



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**April 17, 2018**

**Motion 15123**

**Proposed No. 2018-0151.1**

**Sponsors Balducci**

1           A MOTION related to public transportation; approving a  
2           report on options for enhancing mobility in areas of the  
3           county that have high concentrations of people with  
4           disabilities.

5           WHEREAS, since the 1970s King County has provided customized transit service  
6           to residents of Center Park, a one-hundred-thirty-seven-unit low-income public housing  
7           facility located at 2121 - 26th Avenue South, Seattle, that is owned and operated by the  
8           Seattle Housing Authority and that serves a high proportion of residents with disabilities,  
9           originally providing this service because Center Park was the central location for Seattle  
10          Housing Authority to house most or all residents with disabilities, and

11          WHEREAS, the King County council has required that customized transit service  
12          provided to residents of Center Park continue to be provided during the hours that were in  
13          effect as of September 1, 2017, using Metro Transit vehicles appropriate for the operating  
14          conditions, and that this service schedule remain in effect until the effective date of the  
15          September 2018 service change, unless another service schedule is approved by the  
16          council by ordinance, and

17          WHEREAS, the King County council wishes to ensure that people with  
18          disabilities throughout King County, particularly in locations of the county that have  
19          similar numbers and concentrations of people with disabilities as live at Center Park, both

20 those who use regular, fixed-route transit services and those who use paratransit services,  
21 have transit options available to enhance their mobility, and

22 WHEREAS, in October 2017 the King County council passed Motion 14969,  
23 which requires the executive to submit a report and a motion that approves the report on  
24 all areas of the county that have similar numbers and concentrations of people with  
25 disabilities as live at Center Park, together with options for enhancing mobility for these  
26 individuals, and

27 WHEREAS, the report is to include, but not be limited to:

28 1. Data on areas of the county that are comparable to Center Park in the number  
29 of residents with disabilities;

30 2. Options for improving mobility for the residents of these locations including,  
31 but not limited to, improved fixed-route transit service, Community Connections or  
32 alternative services, the Community Access Transportation program and Access  
33 paratransit service for those eligible, and

34 3. A synopsis of how implementing the options identified aligns with current  
35 efforts to improve fixed-route service accessibility, implement the Community  
36 Connections program and improve Access paratransit service implementation, and

37 WHEREAS, Metro has compiled the required information and the executive has  
38 transmitted to the council the report, entitled King County Transportation Options for  
39 People with Disabilities, as set forth in Attachment A to this motion;

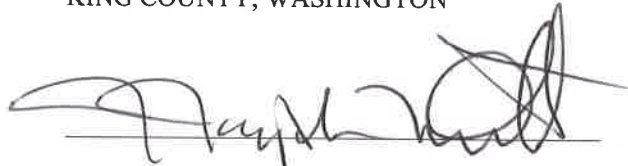
40 NOW, THEREFORE, BE IT MOVED by the Council of King County:

41           The council hereby approves the report, King County Transportation Options for  
42 People with Disabilities, Attachment A to this motion.  
43

Motion 15123 was introduced on 4/2/2018 and passed by the Metropolitan King  
County Council on 4/16/2018, by the following vote:

Yes: 8 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr.  
McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles and  
Ms. Balducci  
No: 0  
Excused: 1 - Mr. Dunn

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON



J. Joseph McDermott, Chair

ATTEST:



Melani Pedroza, Clerk of the Council



**Attachments:** A. King County Transportation Options for People with Disabilities - Response to Motion  
14969

# **King County Transportation Options for People with Disabilities**

**Response to Motion 14969**

**FEBRUARY 28, 2018**

*Prepared for:*  
**King County Council**

*Prepared by:*



**Department of Transportation  
Metro Transit Division**  
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Seattle, WA 98104  
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Alternative Formats Available  
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# I. Introduction / About this Report

This report responds to adopted King County Motion 14969, which calls for a report on all areas of the County that have similar numbers and concentrations of people with disabilities as live at Center Park, a residential community operated by the Seattle Housing Authority located in Seattle's Judkins Park neighborhood, together with options for enhancing mobility for these individuals. This report provides (1) an overview of people living with disabilities in King County, (2) background on the census tracts with the highest concentrations of people living with disabilities, including King County Metro's current services, and (3) options to improve mobility in these communities.

The report is divided into four sections:

**1) Information about People Living with Disabilities in King County**

This section summarizes demographic information about the 195,000 people living with disabilities in King County and their transportation challenges.

**2) How King County Metro Serves People Living with Disabilities**

This section outlines the array of services that King County and its partners provide to increase mobility for people living with disabilities.

**3) Conclusion**

The section summarizes conclusions based on the information presented in this report.

**4) Appendices**

**A. Profiles of Census Tracts with High Concentrations of People with Disabilities**

This section presents profiles of the census tracts in King County that have high densities of people with disabilities. Motion 14969 calls for data on "areas of the county that have similar numbers and concentrations of people with disabilities as live at Center Park." Data from the U.S. Census American Community Survey shows 96 census tracts that are estimated to have higher densities of people with disabilities than the tract that includes Center Park.<sup>1</sup> Because there are many more than originally anticipated, the report focuses on 10 tracts in addition to the Center Park tract.

**B. Data Sources**

**C. Motion 14969**

King County government is only one partner in a coordinated effort to provide transportation to people in King County who have disabilities, and this report is a small piece in a larger planning effort that King County Metro engages in on an ongoing basis. In particular, this report reflects and builds on the work of the Puget Sound Regional Council (PSRC)'s Coordinated Transit-Human Services Transportation Plan (adopted May 2014 and updated November 2016) and the King County Mobility Coalition's Special Needs Transportation Assessment (2014).

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<sup>1</sup> DATA NOTE: Reported data on people with disabilities and related difficulties, as well as information on total population, ethnicity populations, and population below the poverty level in the Appendix are from the Census Bureau's American Community Survey (ACS). The data are estimates, with a substantial margin-of-error due to the ACS's small sample size. The information reported here is meant to impart a sense of scale – where there are large numbers – but these should not be considered precise counts.

This report was developed in coordination with King County staff members of the PSRC Special Needs Transportation Committee, the King County Mobility Coalition, and King County's Department of Community and Human Services.

## II. Overview: People Living with Disabilities in King County

According to the U.S. Census American Community Survey (ACS), approximately 195,000 people or about 9.6 percent of the total population in King County live with disabilities. This includes approximately<sup>2</sup>:

- 93,000 with an ambulatory difficulty
- 79,000 with a cognitive difficulty
- 71,000 with an independent living difficulty
- 58,000 with a hearing difficulty
- 40,000 with a self-care difficulty
- 34,000 with a vision difficulty

The estimated 9.6 percent value is lower than the 12.4 percent value in the United States as a whole. It is also lower than the estimated rates in Pierce County (13.5 percent) and Snohomish County (11.6 percent). When compared to the general population, individuals with a disability are more likely to be low-income or unemployed. In 2015, an estimated 39 percent of individuals with a disability in the region were low-income, compared to approximately 24 percent of the general population. The unemployment rate for the region's population with disabilities was approximately 12 percent compared to 5 percent for the general population.<sup>3</sup>

King County's Equity and Social Justice Strategic Plan guides our work serving people who have disabilities. It is designed to shift the county away from policies and practices that react to problems and crises, and toward investments that address the root causes of inequities, ultimately leading to better quality of life and greater prosperity in all of our communities. Providing transportation and mobility for all people is a key component of a pro-equity policy agenda. This includes finding ways to incorporate equity into planning processes and investing in community partnerships, including with individuals who have disabilities and organizations that serve people who have disabilities.

