never lose Access service. Access is based on regular Metro bus service, and Metro changes bus routes from time to time. As long as there is regular Metro bus service in your area, you will still have Access service.

When Metro makes major changes to bus service, we always provide opportunities for public comment on those changes. And if you do lose Access service at some time in the future, we will provide you with advance notice.

**Comments or questions**

Call us at 206-205-5973, email [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov), or go online to [www.kingcounty.gov/Access-news](http://www.kingcounty.gov/Access-news) to comment or ask a question. All comments received by May 24, 2013, will be included in a report to the King County Council about this change. If you submit a question about your service, we'll do our best to get back to you within five business days. We want to make sure we spend enough time assisting each customer who is losing service. *Remember, the change will not take place until September 30.*

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Sahm', written in a cursive style.

Robert Sahm  
Acting Manager of Paratransit / Rideshare Operations  
King County Metro

## Access service hours to change this fall

Beginning Sept. 30, Access Transportation will no longer provide early-morning and late-evening service in Enumclaw, Black Diamond, Carnation, Duvall, Milton, North Bend, Sammamish, Snoqualmie, areas around the edge of Vashon Island, the part of Snohomish County that extends 1.3 miles north of the King County border, and parts of Tacoma and Edgewood in Pierce County. **We will still provide service between 9 a.m. and 6 p.m. in all of these areas.**

### Will I be affected?

Only eight percent of Access customers have trips that will be affected. If you are one of these customers, we will send you a letter with a list of your affected trips and the hours during which you can still make them.

### Will anyone completely lose service?

No. This change will only reduce the number of hours when service is available. Customers will still be able to get to the same destinations, but it may be necessary for some people to change the times they travel.

However, this does not mean you will *never* lose service. Access service is based on where regular Metro service operates, and bus routes change from time to time. As long as there is regular bus service in your area, you will still have Access service.



### Where can I learn more about these changes?

Visit us online at [www.kingcounty.gov/Access-news](http://www.kingcounty.gov/Access-news). If you have a question, you can also call 206-205-5973 and leave a message on our voicemail or email [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov). We will do our best to get back to you within three business days.

### How can I comment on the changes?

You can call us or visit us online. **All comments about this change received by May 24 will be included in a report to the King County Council.** You can add your comment by:

- Visit [www.kingcounty.gov/Access-news](http://www.kingcounty.gov/Access-news) and fill out the survey.
- Email [community.relations@kingcounty.gov](mailto:community.relations@kingcounty.gov) or call 206-205-5973 and leave a message with your comments. This line is open 24/7.



**Interpreter**  
206-263-3113

Intérpretes Turjubaan Переводчик  
Перекладач 통역사 བོད་སྐད་སྲིད་པ་  
翻譯員 Thông Dịch Viên ਇੰਟਰਪਰੈਟਰ

This information is available in alternate formats upon request. Contact 206-263-3113 or [access.customerservice@kingcounty.gov](mailto:access.customerservice@kingcounty.gov)

## Appendix C – Metro Matters Blog posts

CATEGORY ARCHIVES: ACCESSIBLE SERVICES

# Access service hours to change this September

Posted on **May 1, 2013** by **Metro Matters Team**

Beginning Sept. 30, Access Transportation will no longer provide early-morning and late-evening service in Enumclaw, Black Diamond, Carnation, Duvall, Milton, North Bend, Sammamish, Snoqualmie, areas around the edge of Vashon Island, the southernmost part of Snohomish County (within 1.3 miles of the King County border), and parts of Tacoma and Edgewood in Pierce County.

### Questions | comments

- Use our online comment form
- Call 206-205-5973
- Send us email

We will still provide service between 9 a.m. and 6 p.m. in all of the areas listed above that are in King County. The only Access service we will provide in Snohomish County after this change will be to the Lynwood Transit Center and to a small area in western Woodway that is within three-quarters of a mile of Metro's regular Route 348 bus service.

### Why is this change being made?

Metro provides Access service as an accommodation for those who can't use regular Metro bus service, so Access service is linked to the routes and hours of regular service. We're changing the hours of Access service in certain areas to more closely match the hours when our regular bus service is available there.

After a 2009 audit of Metro's performance and efficiency, we've taken a number of steps to increase efficiency and reduce costs. The audit required us to find ways to reduce Access service while still complying with the Americans with Disabilities Act and keeping the impact on Access customers to a minimum.

### Who will be affected?

This change will affect 8 percent of our Access customers. On May 6, we will send a letter to each customer who will be affected, including a table listing that customer's specific trips that will be affected and times when each trip can still be made after Sept. 30.

We will also send letters to popular destinations in areas that will be affected by this change. If you or your organization do not receive a letter, most likely you are not in the affected area.

**No one is losing service completely.** This change reduces only the hours when service is available. Access customers will still be able to travel to the same destinations, but they may need to schedule their trips for different times.

However, we cannot promise that customers will never lose Access service. Access is based on regular Metro bus service, and Metro changes bus routes from time to time. As long as there is regular Metro bus service in the area, Access customers will still have service.

When Metro makes major changes to bus service, we always provide an opportunity for public comment on those changes. And if changes are planned that will cause customers to lose Access service entirely at some time in the future, we will provide advance notice and involve the public in our decision-making process.

### **How is Metro helping customers prepare for this change?**

Staff members are available to answer customer questions and hear their concerns. We're working with community access transportation (CAT) providers to see if they can provide service during the hours when Access will no longer be available. We're also reaching out to destinations affected by this change to see if they might be interested in becoming CAT providers to make up for lost service.

### **What you can do**

Since service will still be available from 9 a.m. to 6 p.m. in affected areas, customers can prepare by adjusting their schedules to take their trips within those hours. This may mean talking with medical providers or employers about changing regularly scheduled trips so they fit within the new service hours.

### **Questions or concerns**

Please use our online comment form to tell us what you think about this change. Comments received by May 24 will be provided in a report to the King County Council.

### **Learn more about...**

- Is this change related to Metro's potential service cuts due to a budget shortfall?
- Is this change consistent with the Americans with Disabilities Act?
- What is "regular Metro bus service" according to the Americans with Disabilities Act?
- Why reduce Access hours instead of cutting costs in some other way?
- Can this change be appealed?
- What if my affected trip is essential and can't be rescheduled?
- I got a letter but someone else who takes my same trip every day did not. Why?
- How will Adult Day Health customers be affected?
- What alternatives are available for times when Access is no longer offered?
- What is Metro's community access transportation (CAT) program?

## **Access service hour change: Is this change related to Metro's potential service cuts due to a budget shortfall?**

Posted on May 1, 2013 by Metro Matters Team

The change to Access service hours is in response to a 2009 audit of all of Metro's services. It's one in a series of changes Metro is making to increase efficiency and reduce costs. It is not directly related to the 17-percent, county-wide reduction in regular bus service that will be necessary if a sustainable funding solution is not found to address Metro's projected budget shortfall.

However, the 17-percent reduction will also affect Access service if it includes deleting routes or shortening service hours in an area, since Access service is tied to regular bus service.

Learn more about Metro's funding gap and what's at risk.

Posted in **Accessible services**

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## **Access service hour change: Is this change consistent with the American with Disabilities Act?**

Posted on May 1, 2013 by Metro Matters Team

Metro has been a leader in providing accessible transit services to customers since we became one of the first bus agencies to operate lift-equipped buses in the 1970s. Much of the service provided with Access Transportation is required by the 1990 American with Disabilities Act (ADA), but some is above and beyond the act's requirements.

The ADA established regulations requiring that people who have disabilities and can't use regular buses be provided with the same transit opportunities as people without disabilities. The act does not require us to meet all the transportation needs of persons with disabilities; we just have to provide comparable mass-transportation service to everyone. This means that paratransit service must be provided on the same days of the week, during the same hours, and in the same service area as regular bus service. And as with regular bus service, paratransit service does not prioritize trips according to their purpose.

When the ADA was established, King County was able to operate paratransit service above and beyond the



federally mandated minimum. Current services we provide that go above and beyond the federal requirement include door-to-door or hand-to-hand service, subscription service, reservations up to three days in advance, and expanded service areas beyond where regular bus service operates. We will continue to provide many of these extra services, but we're reducing Access hours to match the times when regular bus service is available in the same areas. Our service will still meet the federally mandated requirements of the ADA.

Posted in **Accessible services**

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## **What is “regular Metro bus service” according to the Americans with Disabilities Act?**

Posted on **May 1, 2013** by **Metro Matters Team**

The Americans with Disabilities Act defines regular bus service as all-day, round-trip service. This does not include peak-only service (buses that only run during the morning or evening commute in one direction), nor does it include dial-a-ride (DART) service areas.

Posted in **Accessible services**

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## **Access service hour change: Why reduce Access hours instead of cutting costs in some other way?**

Posted on **May 1, 2013** by **Metro Matters Team**

In our effort to comply with the 2009 audit, Metro has looked at many ways to reduce the cost and improve the efficiency of Access service. To guide this effort, Access has developed a strategic plan that identifies areas for improving productivity and lays out measures for reaching these goals. Areas we're working to improve include speed of service, mapping of service areas, and dispatcher and driver performance.

Metro considered several options for reducing the “extra” Access service that is above and beyond ADA requirements.

These included reducing Access service hours, reducing the distance from Metro bus routes in which we provide Access service, and eliminating hand-to-hand service for customers who can never be left alone. We decided to reduce the hours of service because it means that no customer in King County will lose Access service completely.

## **Access service hour change: Can this change be appealed?**

Posted on May 1, 2013 by Metro Matters Team

No, because this decision has already been adopted by the King County Council as part of the 2011-2013 budget. You are welcome to comment on this change via our online comment form. Comments received before May 24 will be included in a report to the Council.

Access has a process for appealing changes to your eligibility for Access service. Because this change affects service area and not your eligibility, and the change applies to all customers in the area and is not particular to you, you cannot appeal this change.

Posted in **Accessible services**

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## **Access service hour change: What if my affected trip is essential and can't be rescheduled?**

Posted on May 1, 2013 by Metro Matters Team

If you feel that your affected trip is essential at the current time—for example, it gets you to work, a medical appointment, or an important social visit—the first step is to talk with your employer, healthcare provider, or family members/friends to find out if you can move your trip to a time when service will still be available.

We realize that this change in service hours will affect the choices Access customers will have to make about where (or at least when) they live, work, visit, and access services. You have until Sept. 30 to prepare for this change in service hours. If you are unable to shift your schedule to make an essential trip during the hours when service will still be available, consider alternative transportation options.

Posted in **Accessible services**

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## **Access service hour change: I got a letter**

## **but someone else who takes my same trip every day did not. Why?**

Posted on **May 1, 2013** by **Metro Matters Team**

Fewer than 800 Access customers will be affected by this change. There may be people you travel with who are not affected. People who only travel between 9 a.m. and 6 p.m. have not received letters about this change; nor have people who live outside the areas affected by this change.

Posted in **Accessible services**

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## **Access service hour change: How will Adult Day Health customers be affected?**

Posted on **May 1, 2013** by **Metro Matters Team**

Some people in the affected areas may ride Access vans to get to Adult Day Health programs. These programs have contracts with King County and pay for us to provide their transportation services. We will continue to provide the services outlined in these contracts after Sept. 30, but these vans will not be able to pick up and transport regular Access customers.

Posted in **Accessible services**

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## **What alternatives are available for times when Access is no longer offered?**

Posted on **May 1, 2013** by **Metro Matters Team**

There are several private and nonprofit transportation services that offer service to the affected areas during the times when Access service will no longer be available. (Please note that listing these providers here does not constitute an endorsement of any of these services by Metro.)

