

Juanita Area Community Ride

Transportation Commission meeting

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4/28/2021

Background

- Developed as part of North Eastside Mobility Project (NEMP)
- Project focused on improving mobility in cities of Kenmore, Kirkland, Bothell, Woodinville, and Redmond.
- First Metro restructure to integrate fixed-route and flexible service planning together as part of a restructure
- Some geographic gaps remained in this area with proposed fixed-route network, such as Finn Hill, Bastyr University, and NE 116th St. This flexible service hoped to fill in these gaps in the network.
- Service also aligned with addressing primary needs identified through outreach and articulated by the volunteer mobility board.

Community Needs Statements

My community needs transportation solutions that...

- 1: "...provide dependable service, for those who work traditional and non-traditional hours, to Seattle and the North Eastside."
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- 2: "...that provide direct access (without transfers) to local destinations, especially for those with limited mobility."
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- 3: "...provide access to schools (K-12 and higher education) for students and families, and faculty and staff."
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- 4: "...will get people to and from the transit network to address the "first & last mile"
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- 5: "...have coordinated transfers by time and location"

Timeline

- Original launch date March 21, 2020
- Decision to postpone Juanita Area Community Ride launch due to COVID reductions
- Community Ride Launched September 18th 2020 with Metro fall service change
- App Switch April 10th 2021
- 2 year pilot phase



Ready when you are.

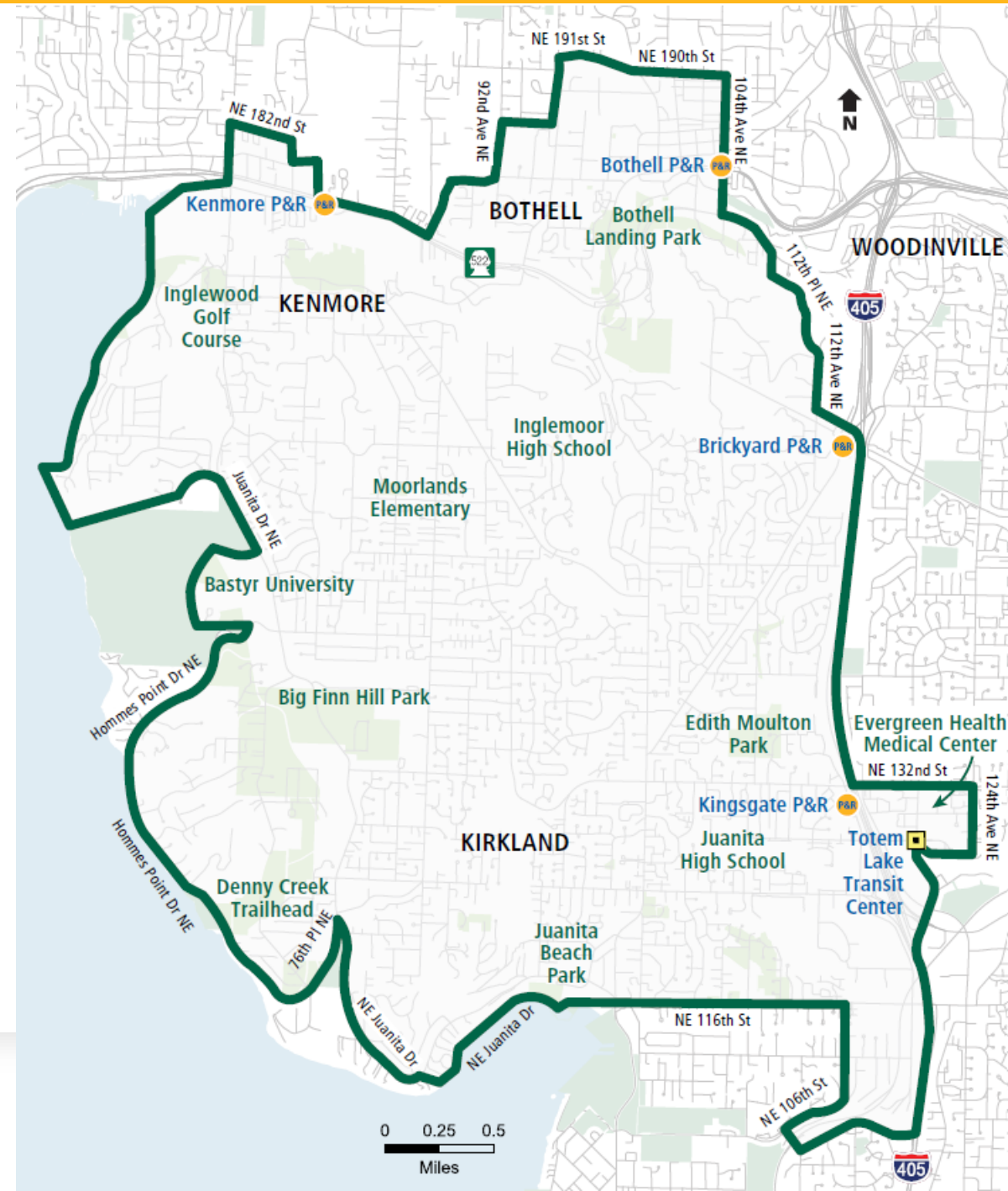
A healthier Metro is here.

