



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Agenda Regional Transit Committee

Councilmembers:

Jorge L. Barón, Chair

De'Sean Quinn

Alternate:

Sound Cities Association:

*Vice Chair: Barbara de Michele, Issaquah; Neal Black, Kirkland;
Joseph Cimaomo, Jr., Covington; Susan Honda, Federal Way;
Karen Howe, Sammamish; Ryan McIrvine, Renton;
Katherine Ross, Snoqualmie; Toni Troutner, Kent;*

Alternates:

*Paul Charbonneau, Newcastle; JC Harris, Des Moines;
Tarlochan Mann, Pacific; Tracy Taylor, Auburn*

City of Seattle:

Joy Hollingsworth, Rob Saka

Alternate: Robert Kettle

Lead Staff: Mary Bourguignon (206-263-3296)

Committee Clerk: Blake Wells (206-263-1617)

3:00 PM

Wednesday, September 17, 2025

Hybrid Meeting

Hybrid Meetings: Attend King County Council committee meetings in person in Council Chambers (Room 1001), 516 3rd Avenue in Seattle, or through remote access. Details on how to attend and/or provide comment remotely are listed below.

Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

HOW TO PROVIDE PUBLIC COMMENT: The Regional Transit Committee values community input and looks forward to hearing from you on agenda items.



Sign language and interpreter services can be arranged given sufficient notice (206-848-0355).
TTY Number - TTY 711.
Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.



There are three ways to provide public comment:

1. In person: You may attend the meeting and provide comment in the Council Chambers.
2. By email: You may comment in writing on current agenda items by submitting your email comments to kcccomitt@kingcounty.gov. If your email is received by 1:00 p.m. on the day of the meeting, your email comments will be distributed to the committee members and appropriate staff prior to the meeting.
3. Remote attendance at the meeting by phone or computer (see "Connecting to the Webinar" below).

You may provide oral comment on current agenda items during the meeting's public comment period. You are not required to sign up in advance. Comments are limited to current agenda items.

You have the right to language access services at no cost to you. To request these services, please contact Language Access Coordinator, Tera Chea at 206-477-9259 or email tera.chea2@kingcounty.gov by 8:00 a.m. three business days prior to the meeting.

CONNECTING TO THE WEBINAR:

Webinar ID: 883 1320 7140

By computer using the Zoom application at <https://zoom.us/join> and the webinar ID above.

Via phone by calling 1-253-215-8782 and using the webinar ID above.

HOW TO WATCH/LISTEN TO THE MEETING REMOTELY: There are several ways to watch or listen in to the meeting:

- 1) Stream online via this link: <http://www.kingcounty.gov/kctv>, or input the link web address into your web browser.
- 2) Watch King County TV on Comcast Channel 22 and 322(HD) and Astound Broadband Channels 22 and 711(HD)
- 3) Listen to the meeting by telephone – See "Connecting to the Webinar" above.

To help us manage the meeting, if you do not wish to be called upon for public comment please use the Livestream or King County TV options listed above, if possible, to watch or listen to the meeting.

1. **Call to Order**

2. **Roll Call**

To show a PDF of the written materials for an agenda item, click on the agenda item below.



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3. Approval of Minutes p. 4

July 16, 2025 meeting minutes

4. Chair's Report**5. Public Comment****6. General Manager's Report****Briefings****7. [Briefing No. 2025-B0135](#) p. 6**

Language Equity and Community Engagement

Maha Jahshan, Director of Partnerships & Engagement, Metro Transit Department

Tristan Cook, Community Engagement Supervisor, Metro Transit Department

Tavo Rocha, Community Engagement Specialist, Metro Transit Department

8. [Briefing No. 2025-B0136](#) p. 26

Metro's Flexible Services

Chris O'Claire, Mobility Division Director, Metro Transit Department

Melisa Allan, Transportation Planner, Metro Transit Department

Brian Henry, Transportation Planner, Metro Transit Department

Victoria Tobin, Rideshare Coordinator, Metro Transit Department

Julie Paone, Transportation Planner, Metro Transit Department

Other Business**Adjournment**

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Meeting Minutes Regional Transit Committee

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Lead Staff: Mary Bourguignon (206-263-3296)

Committee Clerk: Blake Wells (206-263-1617)

3:00 PM

Wednesday, July 16, 2025

Hybrid Meeting

DRAFT MINUTES

1. Call to Order

Chair Barón called the meeting to order at 3:01 p.m.

2. Roll Call

Present: 11 - Cimaomo Jr., de Michele, McIrvine, Honda, Barón, Howe, Quinn, Black,
Harris, Mann and Taylor

Excused: 4 - Ross, Troutner, Hollingsworth and Saka

3. Approval of Minutes

*Vice Chair de Michele moved approval of the June 18, 2025 meeting minutes. Seeing
no objections, the minutes were approved.*

4. Chair's Report

Chair Barón provided remarks about the RapidRide briefing on today's agenda.