Yellow Cab – Offers wheelchair-accessible cabs and provides service 24 hours per day. The cost for this service is the same as general taxi service. Low-income, senior, and disabled people can qualify for and use taxi scrip to cover the cost of this service. Learn more about Metro's taxi scrip program. Reservations are taken at any time, but best the best times to call are weekdays between 9 a.m. and 3:30 p.m.

Snoqualmie Valley Transportation – Provides transportation for the general public in Preston, North Bend, Snoqualmie, and Fall City between 6 a.m. and 7:30 p.m. Monday through Friday. The cost is \$1 per trip. Reservations must be made 3-5 days in advance. Call 425-888-7001 to reserve a trip.

Cabulance companies – There are several Cabulance companies in King County that offer non-emergency, specialty/medical transportation service 24 hours a day, 7 days a week for individuals and groups. Contact the companies directly to learn more about cost and areas served and to make reservations.

Posted in **Accessible services**

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**Appendix D – Log of responses received regarding changes**

Date	Received Via	Comment	Response
5/6/2013	Phone	Hi. This is Dana Lizotte (?). My email address is [REDACTED]. I'm calling to find out how this would affect my ride to work and back since I work in downtown Seattle and live in Bellevue. My phone number is [REDACTED], cell phone. My home phone is [REDACTED].	Spoke to Mr. Lizotte said he received a letter, but we don't have it in our list; the trip he is concerned about is a Bellevue to Seattle work trip and we came to the conclusion that it would not be affected by this change.
5/7/2013	Email	Hi Mr. Sahn: Will the Access serve the address of [REDACTED] [REDACTED]? A client at this address likes to attend our program to meet her cultural need. Thank you. Min	Email: Hi Minh, You asked about whether one of your clients who takes Access to your location would be affected by the upcoming change in Access service hours. I've searched the address you provided for this client and don't find him or her in the list of affected people. It appears that he or she will continue to enjoy attending cultural events at Legacy House!
5/7/2013	Phone	Hi. My name's Marcia McGee and I happen to ride early in the morning and I might be in that cut off zone area but, I work as a demonstrator for grocery stores so I go to all part of King and Snohomish County and my connections are very important to keep my job. I would like to be grandfathered in because of my job requirements and I've been taking access, this is how I maintain my handicapped employment moment, here. Also, I do go to the kidney center. Three, I'm not sure if my new pick up point will be in the zone or not in the zone. Three, I think that King County can utilize the money for the pick-up and drop off at the park and ride every time that they get a double drop off, if someone wants to go to Burien to Federal Way and they get dropped off in Tukwila and some other bus comes and picks them up in Tukwila to go to Federal Way. That money could be spent for a single ride instead of doing the transfer points. Number two, the mental health can be cut significantly. King County can use that to pay for the handicapped/disabled people's rides with Access to kidney centers. Okay? Because frankly, I think people need to realize handicapped can't get	Referred to Mike Rhodes, Marcia didn't provide any contact information. 5/22 I sent a fax to her listed fax number requesting that she call me. No response to date.-MR

		<p>around town that much and three, I can't tolerate losing my job, it's the only job I have so I need to keep my Access availability and opening going to Sammamish, going to Woodinville, going all over because I never know where my job will be at. So, as a grocery store demonstrator I appreciate the Access service plus, it's my only way to get around. I have a lot of appointments and my dad has a lot of appointments and he's in the upper reaches of Issaquah, so, I would appreciate keeping the Access availability to Sammamish, to all over because you never know where you have to go. The money can come from other places, especially the overcharging of the mental health places, can be utilized that money for this Access ride for everybody and I don't want to see somebody with kidney dialysis not get a ride because they live in a zone and they have to schedule it between 9-6 because that doesn't happen a lot with medical appointments and I have to start early at 6:30 in the morning on my ride so, I can't afford to be picked up at 9a, I'd already be late if I have to be at work at 9a. Thank you, bye.</p>	
<p>5/8/2013</p>	<p>Phone</p>	<p>Hello. My name is Cindy Ferry and I'm going to be on spend down at Sound Mental Health on June 1st and December 1st and you said this change will not take place until September 30 and I have to be at my clinic in December at 9 o'clock and you said in your letter here that Access service will be available in these areas from 9a.m. to 6p.m. Now, I don't have a problem leaving at around 3 o'clock but, I have to be at my appointment in December at 9 o'clock in the morning, I have to be there. Anyway, you can call me at [REDACTED] or if you can't reach me there, I'm usually gone between 8 in the morning and 3:30 in the afternoon then you can reach me between 8 and 3:30 at [REDACTED]. I just want to let you know that I need</p>	<p>Left voicemail asking Ms. Ferry to return call.</p>

		<p>my Access services because you are the only ones, that, you know I have taken the test. You are the only ones I can depend on to take me to my appointments whenever I'm on spend down. I need that service so, I hope this helps by me advocating for you and giving you a call to let you know that it's very important that I reach my services at that time. Thank you very much, I look forward to hearing from you. My name is Cindy Ferry and may god bless you, god is great, praise the lord all day long and have a great day. I look forward to hearing from you. Thank you.</p>	
5/8/2013	Phone	<p>Hello. My name is Paula Benson. My telephone number is [REDACTED]. My email address [REDACTED] and I'm calling on behalf of my husband. We actually live in Issaquah, in the Highlands and it does say Sammamish but we are not in the city of Sammamish so, I'm wondering if the Issaquah Highlands are affected because Sammamish is the neighboring city. So, if you could give us a call back or email us and tell us whether or not the Issaquah Highlands area is going to be affected by this, it would be most appreciated. Thank you.</p>	<p>Spoke to Ms. Benson and she and her husband haven't received a letter yet, but will. Customer is Robert Benson who will only have service 9-6 from his home address after the change. He works at Lighthouse for the Blind from 7:30 to 4. Getting home will not be a problem, but getting to work will be. Pamela clarified that the change doesn't happen until September. She was disappointed, but said they will figure it out.</p>
5/8/2013	Phone	<p>Hello. My name's David Lee and my phone number is [REDACTED] and with these proposed changes, it's going to potentially make me housebound because a lot of my evening trips, I volunteer for the Boy Scouts as well as do a number of Seafair events throughout the year as well as keep stats for the boys basketball team at Kentridge so with these proposed changes, I'm going to be potentially housebound. Thank you and have a good day.</p>	<p>Comment recorded for public record. Response in progress.</p>
5/8/2013	Phone	<p>Hi My name's Marcia McGee, I'm calling up about the reduction in service I got the card on about (?). I have MS I also have a job which is always different and doesn't have one specific place. I could go to Seattle, I</p>	<p>Referred to Mike Rhodes for response. Marcia has called twice. See line 4.</p>

	<p>could go to Everett, I have no idea where I'll be going but I have to be there at a certain time. I also do medical appointments at Evergreen and I'm coming from the Issaquah Highlands and I also have appointments in Seattle and Shoreline for my Multiple Sclerosis. They start a lot at 8 o'clock (unknown words) Anyway, this would really impede the service. Number two, when there's only a finite, small defined space, everyone tries to pile in at the same time and makes everybody's rides run later. So, I would like to find a way I could get grandfathered since I'm a grocery store demonstrator, I could be in Albertson's in Redmond, I could be anywhere, wherever the contract is, and this is the only way I'm supporting myself. I have MS and I have a limited job set skills I can do, I want to keep doing my job and for years you guys provided excellent service and if you guys are looking for money, here's a suggestion for King County, no double transfers, no transferring from Bellevue and then down to Tukwila. If you get a pick up, one straight shot should save some money. Number two, my friends that go to the mental health place, watch TV all day and play bingo and (unknown words) and they pay 245 dollars a day for absolutely doing nothing. King County also provides a special sublet for that budget and my friend was told how to contact them so their bill could be saved. I have a dumb question for you? Take that money, the mental health places, the clients still need to (unknown) but the bottom line is, they do nothing. Okay? They wind up giving their clients diabetes and wind up pushing a stroller and a walker and they watch TV all day they're not worth the extra King County money. So people want to go to kidney dialysis might need an Access bus. If you take the money away from the mental health/chemical dependency thing that they waste giving more</p>	
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		<p>additional money to mental health places when they bill medicare/medicaid anyway. Take that money and use it for the bus service. That's the only way to go. Thanks, bye.</p>	
5/8/2013	Phone	<p>Hi. My name is April Snow. My phone number is [REDACTED] or you can email me, actually just email me, my email is [REDACTED]. I was calling because I received a letter obviously and it says that times for me, or the stop that will be changed for Access service availability is my home address and it says that it's only available between 6a.m. and 6p.m. My question is, does that mean that if I'm at work in Seattle and I need to come home that I need to be home by 6p.m. or does that mean that I have to schedule a pick up in Seattle at 6p.m. to come home? And my other question is, is this because the bus times, it's only regular bus hours, the bus serves my house is bus 169 and it runs until 11:30p. Is that changing? Because it's a very busy bus so I would be surprised. Anyway, if you could get back to me about whether 169 is changing and if it isn't, how come my Access service to my house at 10820 SE 231st, Kent is changing. Thank you. Bye.</p>	<p>Referred to Mike Rhodes for response. Follow-up: (5/15/13) Ms. Snow incorrectly received a letter. Email reply: Ms. Snow, Thank you for your inquiry. The letter you received about your change in service was sent to you in error. A data entry issue caused the location of your home to be misreported, and appeared to fall outside of Access's Service Area from 6:00 pm – 10:00 pm. This issue has now been corrected, and I am pleased to inform you that your service will not be changing. Access will continue to be available to you from 6:00 am – 10:00 pm. Furthermore, regarding your second question, the September service change will have no effect on the operation Route 169. We apologize for the confusion and thank you for your inquiry.</p>
5/8/2013	Phone	<p>Hi. My name is DeAnna Cruise. You can call me back at [REDACTED]. I have a question, I'm calling for my daughter Michelle Cruise and our address is in the affected area and my question is, it keeps saying that the service hours are just Monday – Friday but it doesn't say anything about weekends so will she have weekend service hours and if so, is it still in the 9a-6p time frame? Our address is [REDACTED]. If you could just let me know if she will have service on the weekends because she works on the weekends and I need to know that. Thank you.</p>	<p>Left voicemail explaining that this change only affects weekday service and that, as long as fixed route bus service stays the same, her daughter will continue to be able to take Access trips on the weekends in the same way she is doing now.</p>
5/8/2013	Phone	<p>Hi. My name is Jennifer Johnson. My phone number is [REDACTED]. I understand everything and that's fine,</p>	<p>Spoke with Ms. Johnson and learned she has been told in the past that she can't take this particular trip on weekends, only</p>

