

Metro Flex: Seattle Transit Advisory Board

August 23, 2023



Agenda

- What is Metro Flex & how to ride
- Metro Flex performance review
- Future plans



Metro Flex: Launched March 6th, 2023


TO TRANSIT

Ride
PINGO to transit

Community Ride

 King County
METRO
FLEX

Metro Flex Basics

- Request ride on-demand using app, call center, or web booking
- Provide origin & destination within service area, get ETA
- Walk to nearby pick-up location
- Join a shared ride with 15 minute ETA on average
- Wheelchair Accessible Vehicles, bike racks, interpreter services available
- Same fare as bus, free transfers with ORCA



King County METRO FLEX

How does it work?
Download the Metro Flex app to connect to Metro bus, Sound Transit Link light rail and other destinations.

How do I pay?
Metro Flex costs the same as a Metro bus fare. Tap your ORCA card. Or use Transit GO Ticket (select "bus" as mode of travel).



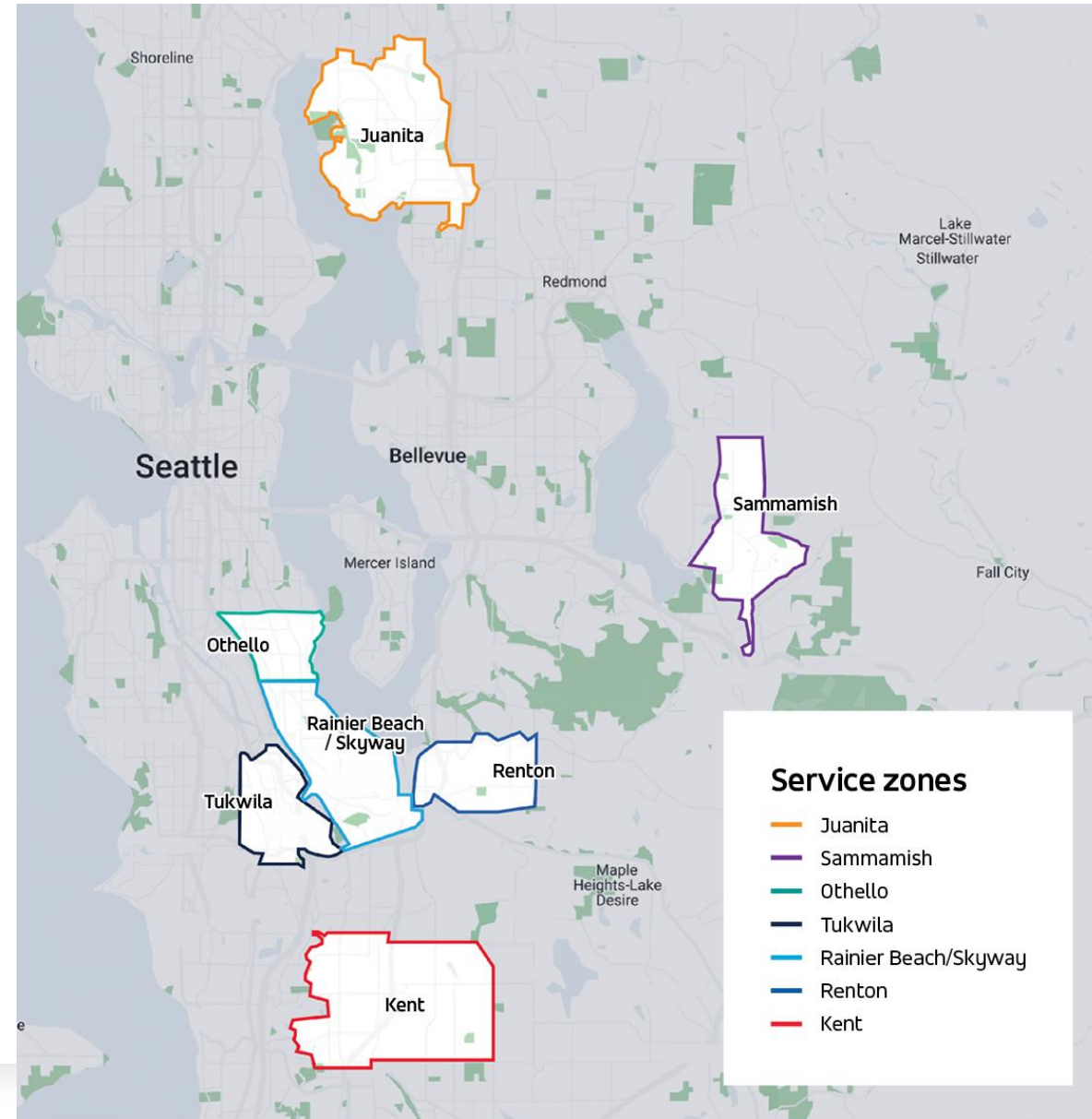
Interpreter - 206-553-3000
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Thống dịch viên 206-553-3000
Перекладач 206-553-3000



