Many people do not drive. Some people are too young, too old, do not own a car or simply don’t have a driver’s license. In Snohomish County there are other options for getting around, such as Bus, Bicycle, Carpool, Ferry, Train and Vanpool.

*Transportation Options in Snohomish County* is written for persons with disabilities, seniors and other individuals who depend on public transportation to travel. The booklet is produced by Community Transit.

**This booklet has four functions:**

- It explains how to use the regular, fixed-route buses: obtaining schedules and information, paying fares, transferring between systems and obtaining travel training.

- It describes the other major transportation agencies that serve the county.

- It describes specialized transportation services and how to qualify for them.

- It lists other major resources that exist, with contact information.

Call (425) 348-2379 to request *Transportation Options in Snohomish County* in accessible formats.
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### Definitions of Transit Terms

<p>| <strong>ACCESS</strong> | Paratransit service provided by King County Metro Transit serving King County |
| <strong>Paratransit Transportation</strong> |  |
| <strong>ADA</strong> | Americans with Disabilities Act – a federal law. |
| <strong>Advanced Public Transportation System (APTS)</strong> | Equipment and technology used to provide real-time bus information to improve transit and ridesharing services. |
| <strong>Community Transit</strong> | Transit agency serving all communities in Snohomish County, with commuter routes into Seattle. |
| <strong>Commuter Bus</strong> | Express service with limited trips and times of travel. |
| <strong>DART (Dial-A-Ride)</strong> | Paratransit services provided by Community Transit serving Snohomish County. |
| <strong>EverettPara Transit</strong> | Paratransit services operated by Everett Transit serving the city of Everett. |
| <strong>Fixed-Route Bus</strong> | Buses that follow a regular schedule and route, serving designated bus stops along the way. |
| <strong>Local Bus</strong> | Local bus service generally operates all day in both directions. |</p>
<table>
<thead>
<tr>
<th><strong>Link Light Rail</strong></th>
<th>Light rail service between downtown Seattle and SeaTac Airport operated by Sound Transit.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ORCA</strong></td>
<td>One Regional Card for All (ORCA) is the easy way to pay for the bus, train or ferry in the Puget Sound region. Cards are not valid on Skagit Transit or paratransit services.</td>
</tr>
<tr>
<td><strong>Paratransit</strong></td>
<td>Service required by the ADA for people with disabilities who are unable to use fixed-route buses.</td>
</tr>
<tr>
<td><strong>Medicaid transportation</strong></td>
<td>Transportation to eligible medical appointments for Medicaid clients.</td>
</tr>
<tr>
<td><strong>Personal Care Attendant (PCA)</strong></td>
<td>Person who travels with and helps a customer who can’t travel alone due to a disability.</td>
</tr>
<tr>
<td><strong>Regional Reduced Fare Permit</strong></td>
<td>A special card that allows seniors and persons with disabilities to pay a reduced fare on regional transit agencies. Cards are not valid on paratransit vehicles.</td>
</tr>
</tbody>
</table>
### Definitions of Transit Terms (continued)

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Swift</strong></td>
<td>Bus rapid transit operated by Community Transit.</td>
</tr>
<tr>
<td><strong>TAP</strong></td>
<td>Transportation Assistance Program operated by Senior Services of Snohomish County. TAP primarily serves seniors and people with disabilities traveling outside transit service areas.</td>
</tr>
<tr>
<td><strong>Transit</strong></td>
<td>Public transportation – General term usually including fixed routes, paratransit, rail and/or vanpool.</td>
</tr>
<tr>
<td><strong>Travel Training Program</strong></td>
<td>FREE program for seniors, people with disabilities and non-English speaking persons to learn to ride transit.</td>
</tr>
<tr>
<td><strong>Trip Planner</strong></td>
<td>An online resource for finding bus service and route information in Snohomish, Pierce and King counties.</td>
</tr>
<tr>
<td><strong>Wheelchair</strong></td>
<td>A wheelchair or electric scooter with three or four wheels that is used as a mobility aid.</td>
</tr>
</tbody>
</table>
Bus Systems

Community Transit, Everett Transit and Sound Transit are Snohomish County’s primary providers of public transportation. King County Metro Transit, Island Transit and Skagit Transit serve limited Snohomish County locations.

