

Metro's Access Transportation Resource Center (Getting There)



Metro's Access Transportation Resource Center (Getting There) is a one-stop center for people with limited transportation options. Getting There provides ADA paratransit eligibility evaluations and information on other transportation resources that may be easier to use and often more cost effective to King County than the ADA paratransit service.

Mission Statement

Connect customers to the most efficient transportation resources in their area so they can choose the services that best meet their needs.

Program Goals

- Provide customers with information about other transportation options in their neighborhood. More choices increase mobility and independence.
- Provide information, training and assistance on riding the bus for customers who can use it. The bus is often the most cost effective and time-efficient option for customers.
- Increase customer satisfaction with Metro's ADA paratransit eligibility evaluation process.

Getting There Service Enhancements

Getting There is located at Harborview Medical Center in downtown Seattle. Customers receive free rides to Harborview as part of the ADA eligibility evaluation process. In May of 2009, Getting There customers were provided with additional services that include but are not limited to:

- Metro's bus travel training for customers who can use the bus some or all of the time.
- Assistance or information about other transportation services, such as Senior Services Senior shuttles, neighborhood van programs or Accessible taxicabs.

- Assistance with the application process for other transportation services, such as Metro's taxi scrip program or a reduced fare bus pass for senior citizens.
- Information on who to contact to make traveling more accessible, such as contacting the city or county to request an accessible audible light signals at their crosswalk or fixing damaged sidewalks or curb cuts.
- Information on who to contact to obtain equipment that makes travel safer, such as safety flags when crossing streets or safety vests that increase visibility for people who use wheelchairs.

Customers chosen for service enhancements are pre-screened before they visit Getting There. ADA paratransit applicants who appear to be able to ride a bus at least some of the time or use other services are contacted by Getting There staff for a short assessment on their mobility, interest in other service and destinations they need to go. Getting There staff research transportation resources available to the customer and discuss their options after their ADA paratransit evaluation. Getting There staff assist customers with their transportation concerns and may provide referral information for problems that require assistance from another agency (such as bus travel training).

Success Story

Getting There helped an ADA paratransit customer in Des Moines ride the bus again. The customer who is vision impaired stopped riding after he was almost hit by a car crossing a busy street. The Getting There staff worked with the County Road Services division to install an audible/ADA compliant signal at his cross walk. They also had obstacles removed from his path of travel, which included overgrown blackberries and part of a broken fence. The client is now able to commute by bus to take care of errands or make social visits.

Early Results

Getting There conducts about 400 evaluations a month with about 170 customers eligible for transportation options information. Over 19% of the customers who received transportation option information used a transportation resources discussed with Getting There staff shortly after their visit. Of the locations reached, 41% were by the ADA paratransit service, 21% from a transportation resource other than paratransit service and 4% by bus.

Conclusion

In 2010, Getting There plans to install a new bus-mock up at Harborview, which is used for evaluations and training. Due to the efficiencies and new services provided by Getting There, Access Transportation plans to revise and shorten the ADA paratransit eligibility application for new customers before the end of the year. Getting There is dedicated toward making communities and transportation options more accessible for everyone.