



King County
Always at your service

Metro Transit

We'll Get You There

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Metro Access Transportation Service

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Access Transportation service uses contractors to provide shared ride van transportation within most of King County.

You must phone the call center from one to three days in advance of your trip to request a ride. Same-day trips are not available.

Eligibility

You must be found eligible for the [ADA Paratransit Program](#) before you can request rides. For more information, call Metro's Accessible Services office during regular weekday business hours at 206-263-3113. If you have to dial "1" first to reach that number, call 1-866-205-5001. TTY users should only call the statewide relay at 711. You can also reach Accessible Services by fax at 206-205-6490 or by e-mail at accessible.services@kingcounty.gov

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Reservations/Rideline

Reservations can be requested by phoning the Access Transportation Rideline from 8:00 a.m. to 5:00 p.m. daily at 206-205-5000. TTY users should only call the statewide relay at 711.

If you have to dial "1" first to reach those numbers, call 1-866-205-5001 or, for TTY users only, 1-877-749-4286.

Effective January 1, 2005, you can request rides from one to three days before the day you need to travel.

If you call on:	You can request a ride for:
Monday	Tuesday, Wednesday or Thursday
Tuesday	Wednesday, Thursday or Friday
Wednesday	Thursday, Friday or Saturday
Thursday	Friday, Saturday or Sunday
Friday	Saturday, Sunday or Monday
Saturday	Sunday, Monday or Tuesday
Sunday	Monday, Tuesday or Wednesday

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Service on Holidays

The Access '[Service Area](#)' varies based on the amount of regular Metro non-commuter fixed route bus service operated on weekdays, Saturdays and Sundays. On major holidays, Metro buses are usually on a Sunday schedule. This means there are fewer routes operating shorter hours than on weekdays. Therefore, Access operates shorter hours and smaller service areas on those major holidays when bus

More information

- [Fare sales: Where to buy](#)
- [Regional Reduced Fare Permits](#)

The Access Ride Guide

Find out more about the service.

[Download a PDF version of the Ride Guide](#)

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Dept. of Transportation
Metro Transit Division

King Street Center
201 S Jackson St
Seattle, WA 98104

Campbell v. State of Washington Dept. of Social and Health Services, No. 09-35872, archived on November 10, 2011

routes are on a Sunday schedule. See the [Access Holiday Service Levels calendar](#).

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Canceling Rides/Late Cancels and no-Shows

If you do not need your ride, please contact the call center at the above numbers as soon as possible. You can use Rideline after hours to confirm or cancel scheduled rides.

You must cancel your ride before 5 p.m. the day before the trip so that ride can be given to someone else. Otherwise, it will be considered a 'late cancellation' and will count as a 'no-show'.

When you schedule a ride, you will be given a half-hour 'window' during which the van will arrive. When the van arrives, you will have 5 minutes to get out to the van. If you do not cancel your trip and the van shows up and the driver cannot find you, it will be considered a 'no-show' (if the reason for missing the ride was beyond your control, such as illness, you can request to have the 'no-show' removed from your record.)

If you have 6 or more 'no-shows' in a 30 day period, you could be suspended from Access Transportation.

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Fares

The fare for an Access Transportation trip is \$1.25 each way. Companions pay the \$1.25 fare. [Personal Care Attendants](#) and service animals ride free.

Please have your fare ready when you get on the vehicle. You can pay your fare with:

- Exact change (van drivers cannot make change);
- A valid [Regional Reduced Fare Permit](#) with a current Metro Annual Reduced Fare pass PLUS 50¢ in cash or tickets*;
- An [Access monthly pass](#)**;
- Fare tickets, or any other valid [Metro or Regional fare media](#) worth \$1.25 or more.
- The E-purse cannot be used on Access Transportation.
- The RRF discount is not applicable on ADA Paratransit Services.

*Metro's Annual and Monthly Reduced Fare passes are not sold any longer, but if you still have an Annual Reduced Fare pass on your ORCA card it will be valid for fare payment on Metro bus service, including Access, King County Water Taxis and Link light rail until it expires. The value of the reduced fare pass is \$.75 so for Access trips there will be an additional \$.50 owed per trip. Water Taxi trips will also require additional fare payment depending on the type of rider.

**Metro's Access pass on an ORCA card pays fully for any Metro bus, Access, Water Taxi and any Sound Transit trips including Link light rail, Sounder and Regional Express bus service. If you use a monthly Access pass mailed to you each month, that pass will not cover Regional Express bus service or Water Taxi trips. The Access pass will not be accepted on any other transit systems other than King County Metro and Sound Transit.

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Customer Service

If you have a concern about the paratransit service you have received, wish to commend a staff member or have a question or suggestion about service, please contact the Access Transportation Customer Service Office:

- by telephone at 206-205-5000, press 4 then 2, or by TTY Relay: 711
- by e-mail at Access.CustomerService@kingcounty.gov  or
- in writing at:
Customer Service
Access Transportation
821 Second Avenue, Suite 200
Seattle, WA 98104.

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Adverse Weather

When snow or ice is predicted, check the weather forecast on days you plan to ride Access Transportation. Phone the call center or listen to local news to learn what level of Access Transportation service is

available on days with snow and ice conditions. The call center's phone system will carry special announcements when service has been interrupted or suspended because of adverse weather.

When service must be suspended, Access Transportation vehicles may still be available for emergency services such as trips to critical medical appointments or to pick up prescriptions, groceries and food bank items. Access Transportation staff will make every effort to provide service to customers who notify the call center that their trips are essential. Please note, however, that Access Transportation staff will make the final decision about whether a trip can be provided safely.

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*Campbell v. State of Washington Dept. of Social and Health Services
No. 09-35892 archived on November 10, 2011*