The transit agencies in the Puget Sound region cooperate in many ways. ORCA (One Regional Card for All) is an electronic fare card accepted by all transit agencies in Snohomish, King, Pierce and Kitsap counties, as well as on Washington State Ferries (WSF). These transit agencies all share schedule and route information on their websites via the online Trip Planner. And all systems have similar rules and operations.
All public buses are accessible for people who use wheelchairs and other mobility devices. Every bus is equipped with a lift or ramp. Drivers are trained to assist people with disabilities in boarding and securing their mobility aids on the bus.

Many buses in the region have low floors, with only one step from the ground to the main floor of the bus. Many buses also have a kneeling feature so that the first step on board can be even easier. Priority seating for seniors and people with disabilities is at the front of every bus.

Advanced Public Transportation System (APTS)

Technology is changing the face of public transportation. Beginning in 2012, Community Transit has implemented several Transit Technologies (also known as APTS); from ORCA and Transit Signal Priority (which provides a longer green light for Swift buses), technology has already improved Community Transit service. Updates recently made to our radio network allow for improved communications between bus drivers and our operations base, further demonstrating how technology helps transit.

Over the past few years, the agency has installed new equipment on our vehicles and at some transit facilities that provide improved operations and a better customer
experience. This equipment and the technology behind them also provide real-time bus information to customers at home, at work and on the go.

Transit Technologies allow the agency to:

- Automatically announce stops via on-board speakers and electronic signs
- Know the location of each bus via global positioning systems (GPS), which assists in improving on-time performance
- Provide computer-aided dispatch to help keep buses on schedule
- Give drivers better communication tools while on the road
- Provide customers with real-time bus information at any given bus stop within a 60-minute window. Because of traffic and other unexpected issues, the closer to scheduled arrival time you check, the more accurate the information will be
- Provide customers at Swift stations and major transit centers with next-bus arrival signs to help them complete their trips
- Give planners more accurate data about boardings, deboardings and time between stops to enable more efficient and productive routing and scheduling
- Automatically count passengers so we know how many people actually board at each location
**Buses are Safe**

Transit agencies work closely with local law enforcement to provide safety and security for our buses and park & rides. Deputies in uniform and plain clothes routinely patrol facilities and ride the buses. All buses have two-way radios. Buses and many park & rides also have security cameras.

*Swift* Ambassadors are Community Transit staff who work onboard *Swift* buses and are authorized to verify fare payment. They also have radios and can assist customers.

**Learning to Ride the Bus**

Never ridden a bus or want to learn a new route? Most transit agencies offer free travel training for seniors, people with disabilities and non-English speaking persons. Training is tailored to meet your needs.

To schedule a training session on Community Transit buses call (425) 348-2379 or email travel.training@commtrans.org.

For training on Everett Transit buses, call (425) 257-7777.
Planning Your Trip

- Bus schedules can be found at the bus stop, in schedule books and online.

- Visit the Trip Planner on your transit agency website for help planning any transit trip in King, Pierce or Snohomish counties, or call your local agency for assistance. (See pages 35-42 for website and contact information.)

- The Community Transit website also has tools to find the nearest bus stops and routes in your area and a list of all bus stops by route.

- Transit schedule books are available at libraries, at Everett Station and at the Lynnwood Transit Center RideStore and on the bus.

At the Bus Stop

- Each bus stop sign is marked with the route numbers that serve it. All Community Transit stops also have a posted schedule listing when buses arrive at that stop.

- Plan to arrive at your stop at least five minutes early.
• The lighted sign on the front and side of the bus lists the route number and the final destination for that trip. For instance, a southbound Route 201 bus will say “201 Lynnwood” although it also makes stops in Marysville and Everett.

• Make sure the bus is the one you want by asking the driver or checking the route number and destination on the bus before you board.

• Smoking is not allowed within 25 feet of bus shelters or stops.

WEBSITE

Community Transit’s website, www.communitytransit.org is a great resource for up-to-date bus schedules, ORCA card outlets, maps of transit centers and transit news. The website is designed to be accessible to people with disabilities.
Getting On the Bus and Paying Your Fare

- Many buses have low floors and can also be lowered or “kneeded” to help you reach the first step. Ask the driver to lower the bus if needed.
- The lift or ramp can be requested by anyone who needs it.
- A sign on the fare box will show what to pay and whether to pay when you board or get off the bus.
- On Swift, pay at the platform before you board.
- Have exact change, a bus pass or your ORCA card ready before boarding. Neither drivers nor Swift ticket machines make change.
- You must show a Regional Reduced Fare Permit to pay a reduced fare (See page 25).
Riding and Getting Off the Bus

- After boarding, take a seat as quickly as possible. If you’re not sure when to get off, ask the driver to let you know when the bus reaches your stop. Try to sit in the front so the driver can alert you.