### People Living with Disabilities Have Unique Mobility Challenges

An accessible transportation system is critical for people living with disabilities, providing access to jobs, education, healthcare, and community events. ARC, a national advocacy group for people with intellectual and developmental disabilities, says that people with disabilities must have access to both public and private transportation to lead full, independent lives.

Mobility is a challenge for people living with disabilities in King County. As outlined in the Puget Sound Regional Council's Coordinated Transit-Human Services Transportation Plan and the King County Mobility Coalition's Special Needs Transportation Assessment, people living with disabilities often cite transportation challenges as a barrier to access to medical, employment, social, leisure, and educational opportunities.

The PSRC plan identifies several needs to improve mobility:

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<sup>2</sup> An individual can have more than one difficulty, so the totals add to more than 195,000. For more details on these measures and on the American Community Survey see appendices A and B.

<sup>3</sup> Puget Sound Regional Council's Regional Transportation Plan – 2018. (Data are for the four-county region.)



- More travel training, information assistance, and referral services for the available mobility options to close awareness gaps
- Better transportation services within rural areas and connecting rural areas to urban areas where jobs and services are concentrated, particularly for those who cannot rely upon an automobile to transport themselves
- More comprehensive access to nonemergency healthcare and associated critical services related to health care outcomes, particularly for people who are not eligible for Medicaid nonemergency medical transportation or ADA-complementary paratransit services
- Better coordination between transportation providers and human service agencies to provide more efficient service and avoid unnecessary duplications in service.

### III. How Center Park Compares to Other King County Communities

King County has provided dedicated bus service to Center Park, a low-income public housing facility in Seattle, since April 4, 1973. This bus service was a pioneering partnership between Seattle Transit (the predecessor of King County Metro Transit), Model Cities, the U.S. Department of Housing and Urban Development (HUD), and the Seattle Housing Authority (SHA). Its purpose was to increase mobility options for “disadvantaged persons” living at the low-income housing facility. At the time—long before the 1990 Americans with Disabilities Act (ADA)—Center Park was the only Seattle public housing option available to people with disabilities. All 170 units were constructed for, and occupied by, people with some level of disability.

Much has changed since 1973 in our county’s built environment and in our regional transportation system, as well as in the housing distribution for people who have disabilities. The ADA has been critical in this evolution, supporting people living in the community as opposed to institutions and improving physical access to transportation.

The composition of Center Park residents has also changed. Today, Center Park is still operated by SHA but is home to people with and without disabilities.

Motion 14969 asked Metro to look at all areas of the county that have similar numbers and concentrations of people with disabilities as live at Center Park, together with options for enhancing mobility for these individuals.

Our first step was to look at demographic data, which showed that approximately 96 other census tracts have a higher estimated density of people with disabilities than the tract that includes Center Park.<sup>4</sup> The ACS estimates indicate that the most highly concentrated census tracts are in the City of Seattle. (See Fig. 1: People with Disabilities per Square Mile by Census Tract, on page 7.)

We then developed profiles of census tracts that have the highest estimated concentrations of people with disabilities. To show how Metro serves areas throughout the county, this report includes profiles of the top five tracts with the most people with disabilities per square mile in the City of Seattle, and the five with the highest densities outside Seattle, per the estimates of the ACS. (The profiles are in Appendix A).

#### Census Tracts with Highest Estimated Concentrations of People Living with Disabilities

##### Top 5 Overall (all in Seattle)

1. Seattle – Belltown (Census Tract 80.02)
2. Seattle – Capitol Hill (Census Tract 74.02)
3. Seattle – International District / Pioneer Square (Census Tract 92)
4. Seattle – Capitol Hill (Census Tract 74.01)
5. Seattle – First Hill (Census Tract 85)

##### Top 5 Outside Seattle

18. Bellevue – Downtown (Census Tract 238.03)
23. White Center (Census Tract 268.01)
26. Des Moines (Census Tract 289.02)
28. Federal Way (Census Tract 300.04)
37. Bellevue – Downtown (Census Tract 238.04)
97. Seattle – Mount Baker (Center Park) (Census Tract 95)

See Appendix A for profiles of these census tracts.

<sup>4</sup> At the census tract level there is significant sampling error (“margin of error”). For instance, in the Center Park census tract, the percentage of people with disabilities is estimated at 12.3% +/-3.8%. Thus, there is

Metro has committed to making fixed route more accessible, as there are more than five million trips that collect disabled fares on fixed route annually (versus one million on paratransit services.) As examples, all buses have wheelchair lifts or ramps, or “kneel” for easy boarding; bus operators are trained in assisting passengers; and we offer transit instruction to help riders with disabilities use the regular bus system. The census tracts with the highest estimated densities of people with disabilities in the City of Seattle have excellent fixed-route service. All of the housing units are within a quarter-mile walk of a bus stop. All but one of the 54 stops in these tracts are wheelchair accessible. The downtown tracts have about 3,000 bus trips per weekday—about one-quarter of all trips operated by Metro—and well over a thousand on weekend days. The tracts in Capitol Hill and First Hill range from 400 to 800 transit trips per weekday, with several hundred on weekends.

As with all areas of the county that have bus service, Access service is available in these Seattle census tracts. First Hill has a high proportion of Access clients relative to the county as a whole. The other tracts have lower proportions. These Seattle tracts also are served by Community Access Transportation (CAT) shuttles: the Hyde Shuttle serves Capitol Hill and First Hill and the downtown circulator serves the other three census tracts.

The two identified census tracts in downtown Bellevue have about the same level of fixed-route service as Capitol Hill and First Hill. Virtually all of the housing units are within a quarter-mile walk of a bus stop (99 percent), and all of the stops are wheelchair accessible. However, there is no CAT service, and the proportion of Access customers is relatively low. Metro is beginning a process with the Bellevue Human Services Commission and the Bellevue Network on Aging to better understand the transportation needs and gaps and to explore new programs.

The three remaining census tracts studied—in White Center, Des Moines, and Federal Way—have less fixed-route service: 200-300 trips per weekday, and about 200 on weekend days. About 90 percent of housing units are within a quarter-mile walk of a bus stop; all but one of the 57 stops in these three tracts are wheelchair accessible. These tracts are served by Access and have a higher proportion of Access clients than the five Seattle tracts do. They also are served by CAT shuttles.

The census tract that includes Center Park has slightly more fixed-route service than First Hill and Capitol Hill have. It is served by CAT and has been served by the dedicated Center Park bus. It has a higher ratio of Access clients than any of the 10 other census tracts studied for this report.

