

# Community Van, Metro Flex, Vanpool/Vanshare

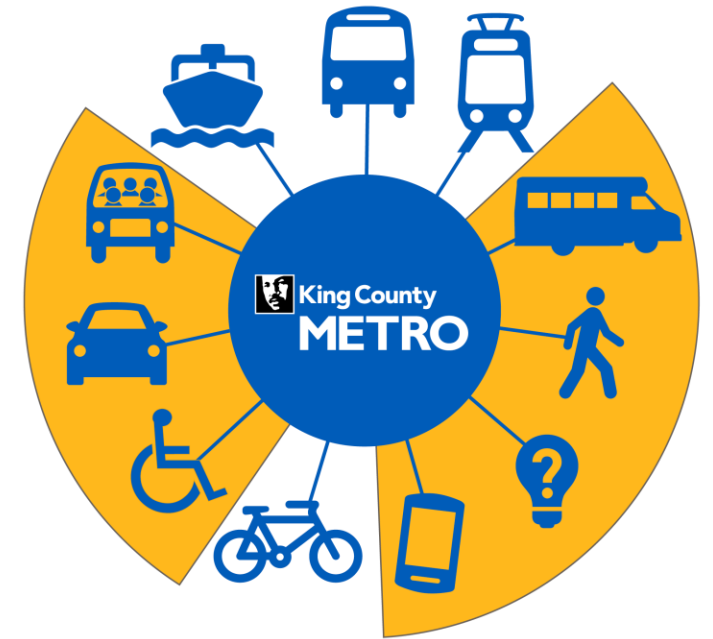
Regional Transit Committee  
September 17, 2025



# Metro's Vision for Flexible Services

Metro is working to ensure our flexible services are:

- Unified and complementary of fixed route
- Simple and easy for customers to use
- More equitable and efficient use of resources
- Stronger, more sustainable partnerships



# Metro's Flexible Services Policies

- **Strategic Plan for Public Transportation**
  - Adopt innovative services and products
- **Metro Connects**
  - Pilot new innovative flexible service models
  - Design, implement, evaluate new services
- **Service Guidelines**
  - Priority – equity, access, density
  - Evaluation – equity, productivity, efficiency, mobility options



# Community Van





# Why Community Van?

Community Van augments King County's fixed-route transit network by providing flexible, reservation-based group transportation in areas with low demand or limited service—connecting residents of King County to community destinations and resources, transit hubs and offering 24/7 access for non-commute trips when volunteer drivers are available.



# What is Community Van?

- Open to general public for local or personal trips
- Group rideshare (2–11 people) by reservation with approved volunteer driver
- Community Transportation Coordinators assist with trips locally
- Metro provides vans, fuel, insurance and volunteer screening
- Volunteers must be 21+ with valid WA driver's license; must meet eligibility and training requirements
- Same cost as a one-way bus trip





# Connections in the Community

## Community Transportation Coordinator Role:

- Outreach and Community events
- Form Community Partnerships
- Metro Ambassadors
- Volunteer Training
- Trip planning
- Vehicle Upkeep
- Metro Reporting