What Metro is doing	What riders should do		
 <p>Disinfecting every vehicle every day</p>	 <p>Requiring masks</p>	 <p>Wear a mask</p>	 <p>Stay home when sick</p>
 <p>Health partitions</p>	 <p>Physical distancing</p>	 <p>Maintain physical distance</p>	 <p>Pay with your ORCA card</p>

How to start using the Sammamish Area Community Ride

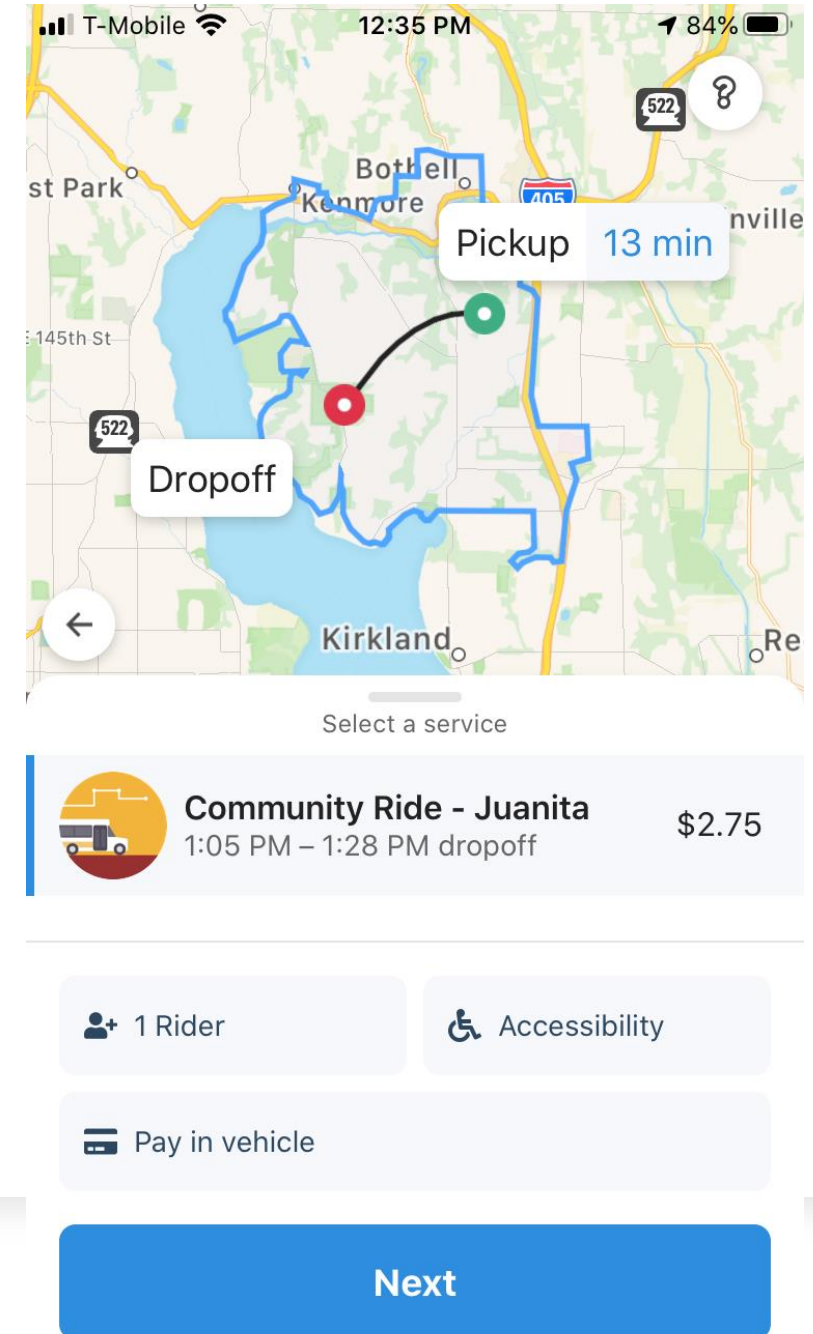
Juanita Area Community Ride

- Point to Point
- Mon – Fri 7am-7pm
- Regular metro fares apply
- Connections to broader transit network
- App based with call in option

