

# Welcome to Metro Flex



# Metro Flex Basics

- Open to general public
- Request ride on-demand using app, call center, or web booking
- Provide start/end anywhere within service area, get ETA
- Walk to nearby pick-up location
- Join a shared ride with 15 minute ETA on average
- Same fare as bus, free transfers with ORCA



# Role of Metro Flex

- Mobility in areas hard to serve with fixed-route
- Connect people to high-frequency, regional transit
- Local connections to where you need to go (jobs, school, parks, stores, healthcare etc.)

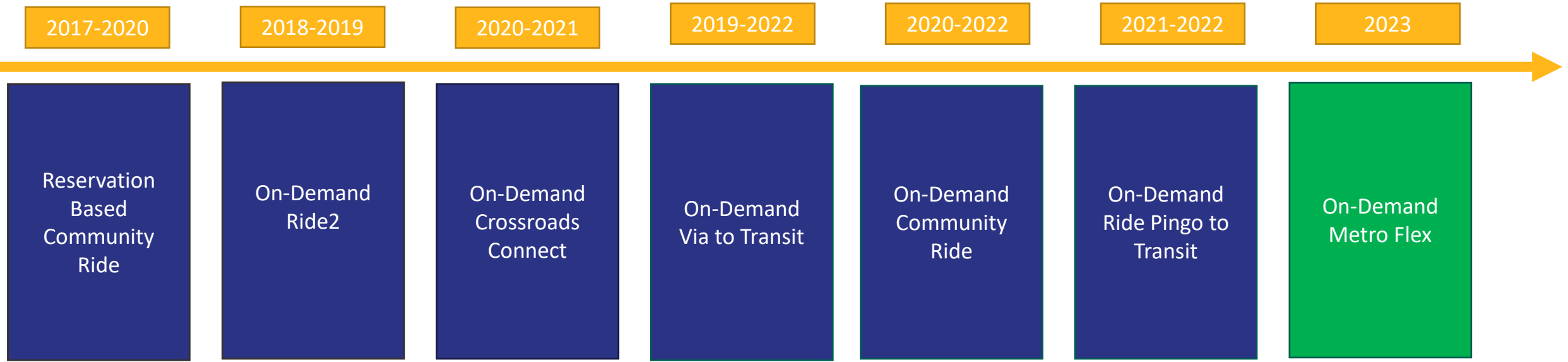


# Prioritization



- **Equity:** serving those who need access the most
- **Partnership:** looking for opportunities to leverage resources
- **Access:** reaching jobs and community assets
- **Density:** serving areas with adequate ridership, and without high quality fixed-route service

# On-Demand Services Timeline



### Operations:

- Hopelink
- Chariot
- Via
- Yellow Cab

### Technology:

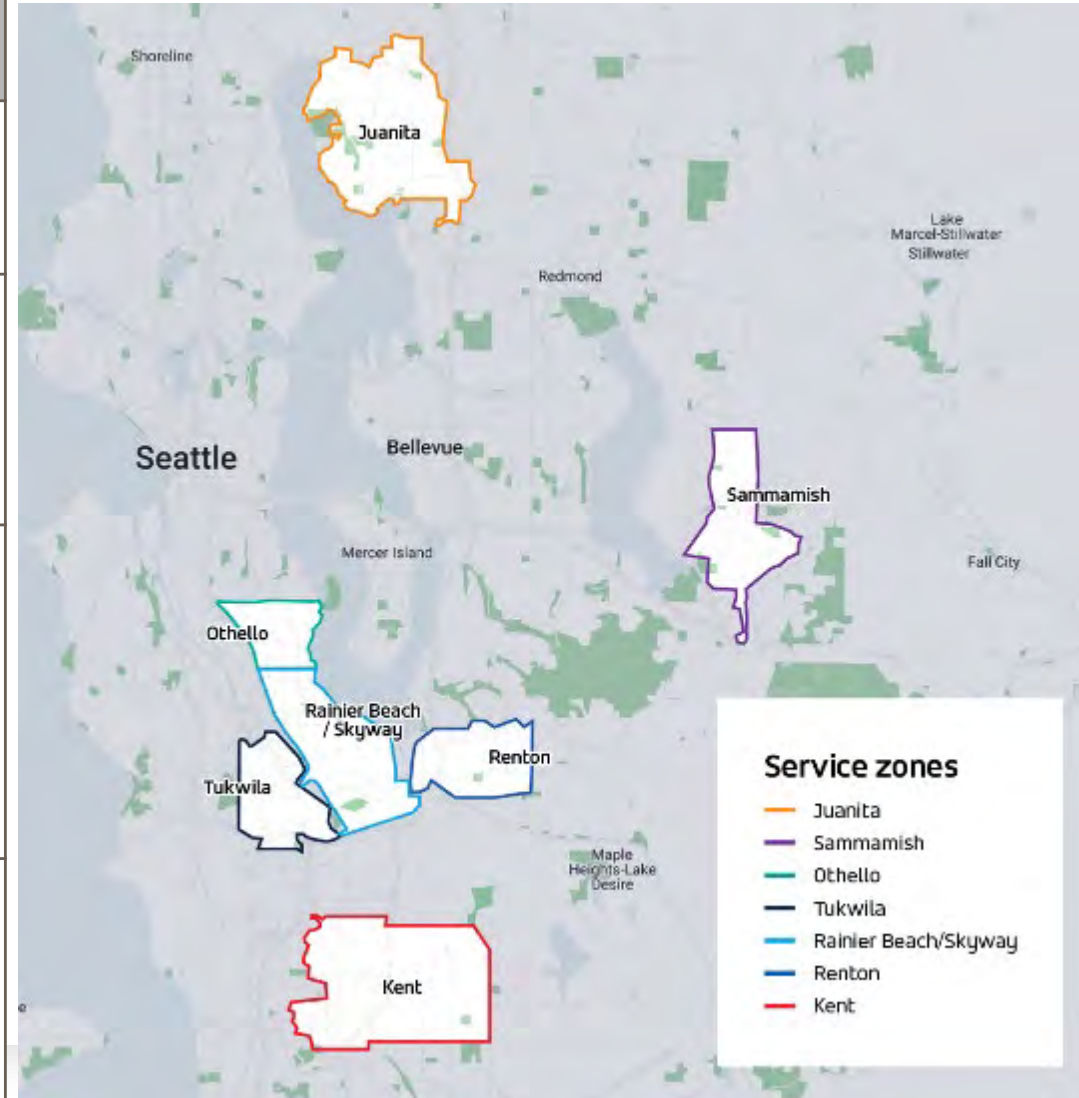
- Ford Smart Mobility
- Routematch
- Via
- The Routing Company
- Sparelabs