# Community Van Locations



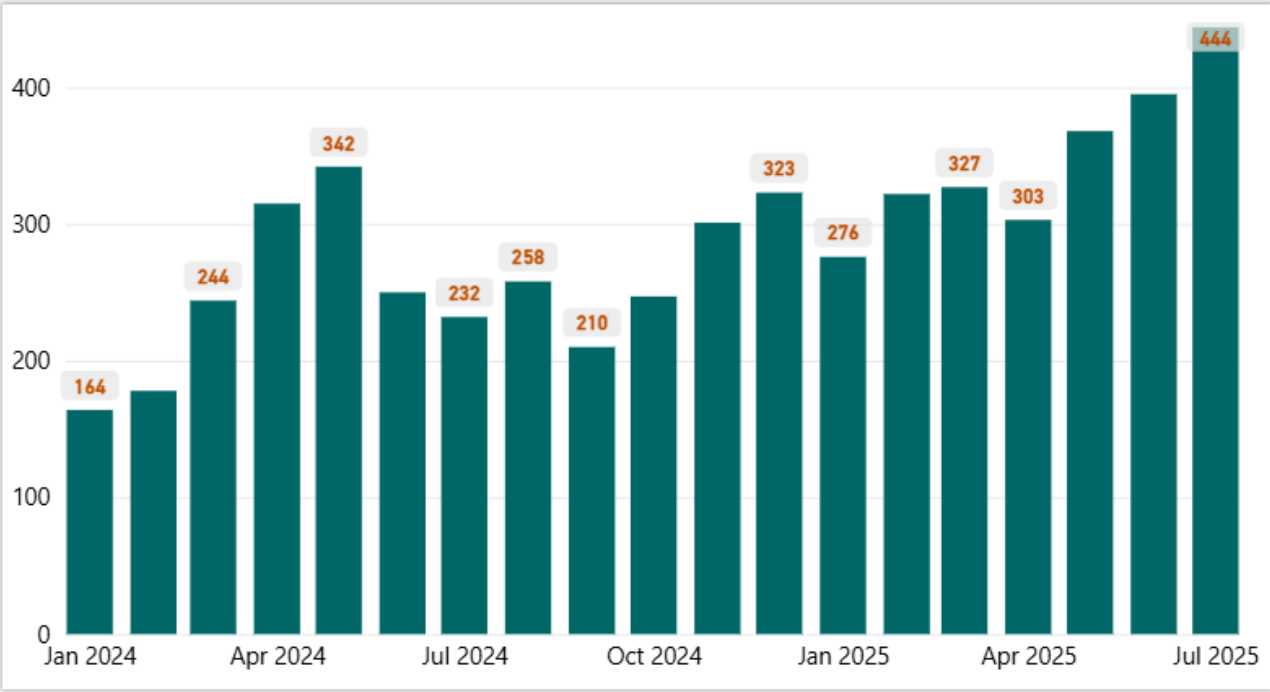
- Algona-Pacific
- Bothell-Woodinville
- Kenmore-Kirkland
- Redmond
- Sammamish
- Shoreline-Lake Forest Park
- Skyway
- Snoqualmie Valley
- Vashon Island
- Tukwila