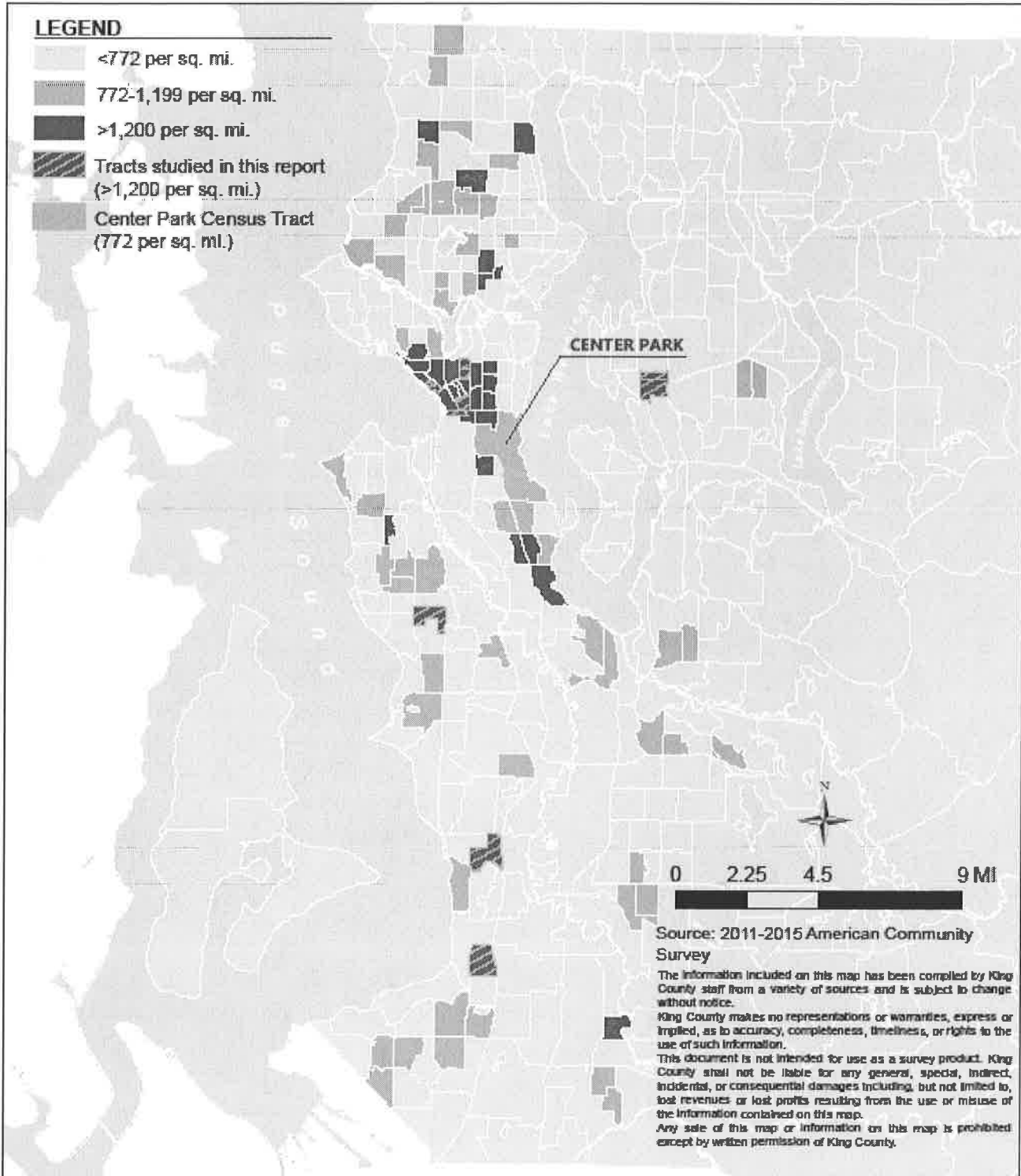
It is important to note that these census tracts have relatively large numbers of people with disabilities, but many other neighborhoods have fairly sizeable numbers as well. People with disabilities are spread widely throughout Seattle and King County. The following Section IV clarifies Metro’s policy for excellent mobility throughout the county.

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95% confidence that the rate is between 8.5% and 16.1%. The lower bound would rank this tract as 153rd highest and the upper bound would rank it as 56th.

### Figure 1: Estimated Number of People with Disabilities per Square Mile per Census Tract

(Areas of King County not shown have densities of individuals with disabilities of less than 722 per square mile)



## IV. A Commitment to Improve Mobility Throughout the County

King County Executive Dow Constantine and the King County Council have outlined a vision where all King County residents have the opportunity to thrive. King County is committed to building an interconnected transportation system that gives more people more choices to get to more places on time.

Metro is working with our partners throughout the county to identify barriers to that vision for people with disabilities. Identifying barriers is the first step in an ongoing process to better meet people's needs. Building on our awareness that mobility is a challenge for people living with disabilities in King County, Metro is actively working with partners to better understand and better meet these people's needs.

Underlying our work are policies such as Metro's Strategic Plan for Public Transportation and our long-range vision, METRO CONNECTS. The Strategic Plan establishes a goal and strategy related to improving mobility that support our work to improve access for people with disabilities:

- Goal 1: Provide equitable opportunities for people from all areas of King County to access the public transportation system.
- Goal 2: Strategy 2.1.2. Provide travel opportunities and supporting amenities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options.

METRO CONNECTS outlines a vision of bringing people more service, more choices, and one easy-to-use system over the next 25 years. This transportation system would enable everyone to use public transportation, regardless of physical abilities, languages spoken, and mobility or other devices they need to have with them. Implementation of METRO CONNECTS would create more opportunities for all by expanding access to frequent transit, allowing people to travel further and access more destinations than they can today on transit.

### Current King County Programs and Services for People with Disabilities

Metro currently has a number of programs and services that focus on mobility and accessibility for people with special mobility needs. These are listed below and shown on Figure 2 on page 12.

- **Fixed-route service** – All 1,500-plus Metro buses are wheelchair accessible and equipped to provide audio and visual announcements. Metro's Route Facilities work group manages an annual program to improve bus stops across King County. Each year, this program funds approximately 40 new shelters and 100 other improvements ranging from benches, lighting upgrades, landing pads, and ADA-accessible curb ramps. A list of projects for 2018 is in development and will be prioritized based on factors including ridership, safety, and access needs for people with lower incomes and disabilities.
- **Access paratransit van service** – The ADA requires Metro to provide complementary<sup>5</sup> paratransit services for those who are unable to use accessible fixed-route services. Our Access program goes beyond the ADA requirements, providing service outside the fixed-route system at a lower fare.

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<sup>5</sup> Complementary here means "similar" or "commensurate" not "free".

Metro is currently engaged in an evaluation of our Access program as part of an effort to make this paratransit service more effective, efficient and responsive to user needs.

- **Transportation Resource Center** – Anyone who applies for Access can receive transportation services that match the applicant's needs. This might include help with applying for other programs, such as Taxi Scrip, or individual training in which participants travel with an instructor on the bus or light rail until they are comfortable and capable of traveling safely on their own.
- **Community Access Transportation (CAT) program** – Metro provides funds, support, and more than 120 vehicles so community agencies that serve people with special transportation needs (seniors, people with disabilities, and low-income populations) can set up customized transportation services. This includes the **Sound Generation Hyde Shuttles**, a door-to-door van service in 13 areas around King County. King County's Alternative Services budget partially funds the CAT program.
- **Metro Community Connections** – Metro's Community Connections program is a four-year (2015-2018) demonstration program. Metro works with local governments and community partners to develop innovative and cost-efficient transportation solutions for the general public in areas of King County that don't have the infrastructure, density, or land use to support regular fixed-route bus service. The program aims to develop, test, and evaluate new transportation services that take advantage of innovative ideas, unique partnerships, or emerging technology. In developing and deploying those services, we are guided by the ADA, much like the provision of fixed-route bus service is guided by the ADA. For our van-based solutions, we work with Rideshare Operations to provide accessible options. Solutions deployed by Community Connections so far include Community Shuttle, Community Van, Community Ride, and TripPool. Additional information on these services can be found at the [Community Connections website](#).
- **Taxi scrip** – King County residents who have a Regional Reduced Fare Permit (for seniors or people with a disability) and have a limited income can qualify for a 50 percent discount on taxi fare, including ramp-equipped vehicles.
- **Dial-A-Ride-Transit** – DART provides accessible, fixed-route service that can go off route to pick up and drop off passengers. DART routes currently serve areas of Algona-Pacific, Auburn, Black Diamond, Bothell, Enumclaw, Federal Way, Kent, Redmond, Renton, Tukwila, West Seattle, Woodinville, and some unincorporated areas.
- **Rideshare program** – This program offers rideshare services including VanPool, VanShare, and RideshareOnline.com that can accommodate people with disabilities.
- **Seattle Downtown Circulator Bus** – Metro partners with the City of Seattle and Solid Ground to provide a free, accessible circulator bus for people living on low incomes and those who travel to health and human services in the Seattle downtown area.
- **Regional Reduced Fare Permit** – This permit, offered by Metro and its transit partners in the Puget Sound region, entitles riders to ride buses and trains at reduced fares if they have a disability, are age 65 or older, or have a Medicare card. Metro's RRFP bus fare is \$1—lower than current adult fares (\$2.50 to \$3.25).