		I just need to know that I can still go to Maple Valley. Is it just during the week or is it on weekends also? That's my question. So, I hope to hear from you. Thank you very much. Goodbye.	weekdays. She wanted to clarify whether the table in her letter meant she could continue to take this trip seven days a week from 9 am to 6 pm or just on weekdays. Forwarded her question to Mike to clarify.
5/8/2013	Phone	Hi. My name is Mary Ann and I was just wondering how this change affects residents going to EADS and does it affect them on a daily basis, will they have rides going to EADS every day or is it just the time that's going to be affected? Please give me call back, my number's [REDACTED]. Thanks. Bye bye.	Spoke to Mary Ann and confirmed with her that residents going to EADS will have Access service every week day but will now have to travel between the hours of 9 a.m. and 6 p.m.
5/8/2013	Phone	Hi. This is Catherine Johnston. My Access number is 6985. My phone number is [REDACTED] my email number [REDACTED]. I had a question about my rides on Thursdays. I have standing rides and they have been picking me up at 8:04 because I want to get there by 10a. Will these new changes to the hours affect my arrival time? Will I not get there by 10? Thank you, bye.	Spoke to Ms. Johnston and told her that she can still be picked up at 8:04 a.m. because her arrival time to her destination is still within the 9 a.m. to 6 p.m. window.
5/8/2013	Phone	Hi. This is Mrs. Rostas. I'm calling regarding my son Sean who takes Access on Fridays and his Access availability will now be 9a-6p and my question is, does that 6p.m. mean a drop-off because he's usually picked up at Ead's somewhere about 5-5:15p. I'm just curious if the 6p is when he'd have to be home by or the latest time he could be picked up at EAD's and in terms of pick up in the morning, right now he's about 8:15a I assume the earliest he could be picked up is at 9a. If you could give me a ring back, I'd appreciate it, my number's [REDACTED]. Thank you.	Spoke to Mrs. Rostas and confirmed that her son would have to arrange to arrive home by 6 p.m. and would not be able to be picked up until 9 a.m.
5/8/2013	Phone	I don't even understand the whole thing. It's really rather ridiculous that I can't talk to somebody now. My number is [REDACTED] and my name is Flora Jean Russo. Thank you very much. Bye bye.	Spoke to Ms. Russo and explained the change to her service. She misunderstood the letter as meaning she could only leave her home at 9 a.m. and return at 6 p.m. instead of being able to leave as early as 9 a.m. and having to return home no later than 6 p.m.
5/8/2013	Phone	I'm calling for Trisha Delcoure. The home address is [REDACTED], Auburn. She goes to Kentlake High	Spoke to Ms. Differt and explained that the service change would not start until September 30th which will be after Trisha

		<p>School which starts at 7:30 in the morning in Kent and being picked up after 9 o'clock would not get her to school until way after, being picked up would be way after her school hours start which, as I said she needs to be there at 7:30 in the morning. Please call and let me know what needs to be done to have this taken care of. She's a senior in high school, we have this service for her to be able to get to and from school so she can graduate. My name is Phyllis Differt, I'm her care provider and her payee and telephone number is [REDACTED]. Thank you.</p>	<p>finishes up her senior year at Kentlake. Trisha will however start a TOPS (?) program at Kent-Meridian next year and Ms. Differt is concerned Trisha will not have transportation to school (the school is outside of the district they currently live in). I asked her to check with the Kent School District to see if they have transportation.</p>
5/8/2013	Email	<p>Just received the memo on hours changes to ACCESS. I am floored that my ride cited to be eliminated is part of this. It is from a medical facility (St. Francis Medical Pavilion) at 7:30 pm the first Thursday of the month. Explain why as this is just a block off 348th and Pacific Highway in Federal Way to my home in the Redondo suburb of Des Moines. Cannot fathom that a pick-up from a medical facility is to be eliminated. Kathleen Wolfe [REDACTED]</p>	<p>Comment recorded for public record. Response in progress.</p>
5/8/2013	Phone	<p>Pauline Hardin, [REDACTED]. Thank you.</p>	<p>Left message for Ms. Hardin with another person at her home asking her to call me back; she called back same day and I clarified that she can continue to go to the location in her letter between 9 am and 6 pm.</p>
5/8/2013	Phone	<p>This is Bertha Roth and I'm calling for Rebecca Roth. I'm her mother and I have durable power of attorney for her and I don't quite understand your chart. She rides the Access bus four times a week from [REDACTED] in Woodinville to Duvall 14020 Main St. NE in Duvall which is Safeway. I see the chart, the Access Service Availability and if I'm reading it right, she rides your bus, you all pick her up between 9:45a and 10:15 in the morning and you bring her home between 4 or 4:30p in the afternoon. I think she's safe. Would you please call me back and let me know for sure. I have a husband who's an</p>	<p>Left voicemail stating that after reviewing the letter that Rebecca received, let Bertha know that she interpreted it correctly. There should be no change in Rebecca's standing right that she references in her message. Gave my name and number if she had any other concerns or questions.</p>

		<p>invalid in a nursing home so I might not always be at this phone but I do have a voicemail. My phone number is [REDACTED]. I think Rebecca will be fine on her hours is the way I'm reading this but the chart is not really clear the way you all have it marked up but please reply so I don't have to worry about it. Thank you very much and I really, really appreciate Access and I hope they continue with it. If they didn't continue with it Rebecca would not be able to work because I'm 88 years old and I'm not able to take her over there and I'm her only means of transportation. Thank you.</p>	
5/8/2013	Phone	<p>Yes, I received your letter today about the changes in Access service and I see the chart you have printed here showing specifically regarding my situation. Could you please call me at [REDACTED] Bellevue, Washington because I don't quite understand your chart and I need to have someone explain it to me so I can more clearly understand it affects me and see what I'll have to do to take care of matters after it goes into affect in September 1 or after September 30. Name again is Joseph Fineburg [REDACTED]. Thank you and I expect a call back like you say in your letter. Have a good day.</p>	<p>Left voicemail asking Mr. Fineburg to call me back. Follow up: spoke on phone, clarified that the trip that's affected is to Snoqualmie Casino. He only took that trip once last year, can't do it any more because of his health so he didn't mind the change.</p>
5/8/2013	Phone	<p>Yes, I'm a caregiver for Douglas McAllister. My name is Sharon Ward and I've been supporting Doug in my home for many, many years. He works at Stack Industries, Monday through Friday, my concern is this is his only way to get to work because I can't lift him in my vehicle so if there's any way we can possibly continue to get service or do I have to sell my house and move for him to be able to continue work. I need to know if there's any possibility that we can continue to get his service. Please give us a call back, again for Douglas McAllister, our phone number's [REDACTED]. Thank you.</p>	<p>Spoke to Ms. Ward and confirmed that Mr. McAllister's service would be limited to 9 a.m. to 6 p.m.</p>
5/8/2013	Phone	<p>Yes, my name is (unknown) Lavati (?) and my phone number [REDACTED].</p>	<p>Left voicemail asking for call back. Said someone left a message regarding Access</p>

		(unknown words) all the destinations of the Access bus (unknown) affecting my route. My route is different, I'm down in Seattle and Columbia (unknown words) but it's not affecting me. Just give me a call and confirm what's going to go on, please? Thank you very much and have a blessed day. (very muffled phone call)	service but we did not catch the name of who was calling. Mentioned that if you did not receive a letter saying service will be impacted then you will not be impacted.
5/9/2013	Email	<p>Dear sirs: David Lee is extremely upset over the letter he received today regarding future cutbacks in service. David has been a part of the basketball program at Kentridge High School since he attended Kentridge back in 1976. With the proposed cutback he will no longer be able to attend games or evening practices. David's involvement in our program has meant a lot to our staff and countless kids. If you have met David you would know what an incredible person he is. To basically shut him out of society after 6pm is cruel and unfair. The spirit of the Americans with Disabilities Act was to provide assistance to those in need so they can have access to the same quality of life as everybody else. It is upsetting to think that you are somehow proud to be doing the minimum and just complying with the law instead of doing what you know is the right thing to do. Please reconsider your policy change and allow David Lee to continue to enjoy and be enjoyed by the Kentridge community that he has been an integral part of for over 35 years. Thank you, Dave Jamison Kentridge High School Head Basketball Coach</p>	Comment recorded for public record. Response in progress.
5/9/2013	Phone	Good morning. My husband does dialysis on Tuesday, Thursday, Saturday up at the Snoqualmie facility on Douglas Street. He's picked up around 9-9:30 in the morning, returned around 4-4:15p. We don't quite understand if there's going to be a change for his participation in Access. My name is Catherine Hoesel,	Spoke to Mrs. Hoesel and confirmed that her husband's dialysis appointment will not be affected because he arrives at the affected destination between 9 and 10 a.m.

		the rider is Walter Hoesel, our phone number is [REDACTED]. Thank you very much.	
5/9/2013	Phone	Hello. I have just a question. My name is Estrella Watson, [REDACTED]. So, can you call me please? Tomorrow? Please? I have just a question regarding I receive a letter with some address that I'm going like Auburn and South W Pacific. The address that I'm going before, I'm going here to attend a home bible study. So, I just want to know [REDACTED] and you can call me during my break time 10 o'clock, 11:30 and 2 o'clock this time is my break Monday - Friday. 10 o'clock, 3 and 11:30. Thank you very much. Bye.	Did not have a question about Access service. Wanted to know who she could call to put money on her ORCA card.
5/9/2013	Phone	Hello. My name's Linda (?). Area code 206-463 I'm calling from Vashon Island. I am concerned because my brother needs medication twice a day and his rides are usually 6:45 to 7:15 and two hours later in the mornings. I'm also concerned about the lack of service, cutting the service in half on the island (message cut off)	Not enough information to return call.
5/9/2013	Phone	Hello. My name's Lorinda Hollingsworth and I have a question of the location that's on my letter about the changes that are going to change in the future starting September 30 and some of the changes I don't go to, I don't live there no more and one location that I still go to, and that's the 33645 20th Ave. S, Federal Way. That's my church address and I don't know if that's going to affect me because I start church at 10:45a.m., mostly at times. I just had a question about that, give me a call back as soon as possible please, my number is [REDACTED] and it's regarding the address that's on this letter. Hopefully I will be hearing from you soon and you have a great day. Bye.	Left voicemail asking Ms. Hollingsworth to call me back Follow up: (5/16/13) Spoke to Ms. Hollingsworth and explained she will still be able to take her trip to church because her service window is from 6 a.m. to 8 p.m.
5/9/2013	Phone	Hi. My name is Beth Carter. I'm calling regarding my daughter Melissa Carter and we got a letter saying that services in our area are going to be cut to 9a.m. to 6p.m. which	Spoke to Ms. Carter and she asked that I have the record state that, "my daughter Melissa is getting f***ed so thank you King County Council." She also wanted to note that no one she's reached out to at the

		<p>absolutely decimates Melissa's living schedule. She works five days a week, beginning at 8:30 in the morning and if she can't even get Access until 9p.m. she may lose her job and she has many activities with Kent Parks and Rec that happen, she's not done until 7 or 8 o'clock at night and so these changes absolutely decimate her and I'm even really sure why her services are being cut because when you list in the letter the areas where services are being cut, we are not in those areas. We are not in Black Diamond, Carnation, Duvall, Enumclaw, Federal Way, Milton, North Bend, Sammamish, Snoqualmie or the outer parts of Vashon Island, we are in Kent. So, best ways to reach me, my cell phone is [REDACTED] and my email is [REDACTED]. I would very much like to speak with somebody about these because these changes would cause my daughter to just be very isolated, she's have to sit home and watch television and eat all day. Thank you.</p>	<p>Council has returned her call and while she realizes this is a "bureaucratic call where nothing can be done" she appreciates the call back.</p>
5/9/2013	Phone	<p>Hi. My name is Chelsie Bowden and my phone number is [REDACTED] and I received the Access changes form and both of the addresses listed on my form of trips I have taken say that they are no longer served by Access transportation so, I just want to verify that because one I go to regularly and that address is [REDACTED] in Woodinville so wondering if that address will still be serviced and if so, what times? If you could give me a call back, that would be great. My number again is [REDACTED]. Thank you.</p>	<p>Left voicemail verifying that the address in question will no longer be served by Access. Asked Ms. Bowden to call me back if she had any other questions.</p>
5/9/2013	Phone	<p>Hi. My name is Lilly Clinton and I am very, very concerned about the impact that these changes are going to make to my life. There's places that I'm not going to be able to go to that are very important in helping me stay abreast of things that I need to do and be prepared for and keeping me out of programs that I am now in that</p>	<p>Spoke to Ms. Clinton. She did not have any questions about service changes but wanted to talk to someone about how Access could save money by being more efficient.</p>