kingcounty.gov/MetroFlex
206-258-7739

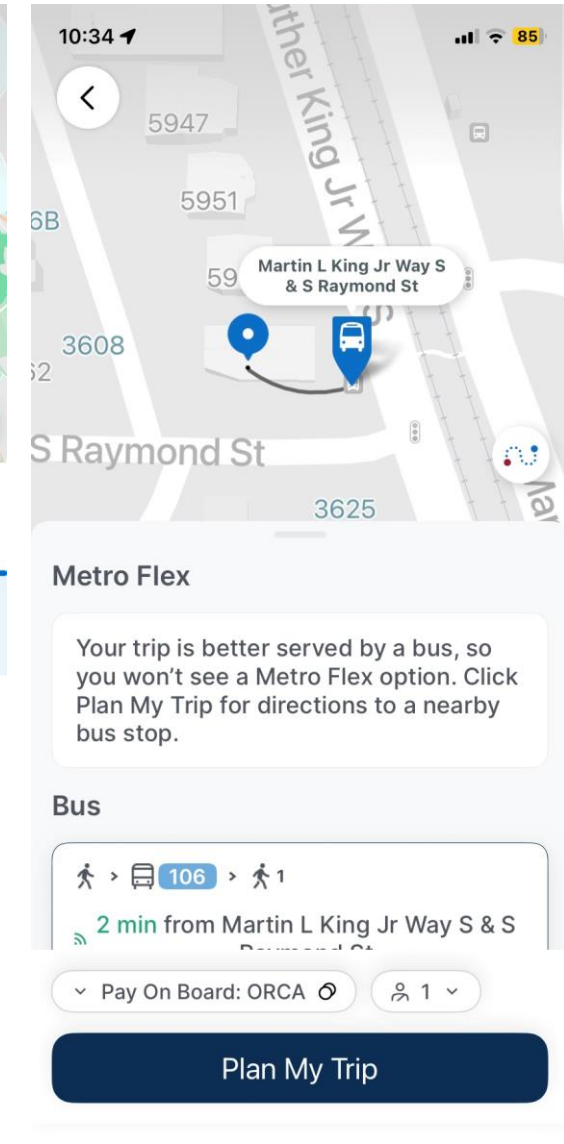
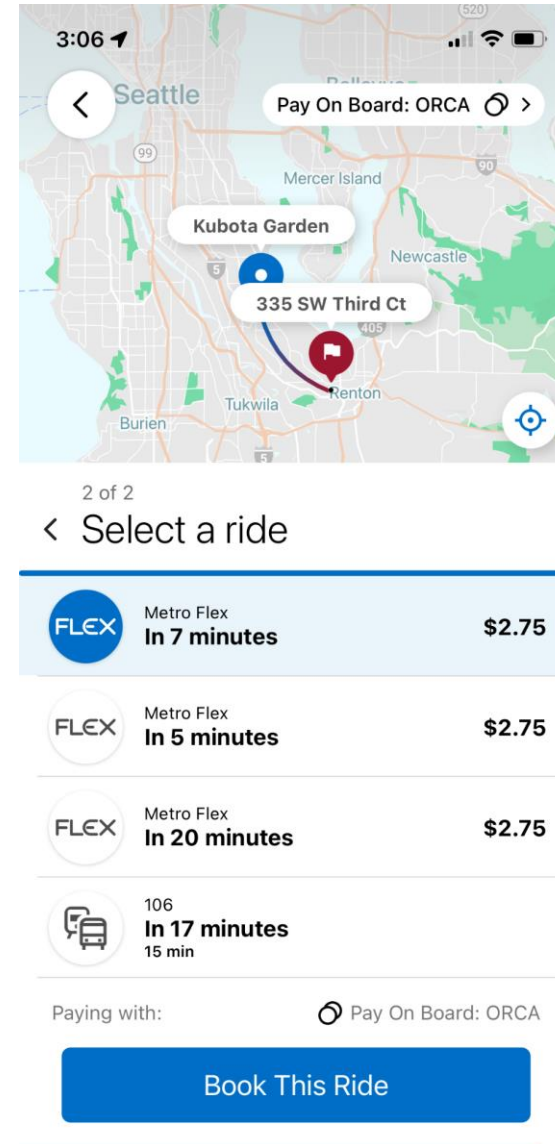
Service Areas & Hours