Metro also works with regional partners to help shape and develop solutions to increase mobility for people with special needs (seniors, people with disabilities, and low-income populations). These partners, including the Puget Sound Regional Council's Special Transportation Committee and the King County Mobility Coalition, take a lead role in shaping transportation planning.

The Puget Sound Regional Council's Special Needs Transportation Committee advises the Transportation Operators Committee on special-needs transportation and transit, including updates to the region's Coordinated Transit-Human Services Transportation Plan and prioritization of projects for funding.

The King County Mobility Coalition facilitates the coordination of the county's special needs transportation to better serve the community. Members include special-needs transportation service providers, clients and funders from the governmental, nonprofit, and for-profit sectors from rural and urban areas throughout the county.

As an example, Metro supported the development of a King County Mobility Coalition Accessible Travel Map, soon to be available in three languages. This resource for older adults, people with disabilities, caregivers, and support staff highlights more than 30 transportation services and resources including transit, community-based shuttles, medical transportation, volunteer driver programs, taxis, and fares. This map has been distributed throughout the community.

A number of community agency programs also serve people living with disabilities; those marked with an asterisk are fully or partially funded by King County:

- American Parkinson's Disease Association Ride Repay
- American Cancer Society Road to Recovery
- Catholic Community Services
- Eastside Friends of Seniors
- Enumclaw Senior Center Van
- Findaride.org\*
- Health Science Express
- HopeLink Medicaid Transportation
- HopeLink Mobility Management program\*
- Kirkland Senior Bus
- Northshore Senior Center Transportation\*
- Rainier Foothills Wellness Foundation Care Van\*
- Snoqualmie Valley Transportation\*
- Sound Generations Volunteer Transportation\*

## Center Park: A Pioneering Initiative

The Center Park bus service that began in 1973 was a pioneering transportation initiative that provided accessible bus service for those who lived in Center Park's 170 units—all people with disabilities. Seattle Transit Coach #90 was specially designed and put into service as the first coach equipped with a mobility device lift, securements for up to six wheelchairs, and seating for additional passengers. The special bus service was fare-based and provided transportation on a priority basis: 1) medical, 2) employment, 3) shopping, 4) church, 5) recreation, 6) school, and 7) personal. Designed to be demand-responsive, the bus operated between seven and nine hours a day. Reservations were made one week in advance.

Since the Center Park service began, the built environment, regional accessible transportation options, and SHA housing options have evolved. Today, Center Park is home to between 165 to 200 residents of varying ages, with and without disabilities. Despite these changes, the Center Park special bus service continued largely unchanged for over 40 years. Center Park remained the only facility in King County with dedicated Metro bus transportation service limited to a particular building and its residents.

Recognizing that Center Park ridership was declining, that the service was no longer compliant with Metro's bus service guidelines, that the buses used for this service were beyond their safe and useful service lives, and that a fully accessible bus system and many other paratransit transportation options (such as Hyde Shuttle and Access) are now available, Metro staff recommended in 2017 that Center Park service be updated or discontinued.

The Center Park bus rider community raised concerns over discontinuation of the service. Riders explained that many in their community had multiple disabilities that created a unique array of mobility barriers. In 2017, the King County Council directed Metro to pursue an update of the service and to continue learning about mobility barriers faced by rider communities like those at Center Park.

Through a series of collaborative works sessions with Center Park bus riders, teams from Metro's Accessible Services and Community Relations groups identified key attributes and core values of the existing service. They used that information to recommend new service options. Staff recommended using the CAT program, which provides transportation service to seniors, people with disabilities, and low-income populations through Metro-supported partnerships with nonprofit agencies.

In 2017, Metro and Solid Ground worked with Center Park bus riders to plan for new service, and collaborated on the selection and design of a new, customized accessible vehicle that will begin providing priority service at Center Park in early 2018. The new vehicle eventually will be used to serve the greater Judkins Park community beyond Center Park.



Figure 2: How Metro Serves People with Disabilities



# HOW METRO serves people with disabilities

## Accessible fixed-route service

- All Metro buses have wheelchair lifts or ramps, or "kneel" for easy boarding.
- Inside the bus: Audio and visual stop announcements, coach numbers in Braille, priority seating.
- Outside the bus: bus arrival announcements for people waiting at stops.
- Bus operators get initial and refresher training in assisting passengers, plus ongoing education and reminders.
- Transit Instruction Program prepares riders with disabilities to use the regular bus system.



MORE THAN **1,000** RIDERS HAVE TAKEN THE TRANSIT INSTRUCTION SINCE 2012

## Community Access Transportation (CAT) program

- Metro partners with community agencies that serve people with special transportation needs. Metro provides operating funds, technical support, and more than 120 vehicles, enabling agencies to set up their own transportation services customized to meet their clients' needs.
- Includes Hyde Shuttle, a door-to-door van service for adults with disabilities in 13 areas around King County.
- Many CAT agencies add services for non-English speaking clients, such as drivers who speak the language of the population served.
- CAT ridership has grown as Metro has invested more in this program, which is less costly than Access to operate.



**348K** CAT RIDES IN 2016

## Transportation Resource Center

- Available to anyone who applies for Access. This center has a menu of transportation services that match applicants' needs.

## Dial-A-Ride-Transit (DART)

- Accessible fixed-route service that can go off route to pick up and drop off passengers, including those with disabilities.

## Taxi Scrip

- King County residents age 18 to 64 who have a disability, or anyone age 65 and over, can qualify. Must have Regional Reduced Fare Permit.
- 50 percent discount on taxi fare.
- Ramp equipped vehicles available at no additional charge.

## Rideshare program

- Offers an array of rideshare services including VanPool, VanShare, RideshareOnline.com and Community Vans. This inclusive program can accommodate people with disabilities.

## Access paratransit van service

- For people whose disabilities prevent them from riding buses. Customers must meet eligibility requirements.



93% OF APPLICANTS RATED THE ACCESS EVALUATION PROCESS AS "EXCELLENT"

- Provides shared rides, scheduled 1-3 days in advance, along the same corridors and at the same times as regular buses.
- Mandated by the Americans with Disabilities Act. Metro exceeds the ADA requirements, serving a larger area in more hours of the day at a lower fare (\$1.75 per trip). By going "above and beyond," Access connects riders to more opportunities for jobs, education, health care, support services and social activities.



**961K** ACCESS RIDES IN 2016

## What service improvements are in the works?

- The option of paying fares with smart phones will be available to Access users by the end of 2017.
- A new online feature will enable Access customers to make and cancel ride requests any time of day, not only during normal business hours, starting later this year.
- Access will schedule customers to arrive no more than 30 minutes before an appointment time, starting later this year.
- Metro is buying some smaller vans, "right-sized" for small groups of riders. These low-floor vans, equipped with ramps, will go into service in September/October 2017.