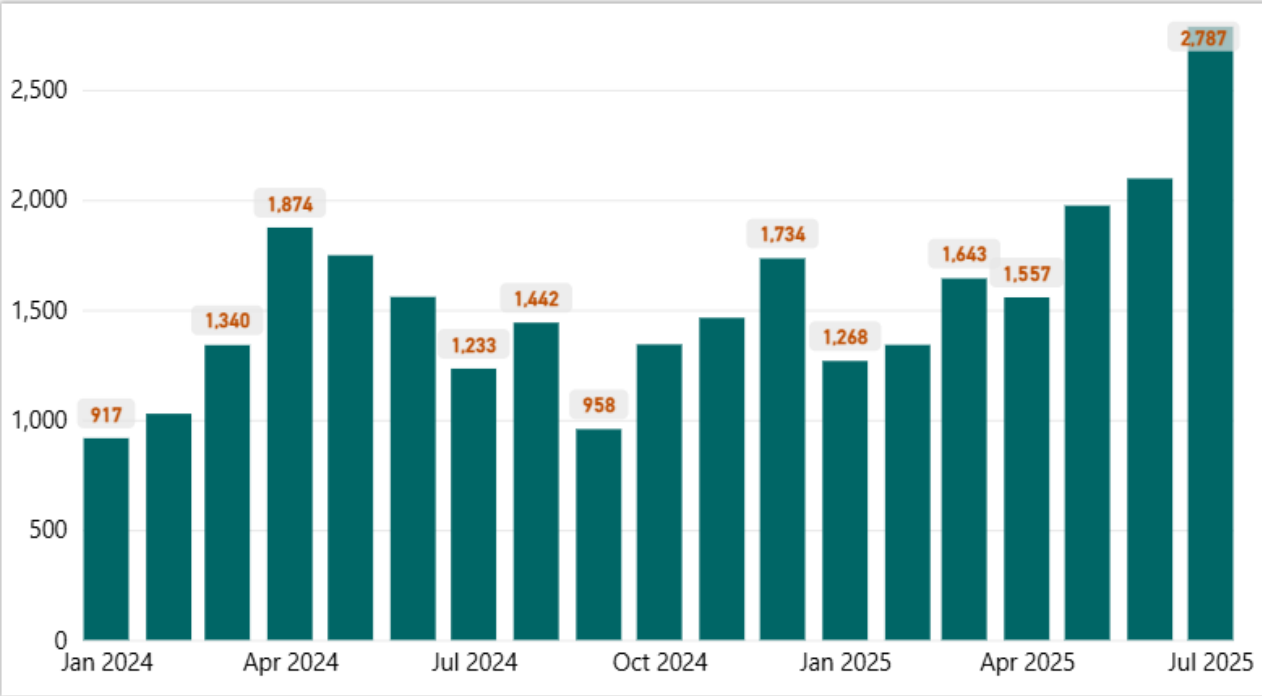
# Performance

2025 Jan-July Trips: 2,435  
2024 Jan-July Trips: 1,725  
% Change: +41%

2025 Jan-July Boardings: 12,667  
2024 Jan-July Boardings: 9,699  
% Change: +30%

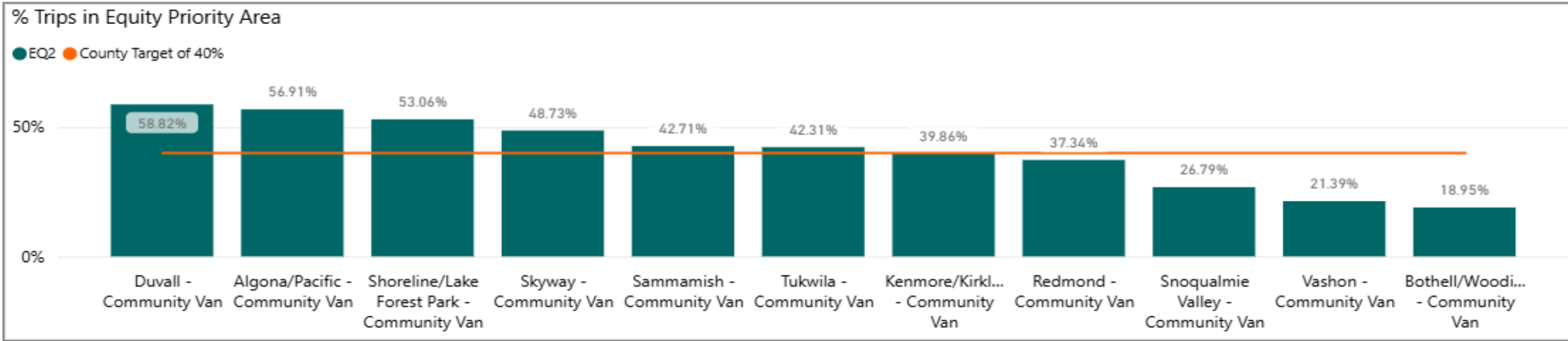


Trips



Boardings

# Equity through Service



Common trips include:

- Senior medical & social outings
- Grocery & meal access for adults/seniors
- Youth trips for education, recreation & programs
- Senior riders are nearly 50% of annual Community Van ridership
- CTCs partner with local nonprofits, senior & youth groups that supports diverse community needs.

# Community Van What's Next

- Assess current service areas to evaluate performance and optimize efficiency
- Strengthen regional coordination
- Explore opportunities to align and strengthen the Community Transportation Coordinator role with similar agency positions to enhance coordination and expand reach across King County.
- Engage rural communities to boost driver count and ridership
- Advance electrification pilots and partnerships





# Metro Flex



# Why Metro Flex?

Metro Flex augments the fixed-route transit network throughout King County by reaching areas of low demand and weak transit service, bridging connections between community destinations and local transit hubs.



# What is Metro Flex?

- 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



**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**  
Interpreting: 206-553-3000  
Thông dịch viên: 206-553-3000  
Переводчик: 206-553-3000

