



Transportation Needs

Objective:

Meet the growing need for transportation services and facilities throughout the county

Strategy:

Meet the transit needs of low income and other under-served populations

Why is this strategy important?

King County Metro Transit is committed to meeting the needs of underserved populations, particularly citizens with disabilities and seniors. Helping residents with low incomes and those who are historically well-served by transit will support workforce development efforts, improving the local economy for everyone, and ensure that our County services are equitable and fair.

How is our performance?

Metro Transit is accessible to low-income and minority residents of King County. Metro uses census tracts as the best data available to monitor this accessibility. A census tract is defined as low-income or minority if the population of low-income or minority residents within the tract exceeds the county average. Over half (52 percent) of all boardings in 2011 were in minority tracts, compared with 38 percent of the population. Nearly half (44 percent) of boardings were in low-income tracts, compared with 35 percent of the population.

Metro offers programs to help disabled residents access transit. All of Metro's coaches are equipped with wheelchair lifts, and 77 percent of Metro's 8,744 bus stops in 2011 were fully wheelchair accessible. Metro works with local jurisdictions to help increase this accessibility. In addition, Metro provides paratransit service for transit customers with disabilities that cannot be accommodated on bus or train as well as community-based special needs transportation. There were over 1.5 million boardings on these services in 2011.

The Job Access Partnerships program is a federally funded program that includes Job Access Reverse Commute (JARC) Vans, which provide 26,000 trips a year and Vanpool Assistance, providing 75,000 trips a year. In addition, Metro spends almost \$1.9 million per year to provide tickets to low income riders through the King County Human Services Ticket Program. The agencies that receive the tickets pay 20 percent of face value for the tickets. These tickets are distributed by agencies to their clients for travel to shelters, medical appointments, job training, and other essential services. Approximately 1 million tickets are distributed through this program annually.

Moving forward

In order to provide high quality service for all riders, Metro Transit is developing programs to increase efficiencies in the service system, implementing service quality campaigns, building relationships with federal and state partners, and strengthening relationships with other internal groups to make regular bus service more accessible.

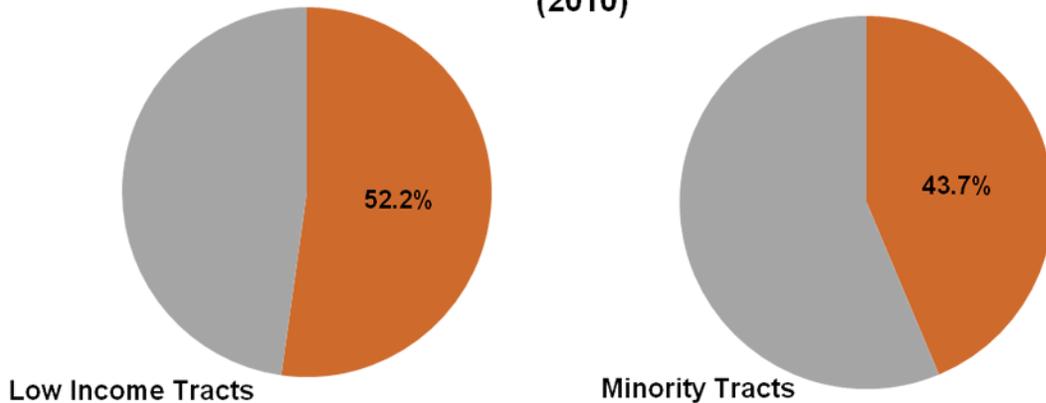
Metro's service guidelines incorporate social equity as a major measure in assessing the service provided to low-income and minority populations. If a transit corridor is low on this measure, the guidelines recommend additional service to improve social equity.

Technical Notes

Boardings in low-income and minority census tracts are counts of passengers, not the percentage of people in these tracts using Metro Transit service. Riders boarding in low-income or minority census tracts may or may not be representative of those tracts.

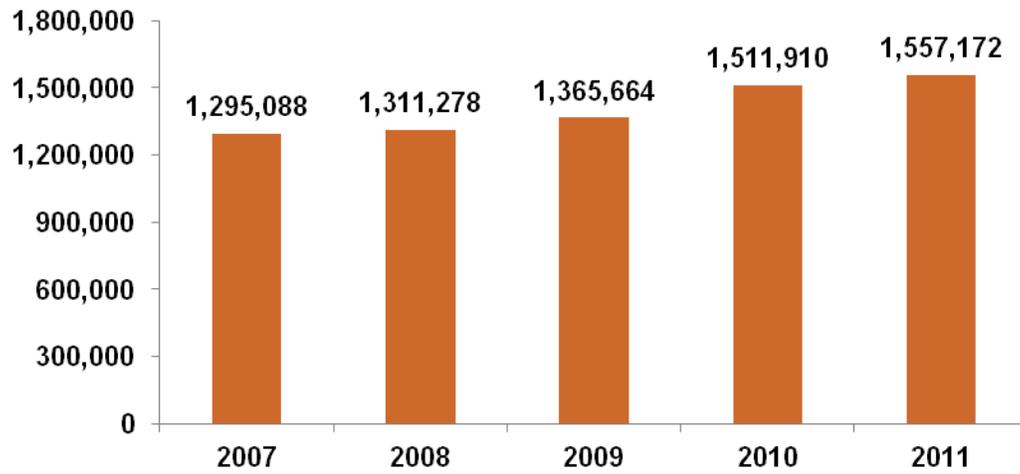
Charts and Maps

Percent of Transit Boardings in Low Income and Minority Census Tracts (2010)



Data Source: King County Automatic Passenger Counter, 2010 Census and 2010 ACS

Accessible Services Transit Program Rides



Number of rides provided by Metro's Accessible Services Programs, including ADA paratransit service, Taxi Scrip and Community Access Transportation (CAT) partnership program.

Data Source: Metro Transit Annual Management Report 2011

Low Income & Minority Census Tracts in Proximity to Transit Routes