## Did you know?

- Metro involves people with disabilities in evaluating and planning services.
- Metro created Special Assistance Cards for customers who don't speak English or have disabilities. They can use the cards to communicate with drivers on any Metro service.
- To help people who have limited English proficiency use our services, Metro translates program information and uses an interpreter service to communicate with callers.
- Metro and community agencies developed videos in 13 languages about how to use Access, Hyde Shuttles, buses, and other transportation. Video actors and narrators are trusted ethnic community leaders.
- Metro is partnering with Hopeliak to conduct an outreach program to inform non-English speakers about transportation options.

[metro.kingcounty.gov/tops/accessible/](http://metro.kingcounty.gov/tops/accessible/)



## V. Conclusion

This report presents demographic information about people living with disabilities in King County, reviews existing transportation services available to them, and discusses options for improving mobility. As the census tract profiles illustrate, the level of service and the use of Metro services varies throughout the county. Ninety-six tracts are estimated to have higher concentrations of people with disabilities than Center Park has, illustrating that our challenge is significant and not confined to any single area or facility. And we know that even with the broad slate of transportation programs available today, unmet needs exist.

**Metro will continue striving to meet the ambitious vision and goals for serving people with disabilities that are embedded in the King County Equity and Social Justice Strategic Plan, the Strategic Plan for Public Transportation, METRO CONNECTS, regional reports on special needs transportation, and numerous other guiding policies.** Our priorities include:

- **Continuing to work with the King County Mobility Coalition and other partners to increase awareness of services.** Having a host of accessible services is not effective if the people who need the services are not aware of them. Metro will continue to support the King County Mobility Coalition and its initiative to increase education and outreach to underserved communities. Our efforts will include helping to produce, translate and distribute the King County Accessible Travel Map and community travel videos, supporting and enhancing [Find-A-Ride.org](http://Find-A-Ride.org) (King County's special needs transportation ride matching website), and maintaining the King County Mobility Coalition's webpage on the King County website.
- **Continuing to work with partners to incorporate and advocate for "universal design,"** which incorporates accessibility features into the built environment and improves access for everyone at pedestrian facilities, public transit stops and stations; on public transit vehicles; in accessible taxis; and more. This concept supports safe access and livability for all.
- **Continuing to pursue more integrated planning,** incorporating information about people with disabilities, equity and social justice considerations, and demographic data into our future service changes and budget requests.

We also recognize that every community faces unique challenges—what might work for a person living with a disability in downtown Seattle may not necessarily work in other cities or unincorporated areas of King County. **We will continue working with our regional partners to assess the mobility gaps for people living with disabilities, and develop innovative solutions.** Depending on the resources available, potential solutions could be developed as part of Metro's CAT and Community Connections programs, taking advantage of existing and new community partnerships and the infrastructure that already exists to increase service or develop new ideas.

**Finally, we recognize that state and federal funding is critical** to meet the need and high demand for services for people with special transportation needs. Metro has provided some funding for populations with special transportation needs via the CAT program, but more is necessary to bridge gaps in service. We will work with PSRC's Special Transportation Needs Committee, the King County Mobility Coalition and others to identify ways to expand funding to support the growing demand for special needs transportation as more seniors age in place and people with disabilities are living independently. This includes reinforcing the need to support special needs transportation in both urban and rural areas.

## Appendix A: Profiles of Census Tracts with High Concentrations of People with Disabilities

As an illustration of how King County Metro's programs serve people with disabilities, this section profiles 11 census tracts with high concentrations of people with disabilities. This responds to King County Council Motion 14969, which calls for data on "areas of the county that have similar numbers and concentrations of people with disabilities as live at Center Park."

**Demographic data show that an estimated 96 of the 397 census tracts in King County have higher concentrations of people with disabilities than the tract that includes Center Park.**<sup>6</sup> Because this is many more than originally anticipated, we developed a case study of 10 tracts in addition to the Center Park tract. According to survey estimates, the 10 most highly concentrated tracts are all in the City of Seattle. To show how Metro serves areas throughout the county, this report includes profiles of the top five tracts that have the most people with disabilities per square mile in the City of Seattle and the five that have the highest densities outside Seattle, per survey estimates.

### **Most concentrated census tracts in the City of Seattle:**

- Census Tract 80.02: Seattle – Belltown
- Census Tract 74.02: Seattle – Capitol Hill
- Census Tract 92: Seattle – International District / Pioneer Square
- Census Tract 74.01: Seattle – Capitol Hill
- Census Tract 85: Seattle – First Hill

We also included a profile of Census Tract 95: Seattle – Mount Baker (Center Park) to be responsive to the topic of the motion.

### **Most concentrated census tracts outside the City of Seattle:**

- Census Tract 238.03: Bellevue – downtown
- Census Tract 268.01: White Center
- Census Tract 289.02: Des Moines
- Census Tract 300.04: Federal Way
- Census Tract 238.04: Bellevue – downtown

Profiles of these 11 census tracts are on the following pages. Below are definitions used:

- **Person with disability** – any household member for whom a positive response was obtained to any the following questions:
  - Hearing difficulty – Is this person deaf or does he/she have serious difficulty hearing?
  - Vision difficulty – Is this person blind or does he/she have serious difficulty seeing even when wearing glasses?
  - Cognitive difficulty – Because of a physical, mental, or emotional condition, does this person have serious difficulty concentrating, remembering, or making decisions?
  - Ambulatory difficulty – Does this person have serious difficulty walking or climbing stairs?
  - Self-care difficulty – Does this person have difficulty dressing or bathing?

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<sup>6</sup> At the census tract level there is significant sampling error ("margin of error"). For instance, in the Center Park census tract, the percent of persons with disabilities is estimated at 12.3% +/-3.8%. Thus, there is 95% confidence that the rate is between 8.5% and 16.1%. The lower bound would rank this tract as 153rd highest and the upper bound would rank it as 56th.

- Independent living difficulty – Because of a physical, mental, or emotional condition, does this person have difficulty doing errands alone such as visiting a doctor’s office or shopping?

(Because a person can have more than one of these six difficulties, the sum of people with the difficulties exceeds the number of people with any disability.)

- **Fixed-route service:**

- The number of Metro bus routes that serve the census tract, plus the Metro-operated Sound Transit (ST) bus routes, Link light rail, and the Seattle streetcars. (Downtown census tracts also are served by Community Transit buses and Sound Transit buses not operated by Metro.)
- The number of bus stops in the census tract, and how many of those are accessible. (A few have limited accessibility; they are lift accessible but have limited footprints.)
- The number of trips operated per day in these census tracts on Metro and Metro-operated ST bus routes. (These include trips on the routes that in one direction serve stops on the other side of the street that define the tract.)
- The percentage of housing units in the tract that are with a quarter-mile walk of a bus stop. This is the actual walkshed, which is the path that a walker would take. (Note that this does not account for the existence of any barriers to wheelchair access.)

- **Travel by people with a disability:**

- The number of Access clients residing in the census tract who used Access services at least once in the past year.
- The number of Access trips to and from locations within the census tract in 2016. A trip is when a client is either picked up or dropped off in the census tract.
- Top Access destination within each census tract, if there is one. Only destinations that are one of the 100 most visited common locations for 2016 are included. If a census tract does not contain a top destination, that means there were not enough pick-ups or drops-offs for that common location to make the list.
- The number of fixed-route boardings per weekday paid with the disabled fare on an ORCA card in the tracts. These are for persons under age 65. This data is from April and May 2016. It includes boardings by people with disabilities regardless of where they live.