# Metro Flex: Launched March 6, 2023

- Provides operational efficiencies
- Builds on innovations, preserves those achieved
- Streamlines branding, reduces customer confusion
- Reduces staff demands
- Achieves cost savings



Service areas	Weekdays	Weekend
Juanita	7am-7pm	
Sammamish	7am-6pm	Sat: 9am-6pm
Kent	5am-7pm	Sat: 7am-7pm Sun: 7am-7pm
SE Seattle Renton Tukwila	5am-1am	Sat: 5am-1am Sun: 6am-12am



# Evaluation Criteria

<b>Productivity</b>	Rides per platform hour
<b>Efficiency</b>	Cost per boarding
<b>Equity</b>	Percent of riders that are either picked up or dropped off in a designated equity priority area

Metro considers these and a variety of additional metrics, community feedback, and available resources to determine whether to graduate a pilot to on-going service as well as to inform continuous process improvement.



# On-Demand Performance

PILOT OBJECTIVE	METRIC	Q2 2023 (4/1/23 to 6/30/23)								
		System	Juanita	Kent	Othello	Rainier Beach	Renton	Sammamish	Skyway	Tukwila
RIDERSHIP	<i>Total ridership</i>	75,795	2,455	4,160	11,005	27,748	8,639	6,563	9,958	5,266
RIDERSHIP	<i>Average weekday rides</i>	952	38	55	134	344	106	92	117	65
SUSTAIN-ABILITY	<i>PMT:VMT</i>	0.66								
SAFETY	<i>Preventable Collisions per 1 million VRM miles</i>	0.146								
EQUITY	<i>% of trips in equity priority area</i>	75%	29%	79%	91%	83%	84%	23%	69%	86%
EFFICIENCY	<i>Rides per platform hour</i>	3.0	1.4	1.5	3.5	3.6	3.6	2.3	3.6	3.4
EFFICIENCY	<i>Cost per ride</i>	\$18.33	\$38.37	\$37.51	\$15.96	\$15.55	\$15.40	\$24.07	\$15.42	\$16.56