		<p>are ongoing on a twice a month basis and occasionally there are one or two activities in between that. This is really, really going to impact my life. I want to talk to somebody because I don't understand the hour thing and the days and whatever, I just don't understand a lot of what's going on. Please give me a call at [REDACTED]. Thank you very much.</p>	
5/9/2013	Phone	<p>Hi. My name is Mary Gardiner and I do have a concern. I do live in the outlying area, Sammamish, and I do work retail. Therefore, that's retail hours and that is a big concern for me since that is my livelihood. I need to know how that is going to affect me come September 30th. I would have to let my employer know, the sooner the better. My home phone number is [REDACTED]. My email address is [REDACTED]. I would like to know how that is going to affect me on a Monday – Friday basis. If someone can contact me, email me, that would be preferent and let me know, that would be great, otherwise hopefully we'll receive some kind of information in the mail. If you have any questions, just give me a call in that number. Okay? Thank you so much. Bye bye.</p>	<p>Left voicemail stating that Ms. Gardiner's hours of service will be 9 am to 6 pm and that she will need to talk with her employer if she is working outside those times right now so she can adjust her schedule. Left my number if she wants to call back. Mike Rhodes email from 5/22: Hello Ms. Gardiner, I am writing in response to you question about your work hours in relation to the upcoming service changes. Looking at your recent trip history it looks like almost all of your requests for trips to Bellevue Square in the morning have pick up windows after 9:00 a.m. with your earliest appointment times being 10:30 a.m. The 10:30 a.m. and later appointment times should continue to work for you after the service change and the reservationist will advise you if your resulting pick up window is before 9:00 a.m. (in which case you would need a later appointment time). I don't see a pattern to your appointment times, but if you are able to arrange a regular start time at work we might set up a subscription (standing) ride for you with a consistent pick up window. Your return trip on the other hand, will definitely be affected by this change as the latest time we can schedule for you to be home is 6:00 p.m. The resulting pick up window will be approximately 4:25 to 4:55 p.m. depending on availability (could be earlier or later). I hope this helps answer your questions, please feel free to call or email if you have further questions or concerns.</p>
5/9/2013	Phone	<p>Hi. This Aniat (?), my son Cameron Olds, well, depends on Access for his livelihood. He's a special needs young man and he works at the bakery and we have worked so hard to find him a position and they're wonderful people and they love him and he does</p>	<p>Not enough information to return call.</p>



		<p>such a great job for them but, we do have an early morning pick-up from 10 to 6 to 6:20, bakery hours, they open early and anyway, he works in Black Diamond so now he's not going to have a way to work. I have to take him Saturdays because you don't travel there or stop there on Saturdays already but he will definitely lose his job and I'm very, very sad, for him. I don't know what he's going to do (crying). So, this does impact real people and I'm sure you know that and I just want you to know that my son is one of those real people and I'm just so sad (crying).</p>	
5/9/2013	Phone	<p>Hi. This is Joan Cox. [REDACTED]. I live in the Klahanie district of Issaquah, I am a client of Access, I have low vision and I have used Access for several years and I just quake at the thought of not having Access available and certainly for some of us you might want to raise the fees if it's a financial problem. I think the sequester has finally come home to roost and I'm not excited about sequester anyway. I think this is the wrong thing to do, I'm a senior citizen as you can probably tell. It is my major means of transportation, actually my only means of transportation. Understand that it depends on whether Metro is going to keep, what is it, 970, the smaller bus that runs from Issaquah up to Sammamish and back. In the summer, a lot of kids use that bus but my vision is such that I'm not able to use it like I did a year ago, 2 years ago. So, it's pretty vital to the quality of my life and I hope that you will continue to serve us. It really is vital to a number of us and I see many of the folks who do use Access and they really deserve help and service through Access. I hope we do not lose that service here in the Klahanie area. Thank you.</p>	<p>Comment recorded for public record. Response in progress.</p>
5/9/2013	Phone	<p>Hi. This is Mary Calculon and I'm calling for my daughter Lauren Svacek. On Mondays and Wednesdays she volunteers at the Sammamish.</p>	<p>Left voicemail asking Ms. Calculon to return my call.</p>

		<p>YMCA, you sent me a letter regarding this stating that her Access service availability is from 9a.m. to 6p.m. does that mean she would get there at 9a.m. and her pick up time would be like at 8:30 or does that mean that the starting pick up time is at 9a.m. Please call me back when you get a chance, I'm at my work, you can call me here, leave a message if I don't answer. Area code [REDACTED]. Thank you. Bye bye.</p>	
5/9/2013	Phone	<p>Hi. This Sara Blumenzweig and I received your letter and I received your letter and I really appreciate if you give me a call at [REDACTED]. I would like to somebody. Thank you and have wonderful day. Bye bye.</p>	<p>Left voicemail asking Ms. Blumenzweig to call me back Follow up: (5/16/13) Spoke to Ms. Blumenzweig and explained the 9 a.m. to 6 p.m. service window</p>
5/9/2013	Phone	<p>I have a question, I'm not quite understanding the little chart that you gave. I don't quite understand if it will even affect me. Could you please call me, Chanda Cross at [REDACTED]. Thank you.</p>	<p>Spoke to Ms. Cross' mother and explained what was listed on the "chart." Referring a question about standing ride schedules to Mike Rhodes for follow up. Mike Rhodes follow up: I spoke with Karen Cross and advised that she could call us in mid-September to request the new standing window. And that she should contact customer service if rides begin to show up late. She was very pleased.</p>
5/9/2013	Phone	<p>My name is Art Kerr. My phone number is [REDACTED] and I'm calling about the Access service hours change this September and I understand that Access service will be provided between 9a.m. and 6p.m. and that the Access service will be provided to more closely match the hours when regular bus service is available at my location where I'm normally picked up and I take that to mean that the regular bus service in my area which is Sammamish will be changing so that the regular bus service is going to be available going through Sammamish starting in September only from 9a.m. to 6p.m. and I wanted to find out if I'm understanding that correctly because right now the buses run through Sammamish earlier in the morning and the way I understand this right now, the information reads like starting in September the regular bus</p>	<p>Same individual as row 42</p>

		<p>service will begin at 9a.m. so if you can call and talk to me about that, I'd appreciate it very much. My phone number once again, [REDACTED]. Thank you very much. Bye now.</p>	
5/9/2013	Phone	<p>This is Doris Gardner in Maple Valley. [REDACTED]: I understand the hours are changing and when. Currently I have to be off the bus at 3 o'clock in unincorporated Maple Valley. So please call me and let me know. Thank you.</p>	<p>Returned Ms. Gardner's call but didn't need to! She was sent a letter in error and Mike had already contacted her.</p>
5/9/2013	Phone	<p>Yes, I have some questions regarding the new available times for Access service. My time is 9a.m. to 6p.m. which is a lengthy time, I'm not complaining about that. The 6 o'clock doesn't bother me a bit but the morning one at 9a, I need to know for future usage if it's from 9a.m. to 6p.m., if I make an appointment say, at 9:30 in Bellevue at Group Health or Overlake Hospital, what time would Access pick me up, does it mean that Access that 9a.m. to 6p.m. would that mean that Access would not, under any circumstance come pick me up prior to 9a.m. It would be very difficult to make appointments whether it be in Bellevue or at the VA in downtown Seattle. My name Leo Bessette, phone number's [REDACTED] and I would like to talk to an individual. Thank you very much.</p>	<p>Spoke to Mr. Bessette and confirmed with him that the earliest pick up would be 9 a.m.</p>
5/9/2013	Phone	<p>Yes, my name is Dorothy Hoskins. I'm at [REDACTED] in Algona. I'm worried about this Metro availability hours that they've given me, 9a.m. to 6p.m. because my full transportation has been from Algona to Harborview and because of my health issues, I can't change over, I can't change to something near my house and I'm wondering why they have a 9a.m. to 6p.m. and no weekends at all because, number 1, I have no other way to travel. I'm on oxygen, I have to travel with a walker to carry the oxygen equipment, I just don't have a choice and I'm wondering how this, 9a.m. to 6p.m. now there are no sidewalks between 52nd and Military</p>	<p>Returned Ms. Hoskins' call. Her concern is that Access usually puts her on a holding bus (?) when making her trip and it can take up to two hours to get to Harborview from her house. She wonders: will Access arrange her trip differently so she can make it to her appointment and back home on time? She usually has to stay 3-4 hours at Harborview for various clinics she attends and work she needs done. How can she fit this in given the 2 hour time frame it takes her to get to/from her home to Harborview on Access? Will refer to Mike to confirm that if her appointment at Harborview is at 11:30 and she stays until 3:30 that Access can get her home in time and not leave her stranded on a holding bus somewhere. (5/28/13) Mike Rhodes: I spoke with</p>

		<p>Rd., I have never seen a bus come down, there is no Access but to get from 52nd to Military, which I would have to do walking, there is no access, there's just a street and a ditch, there's nothing, just a street and a ditch and you go out to Military and it's the same way, there's not even room to walk, so I don't know what to do. There's no way I can catch a bus. So, please call me, [REDACTED]. There is no way I can catch a bus to go anywhere so, I don't know what to do. So, please call me.</p>	<p>Dorothy on 5/23. She was largely concerned with past service problems she has had due to errors. I kept her on the subject of the changes in September. She was skeptical of any solution saying what would she do if she was stranded due to her oxygen needs. I offered Taxi Scrip and Senior Services Volunteer Transportation giving their phone numbers. She didn't think SSVT would go to Auburn, but I told her I verified that SSVT would pick her up at her home. I assured her that we would not leave her stranded even if it were to go past 6:00 p.m. and would work with her. I gave her my phone # for future questions</p>
5/9/2013	Phone	<p>Yes, my name is Eugene Elfstrom. My phone number is [REDACTED]. I'm concerned as to the Access service ability for me to get to the hospital where I see my doctors. The diagram at the top of page 2, I do not understand as to the times and number of days, I guess. They have printed out here. So, I'd like to talk to somebody about this. Thank you.</p>	<p>Spoke to Mr. Elfstrom and explained he has service to and from his house Monday through Friday from 6 a.m. to 7 p.m. and that his weekend service stays the same.</p>
5/10/2013	Email	<p>Dear Robert Sahn, Thanks very much for your letter of May 6th about upcoming changes to hours when Access service is available in my area, Sammamish. Hopefully, you can help me better understand the situation, as some of the METRO background info is new to me. 1) So, as I get it, Access service runs, or is linked to regular Metro bus service routes, that run in certain areas at times that they run. 2) Currently, Routes #216 and #269 run through Sammamish in my area, early in the morning and late in the evening. 3) I live very close to these regular Metro Routes #216 and #269. 4) The letter indicates that as of Sept 30, Access service will be available 9 am to 6 pm. (Not earlier or later) 5) Does this mean that regular Metro bus service routes 216 and 269 will NOT run through Sammamish prior to 9 am or after 6 pm, as of Sept 30? 6) If there is no change to regular Metro bus service in this area, and Access service is</p>	<p>Spoke to Mr. Kerr and explained that Routes 216 and 269 are commuter routes and not regular fixed routes and is why his Access service is being cut outside of the hours of 9 a.m. and 6 p.m.</p>