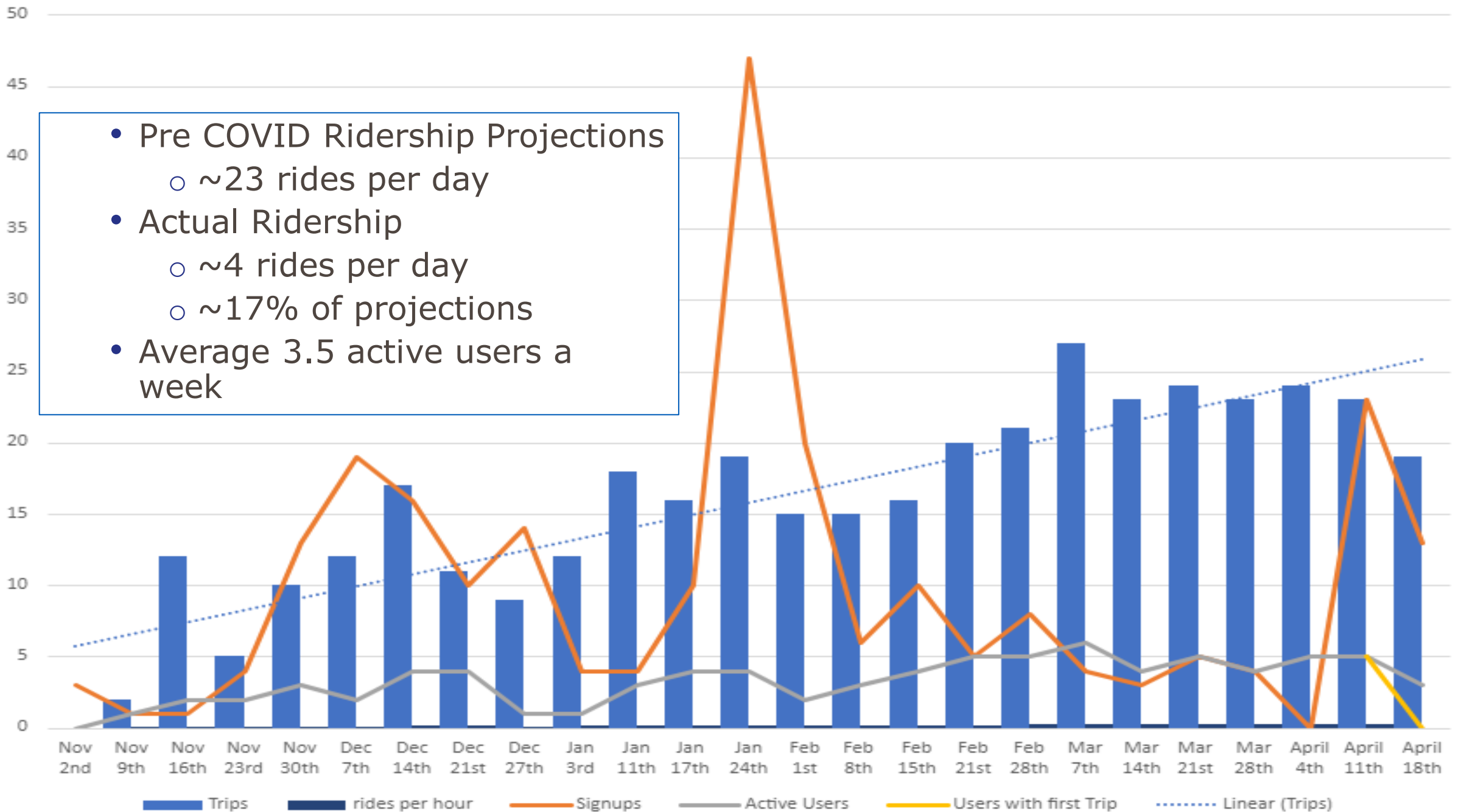


How to Ride

- Open App (or call)
- Input “where to” and “where from”
- Add in trip needs (additional riders, accessibility, etc)
- See estimated ETA
- Request Ride
 - See vehicle on map real time
 - Notification when vehicle is 2 minutes away
- Pay on board
- All trips are on-demand
- Trips will be pooled for efficiency (7 passenger max in 14 passenger vehicle)

