

PTD0971 – WSDOT Rideshare Pilot Program Summary

May 2025

Scope/description:

King County Metro will provide funds to nonprofit organizations in King County so they can offer rides for their clients (people with disabilities or low-income populations) who rely on paratransit to get to and from work, or to medical appointments. King County Metro must work with a group that provides dialysis services in King County, and a group that provides employment services that supports adults with disabilities in the four most populous counties in Washington.

As required in the 2024 Supplemental Transportation Budget ([ESHB 2134, Section 221 \(27\)](#)), the department (Washington State Department of Transportation) must submit a report to the Office of Financial Management and the transportation committees of the Legislature by June 1, 2025. The report must incorporate feedback from participants to the extent possible and evaluate the effectiveness of the program as an alternative to current public transportation programs.

Program implementation:

- Northwest Center (NWC) and Northwest Kidney Centers (NWKC) were awarded Metro Community Access Transportation (CAT) agreements in January 2025. The agreement provides funding to community agencies that serve people with specialized transportation needs (older adults, people with disabilities or low-income populations) to help them set up their own transportation services for their clients.
- NWC and NWKC are reimbursed monthly for transportation expenses (Transportation Network Companies like Uber or Taxicabs) for their customers during the grant period (which ends on June 30, 2025).
- NWKC already had service providers in place and started the service in January.
- NWC added Uber as a service provider and needed to train staff on how to schedule rides. They started providing service in April.

Pilot data:

RIDES

AGENCY	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
NW Kidney Centers	265	120	122				507
NW Centers	0	0	0				0
TOTALS	265	120	122	0	0	0	507

EXPENSES

AGENCY	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
NW Kidney Centers	\$6,449.84	\$2,674.13	\$2,830.05				\$11,954.02
NW Centers	\$0.00	\$0.00	\$0.00				\$0.00
TOTALS	\$6,449.84	\$2,674.13	\$2,830.05	\$0.00	\$0.00	\$0.00	\$11,954.02
COST/TRIP	\$24.34	\$22.28	\$23.20				\$23.58

NWKC feedback:

1. Please describe who is using this new service and the transportation barriers they were experiencing before you started providing rides via Uber/taxicabs:
 - Patients that are on dialysis (trips begin or end in King County).
 - Barriers to mobility: Ride on Access/Medicaid service may no-show, or running so late they will miss most of their treatment; Access return-ride missed because dialysis appointment ran long; Medicaid coverage (including transportation) expired; Short-term service needed while applying for Medicaid or Access; No Access service available on weekends based on where they live; unexpected medical follow-up visit needed at the center or ER on short-notice (Access does not provide same-day service).
2. How did these customers get to work or medical appointments before:
 - Patient's family, Hopelink (Medicaid), Metro Access Paratransit service or private provider.
3. How has this new service helped your customers:
 - Having the ability to use Yellow Cab and Uber cuts down on our missed treatment rate, meaning that the patients will still get their life saving treatments according to their doctor's prescriptions.
4. What is working well:
 - Communication (with customers, dialysis centers, NWKC staff).
5. What is not working well or could use improvements:
 - Common issue (mostly with patients that utilize Hopelink) is that there are not enough wheelchair accessible vehicles (this issue is escalated in the early and late hours of the day).

NWC feedback:

1. Please describe who is using this new service and the transportation barriers they were experiencing before you started providing rides via Uber/taxicabs:
 - Users from our agency are individuals with disabilities who receive supported employment services. The majority of these individuals are Access paratransit riders. Some take public transportation.
 - Barriers to mobility: Paratransit is often late; there are frequent mix-ups with pick-up and drop-off times and locations; scheduling a ride on short notice is prohibitive; wait times are long.
2. How did these customers get to work or medical appointments before:
 - Metro Access paratransit, public transportation, driven by caregivers.

3. How has this new service helped your customers:

- Hoping it will be more timelier getting them to destinations, reduce mix-ups with pick-up and drop-off locations, allow for scheduling a ride on short notice. Overall, providing more reliability and flexibility for transportation needs and planning.

4. What is working well:

- Unable to assess at this time. Setting up the account with Uber Health was a prolonged process.

5. What is not working well or could use improvements:

- We had a delay implementing this option for our clientele.
 - It took time to research and select a service appropriate for the vulnerable population we work with. After choosing Uber Health, there was a wait while the account was being set up.
 - We also need to inform and get consent from guardians, which results in further delay. The consequence is that we have lost valuable time during the grant period. It would have been helpful to receive more notice so that we could have selected and set up our account in advance of the grant award start date.

Metro feedback:

1. Concerns about pilot design:

Metro usually designs pilots using a phase gate process where each of following phased steps must pass through an approval “gate” for the pilot to continue:

- 1) Engage stakeholders and conduct a needs assessment,
- 2) Develop possible solutions with stakeholder input,
- 3) Select a solution (pilot project) with stakeholder input, and
- 4) Implement the pilot and measure success over a two-year period.