**kingcounty.gov/MetroFlex**  
**206-258-7739**



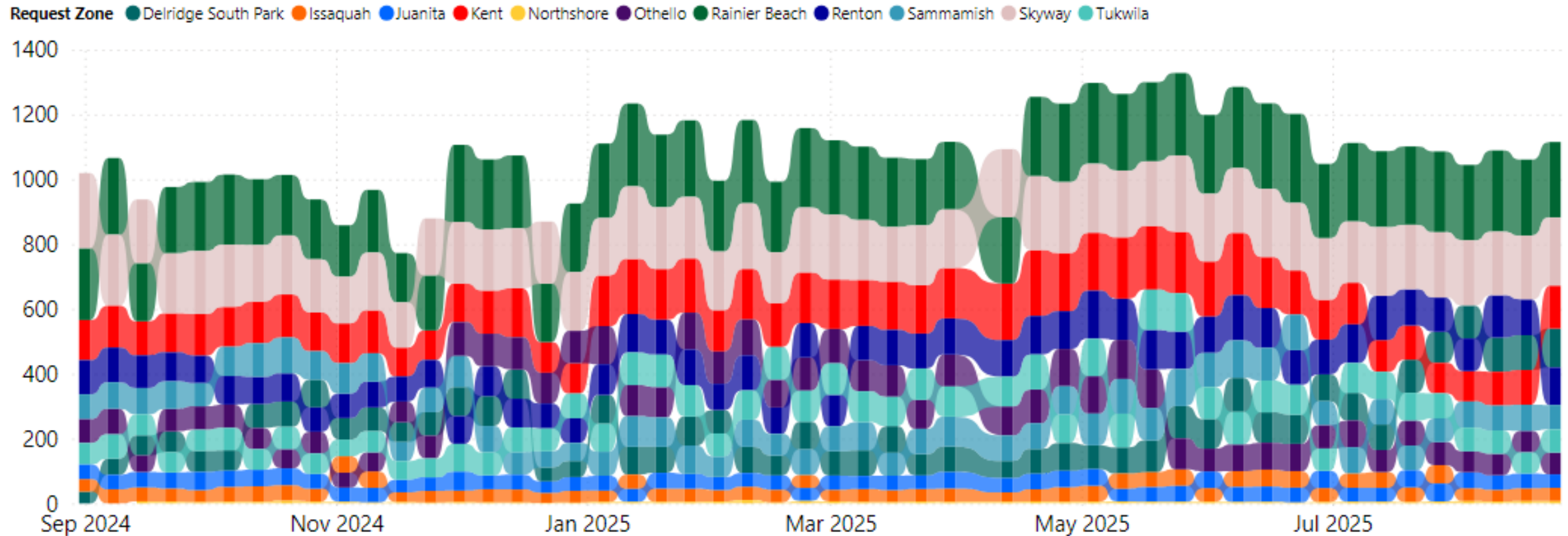
# Metro Flex Service Areas

Service area	Weekday Hours	Weekend Hours
Othello	5am - 1am	Saturday - 5am - 1am
Rainier Beach		
Skyway		Sunday - 6am - 12am
Renton Highlands		
Tukwila	5am - 7pm	7am - 7pm
Kent		
Juanita	7am - 7pm	No weekend service
Northshore		
Sammamish/Issaquah	7am - 6pm	Saturday - 9am - 6pm
Delridge/South Park		Sunday - No service
Delridge/South Park	6am - 11pm	6am - 11pm
Overlake	7am-7pm	8am-6pm



# Metro Flex Recent Ridership Trends

Average Daily Weekday Ridership - By Week



# 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





# Metro Flex Service Guidelines Pilot Evaluation

## Equity

- Riders picked up or dropped off in a high score EPA
- Compared to total % households in high score EPA (within zone, countywide)

## Productivity & Efficiency

- Rides per vehicle hour
- Cost per ride

## Strength of fixed-route

- Households outside ¼ mile of a bus stop, ½ mile of a rail stop
- Community assets outside ¼ mile of a bus stop, ½ mile of a rail stop

# Metro Flex What's Next

- Evaluation of existing pilot service areas
- Planned grant-funded pilot expansion (2026): Auburn, Federal Way
- Regional coordination
- Electrification
- Integration w/trip planners
- Non-dedicated service providers for high demand times/overflow



# Vanpool & Vanshare





# Why Vanpool or Vanshare?

Where fixed-route is not available or does not support commuter needs, Metro Vanpool and Vanshare complements the transit network by providing more direct access to economic opportunity for commuters living or working in King County.



# What is a Vanpool?



- **Five or more commuters** who share a similar route and schedule.
- **Volunteer driver and bookkeeper/reporting roles.**
- Members discuss group operations and route.
- **Monthly fare includes everything** – vehicle, fuel, Insurance, maintenance and more.
- Many employers cover a portion or all of the fare.

# What is a Vanshare?



**Connection:** Commuters share a ride to connect with another form of public transportation (train, ferry or bus), the last mile link.