		<p>linked to routes and hours of regular Metro bus service, and I live very close to regular Metro Routes #216 and #269, why would Access Service Availability be changing for me? Best regards, Art Kerr [REDACTED] [REDACTED] [REDACTED]</p>	
5/10/2013	Phone	<p>Good afternoon. My name's Charles Burkhalter at [REDACTED]. I just received my letter from Access at Metro and the hours of available bus service for me are being cut as of September 30. I'd like to have the hours enlarged, maybe not back to what they were but, I have a lot of doctors appointments, I have eight doctors I have to see because of previous illnesses and if I'm limited to 9 til 6 it might be rather difficult to get a pick up and get in time to a doctor by 11 o'clock, it narrows my window of opportunity very, very shortly. So, please give me a call at [REDACTED]. I appreciate your response. Thank you and have a great day. Bye now.</p>	<p>Comment recorded for public record. Response in progress.</p>
5/10/2013	Phone	<p>Hello. This is Katy Lutje, I'm calling for my sister Jenna Lutje and myself. We want to know what the thing is from 9a.m. to 6p.m. If you could please give us a call back at [REDACTED]. Thanks.</p>	<p>Spoke to Ms. Lutje and explained that service to her home would be limited to between the hours of 9 a.m. to 6 p.m. She wanted to stress that her sister's classes run until 6:30 or 8:30 p.m. and without Access service hours they would have to put an undue burden on their father to transport them.</p>
5/10/2013	Phone	<p>Hi. My name is Karen Allen, my phone number is [REDACTED]. I own and operate an adult family home and so several of my clients got letters with the changes but I don't know how to read these things...there's check marks, check marks what's them check marks mean, I don't understand all this. So, if someone could call and explain this all to me I would greatly appreciate it. Again, my number's [REDACTED]. Thank you very much.</p>	<p>Spoke to Ms. Allen and explained what the check marks mean.</p>
5/10/2013	Phone	<p>Hi. My name is Kathleen Stogsdill. My number is [REDACTED] My telephone number is [REDACTED]. I need to know why you changed it. You have our address as Renton, we were</p>	<p>Spoke to Ms. Stogsdill and explained that the earliest she would be able to be picked up is 9 a.m. and that the affected address was her street address and not what city she lived in.</p>

		annexed into Kent and our zip code is 98031. Please let me know what's going on.	
5/10/2013	Phone	<p>Hi. This is Craig Gordon. My number's [REDACTED]. I'm calling in regards to my daughter Chandler Gordon and her Access service up on the Plateau. Chandler uses this for transportation to work and she has special needs and if this change goes into effect as I'm reading it, it will mean that she will no longer have employment because the timeframe that she goes to work which is 9 to 11 a.m. Which I'm also confused about is our listing of our address which is [REDACTED] Sammamish listing service from 9a.m. to 6p.m. only which means that unless there's a change in the bus routes up on the plateau that means that there's no service running from early morning until 9a.m., it doesn't make sense because we're within the bus route so it doesn't make sense that this would be a discontinuation of service so that's what I'm confused about and would like to understand better why she would not have access to using Access because she is within the bus line that runs by our house, just two blocks away and she also goes to Black Nugget Road in Issaquah and that is also right by the Issaquah Park and Ride within the parameters of service and the bus goes right by the address she goes to there so those are my questions, again it's Craig Gordon in regards to my daughter Chandler Gordon, and it will definitely effect her employment if these changes go into effect and she has special needs and I think people with special needs need to have an opportunity to also be gainfully employed. So, my number's [REDACTED]. Thank you.</p>	<p>Spoke to Mr. Gordon and explained commuter routes. Referred him to the Metro Matters blog post on alternative transportation services (<a href="http://metrofutureblog.wordpress.com/2013/05/01/what-alternatives-are-available-for-times-when-access-is-no-longer-offered/">http://metrofutureblog.wordpress.com/2013/05/01/what-alternatives-are-available-for-times-when-access-is-no-longer-offered/</a>).</p>
5/10/2013	Phone	<p>Hi. This is Lisa Rankin and I'm calling on Jackie Hintz and I got a notice in the mail that said her times to be home in her service area, 6 o'clock and that they were changing to that so she'd have to be home earlier but</p>	<p>Was sent a letter in error; should have received a call from Mike</p>

		<p>they already have a restriction of 3 o'clock on it, so I'm just wondering, is she supposed to be able to go out on Access until six and somebody screwed up because even if I schedule it, they say she has to be back by three but the paperwork says six. So if you'll give me a call, [REDACTED]. Thank you. Bye bye.</p>	
5/10/2013	Phone	<p>I have a question about how this will affect my ability to reach my doctor who is an orthopedic specialist and also a doctor who is a hand specialist in Bellevue and how it will limit the times that I can schedule appointments. I live in Federal Way and it usually takes more time than it is available between 9a.m. and 6p.m. to schedule appointments because it only leaves a window of approximately 11 to 1 or 2 to be able to do this based on previous experience. My phone number is [REDACTED]. My name is Lois Foess. My address is [REDACTED], Federal Way, WA 98003. My email [REDACTED]. Thank you.</p>	<p>Left message asking Ms. Foess to call me back if she had any questions</p>
5/10/2013	Phone	<p>My name is Arthur Kerr and I'm calling about the letter I received about the change in Access Transportation Service. My phone number is [REDACTED]. I'll say that again, [REDACTED] and I've got several questions about it and if you could call me, I'd appreciate that very much. If there's anybody there right now who can pick up the phone and talk to me, that would be great. Otherwise, thank you very much. Basically, it looks like there's been a mistake made about what's been done with the criteria and I'd like to get it corrected because my home address is very near the bus routes and as I understand it talking with the other folks there at Metro, I am within the service area, not outside the service area. So, appreciate it. Being able to talk to somebody right away. Art Kerr, by the way my address is [REDACTED]</p>	<p>Same individual as row 38</p>

		Sammamish, WA 98074. Bye now.	
5/10/2013	Phone	My name is James Barrett, I'm calling for my wife, the rider, Magdalena Barrett. I am in receipt of a letter stating that you will not longer service us when the change is effective in September. You will no longer take my wife to the Puget Sound Kidney Center in Mountlake Terrace. Something about the distances you extend beyond the county line is 1.3 miles and the kidney center is like 1.4, I think it is, just a few blocks more. I don't know. You don't address it in the letter but, I'm assuming you will take us to the Lynnwood Transit Center to transfer to the CT Dart to go to the kidney center. Well, we started off doing that and it's ridiculous. Because the Lynnwood Transit Center is another half mile beyond the kidney center and your van has to go that half mile and then turn around and go back to King County which is about another mile on the trip, mileage on the van. So, discontinuing the service for us to the Puget Sound Kidney Center in Mountlake Terrace is counterproductive as far as your saving money goes. It will cost you more. My number is what you have on file, [REDACTED]. Thank you.	Left message asking Mr. Barrett to call me back if he had any questions. Follow Up (5/20/13): Spoke to Mr. Barrett and he wanted to make it clear that it is moronic for Access to drive up to the Lynnwood Transit Center, which is further north, to transfer riders but not be able to stop in Mountlake Terrace where his wife's Kidney Center is located. He said he'd be taking this message to his councilmember.
5/10/2013	Phone	My name is Sandra Oliver. My number's [REDACTED] and I just had one or two questions, please? Thank you very much. My number's [REDACTED].	Left voicemail asking Ms. Oliver to call me back
5/10/2013	Phone	This is Calvin B Castle and my question is, what does this do for weekend service? It says weekday only? What about weekends? (unknown words) to call, [REDACTED] after 2 o'clock. Thanks.	Spoke to Mr. Castle and explained that his Access service on the weekend has not changed.
5/10/2013	Email	We received your letter reporting there will be changes in times you will be able to pick up people in Newcastle, WA. My brother needs to be at work at 9:00 am 2 days a week and has a return ride at 7 PM one day a week. You reported your Access rides will be starting at 9:00 am and ending at 6 PM. Now, I ask how is	Email: Dear Anita, Thank you for expressing your concern on your brother's behalf about changes to Access service hours beginning in September. Beginning September 30, Access will only be available to your brother between the hours of 9 am and 6 pm. We realize this change has real impacts for people like your brother who will have to work with their employers to



		<p>that supposed to work??? His name is Richard Duarte address [REDACTED], Newcastle, WA. Please let us know how this will impact his ride to work with this starting time and his return ride home one day a week. I am very interested in what you have to say. Anita L. Brown (sister)</p>	<p>adjust work schedules. With these changes, Richard will be able to be picked up beginning at 9 am and have to be scheduled to return home by 6 pm if he wishes to continue using Access to go to work. Since the start of the Americans with Disabilities Act, Metro has been providing service for people with disabilities above and beyond the requirements of the act. After a 2009 audit of Metro's performance and efficiency, we've taken a number of steps to increase efficiency and reduce costs. The audit required us to find ways to reduce Access service while still complying with the Americans with Disabilities Act and keeping the impact on Access customers to a minimum. This change is a part of that effort. We apologize for the inconvenience this will cause your brother. Our goal was to provide our customers with plenty of advance notice so you can plan for the change. Please let me know if you have any other questions or concerns.</p>
<p>5/11/2013</p>	<p>Web</p>	<p>John Gagnier: I AM A DISABLED VETERAN WHO USES THE SERVICES PROVIDED BY THE DEPARTMENT OF VETERAN'S AFFAIRS PUGET SOUND HEALTH CARE SYSTEM IN ORDER TO DEAL WITH ISSUES CAUSED BY MY ISCHEMIC STROKE (SUFFERED IN MAY 2007) I AM WHEELCHAIR BOUND AND CANNOT DRIVE. MANY OF THE APPOINTMENTS ARE FOR CRITICAL TESTS THAT MAY HELP DETECT PROBLEMS THAT WOULD POSSIBLY CAUSE ANOTHER STROKE IF LEFT UNTREATED. THE VA IS AN EXTREMELY BUSY HOSPITAL TREATING THE THOUSANDS OF VETERANS WHO HAVE HONORABLY SERVED THIS COUNTRY. IT IS OFTEN NECESSARY TO ACCEPT WHATEVER TIME SLOT THAT THEY CAN PROVIDE IN ORDER TO BE SEEN AS QUICKLY AS POSSIBLE. OTHERWISE IT COULD BE WEEKS OR MONTHS BEFORE AN OPENING IS AVAILABLE THAT COULD BE ACCOMODATED BY YOUR PROPOSED VERY RESTRICTIVE HOURS. I WILL CERTAINLY DO MY BEST TO SCHEDULE APPOINTMENTS THAT WILL WORK WITHIN YOUR</p>	<p>Spoke with John Gagnier. We determined he could be p/d at the Duvall Safeway store for early a.m. (6:00-on) and late p.m. (nit 19:00) drops at home. He said he can use "Chariot" services to get him from home to Safeway and back.</p>