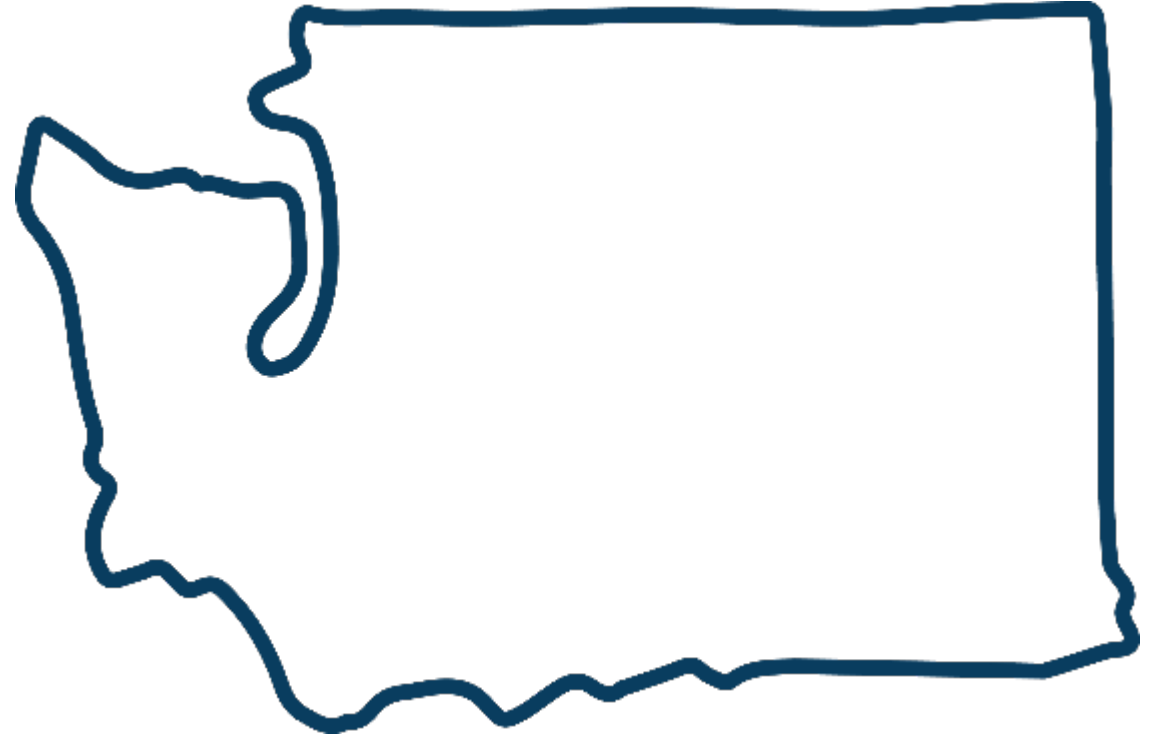
# What's next

- Integrations with paratransit
- Electrification
- Integration w/trip planners
- Non-dedicated service providers for high demand times/overflow
- Supporting families w/children
- Planned expansion: Overlake, Auburn, Federal Way

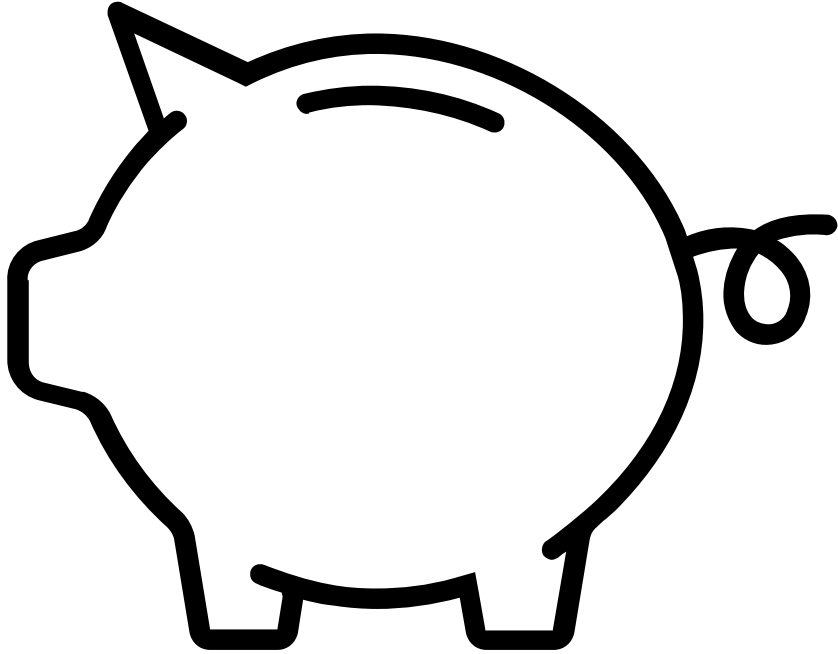


# Statewide Microtransit Coordination

- Bimonthly peer-to-peer information sharing meetings for public transit agency and nonprofit microtransit providers
- 14 agencies from across WA



# Funding



- Small, dedicated Metro operating dollars (approx. \$6M annual budget)
- + grants
- + local jurisdictions and employers
- Need for on-going operating funds as service expands

# Electrification

- Test EVs in ~2025
- Full EV fleet by 2035
- Outstanding questions include:
  - Ownership and management of vehicles, bases, charging infrastructure (i.e. should Metro or contractor own/manage)
  - Impact to operations



**Thank you!**

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