- APTS system announces major intersections and landmarks along each route.

- About a block before your stop, pull the bell cord or press the strip to alert the driver that you want to get off.

- Bicyclists should leave the bus via the front door and tell the driver they’ll be removing their bicycles. Please return the bike rack to the upright position if it is empty.
Schedules

- Most bus stops have a posted schedule listing when buses arrive at that stop.
- The most up-to-date schedule information can always be found on transit agency websites.
- Transit schedule books are available at libraries, at Everett Station and at the Lynnwood Transit Center RideStore and on the bus.
- The Public Transit Providers section (see pages 35-42) has transit agency contact information.
Reading the Bus Schedule

Using the sample schedule and map above, the following information describes how to read a schedule from the Community Transit Bus Plus book.

**A**  **Bus route numbers.** Route numbers are at top of page. Routes with shared corridors are often shown on the same page.

**B**  **Direction of travel.** Shows final destination.

**C**  **Timepoints** are numbered or lettered and correspond to both the route map and schedule. Between each timepoint there are additional bus stops. If you plan to board between timepoints, estimate the arrival time based on the timepoint prior to your stop. A full list of stops may be found online.
**Schedules.** Below each timepoint is a column of the times when the bus leaves that location. By reading the timetable from left to right, you can follow the movement of the bus as it travels along its route. *In this example, if you board this route at Mariner Park & Ride at 7:45 a.m., you will arrive at Canyon Park Park & Ride at 8:06 a.m.*

**Colon (:)** indicates that no service is provided to that stop or other stops in that area for that particular trip.

**Letters** next to a time indicate a footnote providing further information.

**Bold times** indicate afternoon and evening (PM) trips.

**Transfer routes.** Other Community Transit bus routes that intersect the main route on the page are shown on the route map in light green, *Swift* in blue. Passengers can generally connect to other routes near the intersections or timepoints shown.

**Boxes on the map** highlight destinations or transit centers. The main route serves the area in addition to the routes listed in the box.
Swift Bus Rapid Transit

*Swift* bus rapid transit is different than other Community Transit services and may get you to your destination faster than local buses. There are special stations along the route where only the *Swift* bus stops, with local bus stops nearby for easy transfers. Riders pay their fares at the *Swift* stations before boarding.

The ticket machine at the *Swift* station takes exact change, Visa or MasterCard. Tapping an ORCA card on the yellow ORCA reader is the fastest and least expensive way to ride *Swift*.

People who need a ramp enter at the front door. If you have a mobility device, you have an option to use a passive restraint system that doesn’t require driver assistance. Additional tie downs are always available upon request.

If you have a bicycle, enter the *Swift* bus by the rear door. There are three onboard bike racks.

*Swift* operates every 12 to 20 minutes.
Animals

Service animals necessary for travel by passengers with disabilities are allowed on all public transportation systems. Service animals must be on a leash or in a harness or carrier, unless these devices interfere with the service animal’s duties or the individual’s disabilities prevents them from using these devices. Dog muzzles are not required for service dogs.

Pets and non-service animals are not allowed on Community Transit commuter buses or Sound Transit buses.

Pets and non-service animals are allowed on Community Transit local buses and on Everett Transit buses with the following rules:

- Dogs must be on a leash and wear a commercially-produced muzzle that covers the mouth and is secured behind the head.
- Small animals such as reptiles, birds or cats must be in a confined carrying container and held on the owner’s lap or at their feet.

In all cases, owners must have complete control of their animal at all times. Animals cannot block the aisle, wander or annoy other passengers.
Wheelchair Users

Transit and paratransit systems strive to serve anyone in a wheelchair or scooter who can safely board and ride buses.

For more information visit: www.communitytransit.org/accessibility or contact your local transit agency for information (see pages 35-42).