## Census Tract 95: Seattle – Mount Baker (home of Center Park)<sup>7</sup>

**Square miles (land):** 1.00

**Population:** 6,296

**Ethnicity:** 36% nonwhite, 4% Hispanic or Latino (of any race)

**People below the poverty level:** 16%

**People with disabilities:** 774 (772 per square mile, rank #97).

**Difficulties:** cognitive (340); ambulatory (308); independent living (234); hearing (158); self-care (105); vision (56)

### Current mobility services

- Fixed-route service:
  - 8 bus routes
  - Bus trips per day: 1,049 weekday; 876 Saturday; 721 Sunday
  - Bus stops: 43 (41 accessible)
  - Housing units within a quarter mile of a stop: 97%
  - Disabled fare paid with ORCA: 238 taps per weekday
  
- Access service:
  - Access clients: 49
  - 11,751 trips in 2016 (does not include Center Park bus trips)
  - Top locations:
    - Lighthouse for the Blind
    - Center Park Apartments
  - The ratio of Access clients to people with disabilities (6.3%) is higher than the county as a whole (4.3%).
  
- Community Access Transportation (CAT) services:
  - Beacon Hill / Southeast Seattle Hyde Shuttle (two or three shuttles)
    - 2017 annual trips: 6,400
  - Judkins Park (Center Park) bus (partially funded by the Alternative Services budget)
    - 2017 annual trips (started in November 2017): 270



### Service changes in 2018

Changes to the fixed-route service include investments to improve reliability on Route 8 and more improvements at the curb to make getting on and off the Route 4 bus even easier.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes two new RapidRide lines (six trips per hour or better) connecting to the Central District, U-District, Rainier Valley, downtown Seattle, South Lake Union, Link stations at Rainier Beach and Judkins Park (planned).

<sup>7</sup> DATA NOTE: Reported data on people with disabilities and related difficulties, as well as information on total population, ethnicity populations, and population below the poverty level in census tract 95 and tracts that follow in this Appendix are from the Census Bureau's American Community Survey (ACS). The data are estimates, with a substantial margin-of-error due to the ACS's small sample size. The information reported here is meant to impart a sense of scale – where there are large numbers – but these should not be considered precise counts.

## Census Tract 80.02: Seattle – Belltown

**Square miles:** 0.09

**Population:** 3,469

**Ethnicity:** 26% nonwhite, 7% Hispanic or Latino (of any race)

**People below the poverty level:** 25%

**People with disabilities:** 691 (7,813 per square mile, rank **#1**).

**Difficulties:** cognitive (427); ambulatory (289); self-care (166); independent living (213); vision (79); hearing (74)

### Current mobility services

- Fixed-route service:
  - 49 bus routes and the Seattle Downtown Circulator Bus
  - Bus trips per day: 2,973 weekday; 2,044 Saturday; 1,731 Sunday
  - Bus stops: 5 (all accessible)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 102 taps per weekday
- Access services
  - Access clients: 16
  - 1,170 trips in 2016
  - The ratio of Access clients to people with disabilities (2.3%) is lower than the county as a whole (4.3%).
- Community Access Transportation (CAT) services:
  - Solid Ground Circulator (two shuttles):
    - 2017 annual trips: 61,200
  - The Hyde Shuttle does not operate in the Seattle central business district as accessible bus service is prevalent and locations for non-Metro service providers to board customers are limited.

### Service changes in 2018

Changes to fixed-route service include investments to reduce crowding on Route 3 and the C, D, and E lines; improve reliability on routes 3, 19, 26, 28, 40, 131, 143, 178, and 179; add service to better meet target service levels on routes 5 and 24. Metro will also delete Route 99 and make adjustments to Route 29 to cover some of the areas previously served by Route 99. Construction of the Lander Street overpass in SODO and the Alaskan Way Viaduct Replacement Project will also result in schedule changes and impacts to routes 21, 55, 56, 57, 116, 118, 119, 120, 121, 122, 123, and C Line; many of these routes terminate or lay over in the Belltown area. Metro will initiate a waterfront study in coordination with Councilmember Kohl-Welles to look at how transit will serve this area in the future.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes four new frequent routes (four trips per hour or better) and two new RapidRide lines (six trips per hour or better) connecting to West Seattle, Burien, Ballard, and Northgate. For 2040, the plan proposes an additional two new RapidRide lines, with connections to Mount Baker, Green Lake, U-District, and Northgate.



## Census Tract 74.02: Seattle – Capitol Hill

**Square miles:** 0.10

**Population:** 5,210

**Ethnicity:** 31% nonwhite, 4% Hispanic or Latino (of any race)

**People below the poverty level:** 16%

**People with disabilities:** 629 (6,535 per square mile, rank #2)

**Difficulties:** cognitive (489); ambulatory (251); Independent living (130); self-care (90); hearing; (83); vision (77)

### Current mobility services

- Fixed-route service:
  - 8 bus routes and the First Hill Streetcar
  - Bus trips per day: 851 weekday; 595 Saturday; 519 Sunday
  - Bus stops: 11 (all accessible)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 140 taps per weekday
- Access services:
  - Access clients: 19
  - 1,037 trips in 2016
  - The ratio of Access clients to people with disabilities (3.0%) is lower than the county as a whole (4.3%).
- Community Access Transportation (CAT) services:
  - Central Seattle Hyde Shuttle (two or three shuttles)
    - 2017 annual trips: 5,660

### Service changes in 2018

Metro will make investments to improve reliability on Route 8.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes continued frequent service on Olive Way and Denny Way. In 2040, the plan proposes a new RapidRide line (six trips per hour or better) providing service to the Madison Valley, South Lake Union, and the planned Link station in Interbay.



## Census Tract 92: Seattle – International District / Pioneer Square

**Square miles (land):** 0.13

**Population:** 2,628

**Ethnicity:** 49% non-white, 7% Hispanic or Latino (of any race)

**People below the poverty level:** 35%

**People with disabilities:** 795 (6,236 per square mile, rank #3)

**Difficulties:** cognitive (474); ambulatory (359); independent living (277); vision (200); self-care (200); hearing (171)

### Current mobility services

- Fixed-route service.
  - 66 bus routes, Link, First Hill Streetcar, and Seattle Downtown Circulator Bus
  - Bus trips per day: 3,408 weekday; 2,127 Saturday; 1,824 Sunday
  - Bus stops: 13 (all accessible)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 397 taps per weekday
  
- Access service:
  - Access clients: 24
  - 1,806 trips in 2016
  - The ratio of Access clients to people with disabilities (3.0%) is lower than the county as a whole (4.3%).
  - Top location: Jackson Street bus terminal
  
- Community Access Transportation (CAT) services:
  - Central Seattle Hyde Shuttle (two or three shuttles – does not serve Pioneer Square or Seattle Central Business District)
    - 2017 annual trips: 5,660
  - Seattle Downtown Circulator Bus (two shuttles)
    - 2017 annual trips: 61,200



### Service changes in 2018

Fixed-route service changes include investments to reduce crowding on routes 70, 212, D and E lines; improve reliability on routes 19, 26, 28, 40, 131, 143, 178, 179, 257, 268, and 355; add service to better meet target service levels on routes 5, 24, 101, and 150. Metro will delete Route 99. Construction of the Lander Street overpass in SODO and the Alaskan Way Viaduct Replacement Project will result in schedule changes and impacts to routes 116, 118, and 119. Routes 111, 114, 212, 214, 216, 217, 218, 219, ST 550 and ST 554, which connect the ID with the Eastside, will be rerouted and adjusted due to the closure of the Rainier Freeway Station and "D2" HOV roadway due to East Link.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes three new frequent routes (four trips per hour or better) and two new RapidRide lines (six trips per hour or better) connecting to West Seattle, Burien, Ballard, Mount Baker, South Lake Union, Northgate, and the planned East Link station at Judkins Park. For 2040, the plan proposes an additional two new RapidRide lines, with connections to Mount Baker, Green Lake, U-District, and Northgate.



