



# Metro Flex On-Demand Mobility Service Pilot

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OCTOBER 16, 2024 | PSRC CONSOLIDATED GRANT

JOHN LARSON-FRIEND, TRANSPORTATION  
PROGRAM COORDINATOR

# Metro Flex in Issaquah

- “Corner-to-corner” on-demand service
- Connects riders to Sammamish and local services
- Issaquah pays for 1 van
- Cost of a bus ticket
  - \$2.75 Adult
  - \$1.00 Seniors & People with Disabilities (ORCA)
  - Free Youth



  
**ISSY/SAMM  
LAUNCHES 10/16**

# Service Area

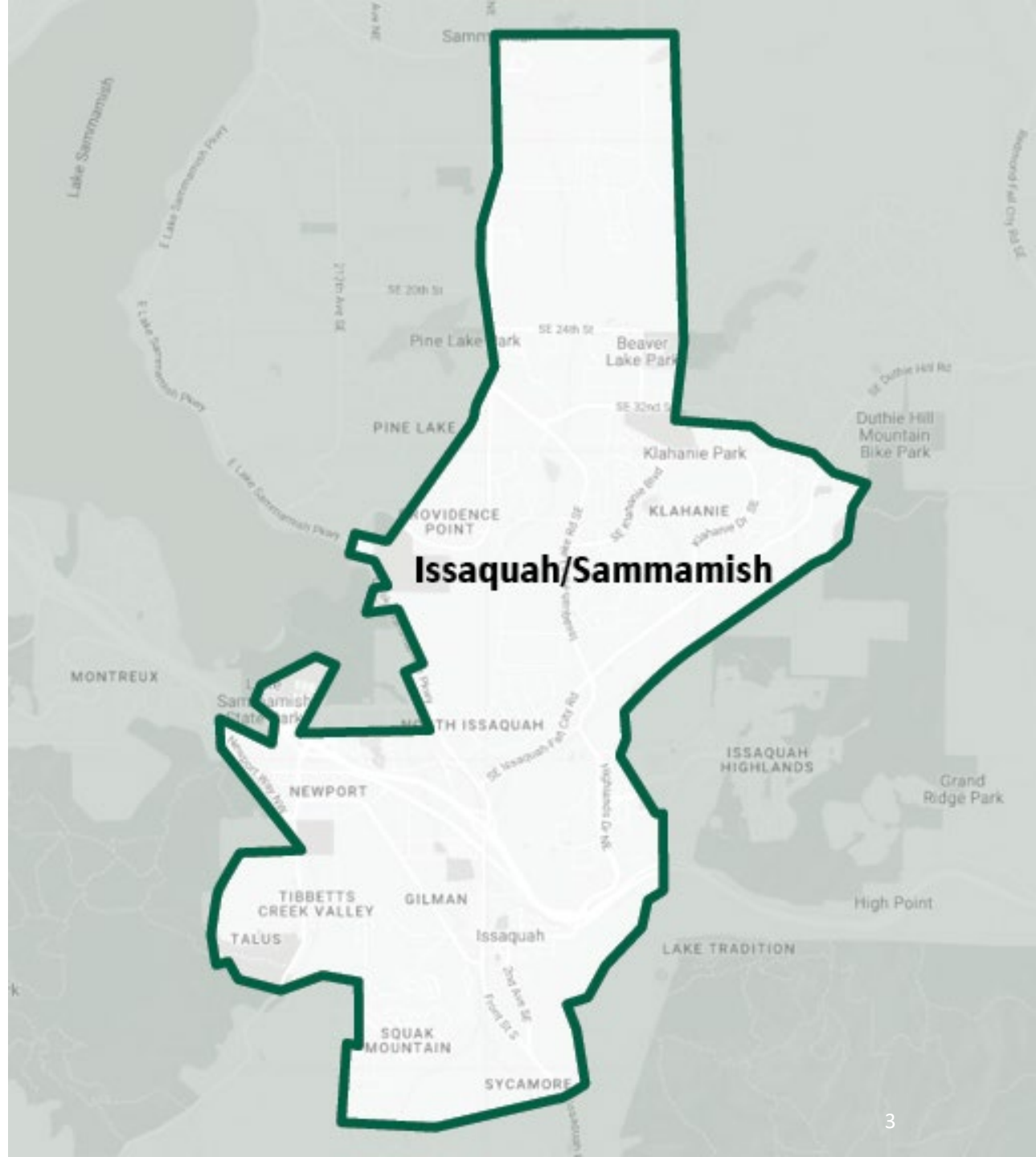
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Weekdays:

7am to 6pm

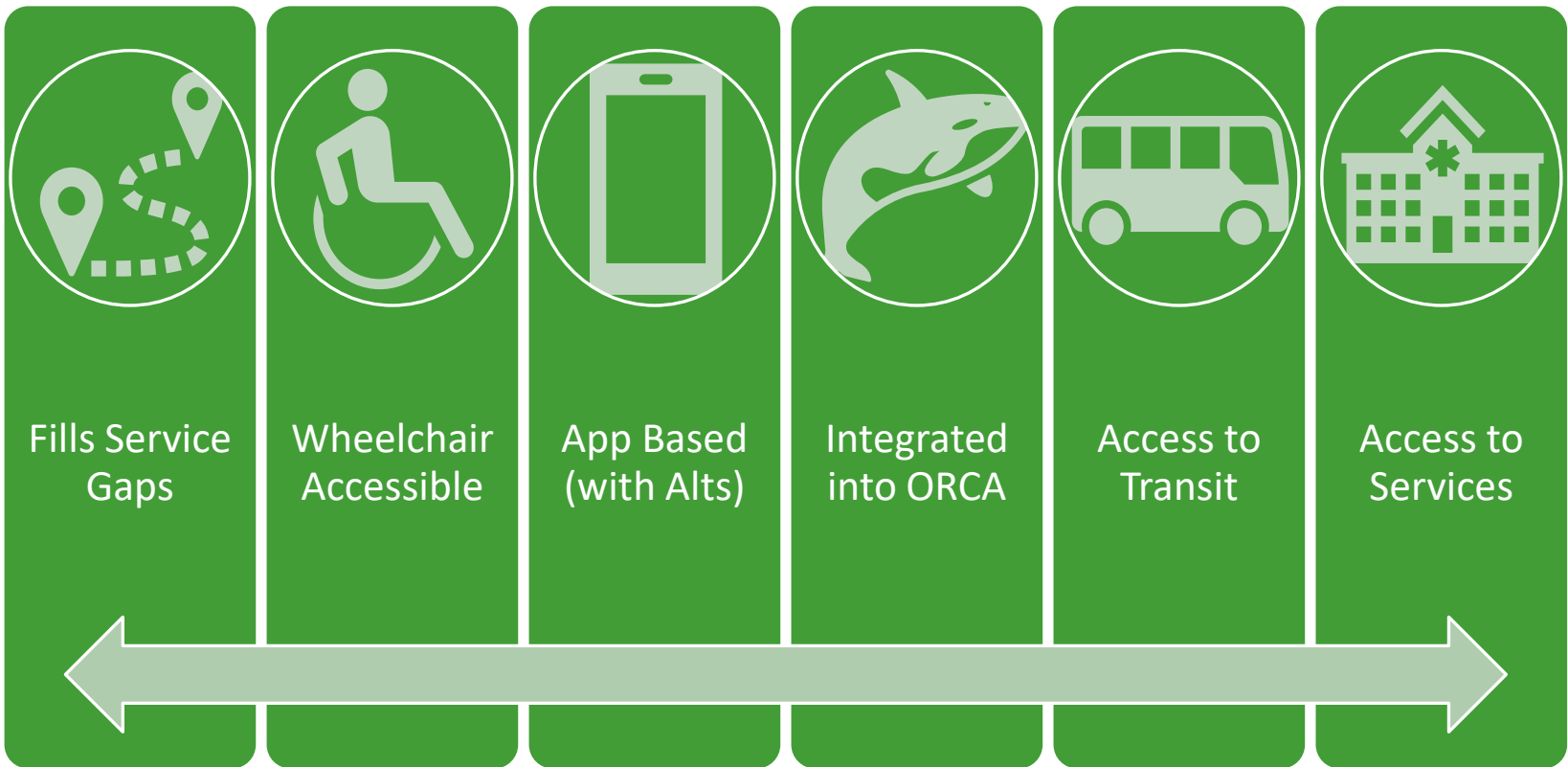
Saturdays:

9am to 6pm



# Customer Benefits

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# Performance Measures

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- Total ridership
- Average weekday rides
- % trips on-time
- % of sessions with seat unavailable
- % of WAV\* seat unavailable
- % shared trips
- % of trips in equity priority area
- Rides per vehicle hour
- Cost per ride
- Average wait time
- Average wait time WAV\*

\*Wheelchair Accessible Vehicle

# Equitable Engagement

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- Reconnecting neighborhoods primary driver during planning phases
- Program presented to Transportation Advisory Board before Council approval
- City-wide yard sign campaign
- Local billboard campaign and targeted ads (King County Metro)
- Continued messaging through city website and in-person events/presentations



# Thank you!

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