Personal Care Attendants on Buses

Personal Care Attendants (PCA) necessary for the customer to travel may ride free. A Regional Reduced Fare ORCA Card with the letters “PCA” written on it is required on most systems for the attendants to ride free.
Fares

Every transit agency sets its own fares, so the cost of riding the bus differs depending on what bus you take and how far you ride it. There are different fares for adults, youth and reduced fare.

Fares are posted on the fare box when you board the bus, and the driver can assist you in paying the correct amount. You may pay with cash, valid ticket, bus pass or an ORCA card. Drivers do not make change, so it’s best to have the exact fare ready or to pay with a bus pass or an ORCA card E-purse.
ORCA Card

ORCA cards are accepted on most transit buses in the region and on Sounder, Link Light Rail and on Washington State Ferries. They are not accepted on most paratransit buses or by Skagit Transit buses.

Your ORCA card works like cash or a pass. It automatically tracks the value of different fares and transfers so you don’t have to. Once you purchase your ORCA card, you can keep it and reload it for many years of convenience and savings.

An ORCA card itself is not valid fare payment – you must have cash value (an E-purse) or a current monthly pass loaded onto the card.

ORCA E-purse

ORCA E-purse is like using cash from your ORCA account (similar to spending down a gift card). When you tap your card on the ORCA reader, the fare value of your ride is deducted automatically.

E-purse can be used to pay for more than one person (except on Swift) – just let the driver know before you tap your card. E-purse is also useful for monthly pass-holders who occasionally take trips with a higher fare than their pass value.
The ORCA reader on the bus will give a two-beeps “low funds” message when the value on the card is $5 or less. If your ORCA card is empty or has low fare value, be sure to re-load the card before you ride or be prepared to pay cash on each bus (no transfers).

**Monthly Pass**

For frequent customers (multiple trips each day or more than 18 round trips a month), we recommend a monthly pass. A pass on an ORCA card is good for unlimited rides on transit systems throughout the region for that month. Pick a value for the pass based on the fare of your most frequent trip.

If you take a bus with a higher fare than your pass value, you can pay the difference with cash or by having an E-purse value on your ORCA card. The ORCA reader on the bus will display the difference and either deduct it from your E-purse or prompt you to pay the difference in cash.

**Bus Transfers**

The only way to get free transfers between transit systems is to pay with ORCA. Paper transfers are neither issued nor accepted by Community Transit, Everett Transit or Sound Transit. Customers using cash or tickets to pay their fare must pay full fare for each trip and each bus they take.
When you use an ORCA card loaded with E-purse to pay your fare, you can transfer to another bus or train while getting credit for the fare you’ve already paid. Transfers are valid for two hours after you first tap your ORCA card. If the second trip has a higher fare, the ORCA reader will display the difference and either deduct it from your E-purse or prompt you to pay the difference in cash.

**Buying ORCA**

ORCA cards are pre-set to charge the correct fare type for the user: either youth, adult or reduced fare. A youth or adult ORCA card costs $5. A new ORCA Regional Reduced Fare Permit is $3. Once you get your first card, you can add value (E-purse or a monthly pass) to it online, by phone, in person, by mail or at some grocery stores.

Visit www.orcocard.com or call (888) 988-6722 for more information.
Reduced Fare: Senior (65+), Disabled, Medicare

People age 65 and older, people with disabilities and Medicare card holders are eligible to pay a reduced fare with a Regional Reduced Fare Permit. All new Regional Reduced Fare Permits are also ORCA cards that can be loaded with pre-paid fare (E-purse) or a monthly pass.

The permit by itself does not have monetary value – it just shows you are eligible to pay a reduced fare. If you pay the fare with your Regional Reduced Fare Permit ORCA card, you must have cash value (E-purse) or current monthly pass loaded onto the card. If you pay with cash, show the driver your permit and pay the reduced fare. If you pay cash and transfer to another bus, you will need to pay cash again on each bus. Free transfers are good only if you use your ORCA card E-purse to pay your fare.

Permits can be purchased for a one-time cost of $3 at the Community Transit RideStore or at Everett Station. Older Regional Reduced Fare Permits can be traded in free for a new permit that is also an ORCA card.
To get your first Regional Reduced Fare Permit, contact your transit agency for an application or download it from www.communitytransit.org/reducedfarepermit.

Seniors simply need to bring proof of age and a completed application to the RideStore at Lynnwood Transit Center (page 35) and at Everett Station (page 37). People with disabilities need a medical professional to complete and sign the “Certification of Eligibility” on the back page of the application. Be sure you mark on your application if you need a Personal Care Attendant (PCA).