## Census Tract 74.01: Seattle – Capitol Hill

**Square miles:** 0.10

**Population:** 4,992

**Ethnicity:** 21% nonwhite, 6% Hispanic or Latino (of any race)

**People below the poverty level:** 10%

**People with disabilities:** 428 (4,274 per square mile, rank **#4**)

**Difficulties:** cognitive (177); ambulatory (170); vision (156); hearing (137); self-care (99); independent living (99)

### Current mobility services

- Fixed-route service:
  - 4 bus routes
  - Bus trips per day: 423 weekday; 301 Saturday; 257 Sunday
  - Bus stops: 4 (all accessible)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 51 taps per weekday
- Access service:
  - Access clients: 8
  - The ratio of Access clients to people with disabilities (1.9%) is lower than the county as a whole (4.3%)
  - 999 trips in 2016
- Community Access Transportation (CAT) services:
  - Central Seattle Hyde Shuttle (two or three shuttles)
    - 2017 annual trips: 5,660



### Service changes in 2018

Metro does not anticipate changes to the fixed-route network in this area.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes continued frequent service on Broadway, and two new local (two trips per hour or better) connections to South Lake Union, Eastlake, UW light rail station, Queen Anne, and east Capitol Hill. For 2040, the plan proposes a new RapidRide line (six trips per hour or better) on Broadway providing service to the U-District, International District, Beacon Hill, and the Rainier Valley.

## Census Tract 85: Seattle – First Hill

**Square miles:** 0.18

**Population:** 2,749

**Ethnicity:** 48% nonwhite, 10% Hispanic or Latino (of any race)

**People below the poverty level:** 31%

**People with disabilities:** 774 (4,227 per square mile, rank #5)

**Difficulties:** ambulatory (445); independent living (376); cognitive (283); self-care (205); hearing (188); vision (158)



### Current mobility services

- Fixed-route service:
  - 17 bus routes, the First Hill Streetcar, and the Seattle Downtown Circulator Bus
  - Bus trips per day: 804 weekday; 429 Saturday; 366 Sunday
  - Bus stops: 21 (20 accessible)
  - Mercer Island Community Shuttle/Route 630 (funded by the Alternative Services budget)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 256 taps per weekday
- Access service:
  - Access clients: 42
  - 10,752 trips in 2016
  - The ratio of Access clients to people with disabilities (5.4%) is higher than the county as a whole (4.3%).
  - Top locations:
    - Poly Clinic Madison Center
    - Harborview Medical Center & Evaluation Clinic – this location evaluates people to determine if they are eligible for the Access program
    - Elliott Bay Kidney Center
- Community Access Transportation (CAT) services:
  - Central Seattle Hyde Shuttle (two or three shuttles)
    - 2017 annual trips: 5,660

### Service changes in 2018

Changes to fixed-route service include investments to reduce crowding on routes 3 and 64, and to improve reliability on routes 3, 12, and 355.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes continued frequent service to downtown Seattle and an additional RapidRide line (six trips per hour or better) connecting to downtown Seattle, Capitol Hill, and Madison Valley. For 2040, the plan proposes a new express connection (four trips per hour or better) to Burien.

## Census Tract 238.03: Bellevue – Downtown

**Square miles:** 0.22

**Population:** 4,987

**Ethnicity:** 43% nonwhite, 6% Hispanic or Latino (of any race)

**People below the poverty level:** 16%

**People with disabilities:** 476 (2,186 per square mile, rank #18 – #1 outside Seattle)

**Difficulties:** Independent living (286); ambulatory (263); hearing (139); self-care (115); cognitive (98); vision (49)

### Current mobility services

- Fixed-route service:
  - 8 routes
  - Bus trips per day: 634 weekday; 323 Saturday; 246 Sunday
  - Bus stops: 12 (all accessible)
  - Housing units within a quarter mile of a stop: 100%
  - Disabled fare paid with ORCA: 51 taps per weekday
  
- Access Service:
  - Access clients: 10
  - 1,294 trips in 2016
  - The ratio of Access clients to people with disabilities (2.1%) is lower than the county as a whole (4.3%)



### Service changes in 2018

Changes to fixed-route service include investments to improve reliability on Route 234. Also, Metro is beginning a process with the Bellevue Human Services Commission and the Bellevue Network on Aging to better understand the transportation needs and gaps for people living with disabilities and senior citizens and to explore potential new programs.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes an additional RapidRide line (six trips per hour or better) connecting to Totem Lake, Eastgate, and downtown Kirkland. In 2040, the plan proposes a new frequent connection (four trips per hour or better) to Factoria, downtown Kirkland, and Juanita.

## Census Tract 268.01: White Center

**Square miles:** 0.59

**Population:** 5,501

**Ethnicity:** 60% nonwhite, 34% Hispanic or Latino (of any race)

**People below the poverty level:** 19%

**People with disabilities:** 1,011 (1,702 per square mile, rank #23 – #2 outside Seattle).

**Difficulties:** cognitive (521); ambulatory (435); independent living (388); vision (221); self-care (184); hearing (151).



### Current mobility services

- Fixed-route service:
  - 3 routes
  - Bus trips per day: 323 weekday; 261 Saturday; 218 Sunday
  - Bus stops: 23 (all accessible)
  - Housing units within a quarter mile of a stop: 94%
  - Disabled fare paid with ORCA: 48 taps per weekday
- Access Service:
  - Access clients: 44
  - 2,842 trips in 2016
  - The ratio of Access clients to people with disabilities (4.3%) is the same as the county as a whole (4.3%).
  - Top location:
    - Beverly Park Group Home
- Community Access Transportation (CAT) services:
  - Burien/Highline Hyde Shuttle (one shuttle; additional shuttle to be added in 2018)
    - 2017 annual trips: 1,220

### Service changes in 2018

Changes to fixed-route service include addition of hours to improve reliability on Route 131. The Alaskan Way Viaduct Replacement Project will also result in schedule changes and impacts to Route 120.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes an additional RapidRide line (six trips per hour or better) connecting to Burien and downtown Seattle. For 2040, the plan proposes a new RapidRide connection to the planned Alaska Junction Link station, Alki, and Burien, as well as a new frequent connection (four trips per hour or better) to Burien, Admiral, and the planned Avalon Link station.

## Census Tract 289.02: Des Moines

**Square miles:** 0.80

**Population:** 6,435

**Ethnicity:** 54% nonwhite, 31% Hispanic or Latino (of any race);

**People below the poverty level:** 27%

**People with disabilities:** 1,144 (1,437 per square mile, rank #26 – #3 outside Seattle)

**Difficulties:** cognitive (541); ambulatory (539); vision (440); hearing (389); independent living (339); self-care (221)

### Current mobility services

- Fixed-route service:
  - 4 routes
  - Bus trips per day: 335 weekday; 256 Saturday; 223 Sunday
  - Bus stops: 14 (13 accessible)
  - Des Moines Community Shuttle/Route 635 (to launch 1/29/2018; funded by the Alternative Services budget)
  - Housing units within a quarter mile of a stop: 85%
  - Disabled fare paid with ORCA: 22 taps per weekday
- Access service:
  - Access clients: 53
  - 3,425 trips in 2016
  - The ratio of Access clients to people with disabilities (4.6%) is about the same as the county as a whole (4.3%).
- Community Access Transportation (CAT) services:
  - Des Moines / Normandy Park Hyde Shuttle (one shuttle; additional shuttles, to be funded by the Alternative Services budget, to be added in 2018)
  - 2017 annual trips: 2,900

### Service changes in 2018

Changes to fixed-route service include investments to better meet target service levels on Route 156.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes a new frequent connection (four trips per hour or better) to the planned Kent-Des Moines light rail station, SeaTac, and Renton.