Service area	Weekday Hours	Weekend Hours
Othello Rainier Beach Skyway Renton Highlands Tukwila	5am to 1am	Saturday - 5am to 1am Sunday - 6am to 12am
Kent	5am to 7pm	Saturday - 7am to 7pm Sunday - 7am to 7pm
Juanita	7am to 7pm	Saturday - No service Sunday - No service
Sammamish	7am to 6pm	Saturday - 9am to 6pm Sunday - No service



Fixed Route Integration

- “Fixed Route Filtering” directs riders to fixed route transit when their trip origin and destination is already well served by fixed route transit options.
 - This feature will not apply to riders who have indicated the need for a wheelchair accessible vehicle or other mobility accommodations.



Metro Flex Key Performance Indicators (KPIs)

Cost per Ride

\$20.72



Efficiency

PMT:VMT

0.55



Sustainability

Average Wait Time

10.2



Customer Experience

EPA Percent

70%



Equity

Average Weekday Rides

978



Ridership

Rides per Vehicle-Hour

2.7



Productivity

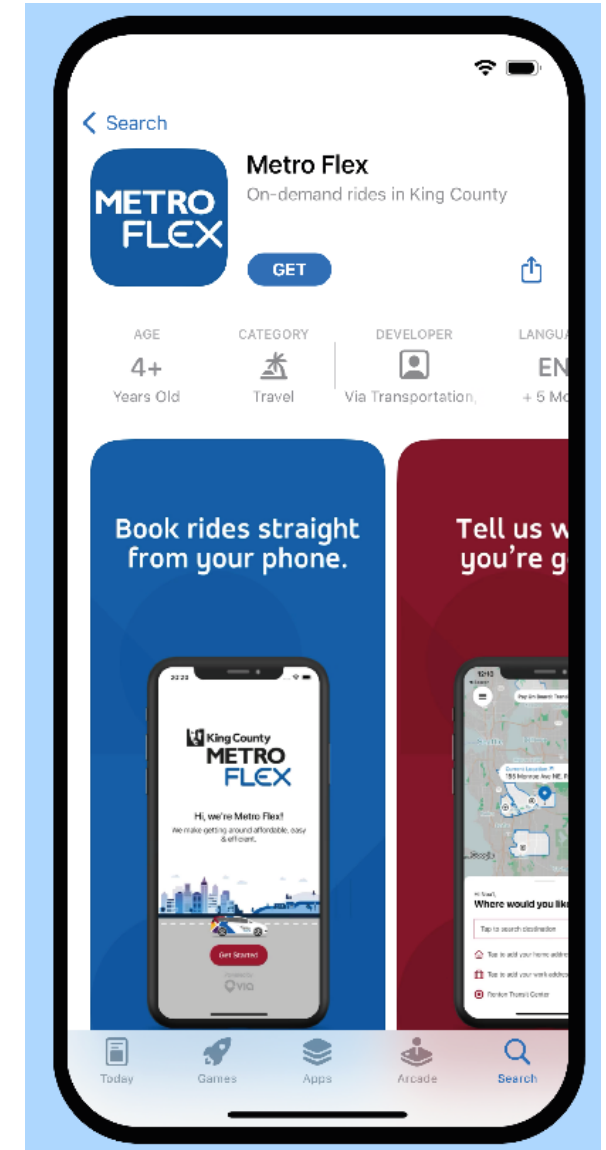
Metro Flex: Performance Updates

12,300 - Accounts created since launch

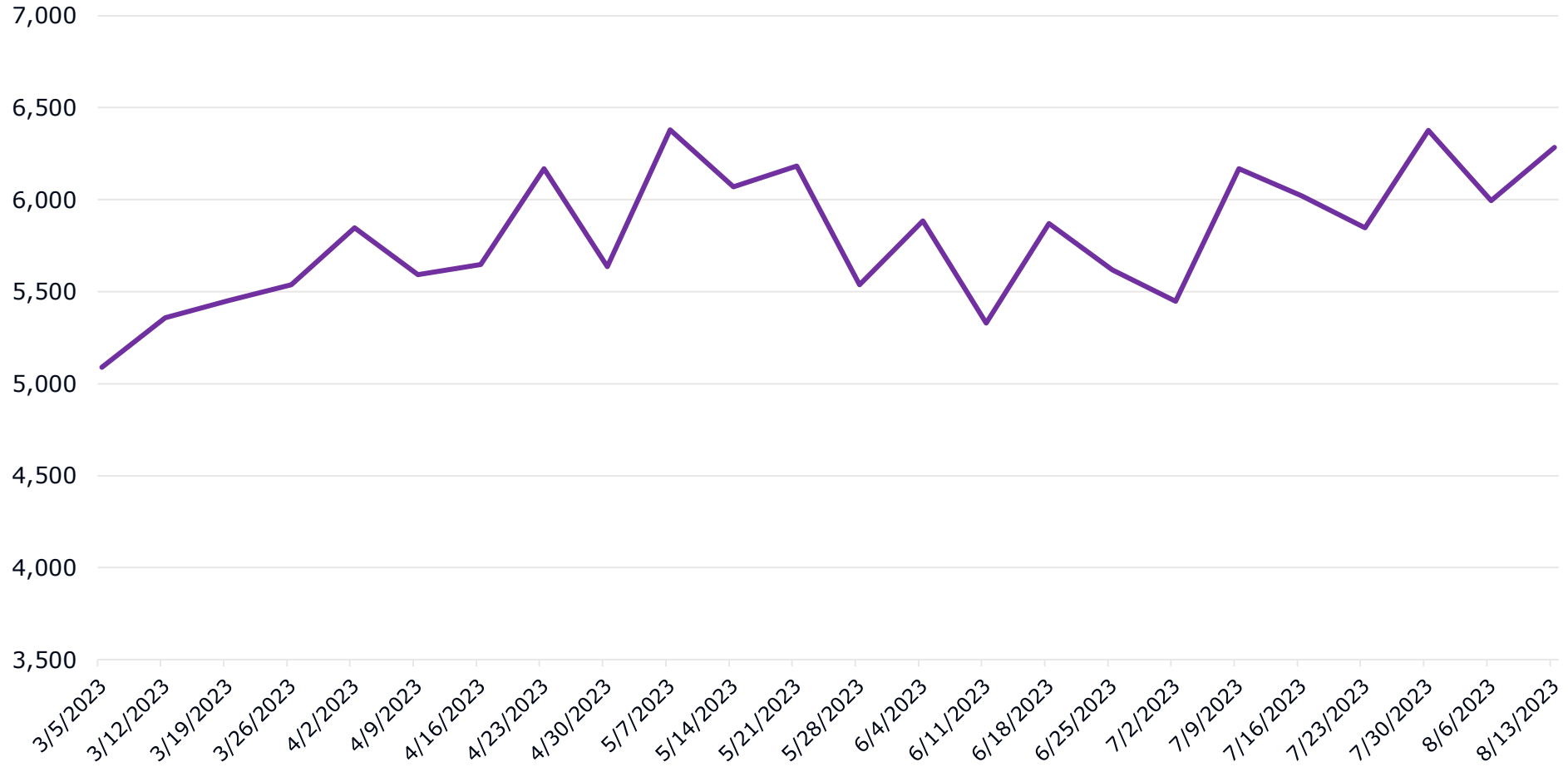
4,539 - Riders with at least 1 trip

1,296 - Weekly active riders (last week)