**EdPass & U-PASS**

Edmonds Community College offers the EdPass program, allowing travel on Community Transit buses. Visit the college bookstore or www.communitytransit.org/edcc for more information on the EdPass and the bus service to Edmonds Community College. The EdPass is not valid on any other bus system.

The U-PASS, offered through the University of Washington, is valid for full fare and transfers on Community Transit, Everett Transit, King County Metro Transit, Pierce Transit and Sound Transit.

On Swift, simply board the bus at any door and be ready to show your valid EdPass or U-PASS to a Swift Ambassador on board when asked; don’t show your card to the driver.
Bicycling

Bicycles are an effective and inexpensive way to get around.

Every bus and train in the Puget Sound region is equipped with a bike rack. Bikes travel free on a first come, first served basis. Most buses have racks on the front of the vehicle. On Swift bus rapid transit, racks for three bikes are inside the back door of the bus. If you only need a bike for part of your trip, many park & rides have bike racks or lockers for safe, dry storage. For more information about bike lockers, visit www.communitytransit.org/bikes.

Carpool

Carpooling is the most common and easiest way to share the ride. You might carpool with someone once to a special event or form a regular carpool with a co-worker, classmate or neighbor. When you carpool, be prepared to help pay for gas and be flexible. If you need help finding a carpool, visit www.rideshareonline.com or call (888) 814-1300.
Vanpool

A vanpool is a group of 5-15 commuters who ride together in a van provided by the local transit agency. Vanpools generally follow a set schedule and route which are set by the riders themselves. Fares are based on the size of the van and the daily round-trip mileage.

- For free help starting or joining a vanpool, visit www.rideshareonline.com or call (888) 814-1300.
- Visit the vanpool section of our website for a list of existing vans: www.communitytransit.org/vanpool.

Trains

Sound Transit and Amtrak operate passenger train services.

Sound Transit operates the Sounder commuter train and Link Light Rail. The Sounder provides service between Everett, Mukilteo, Edmonds and Seattle. Link runs between Westlake Center in Seattle and SeaTac Airport with several stops in between.

Amtrak serves stations in Edmonds, Everett and Stanwood.
Transit Centers and Park & Rides

Transit centers, park & rides and park & pools are located throughout Snohomish County and are great places to catch a bus, make connections with other transportation services or meet up with a carpool or vanpool.

The major transit centers are:

- Aurora Village Transit Center
  1524 N 200th Street, Shoreline
- Lynnwood Transit Center / RideStore
  20110 48th Avenue W, Lynnwood
- Everett Station
  3201 Smith Avenue, Everett
- Mountlake Terrace Transit Center
  6101 236th Street SW, Mountlake Terrace
Paratransit Systems

General Guidelines and Criteria

- ADA paratransit service is provided for people who, because of a disability, are unable to use all or part of the regular fixed-route bus service.
- You need to apply and meet federal eligibility requirements in order to ride.
- Most trips take the same amount of time as comparable fixed-route trips and are a shared ride with other individuals, and scheduled stops.
- Service is provided on a reservation system where rides are scheduled within an hour of your requested trip time.
- Most paratransit systems do not have reduced fare for their customers.
IMPORTANT NOTES

• ADA paratransit eligibility is not based on a person’s lack of knowledge of bus service, distance from bus service, ability to drive, discomfort with riding the bus, language ability or age.

• If you are determined to be ADA paratransit eligible but you live outside the paratransit service area, you will need to find a way to get into the service area to receive paratransit services.

• According to the Americans with Disabilities Act (ADA), public buses with lifts or ramps must transport mobility aids that:
  ◦ Have three or more wheels
  ◦ Are manual or powered
  ◦ Are not more than 30 inches in width and 48 inches in length, including footrests and belongings. (Mobility aids cannot block the aisle)
  ◦ Do not weigh more than 800 pounds when occupied

Public bus systems are not required to serve mobility devices that do not meet these ADA standards. However, Community Transit and DART strive to serve anyone in a wheelchair or scooter who can board and ride our buses.
ADA paratransit eligibility is not based on a medical diagnosis but rather strictly upon one’s functional ability to independently use all or part of the fixed-route system. “Fixed-route” refers to the regular buses that follow a regular route on a regular schedule, stopping at specific bus stops along the way.

