

# CURRENT METRO ACTIVITIES TO IMPROVE ACCESS AND AFFORDABILITY

Barrier	Affected group	Current situation	Metro action
ORCA LIFT cards expiring	Early ORCA LIFT registrants	13,000 customers renewing April 30-May 31	ORCA LIFT re-enrollment plan
Language barriers	English language learners	Current list of ORCA LIFT translations/transcriptions for transit materials	Metro adding three additional languages: Burmese, Purepecha, Swahili
Cultural barriers	Non English-speaking immigrant communities	List of outreach events/groups we work with	Transit coordination grant and ongoing ORCA LIFT outreach.
Lack of knowledge about day passes	All ORCA riders	1) Regional day pass - \$8.00 for fare up to \$3.50 2) Regional reduced fare day pass - \$4.00 for fare up to \$1.75	Promote reduced-fare day pass for seniors, youths, those with disabilities, and those with ORCA LIFT
Card fee	ORCA LIFT, low-income youths	Initial card fee waived for ORCA LIFT and LIFT Kids cards. \$5 card fee for replacement cards.	Metro will eliminate ORCA LIFT & LIFT Kids card replacement fee at ORCA LIFT agencies and Metro customer offices
	Youths	\$5 fee for youths not LIFT Kids	Metro to develop pilot project to provide no-fee ORCA cards to youths
		School District ORCA Cards are disabled at end of school year	Metro to work with schools districts to not disable ORCA cards during summer 2018
	Low-income seniors and low-income people with disabilities	\$3 RRFPP permit fee	Metro has proposed to RRFPP agencies that MOU be amended to allow agencies to reduce/waive \$3 fee
Process for Access riders to obtain RRFPP	Access eligible riders	Access riders are qualified at Harborview but must come to Metro CAO for RRFPP	Provide staff at Harborview with equipment to issue RRFPP to Access riders as they qualify, and waive RRFPP permit fee
Cost of fare	People with very low-incomes, homeless	Metro sells tickets at a 90% discount to human services agencies. The total discount is capped at \$3.6 million per year. Some feedback that this cap is not adequate to meet demand.	Metro is working with DCHS to assess the magnitude of unmet demand at the 90% discount level. King County Council action is needed to increase the annual cap on the fare discount.
Difficulty of transferring college transit benefits to ORCA LIFT cards	Low-income college students	Metro does special ORCA LIFT and ORCA to GO outreach to colleges at the beginning of each school year and each quarter to assist students.	Metro is working with colleges and students to explore Passport options and college involvement in ORCA LIFT verification and registration.