		NEW SCHEDULE. BUT I AM HOPING THAT THERE CAN BE SOME FLEXIBILITY ON THE PART OF ACCESS WHEN IT'S NOT POSSIBLE FOR ME OR THE VA TO DO SO	
5/11/2013	Phone	This is Emma Steinmetz and my concern is on the change of the time, let's say my son would work a Tuesday from 6p.m. to 10p.m. is this going to affect him on the ride back or the ride? So, please let me know because I need to schedule him and find out what I can do. [REDACTED]. Thank you for calling, I hope that you call me back. Thank you.	Spoke to Ms. Steinmetz and told her that if any address not listed in the mailing is not affected by the service change.
5/13/2013	Web	Aaron Oyster	See line 68.
5/13/2013	Phone	Actually, my name is Madeline Richards. I have two questions. One, I want to know why my, cause according to my mom's address which is out in Maple Valley/Covington area that in September that the schedule is going to be only having Access from 9 to 6, I believe that's what is said. That's not going to work for me because first of all, my dad don't get home til about 4:30 and my mom don't drive so that's going to mess me out so, that's really going to affect me and two, I want to know why this is being changed when Metro buses run past 6p.m. so could somebody please give me a call at [REDACTED]. Thank you.	Asked Mike if he has a better phone number. This one is no longer in service. Correct number is [REDACTED]. VM: asked her to call me back.
5/13/2013	Phone	Hi. My name is Karen Allen. I've called before, I own an adult family home. I don't understand what all these checks are so, I need someone to call and tell me. They have some strange things on here, check and check and check and check. Anyway, if someone could just call and explain what this is supposed to mean to a laymen, I might understand this because it don't say yes, no anything, I sure would appreciate it because I have several clients I'm trying to figure this out for and I would like a phone call at [REDACTED]. Thank you so much. Hope to talk to someone soon.	Same as row 44
5/13/2013	Phone	Hi. My name is Marjorie Aust. I am an	Left voicemail for Ms. Aust with number if

		<p>Access rider and I got a letter in the mail stating that in September one of the addresses that I go to several times a week, I would no longer be able to go to unless it's between 9a.m. and 6p.m. and the problem that I have with that is, I have to be at the address which is [REDACTED] in Kent and I have to be here by 6:15a.m. and I don't know what to do with this change because it totally messes up my plans. I babysit my newborn grandson and they have to leave for work by 6:30 so I have to be here by 6:15a.m. and I didn't think this address would be affected because it's in Kent and it's maybe a mile from my house and I know other riders ride that bus at the same time because I've ridden with them before so I'm not exactly sure why this bus is affected at that time. There are several of us that ride. My phone number is [REDACTED] and my email address is [REDACTED] and any help in this matter would be greatly appreciated. I realize it doesn't take affect until September but this is not something that's going to change for me so I really depend on Access for this trip and I don't know what else to do. So, I would really greatly appreciate hearing from you. Thank you for your help and have a great day. Thank you.</p>	<p>she would like to call back. 5/23 left another VM.</p>
<p>5/13/2013</p>	<p>Phone</p>	<p>Hi. My name's Pauline Hardin. You can call me at [REDACTED]. Thank you.</p>	<p>Same as row 5</p>
<p>5/13/2013</p>	<p>Phone</p>	<p>This message is for Robert Sahn. I'm calling on behalf of Russell Duncan. He received a letter saying you will no longer have service in his area for his work. He has worked here for 22 years. He has ridden the...he has rode the Metro Access, um, before that it was, it was, a van service through Metro for 22 years. He has worked at (unknown words) for 22 years and I am sending a copy of your letter to, uh, um, our, to several, I'm sending it to the Governor, I'm sending it to King</p>	<p>Left message clarifying that Russell G. Duncan will have service to his work address between the hours of 6 a.m. and 7 p.m. but would be losing service after 7 p.m. Asked Ms. Duncan to call me back if she had any other questions.</p>

	<p>5, I'm sending it to his social worker, I'm sending one to President Obama, I am sending one, we are sending seven letters out to people to let them know what you are doing to him. That you are going to cut off his ride to his work that is in Auburn, Washington, at address, um, in 15 (unknown word) in Auburn in the area. He is a loyal employee. We'll also be calling Trillium (?), he's a work job there so we are sending letters out to everybody and letting them know what you are trying to do to him. Because if he doesn't have a job he will no longer have his benefits. His are partly funded by, um, the federal and partly by the state. If you cut his job off there is no way he can ride a cab or afford a cab or go down to (unknown word) plus he's scared to ride in a cab because he's had major issues when you guys have sent cabs out to pick him up. Number one they don't show up, they don't speak English, he can't afford it and so I'm just letting you know we are very very much disappointed. We are not going down low with this, we are sending all the letters out and let you know and he goes to his job. We take him when he has to go to it. There is no way we can take him Monday through Thursday at the same time in the morning and afternoon. And to cut off someone who has been at work for 22 years and to decide because there is only one because of your outside source that you are, um, reporting as to who gets best (unknown word). We are gonna send out letters to, like I said, we are sending them out to the President, we are sending them to the Governor, I'm sending it out to Adam, I'm sending out to King 5, I'm sending it out to Trillium (?), I'm sending it out to, um, his (unknown word) John at the State, um, his person. So, I am very very disappointed. I cannot even think that you guys would do this to someone who has worked that long and there is plenty of people who</p>	
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		<p>take Access that only ride it for pleasure which, pleasure is very important too, but, to cut his off after 22 years you are saying that according to this letter to Russell G. Duncan, that you will no longer go from 6 a.m. until 7 p.m. down to his work. He only works Monday through Thursday and you take him down there. To me this is unbelievable. And we are sending out our letters and I thought I'd let you know. And I'm Jeri Duncan his sister-in-law and we advocate for him. And we are taking care of business and we are not going to let anybody just cut him off without a big fight. So, let you know, fights on and we are very disappointed. You can call me back at [REDACTED]. Thank you and have a good day.</p>	
5/14/2013	Phone	<p>(very difficult to understand call) Marcy Pearson. My number is [REDACTED] and my concern is I don't understand what this has to do with me? I went through this crap about 12 years ago and I'm not the only one that goes to Albertson's. I know two to three different people (unknown words) there. So, I don't understand what the deal is with me. I don't understand why you are picking on me. Call me and let me know what is going on. If I'm not home leave me a message, okay? Thanks.</p>	<p>Michael Glauner: Spoke with Marcy Pearson and told her to disregard letter times. I re-instated her grandfathered ride in CERT. and she is good. Thanks.</p>
5/14/2013	Phone	<p>(very hard to make out call) Pearson. Me going to Albertson's. Is that in the zone or whatever. I'm not the only one that goes there. There's other riders that go there so. I don't know why picking on me. It's not like I'm the only one that goes there. Drop people and pick people up there. I understand what the big deal is. My number is [REDACTED]. Somebody give me a call and let me know what is going on. Thank you.</p>	<p>Michael Glauner: Spoke with Marcy Pearson and told her to disregard letter times. I re-instated her grandfathered ride in CERT. and she is good. Thanks.</p>
5/14/2013	Web	<p>Devin Leehouts: King County Metro has made it possible for me, now 25 years old and in a wheelchair to get out on my own for the first in my life. I am attending Bates Technical College completeing required</p>	<p>The affected address in the letter is Bates College in Tacoma. No addresses in Pierce County are part of the service area change, so letter was sent in error. He was extremely pleased to hear this. I pointed out that his home address does cut off at</p>

		academics this year. September I will be starting my career training program which runs from 8:00 am to 3:00pm 5 days a week. I was counting on access to help me fulfill my dreams of being independent.	19:00 and he said that was no problem at all.
5/14/2013	Phone	Hi. My name is Barbara O'Leary Hatfield Liberace. My client ID number is 33. On your changes that you have coming up, instead of cutting our services and things. It really affects clients that really need this service, like myself. If you would cut the pay of the higher ups in Metro, that would save money. They may think that they're well worth it but, when you have higher ups making dang near six figures in salary year after year, then, it's about time to cut some of their benefits and their pays or change it so that we clients who seriously need this service, I use this service seven days a week just about and I have trips going back and forth to doctors sometimes three and four different trips in a day just trying to stay alive and these people don't hardly do anything. Also, the city council should consider cutting their pay. If you lived on what we have to live on and do the things we have to do, then you might be more understanding. I can't attend your meeting today because I have to be at another serious meeting so please, councilmembers, take this into consideration, don't cut our services, our hours and it's going to affect me and my number is [REDACTED] and you have to catch me before 8 o'clock in the morning or after 8 or 9 o'clock at night. My days are long tenuous and this is totally unfair to us the clients who pay their salaries by using your service. Thank you.	I spoke with Ms. Oleary Hatfield Liberace and explained that none of the trips she has taken including her out of county trips and doctor visits are affected by the upcoming service change. She wanted to talk about Metro cutting its routes and the removal of bus tickets, which I could not address.
5/14/2013	Phone	Hi. This is Suzanne Syto regarding if Access is going to be cancelled for the area that I take it. I ride Access all in King County area. If it's one of the areas that Access will be cancelled. I hope not because I cannot take the big city buses so that's why I applied	Left voicemail asking Ms. Syto to call me back if she had any questions.

		for Access so just call me back if you can at [REDACTED], which is what Access company has or my cell phone at [REDACTED]. This is regarding going away if it's going to affect me and living in the King County area. Okay, I just hope that doesn't because that will hurt me and I'm sure a lot of others that take Access. Wheelchairs and others. I'm one that's in a wheelchair too. Give me a call back. Please. Bye.	
5/14/2013	Web	Laurie Bleker: As you can see my son will not be able to participate in life and get out of the house because of these changes. He will not be able to get home from work or attend the Tavon Center. He is also heavily involved in the programs offered at Kent Parks and Recreation. This change will definately affect his quality of life and involvement in the community. Is there something that I can do or what are our options at this point? Thank you, Laurie A. Bleker [REDACTED] Mother and guardian of Zachary McBryde	Left voicemail asking Ms. Bleker to call me back if she had any questions.
5/14/2013	Phone	My name is Cheryl Gain and my phone number is [REDACTED]. I was just calling about the letter that my son received that started on September 30. We live in Newcastle and all the towns on that paper wasn't in where we live. We live between Renton and Bellevue and where we live is on exit 7 on 4th Street and there, the bus doesn't stop there, it goes right past there so when my son needs transportation, if I can't drive him, then he's going to be stuck because there's no way (unknown words) get anywhere. So, please give me a call back. My number again is [REDACTED]. Thanks.	Left voicemail asking Ms. Gain to call me backn if she had any questions
5/14/2013	Phone	My zip code is 98034 and I'm inquiring about any bus changes any route changes whatever is in that area for Access and the number to call me at is [REDACTED] Michael Galpin. If I dont pick up leave me a message	Left voicemail asking Mr. Galpin to call me back if he had any questions
5/14/2013	Phone	Yeah hi my last name is Raymond Dyke last name D-y-k-e I live in	Left voicemail confirming that Mr. Dyke would only have service at his home

		<p>Auburn at [REDACTED] street in Auburn. Last name is Dyke. D-y-k-e. I was just wondering. I looked at the changes and wondering if that means I have no Saturday service? And also that...and not just Saturday...or if I can't go anywhere after 7 p.m. at night. It's just 6 a.m. to 7 p.m. Does that mean I can't go anywhere after 7 p.m. Just want to know what the...what my cutoff date is, okay? I can be reached at [REDACTED]. And I probably won't be here Wednesday morning. But, ummm...I mean Wednesday afternoon. I can be reached whenever during the day and evening here. Thank you very much for your reply. Appreciate it. Bye bye.</p>	<p>address between the hours of 6 a.m. and 7 p.m. and that his Saturday service is not affected by this service change. Asked him to call me back if he had any other questions.</p>
5/14/2013	Phone	<p>Yes, I would like to know the change that will happen to me Monday through Friday. I see there are seven checks on the letter but there's three other squares that are available. I don't understand the squares. My name is Eugene Ellstrom. My phone number is [REDACTED]. Would appreciate your call back to talk to somebody about this. Thank you.</p>	<p>Same as row 30</p>
5/15/2013	Phone	<p>Hi, my name is Sandra Loberg and I would like to speak to somebody with authority with your company and I would like to talk about the time changes in Sammamish which was part of Redmond so I don't understand why its always on this list to get cut. So, its treated like its a totally different planet. My name again is Sandra Loberg my telephone number is [REDACTED]. Thank you.</p>	<p>Left voicemail asking Ms. Loberg to call me back if she had any questions</p>
5/15/2013	Web	<p>Jessica Watson: My Resident's have developmental disabilities and depend greatly on Access transportation to meet their work, medical, and social. I and their families are not able to meet their transportation needs. Please reconsider this location and continue service to the Enso center.</p>	<p>Comment recorded for public record. Response in progress.</p>
5/15/2013	Phone	<p>My name is Lisa Springer, my phone number is [REDACTED] my email [REDACTED]. I'm calling</p>	<p>Left voicemail explaining why service won't begin for Molly until 9, left number if she would like to call me back.</p>