- **5+ people, key roles with everything included.**
- **Maximum 20-miles** roundtrip commute.
- **\$200/monthly cost** for Vanshare, split by group or could be covered by employer.
- **Multiple vans at worksite**, more options and flexibility for commuters.
- **Example:** Train commuters arrive at Tukwila station and use Vanshare to connect last few miles to Renton worksite.

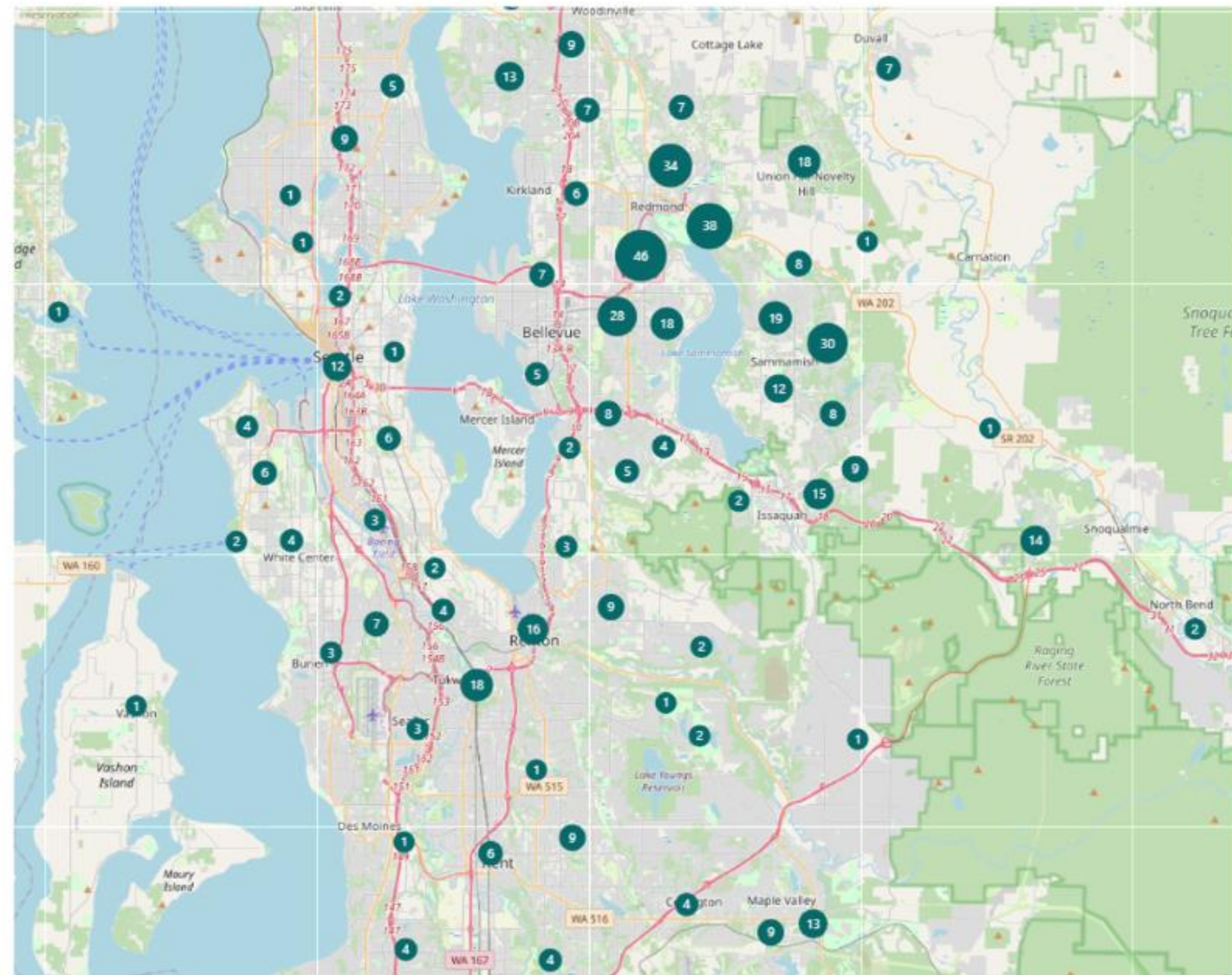


# Vanpool vs Vanshare?

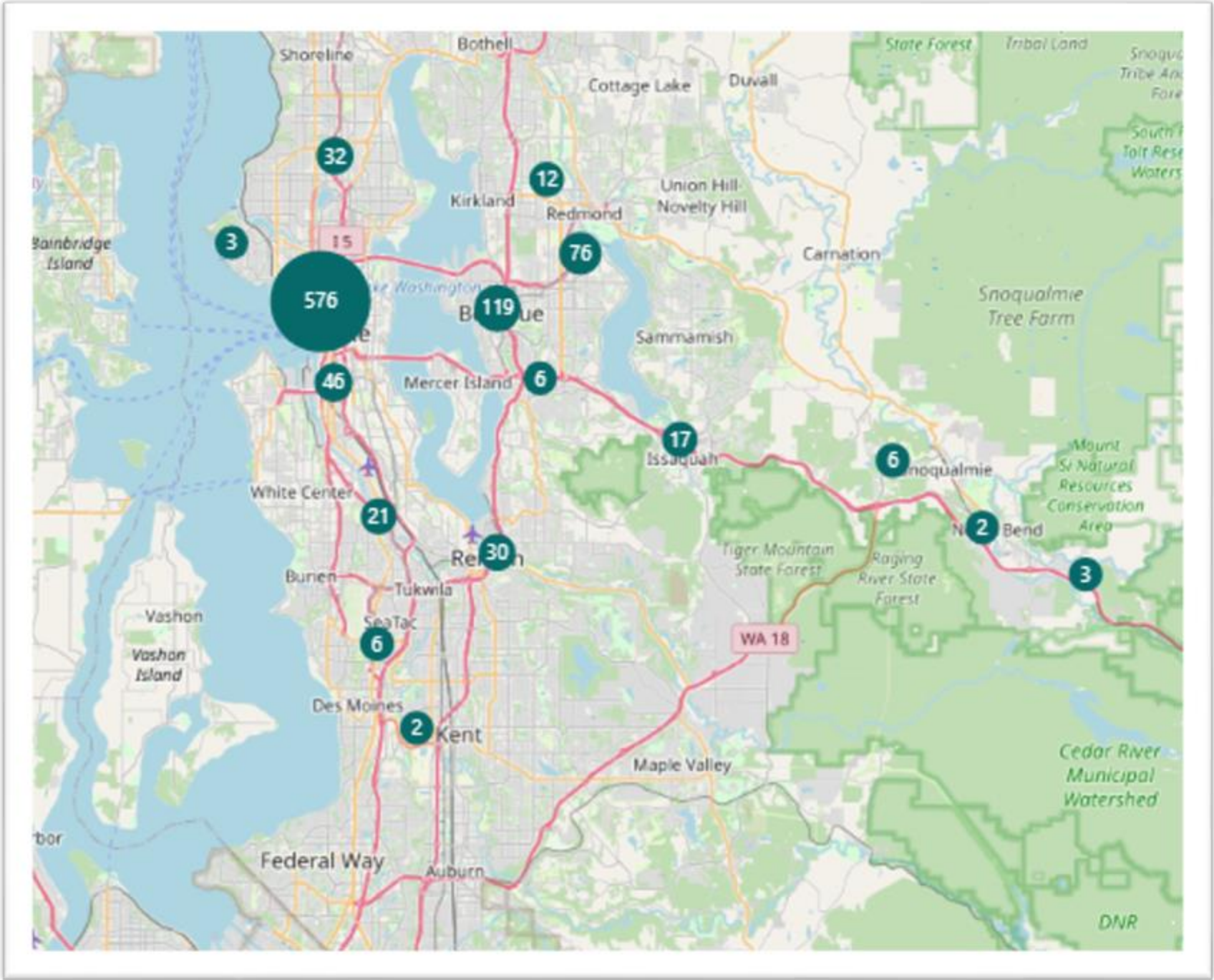
	Vanpool	Vanshare
Rider needs	People who want a more <b>direct route</b> between their home and work or school destination.	People who use transit- such as the train, ferry or bus – but need a <b>final connection</b> to work, school, or home.
Ride type	<b>Anywhere in King</b> County – All participants must live or work in King County.	<b>Shorter distances</b> – 20 daily miles or less in King County to connect to transit modes.
Fare	<b>Depends on</b> number of commuting days, trip mileage, vehicle size and the number of people in your Vanpool.	<b>\$200/month</b> , split among 5 or more participants.
Fares cover 100% capital and operating costs, and 25% of administrative costs by King County code.		



