



Appendix H

Regional Transfer Sites, Amenities, and Fares

Persons who use more than one public transportation system to complete their travel, thereby requiring a transfer, frequently request a convenient and “seamless” regional system. These efforts to enhance connectivity are especially important when multiple agencies provide public transportation services within the same geographic region. The following discussion provides an overview of regional transportation connectivity within the Seattle-Puget Sound region, and identifies key transfer points where most transfers occur.

ADA Paratransit Transfers

An interagency agreement to implement regional paratransit ADA eligibility was developed in 1993, and last updated in 1997. The parties to this agreement included: the City of Everett, Intercity Transit, Island County Public Transportation Benefit Area, Jefferson Transit Authority, King County Metro, Kitsap County, Snohomish County, Skagit County, Pierce County, and the Washington State Ferry System. This agreement allowed for mutual recognition of each others’ paratransit eligibility determinations, and also established a “protocol” for transfers among the entities. Through this agreement, a regional coordination committee was established to discuss issues specific to paratransit operations, and this group continues to meet on a regular basis.

The following chart illustrates the locations of seven paratransit transfer sites for trips between King and Snohomish Counties, King and Pierce Counties, King County and Washington State Ferries, and Snohomish County and the City of Everett. Some transfer activity is specific to dropping passengers off to be transferred to another system, and some activity is specific to picking passengers up who have been traveling on another system. This chart also indicates the dwell time, or time that a vehicle waits for the transferring vehicle, as well as the number of transfers that occurred during the month.

Put into perspective, for the same one month period as reported by King County Metro (May 2006), 100,000 paratransit trips were provided; of these, 2,945, or about 3%, were trips that either transferred to or from Metro paratransit vehicles. By comparison, 11% of Community Transit trips involved transfers with Everett ParaTransit, 10% with Metro Access and 8% involved transfers with the Transportation Assistance Program (TAP).¹

¹ TAP is a program operated by Senior Services of Snohomish County to pick up customers in the rural areas of Snohomish County and connect them with DART service in ADA corridors. These are not technically considered interjurisdictional regional trips, yet without them, many customers would not be able to travel at all, much less regionally. The DART/TAP transfer points are located throughout Snohomish County within the DART service area.

Table H.1 Monthly Paratransit Transfer Site Information

Location	Activity	Dwell time (minutes)*	# transfers ** per month	Agencies
Aurora Park & Ride	Pick up	12	937	Snohomish/King
Aurora Park & Ride	Drop off	14	890	Snohomish/King
Canyon Park Park & Ride	Pick up	8	152	Snohomish/King
Canyon Park Park & Ride	Drop off	13	140	Snohomish/King
Coleman Ferry Dock Pier 52	Pick up	3	34	WA State Ferries/King
Coleman Ferry Dock Pier 52	Drop off	2	30	WA State Ferries/King
Federal Way Park & Ride 348 th	Pick up	11	351	Pierce/King
Federal Way Park & Ride 348 th	Drop off	18	356	Pierce/King
Pierce County Library Buckley	Pick up	6	25	Pierce/King
Pierce County Library Buckley	Drop off	13	30	Pierce/King
Everett Station, Smith Ave.	Pick up	7-10	685	Snohomish/Everett
Everett Station, Smith Ave	Drop off	7-10	685	Snohomish/Everett
Walmart Hwy 99 & Hwy 112	Pick up	7-10	307	Snohomish/Everett
Walmart Hwy 99 & Hwy 112	Drop off	7-10	307	Snohomish/Everett

Source(s): King County Metro, Community Transit²

*Does not include taxi dwell time

**Does include taxi trips

The transfer locations were selected for convenience for the paratransit programs, and also considered factors such as access to highways, adequate parking, etc. Several Park and Ride lots were chosen because the property was already owned by King County. While convenient access to fixed route services was originally not a criteria for transfer site location, new capital projects, such as the Aurora Village Transit Center, are now being designed with paratransit transfers in mind. This facility has been built with dedicated bays that allow Community Transit and Metro vehicles to meet and transfer passengers.