		<p>in regards to my daughter Molly Springer who rides Access and depends on it to get to and from work. We live in Sammamish and she works in Kirkland Monday through Friday 8 a.m. to 3 p.m. so there is a very good chance she'll lose her job with this. But I'm also confused because its going to mimic regular bus routes and the closest bus stop on 228th and SE 8th has many routes going to Seattle and Kirkland/Bellevue area starting as early as 5:30 a.m. So, I'm not sure why postponing service for Molly until 9 a.m. mimics those routes. So I would appreciate a call back and again its [REDACTED] for an explanation on how that routing works. Thanks so much.</p>	
5/15/2013	Phone	<p>Yes, hello, my name is Donna Mundy m-u-n-d-y my home number [REDACTED]. My only question is I recieved a letter dated may 6th...I believe that's the 6th, yes...concerning the changes and the only thing that seemed to apply to me was they said the address of [REDACTED] in Kent that then it said the access availability and they checked they have a check mark on from 9 a.m. to 6 p.m. and I'm confused as to whether they are saying to me I can't use those hours or I can use those hours. My assumption is that I can which would then would not have made any changes to me really at all because that's a beauty shop and that's their hours. But I'm totally confused with the letter so I wondered if you wouldn't mind calling me back to clarify this. Again my name is Donna Mundy [REDACTED] Thank you so much I appreciate you help. Bye bye.</p>	<p>Called back and clarified that Ms. Mundy can keep going to this location between 9 am and 6 pm.</p>
5/15/2013	Phone	<p>Yes, my name is Dana Thompson and I'm calling for Alan Traylor who is one of you riders. And he shared a letter with me that he had in the mail and it appears that, it's a just a question we have, it looks like according to this letter he is no longer able to come up to my house. I live in Mountlake</p>	<p>Asked Mike to double check Mr. Traylor's service</p>

		<p>Terrace. My address is [REDACTED] in Mountlake Terrace 98043 and according to this letter your new hours cannot go up beyond except a mile and a third across the king county line however my street does carry a Metro line it carries a 347 bus so I think that coming to my house should still be okay for them to make it on Access. Anyway my home phone number is [REDACTED] and they don't ride the bus very often to my house and of course they are on a standard ride going to the church at 510 NE 175th Street. So just to find out whether or not if the Access can come to my house in Mountlake Terrace anymore. Thank you very much you can call me back at that number or you can email me at [REDACTED].</p> <p>Thank you very much. Bye bye.</p>	
<p>5/16/2013</p>	<p>Phone</p>	<p>Yes, my name is Gabriel Alcantar. My number is [REDACTED]. I really depend on Access because I live a mile and half to the nearest bus line. So to get to dialysis I would have to get up...to leave my house by 3 o'clock in the morning to catch the nearest bus. The earliest bus is 4 and then to make it to my dialysis at 4:30. And then you're talking by the time I get to the bus station I have to walk two miles to dialysis unit. I think that's a little crazy but I'm really upset and I do have concerns about the budget cuts and so forth and so forth and I understand that's it's going to be needed. I need to talk to someone right away. Thank you.</p>	<p>Spoke to Mr. Alcantar and explained that Access will not be able to get him to a 4:30 am dialysis appointment. Encouraged him to talk with the NW Kidney Center (where he goes) and work with them to change his appointment time. He also talked about exploring other companies that would serve him within the 9 am to 6 pm window. He understood, but was not happy.</p>
<p>5/17/2013</p>	<p>Phone</p>	<p>Hello. I'm Janice Powell and I can be reached at [REDACTED]. I think basically I have a comment for the council. I ride Access to go to dialysis and the dialysis treatment takes four hours. The dialysis treatment facility, Davita, is full and they have to schedule people from early, early morning to late, late at night. I go from 5:15p because Access service picks me up at four, I often get there early but even at the earliest, if I got</p>	<p>Spoke with Ms. Powell, suggested Senior Services and Taxi Scrip as options. She said Davita may be looknig into a (CAT) van to transport patients. She was very pleased to have options to work with.</p>

		<p>on by 4:30, I wouldn't be off until after 8:30 so what I'm wondering is, it doesn't appear to be logical or rational to stop service to a facility that provides life sustaining service, I'm wondering if your first choice for stopping service might be to casinos for instance? Which are not necessary for people and I know you take a lot of old people to casinos to perhaps visit people or even shop at non-necessary shopping. It would seem to me that medical treatment, and especially, especially medical treatment that is life-sustaining would not be the first to be cut. I don't know how it's going to affect me because there's limited number of seats for dialysis and limited number of hours where they can fit people in. I go to the closest one to my home. I don't think it would be cost effective to change my trips to a distant location. It would just take more gas, more time, this is very, very frustrating and upsetting to me and I'm sure anyone else who can't get to dialysis. Thanks for listening to my rant. Please, please reconsider your cuts. Thank you, goodbye.</p>	
5/17/2013	Phone	<p>I have a comment about the change. In our area, it seems like because everybody else has a car that you guys don't consider us very important. It is not appreciated and there are people who have to be at work before 9 o'clock that ride Access in my area and I'm sure there is. So, this is unfair and I do not appreciate it. My email address is [REDACTED]. Please, send me a message and explain to me why this is okay in our area. Bye.</p>	<p>Emailed the respondent requesting they email or phone me so we could review their service area.</p>
5/17/2013	Phone	<p>My name is Leotta Pattison and I received this letter that says that this is going to affect me and I live at [REDACTED] and you have me listed as Algona but I do not live in Algona, my address is Auburn. You have a check mark, it says Access service availability and you have a check mark 9a.m. to 6p.m. now, I</p>	<p>Spoke to Ms. Pattison and confirmed that as long as she does not leave her home before 9 a.m. and arrives back at her home after 6 p.m. then nothing changes in regard to her service.</p>

		<p>don't catch the Access before or after that time so I'm not sure exactly what you're getting at and I would like to have you clarify it to whether I'm going to have Access or not. I'm 89 years old, I live alone, I have quite a few health problems and I really need that service so be sure and contact me and let me know what to expect so I can make arrangements for whatever I have to do. Thank you very much. My phone number here is [REDACTED]. I have a message machine so you can leave a message. Thank you.</p>	
5/19/2013	Phone	<p>Hi. This is Barb Hammond calling on behalf of my daughter, Emily Hammond. She has an Access bus pass, she has Downs Syndrome, she has a disabled pass and she rides the Access bus. The changes coming in September, I have a question about it, she needs to be at a job that's outside the service area until 9 o'clock in the morning but her job starts at 9:30, she needs to be picked up before 9:30 obviously. She's getting picked up between 8 and 8:30 now for her 9:30 job. I'm wondering if she will still be able to get to her 9:30 job because she will get into that Access area after the 9a.m. time. Anyhow, could someone call me so I could ask this question to someone, a real person? My phone is [REDACTED]. Again, this is Barb Hammond and I would really appreciate a call back. Thank you so much.</p>	<p>Left voicemail asking Ms. Hammond to call me back. Spoke on 5/23: Emily will still be able to do her work trip to the Redmond Albertson's affected by this change. Her other job in Sammamish is a different story. I emailed her a link to the blog post with suggestions for private transportation providers. I also suggested Emily could take an Access trip to a nearby transit center and do the cab from there since a cab ride is cost-prohibitive from where they live.</p>
5/20/2013	Phone	<p>My name is Victoria Doyle and I did get a letter on the change and I'm a little confused. I'm not sure this relates to me; the Access part does but my number's [REDACTED] and it's about 4:30p on Monday, the 20th of May. [REDACTED]. Thank you.</p>	<p>Left voicemail clarifying Ms. Doyle's letter and explained that to go to the address listed in her letter in the future, she would need to request an out of county trip; left my number if she had further questions; she called back... It sounds like she has been taking this trip as an out of country trip already so she understood the process. The Tacoma address is her doctor's office.</p>
5/20/2013	Email	<p>We wanted to inquire how the change in Access hours could potentially affect our son's ride. Daniel E. Gray [REDACTED]</p>	<p>Asked Mike to check on service hours at the new address</p>

		<p>Sammamish, WA 98075 [REDACTED]</p> <p>[REDACTED] From the letter we received regarding the changes, it looks like it would only affect his ride in the morning by 15 minutes since his ride is from 8:45 to 9:15 and his evening pick-up is 5:30. Is that correct? Also, he will be moving to an Adult Family Home in the Issaquah and the address is [REDACTED], Issaquah, WA 98029. Will the change in address be any different for his rides? Access is a wonderful service and my son wouldn't be able to work without it. Thank you, Carol Gray Mother and Legal Guardian of Dan Gray</p>	
5/21/2013	Phone	<p>Hello. My name is Beth Carter. My cell phone number is [REDACTED] and I would very much appreciate a phone call from someone. My husband just received a call from somebody at Metro and I have called before to voice my concerns about the changes in proposed service and how it would impact our daughter, Melissa Carter. Melissa is very independent, she has a job, she has community events that she attends. By removing her Access service, by making it only available from 9a.m. to 6p.m. you could cost her her job, her community outings, you basically would make her a housebound person with no life and I just can't accept that that's acceptable at all for my daughter. Please call me, have somebody call me, somebody who isn't just going to give me a milquetoast "Yeah, I understand" because that's not what I'm looking for. I want to talk to someone who really has some sort of position where they can make decisions because this is unacceptable, UNacceptable. You are taking away all of my daughter's independence or I have to move her out of my home. Thank you.</p>	Same individual as line 28
5/21/2013	Phone	<p>Hello. This is Debbie Kofsky and I'm calling because my son Steven takes Access from 6, which will include the hours that are cut from the Issaquah</p>	Same individual as line 95