# Vanpool and Vanshare ORIGINS

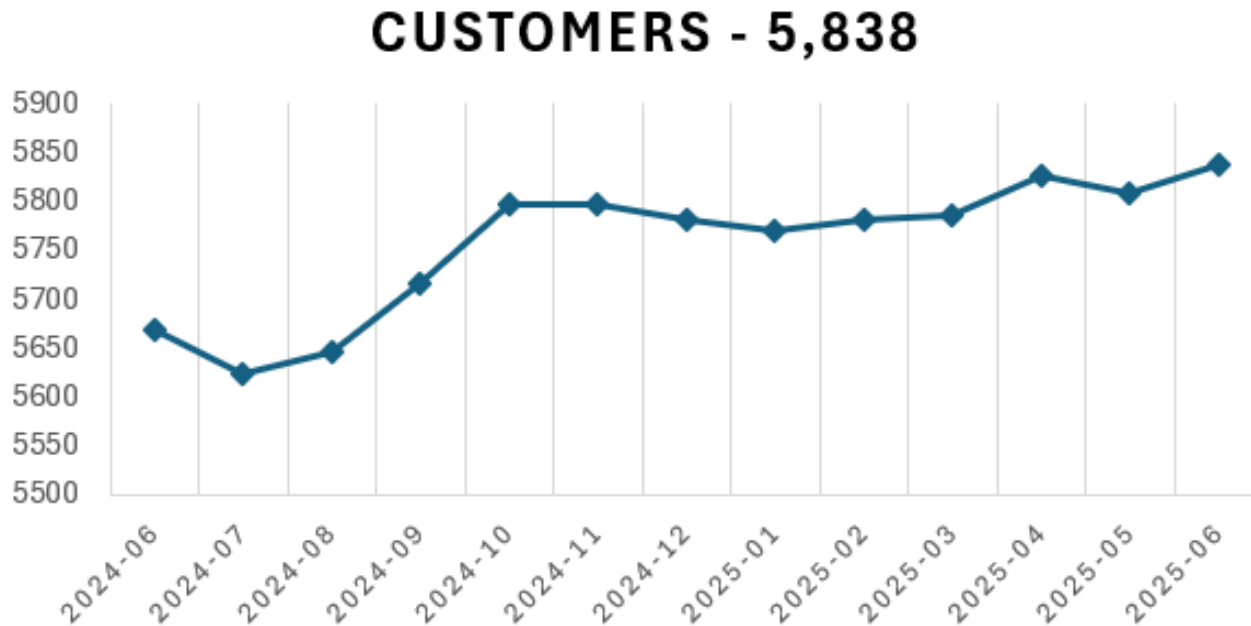


Vanpool and  
Vanshare  
DESTINATIONS





# Vanpool Performance



- **Nearly 1,000 groups:** a convenient and affordable alternative to driving alone.
- **Close to 6,000 customers:** reducing SOVs on the roads and helping to ease traffic congestion in our region.
- **Almost 200,000 monthly customer boardings:** lowering greenhouse gas emissions and supporting regional mobility goals.

## Vanpool Metrics

- **Fleet size:** majority minivans.
- **Commute distance:** longer commutes, 23+ one-way miles.
- **Ridership:** vanpool groups averaging over 5 people/van group.

**Vanpool benefits:** a rideshare mode providing a direct, streamlined commute anywhere in King County to meet customer demand and community needs.

**945  
vehicles**

7-passenger vans

**47 miles**

Average daily trip

**5.1 people**

Average  
commuters per  
van



# Vanpool What's Next

- Increase van ridership to fill empty seats.
- Evaluating the Vanpool Reduced Fare pilot.
- Diversify customer base.
- Electrify vanpool fleet per County SCAP goals.



# Closing

# Looking Forward



**Identifying opportunities** to ensure we're delivering the right service to meet communities' needs.



**Streamlining trip planning** so it is easy for customers to discover flexible services available for their trip.



**Expanding service providers** to support our system



**Tracking and improving performance** by using metrics that make it easy to compare performance across all services, allowing for data-informed decision making.

# Questions