

# Sustain Community Shuttles for Seniors and People with Disabilities in King County

PSRC Meeting

November 16, 2022

Don Okazaki



King County  
**METRO**

*Moving forward together*

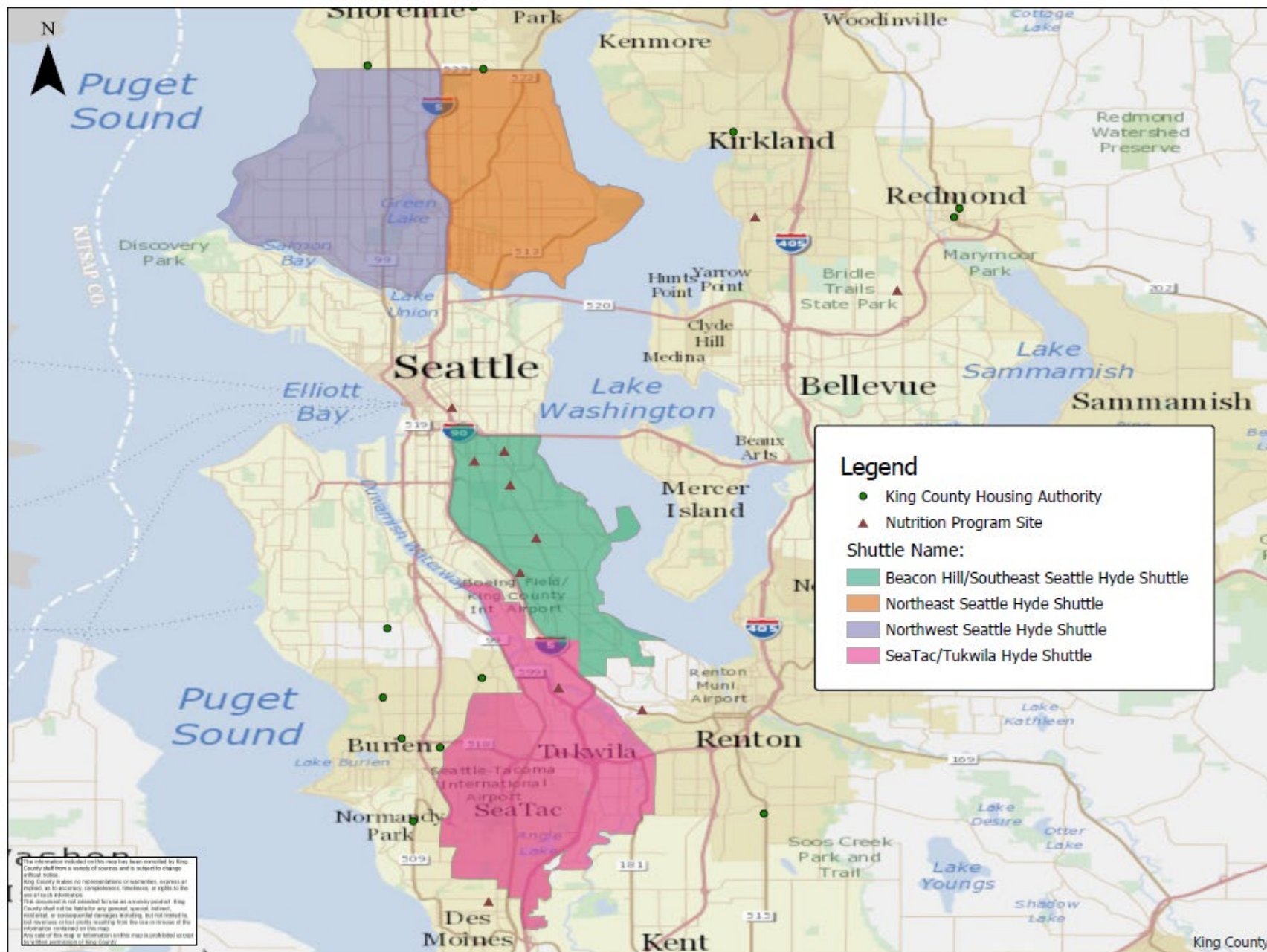
# Metro Community Shuttles in Seattle, SeaTac and Tukwila

- Door-to-Door Shuttle Service for older adults and people with disabilities
- 8 Lift-equipped vehicles
- Service provided Monday – Friday from 8:00 a.m. – 4:00 p.m.
- Cost is free (donations welcome)
- Procured via a competitive RFP process as required by the FTA (Sound Generations)



Image of Sound Generations' Hyde Shuttle  
<https://soundgenerations.org/our-programs/transportation/hyde-shuttle/>

# Service Area:



# Customer Benefits:

- Community Shuttles provide transportation to **older adults and people with disabilities** who can't ride the bus or ADA Paratransit Service



Short registration  
Process



Shorter Trips



Service is free



Fills Gaps in  
Service



Alternative to  
Access

Benefits Noted by Customers

# Program Monitoring & Key Performance Measures

## 2023 - 2025

- 20,800 trips
- 165,900 miles
- 23,300 hours
- \$609K in WSDOT grant funds (\$29.28 per trip)

## 2025 - 2027

- 22,900 trips
- 182,500 miles
- 25,600 hours
- \$670K in WSDOT grant funds (\$29.26 per trip)



# Thank you!

**Presented by:**  
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**Community Transportation Services**  
**Program Administrator**