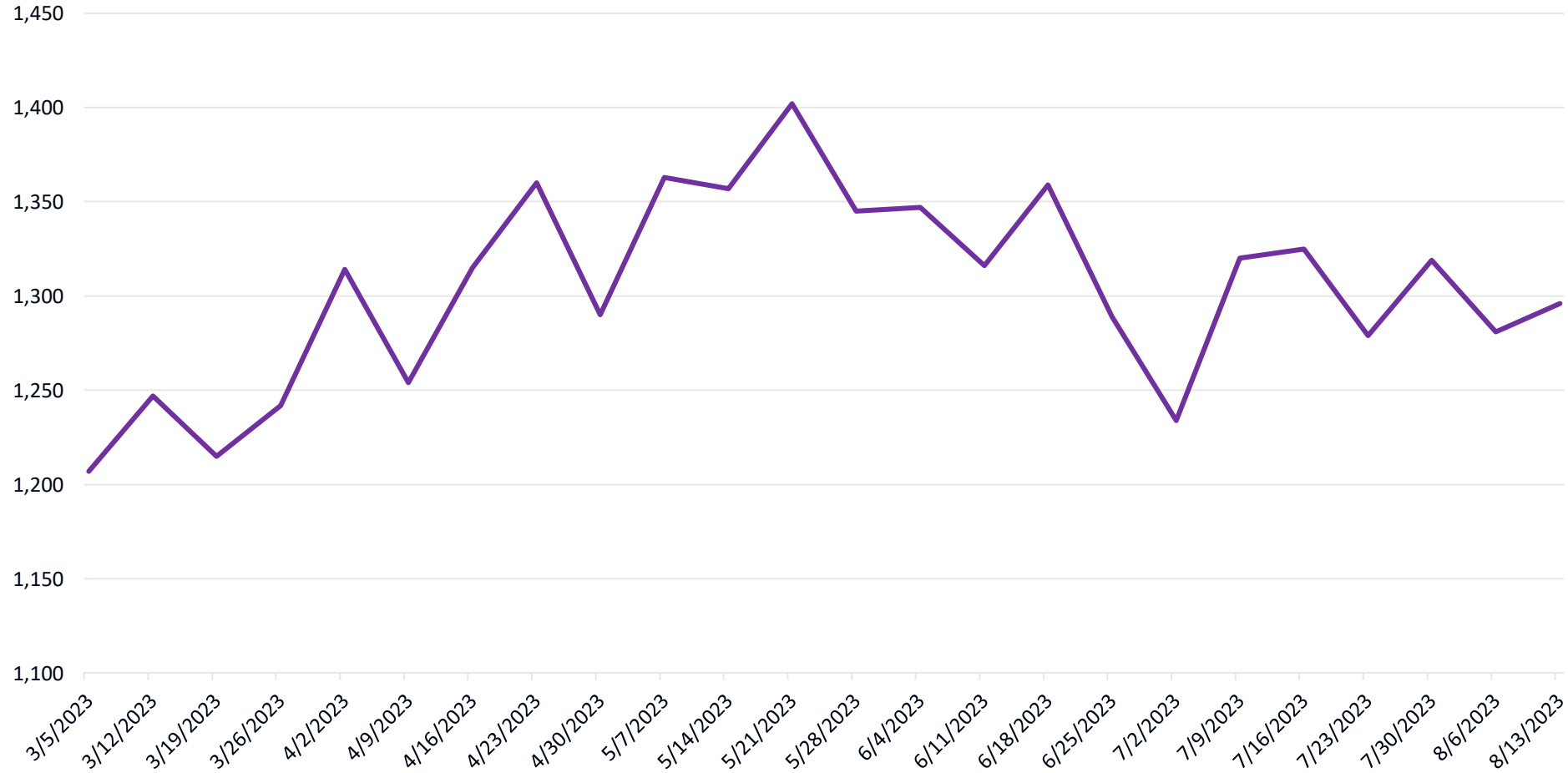
Tuesday, July 11th (MLB All Star Game) was daily ridership record of 1,132 completed trips