ADA paratransit is a shared-ride service and parallels the local, non-commuter fixed-route system. Paratransit buses operate within ¾ mile of local bus routes during the same days and hours as these buses.

ADA paratransit is not a cabulance system and does not provide specialized transportation for very fragile individuals.

The major paratransit services in the Snohomish County area are: Dial-A-Ride Transportation (DART), Everett Para Transit, ACCESS Transportation and Island Paratransit. See pages 43-44 for more information and phone numbers.

**DART and Everett Para Transit Tickets and Passes**

Community Transit and Everett Transit sell special tickets and monthly passes for their DART and Everett Para Transit customers since ORCA cards are not accepted on their paratransit vehicles. DART passes and tickets are also good for face value on all regular Community Transit buses.
Everett Para Transit passes and tickets are good for face value on all regular Everett Transit buses. They are not accepted by any other transit or paratransit agencies.

To purchase a pass or tickets, contact Community Transit at (425) 348-2350 or Everett Transit at (425) 257-7777.

Transfers Between Paratransit Systems

To travel to other areas in the Puget Sound region, such as from Lynnwood to Tacoma, you may need to transfer between systems. Call the home paratransit agency that you are registered with and schedule the entire trip you want. They make all the arrangements for when and where the two vehicles will meet to transport you the rest of the way.
You also pay only on the vehicle where you book your trips. For example, if you book a trip with DART to go from Lynnwood to Tacoma, you first ride DART, then King County ACCESS and then Pierce Transit Shuttle down to Tacoma. During this trip you only pay the fare on DART. The same is true for the return trip. You only pay on DART.

**Free Travel Training Program**

If you are using paratransit services or are a senior, person with a disability or limited English language, and would like to learn to ride any of the regular fixed-route buses, free personalized travel training is available.

To learn how to ride Community Transit buses, call (425) 348-2379 or email travel.training@commtrans.org.

For training on Everett Transit buses, call (425) 257-7777 for more information.
Community Transit

(425) 353-7433  
(800) 562-1375  
Relay for hearing impaired: 7-1-1  
www.communitytransit.org

Community Transit is Snohomish County’s primary provider of public transportation services. Some of these services include:

- Commuter buses to downtown Seattle and the University of Washington
- Local bus routes to every major city
- Park & rides and transit centers
- Service to Everett Boeing
- Swift bus rapid transit from Everett to Shoreline
- Vanpool program
- DART Paratransit

RideStore at Lynnwood Transit Center
(425) 348-2350  
20110 46th Avenue W, Lynnwood  
ridestore@commtrans.org

Purchase or revalue any ORCA card or Regional Reduced Fare Permit, lost & found, information and assistance. Call for store hours.
Everett Transit

(425) 257-7777
Relay for hearing impaired:
(425) 257-7778
www.everetttransit.org

Everett Transit and Everett Para Transit provide local bus service within the Everett city limits including service to the Mukilteo Ferry dock. Commuter service is offered from Everett to Marysville and between the Mukilteo Ferry and Everett Boeing.

Customer Service Centers

Everett Transit has three Customer Service Centers where you can revalue your ORCA card. Call for hours as they are limited:

• **College Station**
  2200 Tower Street

• **Mall Station**
  1330 SE Everett Mall Way

• **Everett Station**
  3201 Smith Avenue

*Also available at Everett Station:* Purchase or revalue ORCA and Regional Reduced Fare Permits, lost & found, transit information and assistance.
**Everett Station**  
3201 Smith Avenue, Everett

Everett Station serves as a Customer Service Center and transportation hub in addition to housing Work Source and the University Center. Vending machines on site allow for purchase or revalue of ORCA cards and Sounder Train tickets. Purchase a Regional Reduced Fare Permit at the Customer Service Center. Transit services available at the station:

- Everett Transit
- Community Transit, including *Swift* bus rapid transit
- Island Transit
- Skagit Transit
- Sound Transit ST Express bus and Sounder train service
- Amtrak
- Greyhound/ Northwest Trailways
King County Metro Transit provides bus, ACCESS paratransit and vanpool services in King County. Metro buses connect with Community Transit services in:

- Bothell
- Downtown Seattle
- Edmonds
- Mountlake Terrace
- Shoreline at the Aurora Village Transit Center
- University District, Seattle