## Census Tract 300.04: Federal Way

**Square miles:** 0.79

**Population:** 8,106

**Ethnicity:** 46% non-white, 29% Hispanic or Latino (of any race)

**People below the poverty level:** 22%

**People with disabilities:** 1,076 (1,367 per square mile, rank #28 – #4 outside Seattle)

**Difficulties:** cognitive (495); ambulatory (465); independent living (422); hearing (300); self-care (258); vision (166)

### Current mobility services

- Fixed-route service:
  - 3 routes
  - Bus trips per day: 233 weekday; 178 Saturday; 158 Sunday
  - Bus stops: 20 (all accessible)
  - Housing units within a quarter mile of a stop: 92%
  - Disabled fare paid with ORCA: 21 taps per weekday
  
- Access service:
  - Access clients: 63
  - 4,451 trips in 2016
  - The ratio of Access clients to people with disabilities (5.9%) is higher than the county as a whole (4.3%).
  - Top location:
    - Davita Redondo Heights Dialysis
  
- Community Access Transportation (CAT) services:
  - Federal Way Hyde Shuttle (three shuttles)
    - 2017 annual trips: 7,400



### Service changes in 2018

Changes to fixed-route service include investment to better meet target service levels on Route 183.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes a new frequent connection (four trips per hour or better) to the planned S 272nd Street light rail station, downtown Kent, Twin Lakes, and southwest Federal Way, as well as new local connections (two trips per hour or better) to Browns Point, the planned Kent-Des Moines light rail station, downtown Auburn, SeaTac. For 2040, the plan proposes a new RapidRide connection to the planned S 272nd Street Link station, downtown Kent, Twin Lakes, and southwest Federal Way.

## Census Tract 238.04: Bellevue – Downtown

**Square miles:** 0.47

**Population:** 6,161

**Ethnicity:** 43% nonwhite, 2% Hispanic or Latino (of any race)

**People below the poverty level:** 9%

**People with disabilities:** 580 (1,230 per square mile, rank #37 – #5 outside Seattle)

**Difficulties:** cognitive (201); ambulatory (174); independent living (177); self-care (115); vision (90); hearing (52)

### Current mobility services

- Fixed-route service:
  - 15 routes
  - Bus trips per day: 973 weekday; 543 Saturday; 435 Sunday
  - Bus stops: 28 (all accessible)
  - Housing units within a quarter mile of a stop: 99%
  - Disabled fare paid with ORCA: 322 taps per weekday
  
- Access Service:
  - Access clients: 10
  - 1,135 trips in 2016
  - The ratio of Access clients to people with disabilities (1.7%) is lower than the county as a whole (4.3%)



### Service changes in 2018

Changes to fixed-route service include investments to improve reliability on Route 234 and better meet target service levels on Route 240. Metro also is beginning a process with the Bellevue Human Services Commission and the Bellevue Network on Aging to better understand the transportation needs and gaps for people living with disabilities and senior citizens and to explore potential new programs.

### METRO CONNECTS

The service proposed in Metro's long-range plan for 2025 includes two new RapidRide lines (six trips per hour or better) connecting to downtown Kirkland, Totem Lake, Newcastle, downtown Renton, and the planned East Link station at Overlake; as well as four new local bus routes (four trips per hour or better) and planned expansion of Sound Transit East Link light rail and I-405 bus rapid transit.

## Appendix B: Data Sources

This report uses data from the U.S. Census Bureau's American Community Survey (ACS). The ACS is a nationwide survey that collects and produces information on social, economic, housing, and demographic characteristics about our nation's population every year.<sup>8</sup> The survey includes questions about disability status.

The survey is mailed to one out of every 480 households each month. No household is contacted more than once in a five-year period, so a household has a one-in-eight chance of being sampled. Non-respondents and people with partial responses are followed up with phone calls and personal visits to get as high a response rate as possible.

The data used in this report are based on the five years of ACS surveys from 2011 to 2015.<sup>9</sup> Data were segmented into the 397 census tracts of King County. Census tracts generally have a population size between 1,200 and 8,000 people, with an optimum size of 4,000 people. A census tract usually covers a contiguous area; however, the spatial size of census tracts varies widely depending on the density of settlement.<sup>10</sup>

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<sup>8</sup> U.S. Census

<sup>9</sup> The 2012-2016 data became available after much of the analysis for this report was conducted.

<sup>10</sup> U.S. Census



## Appendix C: Motion 14969



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**October 10, 2017**

**Motion 14969**

**Proposed No.** 2017-0418.2

**Sponsors** Balducci

A MOTION requiring the executive to report on options for enhancing mobility in areas of the county that have high concentrations of people with disabilities.

WHEREAS, Center Park is a one-hundred-thirty-seven-unit low-income public housing facility located at 2121 - 26th Avenue South, Seattle, that is owned and operated by the Seattle Housing Authority and that serves a high proportion of residents with disabilities, and

WHEREAS, King County has provided customized transit service to residents of Center Park since the 1970s, originally providing this service because Center Park was the central location for Seattle Housing Authority to house most or all residents with disabilities; and

WHEREAS, the housing distribution for individuals with disabilities in public housing has changed significantly;

WHEREAS, the King County council has required that customized transit service provided to residents of Center Park to continue to be provided during the hours that were in effect as of September 1, 2017, using Metro Transit vehicles appropriate for the operating conditions, and that this schedule shall remain in effect until the effective date of the September

2018 service change unless another service schedule is approved by the council by ordinance,  
and

WHEREAS, King County is currently engaged in an evaluation of King County's Access paratransit service that is provided for people with disabilities who are unable to use regular, fixed-route transit services, as part of an effort to make the paratransit service more effective, efficient and responsive to the needs of its users, and

WHEREAS, the King County council wishes to ensure that people with disabilities throughout King County, particularly in locations of the county that have similar numbers and concentrations of people with disabilities as live at Center Park, both those who use regular, fixed-route transit services and those who use paratransit services have transit options available to enhance their mobility;

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

A. The executive shall submit a report and a motion that approves the report on all areas of the county that have similar numbers and concentrations of people with disabilities as live at Center Park, together with options for enhancing mobility for these individuals.

B. The report shall include, but not be limited to:

1. Data on areas of the county that are comparable to Center Park in the number of residents with disabilities;
2. Options for improving mobility for the residents of these locations, including but not limited to improved fixed route transit service, Community Connections or alternative services, the Community Access Transportation program and Access paratransit service for those eligible;  
and

3. A synopsis of how implementing the options identified in subsection B.2. of this

section aligns with current efforts to improve fixed route service accessibility, implement the Community Connections program and improve Access paratransit service implementation.

C. The executive should file the report and a motion required by this section by February 28, 2018, 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, the chief policy officer and the lead staff for the transportation, economy and environment committee, or its successor.

Motion 14969 was introduced on 10/9/2017 and passed as amended by the Metropolitan King County Council on 10/9/2017, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn,  
Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles  
and Ms. Balducci  
No: 0  
Excused: 0