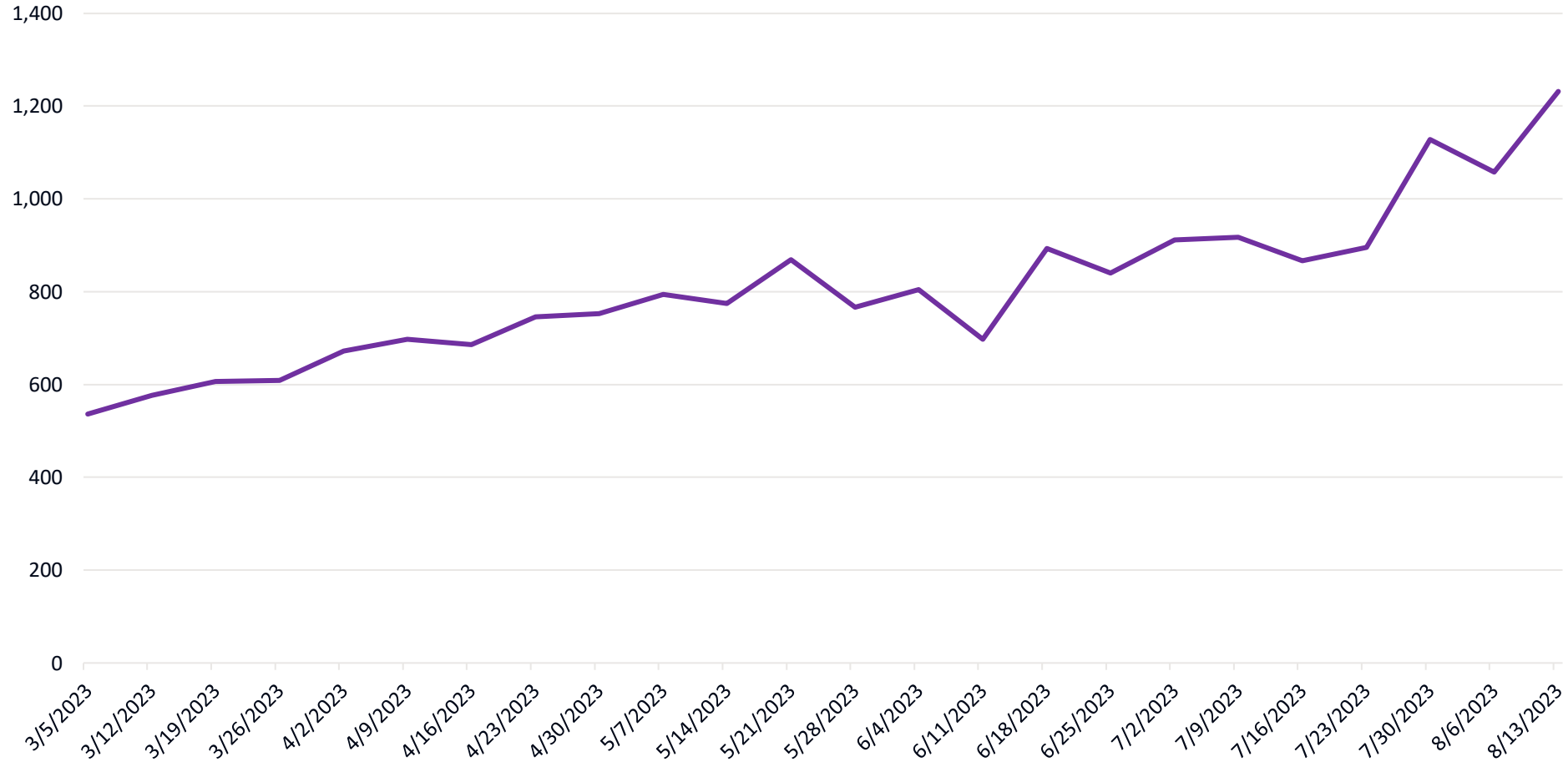
Metro Flex: Ridership (All Service Areas)



Metro Flex: Weekly Active Riders (All Service Areas)