King County Metro Customer Service
201 S. Jackson Street, Seattle
(206) 553-3000

Purchase or revalue any ORCA card or Regional Reduced Fare Permit, lost & found, information and assistance. Call for hours.
Island Transit offers public transportation and vanpool services on Whidbey and Camano islands. Buses also serve:

- Stanwood, with connections to Community Transit
- Mount Vernon’s Skagit Station
- Washington State Ferry Terminals at Clinton and Keystone
Skagit Transit provides public transportation and vanpool services in Skagit County. Skagit Transit also operates special service to Everett Station. ORCA cards are not accepted by Skagit Transit.

Skagit Station
105 East Kincaid, Mount Vernon

Skagit Station offers Skagit Transit’s Customer Service, Greyhound’s Customer Service counter and an Amtrak ticket machine. Call for hours. Transit services available at the station:

- Bellingham Connector, Route 80X, from Whatcom County to Mount Vernon
- Island Transit’s Island Connector, Routes 411W and 411C, from Mount Vernon to Whidbey and Camano islands
- Skagit Transit’s Everett Express, Route 90X, between Skagit County and Everett Station
- Amtrak
- Greyhound
Sound Transit

(888) 889-6368
Relay for hearing impaired: 7-1-1
www.soundtransit.org

Sound Transit has three lines of service:

• ST Express buses on major corridors throughout Snohomish, King and Pierce Counties

• Sounder commuter trains from Everett, Mukilteo and Edmonds stations to Seattle and Tacoma

• Link Light Rail between downtown Seattle and SeaTac Airport

Sound Transit fare and service information for Snohomish County is included in the Community Transit Bus Plus book and on Community Transit’s website.

If you need boarding assistance on Sounder, wait at the top of the access ramp located on each station platform. The train conductor will lower a boarding ramp to help you get on the train. Please do not try to board using a wheelchair or scooter until the ramp is in place. Each passenger car is equipped with a fully accessible bathroom.
Washington State Ferries

(800) 843-3779
www.wsdot.wa.gov/ferries

Washington State Ferry terminals are located in Mukilteo and Edmonds. All terminals are served by public transportation.

Special loading is available for registered vanpools and carpools. Persons with disabilities and seniors may travel at a reduced fare if proper proof of age or disability is presented. Acceptable ID includes the Regional Reduced Fare Permit, Medicare card, or other identification which establishes age or disability.

ORCA cards can be used to pay passenger fares if they are loaded with E-purse or a Washington State Ferry monthly ORCA passenger pass.

The Edmonds-Kingston and Mukilteo-Clinton ferry terminals have different boarding procedures for people with disabilities. Please call to get more information.
Paratransit Providers

Community Transit
Dial-A-Ride Transportation (DART)

(425) 347-5912
(800) 562-1381
Relay for hearing impaired: (425) 347-7997
www.dialaride.org

DART paratransit service operates throughout much of Snohomish County. Service area, hours and days of the week match Community Transit local service in Snohomish County. Eligibility for paratransit is determined through an application process. Call or visit DART’s website for information and/or application.

Everett Transit
Everett Para Transit

(425) 257-8801
Relay for hearing impaired: (425) 257-7778
www.everetttransit.org

Everett Para Transit is open to both ADA paratransit eligible and to Everett residents age 65 and over who have no other means of travel. (Restrictions apply.) Call or visit online for detailed information.
King County Metro Transit
ACCESS Paratransit Transportation

(206) 263-3113
(866) 205-5001
Relay for hearing impaired: 7-1-1
www.metro.kingcounty.gov

ACCESS Paratransit Transportation service operates throughout most of King County. Eligibility for paratransit is determined through an application process. Call or visit online for more information.

Island Transit
Island Paratransit

(360) 678-7771
(800) 240-8747

Island Paratransit operates throughout Camano and Whidbey islands and part of Stanwood. Eligible customers who live outside the ¾ mile ADA corridor are served on a space available basis.
Other Resources

North Sound 2-1-1

Community Information and Referral
Dial 2-1-1
(800) 223-8145
Relay for hearing impaired: (425) 339-3301
www.voaww.org

North Sound 2-1-1 is operated by Volunteers of America and connects people to a wide array of health and human service information including transportation resources. North Sound 2-1-1 is a regional call center for people in Island, San Juan, Skagit, Snohomish and Whatcom counties.