5. Public Comment

The following person provided comments: Alex Tsimerman.

6. General Manager's Report

Michelle Allison, General Manager, Metro Transit Department, provided updates on safety, cleanliness, reliability and ridership. She also answered questions from the members.

Briefing**7. Briefing No. 2025-B0110**

RapidRide Performance, Prioritization, and Planning

Pierce Canser, Transit Supervisor-Service Development, Metro Transit Department, Corey Holder, Transportation Planner, Metro Transit Department, and Jerry Roberson, Project/Program Manager, Metro Transit Department, briefed the committee via a PowerPoint presentation and answered questions from the members. Chris O'Claire, Director, Mobility Division, Metro Transit Department, also provided remarks and answered questions from the members.

This matter was Presented

Other Business

There was no other business to come before the committee.

Adjournment

The meeting was adjourned at 4:02 p.m.

Approved this _____ day of _____

Clerk's Signature



King County

Metropolitan King County Council Regional Transit Committee

STAFF REPORT

Agenda Item:	7	Name:	Mary Bourguignon
Proposed No.:	2025-B0135	Date:	September 17, 2025

SUBJECT

Today's briefing will provide an overview of Metro's work on language equity to ensure that all people in the community have access to transit services.

SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin, including people with limited English proficiency. To meet the FTA's Title VI requirements, transit agencies that receive federal funding must prepare a Title VI program report every three years¹ to summarize how they have complied. The program report must describe, among other things, how the transit agency meets the language needs of people for whom English is not their first language.

The King County Code requires King County agencies and contractors to provide free and prompt interpretation and translation services to limited-English-proficient (LEP) persons.² County agencies must develop language assistance plans that identify which vital documents and public communication materials are to be translated.

Washington State law³ requires state agencies that provide safety information in an emergency or disaster to provide public notices of public health, safety, and welfare in a language other than English.

To comply with these federal and local requirements, Metro has been updating its language equity policy practices, resourcing, and guidance; has hired a Language Equity Program Specialist; and has developed an implementation plan to take steps to meet and exceed requirements to ensure King County's linguistically diverse communities are able to fully access Metro's services and participate in programs. This guidance affects Metro's approach to ongoing communication needs, planning for transit service changes, and work with specific language communities.

During today's briefing, Metro staff will provide updated information about Metro's language equity efforts.

¹ Metro's 2025 Title VI Program Report was approved through Motion 16836

² K.C.C. 2.15.030

³ RCW 38.52

BACKGROUND

Federal Title VI Requirements. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin, including people with limited English proficiency. The Federal Transit Administration (FTA) requires transit agencies that receive federal funding to evaluate their services and fares for compliance with Title VI requirements to:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.⁴

To meet the FTA's Title VI requirements, transit agencies that receive federal funding must prepare a Title VI equity analysis for any "major" service change and for all fare changes, regardless of the amount of increase or decrease.⁵ In addition, transit agencies must prepare a program report every three years⁶ to summarize how they have complied with Title VI requirements.

In particular, the Title VI program report must describe how the transit agency meets the language needs of people for whom English is not their first language.

King County Language Assistance Plan Requirements. The King County Code requires King County agencies and contractors to provide free and prompt interpretation and translation services to limited-English-proficient (LEP) persons.⁷ County agencies must develop language assistance plans that identify which vital documents and public communication materials are to be translated.

The language assistance plans must also include identification of agency or office provisions for translation of web pages, automated telephone greetings, automated telephone voice messages, and informational signage. These requirements and the languages identified for translation and interpretation are maintained by the King County Executive's Office through the King County Language Access Program.⁸

Metro Language Assistance Plan Efforts. Metro states that improving and removing barriers to accessible communication, including for LEP individuals, is a priority, to ensure that transit services, programs, and activities are meaningfully accessible to all residents of and visitors to King County. Metro states that it has been updating its language equity policy practices, resourcing, and guidance in accordance with the King County Language Access Program and that it has hired a Language Equity Program

⁴ US Department of Transportation, Federal Transit Administration, Circular FTA C 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," ([link](#))

⁵ FTA Circular FTA C 4702.1B

⁶ Metro's 2025 Title VI Program Report was approved through Motion 16836

⁷ K.C.C. 2.15.030

⁸ King County Language Access Program ([link](#))

Specialist to help update and implement Metro's plans for language equity in accordance and has developed an implementation plan to take steps to meet and exceed requirements to ensure King County's linguistically diverse communities are able to fully access Metro's services and participate in programs.

The King County Executive's Office has identified the areas of the county where LEP persons speaking different languages reside, as well as the non-English languages most spoken in the county (Metro's service area). Metro states that it relies on these findings, which are based on five data sources, in its language assistance program.