² King County information is provided for May 2006. Snohomish information assumes average number of trips per month based on yearly total, and assumes equal number of trips dropped off as picked up.

Everett and Community Transit have identified two sites, one at the Everett Station, a multi-modal transit facility that accommodates a variety of transit modes, including paratransit, and, more recently, a parking lot on Walmart property. Walmart management was extremely cooperative in allowing access to their property and, in fact, even incorporated a specific bus way for their use.

Transfer Site Amenities

ADA Paratransit: When a paratransit passenger transfers from one system to another, the passenger waits with the originating vehicle until the connecting vehicle arrives. This means that all inter-county customers receive hand-to-hand service, whether or not they need this level of care, which adds to the cost of providing inter-county trips. For this reason, the need for passenger amenities at paratransit transfer sites is not as critical as if they were to wait on their own for the connection. In developing the transfer sites, attention has been paid to the proximity to each of the agencies involved in the transfer, access to freeways, having a safe and convenient place to make the transfer, etc.

Perhaps the issue of most concern for both passengers and operators is that of dwell time. Differing computerized scheduling software programs have caused “glitches” in the system in that the program does not allow for dwell time, resulting in vehicles involved in transfers falling behind in their scheduling. Recent efforts to synchronize and improve the scheduling procedures, however, have paid off. Where previously one van may have waited up to 45 minutes for the connecting vehicle to arrive, this wait time has been decreased significantly over the past few years.

Medicaid Brokered Transportation: Within this study area, two Medicaid brokerages arrange for medically-related transportation services for Medicaid eligible persons. Paratransit Services, Inc. serves as the Medicaid broker for Pierce, Snohomish and Kitsap Counties. HopeLink serves as the broker for King County.

Persons who are not ambulatory or who cannot otherwise use fixed route services are provided with paratransit services, which are contracted out to various vendors through the broker. In this case, passengers do not transfer; rather, they are provided point to point service regardless of service area boundaries. Theoretically, a Medicaid eligible person would be receiving medical services from the closest appropriate provider, but in cases where a person needs a longer trip, it is provided without a transfer.

Regional Fixed Route Transit: Connectivity is equally important for persons using fixed route services, especially if their travel is interjurisdictional in nature and they need to use more than one transit operator. The Regional T is a network of transit hubs that was developed by Sound Transit and adopted by the transit partnership that includes Sound Transit, King County Metro, Pierce Transit, Everett Transit, Community Transit, Amtrak, Washington State Ferries, and the Washington State Department of Transportation. These sites are recognized by the partner agencies as most significant as a regional connection. The criteria used for designating a Regional T Site included the following:

- Regional Emphasis—regional connections to a variety of destinations
- Multiple system transfer opportunities—opportunities to transfer between different providers/modes
- Peak hour and mid-day service options—service to and from locations during the day
- Regional transportation information—offers a variety of regional transportation information, such as timetables
- Center for local service connections

To date, the network consists of 21 such sites, including:

Table H.2 Regional Transfer Sites and Amenities

Regional T Site	Transit Agencies Serving Site	Amenities
Sound Transit (ST) Express Regional Bus Facilities		
<u>Bellevue Transit Center</u>	ST Express Routes, Metro Transit	Passenger Services Building, Passenger Drop-off Center
<u>Federal Way Transit Center</u>	ST Express, Metro Transit, Pierce Transit	Parking, Bike lockers, restrooms, pay phones, Customer information, security office
<u>Issaquah Highlands Park and Ride</u>	ST Express, Metro Transit	Surface & garage Parking, Bike racks, Customer information office
<u>DuPont Station/Wilmington Dr</u>	ST Express	Auto and bike parking
<u>Overlake Transit Center/Park and Ride</u>	ST Express, Metro Transit	Auto and bike parking
<u>South Hill Park and Ride</u>	ST Express, Pierce Transit	Auto parking
<u>Lynnwood Transit Center/Park and Ride</u>	ST Express, Community Transit	Parking, Bike lockers, restrooms, pay phones, Ride Store, Passenger drop-off area
Sounder Commuter Rail Stations		
<u>Everett Station</u>	Sounder Commuter rail, ST express, Community Transit, Everett Transit, AmTrak, Greyhound	Parking, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , restrooms, pay phones, Customer Service Center
<u>Edmonds Station</u>	Sounder Commuter rail, Community Transit	Parking, Ticket Vending Machines
<u>King Street Station</u>	Sounder Commuter rail, AmTrak	Ticket Vending Machines
<u>Tukwila Station</u>	Sounder Commuter rail, Metro Transit	Ticket Vending Machines, parking
<u>Kent Station</u>	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , Customer Information Office Vanshare Information
<u>Auburn Station</u>	Sounder Commuter Rail, ST Express, Metro Transit	Parking Garage, <u>Bike lockers</u> and <u>Ticket Vending Machines</u> , Customer Information Office Vanshare Information
<u>Sumner Station</u>	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, <u>Ticket Vending Machines</u> , Vanshare Information
<u>Puyallup Station</u>	Sounder Commuter Rail, ST Express, Pierce Transit	Parking, <u>Bike lockers</u> , <u>Ticket Vending Machines</u> , pay phones
<u>Tacoma Dome Station</u>	<u>Sounder Commuter Rail</u> <u>Tacoma Link Light Rail</u> ST Express, <u>Pierce Transit</u> <u>Greyhound</u>	Parking, <u>Ticket Vending Machines</u> , Bus Shops located in both North and South buildings

Tacoma Link Light Rail Stations		
<u>Tacoma Dome Station</u>	<u>Sounder Commuter Rail</u> <u>Tacoma Link Light Rail</u> ST Express, <u>Pierce Transit</u> <u>Greyhound</u>	Parking, <u>Ticket Vending Machines</u> , Bus Shops located in both North and South buildings
<u>S 25th</u>	Tacoma Link	N/A
<u>Union Station/S 19th</u>	Tacoma Link, ST Express, Pierce Transit	N/A
<u>Convention Center/S 15th</u>	Tacoma Link	N/A
<u>Theater District/S 9th</u>	Tacoma Link	N/A

Transit Fares

The following table is a comparison of transit fares for a single trip. It does not include the cost of bus passes and ticket books. It is current as of June 2006.

Table H.3 Transit Fares in the Region

Fare Type	Sound Transit	King County Metro	Kitsap Transit and Foot Ferry	Pierce Transit	Community Transit	Everett Transit
Adult One-Zone	\$2.00	\$1.25	\$1.25 (\$1.50 for ACCESS)	\$1.50	\$1.25	\$0.75
Adult Two-Zone	\$3.00	\$1.25	NA	NA	NA	NA
Adult Three-Zone	\$4.00	NA	NA	NA	NA	NA
Adult One-Zone Peak	NA	\$1.50	NA	NA	NA	NA
Adult Two-Zone Peak	NA	\$2.00	NA	NA	NA	NA
Youth One-Zone	\$1.50 6-18 yr	\$0.50 5-17 yr	\$0.60 5-18 yr	\$0.75	\$0.75 5-18 yr	\$0.35* 5-17 yr
Youth Two-Zone	\$2.25	\$0.50	NA	NA	NA	NA
Youth Three-Zone	\$3.00	NA	NA	NA	NA	NA
Senior/Disabled* * One-Zone	\$1.00	\$0.25 Off-peak \$0.50 Peak	\$0.60	\$0.75	\$0.50	\$0.35 Ride free 9 AM - 2 PM M-F
Senior/Disabled* * Two-Zone	\$1.50	\$0.25 Off-Peak \$0.50 Peak	NA	NA	NA	NA
Senior/Disabled* * Three-Zone	\$2.00	NA	NA	NA	NA	NA
Senior/Disabled* * Peak (One or Two Zone)	NA	\$0.50	NA	NA	NA	NA

*With proper ID

**With Regional Reduced Fare Permit