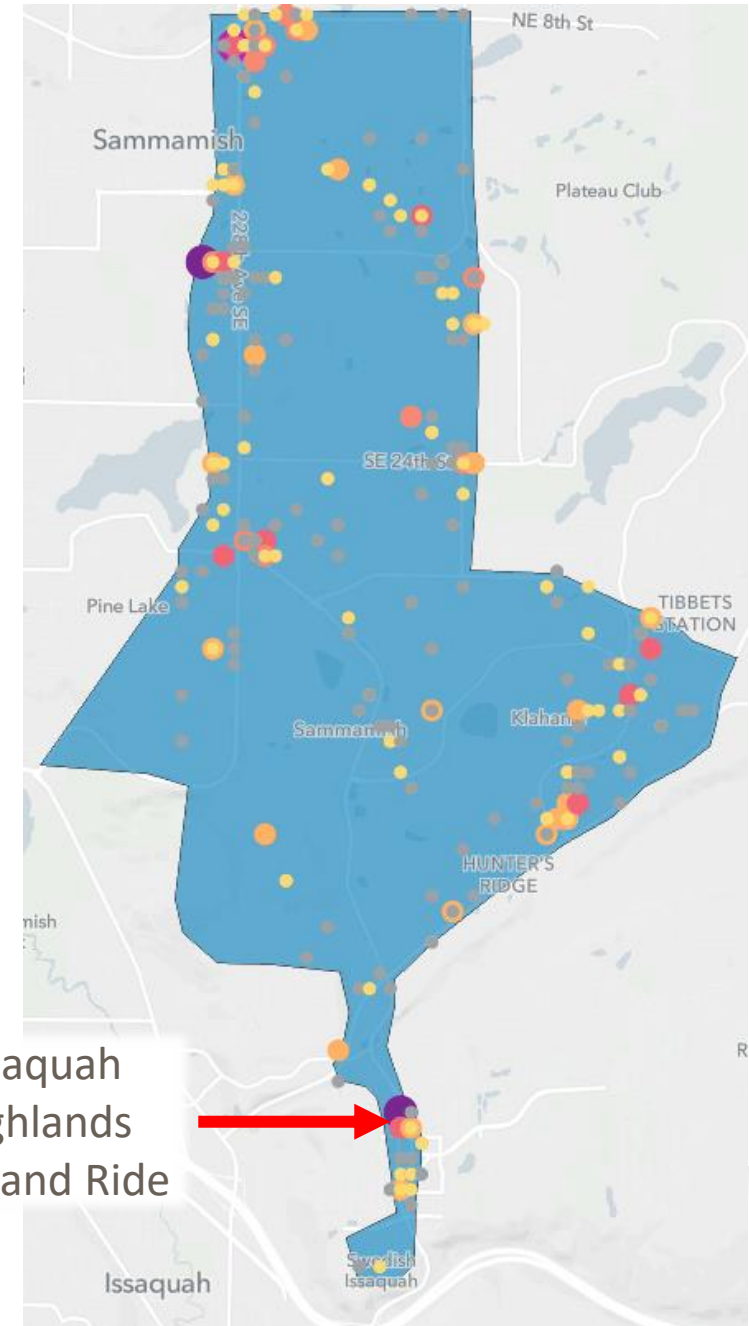
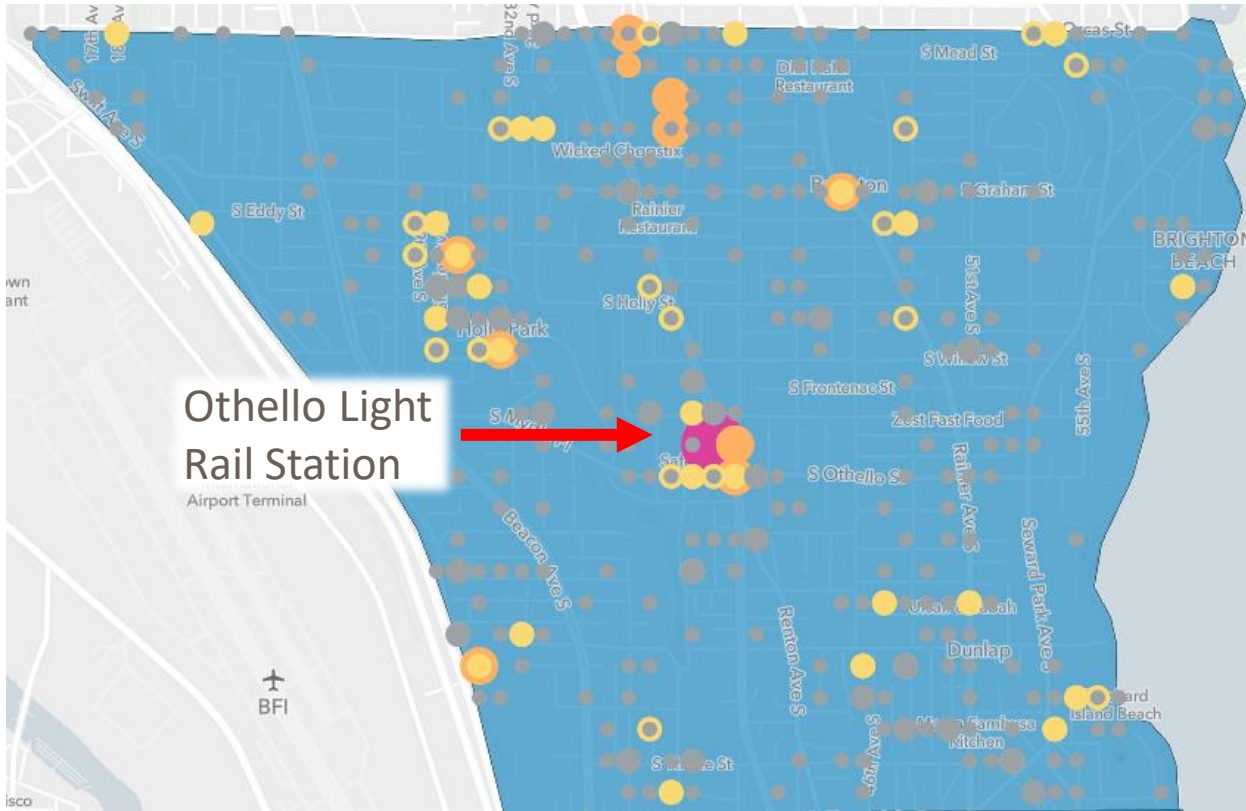