Catholic Community Services

(425) 257-2111
(888) 240-8572
www.ccsww.org

Catholic Community Services of Western Washington provides transportation for low-income seniors, disabled adults and disabled veterans to their medical appointments and other essential errands. The program also provides transport for families and individuals referred by Medicaid.
Transportation Assistance Program (TAP)

(425) 423-8517
Relay for hearing impaired: (425) 347-7997
www.sssc.org/transportation/tap.htm

TAP is operated by Senior Services of Snohomish County and provides rural transportation for older adults and people with disabilities living outside the DART service area. TAP clients are transported directly to their destination or transferred to another transportation provider, such as paratransit, fixed-route bus or vanpool.

Hope Link (Medical Transportation)

Reservation Number: 855-766-7433
Reservation Fax: 425-644-9447
TDD/TTY Line: 800-246-1646
My Ride Line: 1-888-913-2172 (Cancel or check status of ride)
https://www.hope-link.org/get_help/transportation

Hope Link provides transportation to eligible medical appointments for Medicaid clients. Providers of this
service may be subject to change. Call 2-1-1 if you are a Medicaid recipient and unsure who to call for rides to medical appointments.

**Mercy Transportation**

(425) 347-4700  
(877) 916-3729  
www.mercytransportation.net

Mercy Transportation provides non-emergency medical transportation throughout Western Washington. Clients include people with disabilities, Medicaid, DSHS, and Department of Labor and Industries clients as well as private-pay clients.

**Community Services for the Blind and Partially Sighted**

(206) 525-5556  
(800) 458-4888  
www.csbps.com

Community Services for the Blind provides independent living skills training for people with vision impairments in King, Snohomish and Skagit counties. The training includes general mobility training and bus travel training.
Snohomish County Transportation Coalition (SNOTRAC)

(425) 265-2227
(425) 265-2226
http://www.sssc.org/transportation/snotrac.htm

The Snohomish County Transportation Coalition is a group of interested people, providers, and organizations that coordinate existing transportation services and information, expand transportation options, bring assets to the region, and are a voice on transportation issues for people with transportation challenges.

SNOTRAC currently has two (2) programs created to meet these goals:

- **Ride Around the Sound (RAS):** is a free travel orientation for seniors with guided excursions to fun locations. Trips are scheduled monthly from specific senior centers. Call for dates and details.

- **Pay Your Pal:** is a rural transportation program for people with a disability without any other means of transportation. It is a voucher program that can provide mileage reimbursement for a volunteer driver of your choice, to help you get to work, school or medical appointments.
Project Action

www.projectaction.easterseals.com

Project Action promotes universal access to transportation for people with disabilities by partnering with transportation providers, the disability community and others. Their website has a variety of resources for travel all over the United States.

Find-A-Ride

www.FindARide.org

FindARide.org provides a searchable database to allow people with special transportation needs, case managers, and agencies to find transportation for themselves or their clients in the Central Puget Sound Region.

Amtrak

(800) USA-RAIL (1-800-872-7245)
Relay for hearing impaired: (800) 523-6590
www.amtrak.com
Non-discrimination Policy

Pursuant to Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, Environmental Justice regulations and in accordance with applicable state and local laws: Community Transit grants all citizens equal access to its transportation services.

If you believe that you have received discriminatory treatment by Community Transit on the basis of your race, color, national origin, economic status, disability or limited English proficiency, you have the right to file a formal complaint. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

To file a complaint or for more information regarding Title VI, contact Community Transit Customer Information at (425) 353-7433, (800) 562-1375, Relay for hearing impaired 7-1-1 or riders@commtrans.org.
At Community Transit, we love to hear from you!

While our drivers love to talk with customers, their first and foremost job is to drive safely, so conversation should be kept to a minimum. That’s why we’ve launched several social media channels so we can have a conversation.

Our primary information channels will always be our website. Bookmark it and check back regularly for updates on bus service as well as news about the agency. We also recognize that many of our riders and friends get information from other social channels, so we do our best to engage with you there.

Visit our social channels on: Facebook, Twitter, Blog, YouTube, LinkedIn or sign up for E-Alerts.

If you want to know about your specific bus trip, the best way to get information is from our Customer Service reps at (425) 353-RIDE (7433) or riders@commtrans.org.