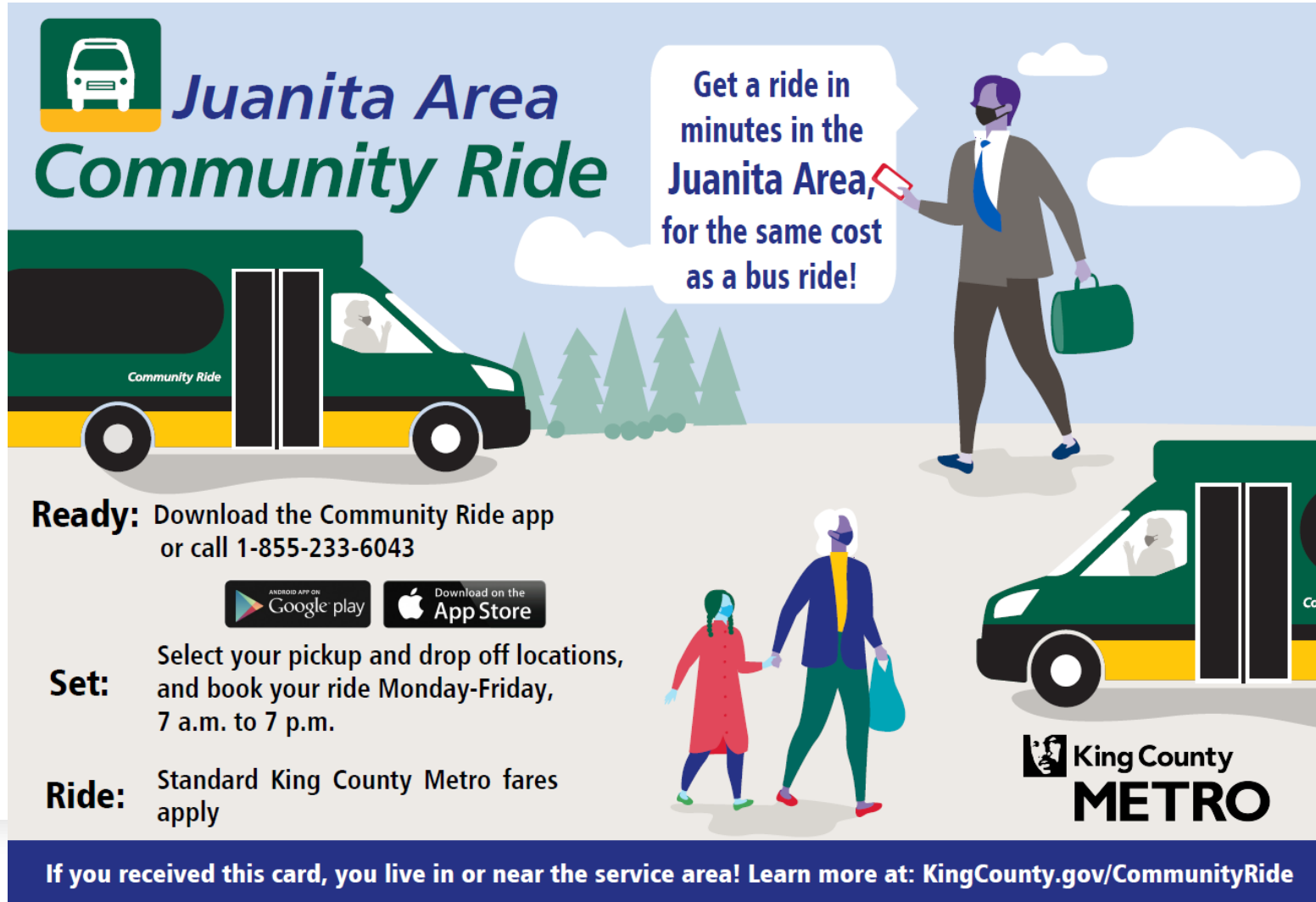



Juanita Area Community Ride Ridership and Signups



Next Steps: Grow Ridership



- Direct Mail to all residents
- Digital advertisements
- Physical signage: Park and Rides, Transit Centers, Others?
- Working with local Community Transportation Coordinator to promote service
- Potential minor service area expansion



 **Juanita Area Community Ride**


Get a ride in minutes in the Juanita Area, for the same cost as a bus ride!

Ready: Download the Community Ride app or call 1-855-233-6043

Set: Select your pickup and drop off locations, and book your ride Monday-Friday, 7 a.m. to 7 p.m.

Ride: Standard King County Metro fares apply

 King County
METRO

If you received this card, you live in or near the service area! Learn more at: [KingCounty.gov/CommunityRide](https://www.kingcounty.gov/CommunityRide)

Questions

Kingcounty.gov/communityride

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