Metro Flex: Skyway Ridership Growth



Top Locations

Transit locations remain top destinations even after switching to point-to-point model



Metro Flex: Service Stabilization and Optimization

- Consistent quality of service across time of day and service areas
- Improving rider experience
 - WAV assignment priority
- Increasing ridership
- Increasing ORCA capture rate

Metro Flex: Rider Experience By Zone

Request Zone	Stars	Rating	Percent On-Time	Avg. Walk Distance (ft)	Avg. Wait Time	Avg. Travel Time	Seat Unavailable	Ride Distance (mi)
Juanita	★★★★★	4.7	97.8%	183	10.9	10.9	0.8%	2.9
Kent	★★★★★	4.8	98.0%	138	13.3	10.7	0.6%	3.4
Othello	★★★★★	4.9	98.6%	169	9.2	6.8	0.8%	1.4
Rainier Beach	★★★★★	4.7	98.6%	199	8.9	8.7	0.8%	2.5
Renton	★★★★★	4.8	98.9%	142	16.9	10.1	1.0%	2.7
Sammamish	★★★★★	4.9	98.2%	201	8.6	9.4	2.3%	2.7
Skyway	★★★★★	4.7	98.0%	190	13.3	9.2	0.9%	2.8
Tukwila	★★★★★	4.8	98.8%	134	12.4	7.3	0.8%	2.1
<i>Total</i>	★★★★★	4.8	98.5%	179	11.1	8.8	0.9%	2.5

Data from 7/1/23 to 8/19/23

Q2 Evaluation Highlights

- Average wait time = 12.5 minutes
- Average trip distance = 2.7 miles
- Percent of trips with 2 or more riders = 68.2%
- Riders taking at least one trip = 3,386
- Average customer rating = 4.7 out of 5
- Complaints per 1,000 rides = 3.5

What's next

- Issaquah expansion in October
- Same Day Service Pilot
- Expansion & electrification at future Link Light Rail stations