In this case, the test agencies (NWC and NWKC) and solution (vouchers were suggested and later replaced with Uber/Taxi accounts) were already chosen by the State. This limited our ability to:

- Fully assess the needs of the customers,
- Understand how the trips were going to be issued by the participating agencies, and

- Clearly define success metrics.

2. What's working well:

- Although transportation network companies and taxicabs are one of the most expensive service models, the cost per trip so far is very reasonable.
- Although we were not sure what transportation barriers the target audience was experiencing, or how the agencies would prioritize this service for their customers, the agency's feedback provides insight into how this service assists underserved populations (and why it may be needed).

3. What did not work well or could use improvements?

- Metro was not involved in the planning of the pilot project. This led to delay in implementation of the project as it took time to determine the parameters of the project and how it could be administered. For example, the language originally required "vouchers" which we do not use in King County as taxicabs or Uber would not accept them (as they require paperless fare media).
- Future efforts should include the lead agency in the program development to:
 1. Create an effective program based on their expertise,
 2. Ensure that the agency is staffed appropriately to administer the program.
 3. Ensure the project is accounted for in its budget.

Please direct questions regarding this report to Firas Makhoulf, capital program delivery manager, WSDOT Public Transportation division at firas.makhoulf@wsdot.wa.gov.

English

Title VI Notice to Public

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Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Office of Equity and Civil Rights at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Español

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Este material puede estar disponible en un formato alternativo al enviar un correo electrónico a la Oficina de Equidad y Derechos Civiles a wsdotada@wsdot.wa.gov llamando a la línea sin cargo 855-362-4ADA(4232). Personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

한국어-Korean

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미국 장애인법(ADA) 정보

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русский-Russian

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Закон США о защите прав граждан с ограниченными возможностями (ADA)

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телефону 855-362-4ADA(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.

tiếng Việt-Vietnamese

Thông báo Khoản VI dành cho công chúng

Chính sách của Sở Giao Thông Vận Tải Tiểu Bang Washington (WSDOT) là bảo đảm không để cho ai bị loại khỏi sự tham gia, bị từ khước quyền lợi, hoặc bị kỳ thị trong bất cứ chương trình hay hoạt động nào vì lý do chủng tộc, màu da, hoặc nguồn gốc quốc gia, theo như quy định trong Mục VI của Đạo Luật Dân Quyền năm 1964. Bất cứ ai tin rằng quyền bảo vệ trong Mục VI của họ bị vi phạm, đều có thể nộp đơn khiếu nại cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng (OECR) của WSDOT. Muốn biết thêm chi tiết liên quan đến thủ tục khiếu nại Mục VI và/hoặc chi tiết liên quan đến trách nhiệm không kỳ thị của chúng tôi, xin liên lạc với Phái Trại Viên Mục VI của OECR số (360) 705-7090.

Thông tin về Đạo luật Người Mỹ tàn tật (Americans with Disabilities Act, ADA)

Tài liệu này có thể thực hiện bằng một hình thức khác bằng cách email cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng wsdotada@wsdot.wa.gov hoặc gọi điện thoại miễn phí số, 855-362- 4ADA(4232). Người điếc hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch vụ Tiếp âm Tiểu bang Washington theo số 711.

العربية - Arabic

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معلومات قانون الأمريكيين ذوي الإعاقة (ADA)

أو عن wsdotada@wsdot.wa.gov يمكن توفير هذه المواد في تنسيق بديل عن طريق إرسال رسالة بريد إلكتروني إلى مكتب المساواة والحقوق المدنية على يمكن للأشخاص 855-362-4ADA (4232) طريق الاتصال بالرقم المجاني على الرقم Washington State Relay الصم أو ضعاف السمع تقديم طلب عن طريق الاتصال بخدمة 711.

中文 – Chinese

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《美国残疾人法案》(ADA)信息

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855-362-4ADA(4232)，以其他格式獲取此資料。听力丧失或听觉障碍人士可拨打711联系Washington州转接站。

Af-soomaaliga – Somali

Ciwaanka VI Ogeysiiska Dadweynaha

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Macluumaadka Xeerka Naafada Marykanka (ADA)

Agabkaan ayaad ku heli kartaa qaab kale adoo iimeel u diraa Xafiiska Sinaanta iyo Xaquuqda Madaniga ah oo aad ka helayso wsdotada@wsdot.wa.gov ama adoo wacaaya laynka bilaashka ah, 855-362-4ADA(4232). Dadka naafada maqalka ama maqalku ku adag yahay waxay ku codsan karaan wicitaanka Adeega Gudbinta Gobolka Washington 711.

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Español - Spanish

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tiếng Việt-Vietnamese

các dịch vụ dịch thuật

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한국어-Korean

번역 서비스

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русский-Russian

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العربية - Arabic

الترجمة دمات خ

عن اللغوية المساعدة خدمات طلب نأ مجا فيمكنك، الإنجليزية اللغة فهم في صعوبة تجد كنت إذا

الإلكتروني البريد عبر مراسلتنا أو 360-705-7921 بالرقم الاتصال يبق طر: PubTrans@wsdot.wa.gov

Af-soomaaliga - Somali

Adeegyada Turjumaada

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中文 – Chinese

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