		<p>Plateau to Highland Center. He gets there before 6 but he has no way to get home. So, that's my first question is this really going to happen and if it is, or you see it is, how can I advocate for this not to happen. Second question is, I'm his mother, he lives on the Plateau but we live in Bellevue and what I was wondering is Metro Access going to be stopped in the evening in Bellevue too from Highland Center to our home which is in South Bellevue. So, give me a call in the next five days at [REDACTED]. Thank you. I want to advocate that this doesn't happen in any way I can. Thank you so much. Bye bye.</p>	
<p>5/21/2013</p>	<p>Phone</p>	<p>Hi. My name is Crystal Martin and I have a question regarding the Access change and a comment. I use Access service almost daily and sometimes multiple times a day and being able to get where I need to go really improves my mental health because it gets me in the community and I'm a person who struggles with depression and fatigue and so most of my outings are in the evenings. I'm usually not the one to plan them. They are usually planned by church or other people and so being able to travel after 6p.m. on weekdays is really important to me. My question is, on the letter and documentation I received it said that my Access to being able to get to the City of Covington will be affected but on the rest of the letter it said that Federal Way is one of the affected areas and that's where I live so I'm trying to figure out if not only will I not be able to get to Covington after 6p.m. at night but will I not be able to travel from Federal Way period and how does this affect me on the weekends as well? My phone number is [REDACTED] and maybe I should join the King County Council to try and be a part of the decision making process. I don't know what the qualification is to do that. Please give me a call at [REDACTED] or my secondary phone</p>	<p>Spoke to Ms. Martin and explained that if her home address in Federal Way is not listed in the chart then it will not be affected by the September service change. Also told Ms. Martin that her weekend service was also not affected.</p>

		number is [REDACTED]. I look forward to hearing from you. Thank you very much.	
5/21/2013	Phone	Hi. My name's Aaron Oyster and my phone number is [REDACTED] and my email address is [REDACTED]. I have a question about the limitation of hours that Access will be available. If you could contact me about this, I'd appreciate it. Bye.	Left voicemail asking Mr. Oyster to call me back, also emailed; 5/28/13 spoke with Aaron on the phone. Provided clarity around his C2 trip as well as his trip to Auburn Medical Center - C2 won't be affected, it sounds like Auburn Medical Center will be okay, too given that he usually schedules his pick up time around 4.
5/21/2013	Phone	I just wanted to leave a comment. I'm a caregiver calling on behalf of a client that I work with. He's a quadriplegic, he uses Access a lot and it's her only way of getting out and about which she does a lot, which is great for her condition, a lot of quadriplegics are bed-bound and she tries really hard to get out and about. Anyway, it would significantly cut into her outings. Anyway, just wanted to leave my comment. Thanks, bye.	Comment recorded for public record. Response in progress.
5/21/2013	Phone	My name is Harriett Porter and I received your letter about the change and my visit to the swimming pool, Mountlake Terrace Swimming Pool and I would like to know how this change is going to affect me. Would you please let me know? You can write me a letter because I don't understand it. My name is Harriett Porter.	No phone number to return call. 6/5/1 called Ms. Porter's phone from the number listed in her client file. It rang and had no voicemail to leave a message. I will try again later.
5/21/2013	Email	Recently we learned that Access transportation will not be available from Highland Recreation Center in Bellevue to the Issaquah plateau after 6:00 p.m. Our son Stephen, who is a young man with developmental disabilities, attends Highland Center 3 nights a week for Special Olympics training, adult social club and fitness activities. These activities are crucial in maintaining his self esteem, fitness and social interaction. We are saddened at how this lack of transportation will effect his well being. Please let us know how we can advocate for the continuing of Access after 6:00 pm. If it could be maintained through 9:00 p.m., this	Thank you for letting us know your concerns about changes to Access service hours that begin in September. You told us that Stephen's ability to attend evening programs at the Highland Center 3 nights a week would be affected by lack of transportation. Our letter indicates that Stephen's home at [REDACTED] is the address affected by this service change. The Highland Center itself is unaffected by the change. And fortunately, Stephen's Tuesday and Thursday trips from At Work to the Center in the afternoon are unaffected.  One suggestion for the Wednesday trip to the Highland Center and returns from there on his program days would be to have

		<p>would insure that these riders dependent on Access transportation could continue their activities. The importance of Access evening transportation can not be overstated. My husband and I will help in any way possible. Thank you for your support. Michael and Debbie Kovsky, parents of Stephen Kovsky Deborah S. Kovsky [REDACTED]</p>	<p>Stephen transported to or from your home address of [REDACTED] which is inside the Access service area any time from 5:00 a.m. past midnight. Some private-pay service providers may be available to take Stephen to and from your home and his residence. I can furnish a list of these at your request.</p> <p>Another possibility would be to bring Stephen to a location in Issaquah within the earlier and later service areas. The boundaries on the East side for late evening (up to 10:00 p.m.) are, the 4800 block of East Lake Sammamish Parkway SE going South; SE 56th Street from the 22700 block -- West; SE Issaquah-Fall City Road from the 23500 block -- West.</p> <p>The changes taking place in September affect all people in a similar situation – Access service is being limited to match the length of time fixed route service operates in any given area. In our hearts all of us wish Access were a social service that could truly go the distance to fully help people with disabilities, however, Access is not oriented as a social service and is operated by Metro to meet the requirements of the Americans with Disabilities Act.</p> <p>The ADA established regulations requiring that persons whose disabilities prevent them from using regular buses be provided with the same transit opportunities as those without disabilities. The act does not require us to meet all the transportation needs of persons with disabilities; we just have to provide comparable mass-transportation service to everyone. This means that paratransit service must be provided on the same days of the week, during the same hours, and in the same service area as regular bus service. As with regular bus service, Access service does not prioritize trips according to their purpose and all trips are treated equally for the disabled population.</p> <p>When the ADA was established, King County decided to operate paratransit service above and beyond the federally mandated minimum. Current services we</p>
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			<p>provide that go above and beyond the federal requirement include door-to-door or hand-to-hand service, subscription service, reservations up to three days in advance, and expanded service areas beyond where regular bus service operates. We will continue to provide many of these extra services, but we are reducing Access hours to match the times when regular bus service is available in the same areas.</p> <p>While our service will still meet the federally mandated requirements of the ADA, it does mean significant changes for our customers like you who have come to depend on our services that go above and beyond the federal minimum. We regret such changes must be made.</p> <p>If you have any further questions or concerns please feel free to contact me. I would be happy to explore service area boundaries or other options that might be available. My phone is 206-749-6894, 9:00 a.m. to 4:00 p.m.</p>
5/22/2013	Web	<p>Lynn Marie Gokey: According to the letter my husband received, Redmond is not a city noted in the list as one being affected by this change, however the letter says his Access availability will change to 9 - 6, which means it is affected. We do not live in the cities noted on the letter so very unclear as to why his morning ride to work will be affected. Needless to say, we are not at all happy with this change as it will cause a huge hassle for our weekday mornings. Also, this morning ride is to get him to work. Why are these rides being affected (Important rides like work, doctors appointments etc)? These are rides that have to be made for him to maintain a life of productivity, something essential for a disabled person. For a company that is supposed to provide service for people who need help in living somewhat of a normal life, Access does a very poor job at this. Believe me, this is not the only issue we have had to deal with with Access. I</p>	<p>VM and email: Dear Lynn Marie, Thank you for letting us know your concerns about changes to Access service hours that begin in September. You mention that your husband depends on Access to get to work in the morning and that this change will be very inconvenient for you. We certainly understand. It appears the reason this change is affecting you and your family is that your home address is beyond ¾ of a mile from fixed route bus service that operates all-day in two directions before 9 am and after 6 pm. The changes taking place in September affect all people in a similar situation – Access service is being limited to match the length of time fixed route service operates in any given area. So, while your husband won't lose service entirely, he will only be able to use Access service between 9 am and 6 pm after this change takes effect. You express concern that this change seems at odds "for a company that is supposed to provide service for people who need help in living somewhat of a normal life" and that, "Access does a very poor job at this." In our hearts all of us wish Access were a social</p>

		<p>would like clarification on if we are truly affected by this change.</p>	<p>service that could truly go the distance to help people with disabilities live somewhat of a normal life, however Access paratransit is not a social service. Access is operated by Metro to meet the requirements of the Americans with Disabilities Act. The ADA established regulations requiring that people who have disabilities and can't use regular buses be provided with the same transit opportunities as people without disabilities. The act does not require us to meet all the transportation needs of persons with disabilities; we just have to provide comparable mass-transportation service to everyone. This means that paratransit service must be provided on the same days of the week, during the same hours, and in the same service area as regular bus service. And as with regular bus service, paratransit service does not prioritize trips according to their purpose. When the ADA was established, King County was able to operate paratransit service above and beyond the federally mandated minimum. Current services we provide that go above and beyond the federal requirement include door-to-door or hand-to-hand service, subscription service, reservations up to three days in advance, and expanded service areas beyond where regular bus service operates. We will continue to provide many of these extra services, but we're reducing Access hours to match the times when regular bus service is available in the same areas. While our service will still meet the federally mandated requirements of the ADA, it does mean significant changes for our customers like you who have come to depend on the services we provide that go above and beyond the federal minimum. For this we apologize. Hopefully your husband's employer can work with him to adjust his work schedule. If not, we wish you the best finding an alternative to Access that will meet your needs. Please let me know if you have additional questions or need more information. 5/28/13: she emailed back asking if she could drop her husband off at a park and ride (Redmond or Bellevue) where Access could take him to his work at Lighthouse for the Blind. I confirmed that she could and that Woodinville Park and</p>
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			Ride is also an option (where she works starting at 7 am).
5/23/2013	Email	<p>I received your letter of May 6, 2013 notifying me that Access service will only be available between the hours of 9 a.m. to 6 p.m. Monday through Friday beginning September 30, 2013. You state that this change will more closely match availability of Access transportation to the regular service hours of Metro Transit in my area. However, I feel that that is misleading as people who are not mobility impaired have the option of driving a few short miles to the regional transit center in Federal Way, and from there can take a bus at almost any time of day. Those of us who are unable to drive do not have that option available to us. You state that I can still go the same locations, but I will need to change the hours that I go. This is not an option when most of the places I go to during the week involve regularly scheduled activities such as a weekly Bible Study. This takes place at a set time and involves many people. This starts at 9AM, but with your new hours the soonest I could possibly arrive would be 11:30AM. I am sometimes required to schedule an early morning doctor appointment, and this may involve fasting, so scheduling it for late in the day is not very reasonable. Those of us who rely on Access Transportation already face the inconvenience of having to allow at least an hour and a half on each end of an appointment to accommodate Access service. Your new hours will effectively narrow the window of activities to between the hours of 11:30AM to 4:30PM. Your letter implies that anything a person needing Access services does is available to them at their discretion, which is just not the case. At this time it is fortunate that my 'disability' caused me to lose my last job, as it would be impossible schedule transportation for any full time job. Most jobs do not have hours</p>	<p>Comment recorded for public record. Response in progress.</p>

		<p>corresponding to five hours in the middle of the day. In the interest of safety, I voluntarily gave up my driver's license, but I am seriously reconsidering that decision. I do not frivolously schedule Access, but I am unwilling to limit my life any more than it is due to a lack to transportation. I feel that this change you are proposing comes at the expense of a very vulnerable segment of the population. And your letter certainly implies that as soon as you can legally to do, you will eliminate as much of Access Transportation as possible. This action of changing the hours of availability may comply with the 'letter' of the law concerning the ADA, but I do not believe it complies with the intent of the law at all.</p>	
<p>5/24/2013</p>	<p>Phone</p>	<p>Yes, my name is Cathy Eschmail and I received a telephone from you or my brother Craig did because he's the one who has Access last night concerning this change. What Mike Rhodes told me over the telephone is totally different than the letter than you sent. I'm completely and 100 percent confused and I really need for someone to contact me who has more information so I may get this straightened out. As is sets right now from what the conversation that Mr. Rhodes and I had, if Access changes it's services it would cost Craig his job. So please, return my call [REDACTED] and I said, his job. You know, work, that life sustaining thing? Okay thank you. Goodbye.</p>	<p>Michael Glauner: I called this rider back and explained the changes in service and what options were available for Craig, including transit instruction and taxi scrip. The buses she sees are all Dart, Commuter or Sound Transit and do not require ACCESS services. Mike mailed Taxi Scrip and TI info with a cover letter.</p>