Metro's current practice, per County policy, is to translate public communication materials and vital documents into Spanish, which is by far the most spoken non-English language in King County, and the other top five languages spoken in the county (Chinese, Korean, Russian, Somali, and Vietnamese). If Metro is launching a project or campaign in a specific county area, teams also look at the demographic and data resources to translate into additional languages as needed. Most materials include the interpreter symbol and the phone number for Metro's Customer Service, which also provides live interpretation in the top tier languages and many others with the assistance of a Language Line service. In addition, most materials posted on Metro's website can be translated into multiple languages. Metro states that it ensures best practices for translation and uses Google Translate only when necessary.

Per the Executive's written order on translation,⁹ materials are translated into other commonly spoken non-English languages when those are the primary language spoken by 5% or more of the target audience. Metro may use alternative forms of language assistance, such as partnering with community-based organizations for outreach or interpretation services, when these alternatives are more effective or practical. Metro also determines the most effective and preferred method of communication for different language populations (such as in-language social media, video webinars, radio ads, TV, etc.) and implements accordingly.

Metro states that many refugees and immigrants who may have limited English proficiency rely on transit, and Metro offers several language resources to assist these customers. These include translated communication materials about services, interpretation by Customer Service staff through a Language Line, widely recognized pictograph symbols used on signage, and notices of Title VI obligations and remedies on the Metro website which can be available in multiple languages and complaint forms in English and Spanish.

Metro states that when it conducts outreach and engagement concerning proposed service changes, Metro provides translated descriptions of the proposals and questionnaires for the most commonly spoken languages and others as requested, offer interpretation at public meetings, work with community-based organizations to assist us in communicating with LEP persons, uses Language Line voice and video interpretation services and provides telephone comment lines for non-English-speakers.

⁹ Written Language Translation Process ([link](#))

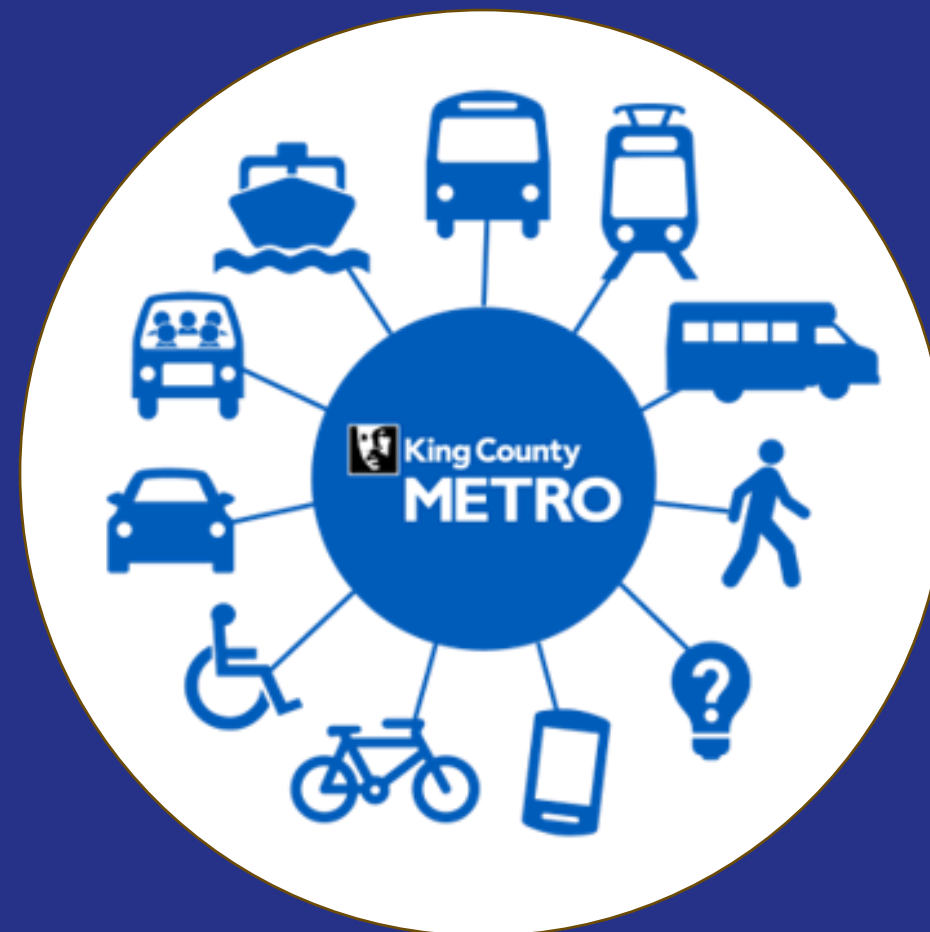
During today's briefing, Metro staff will provide updated information about Metro's language equity efforts.

INVITED

- DeAnna Martin, Chief of Staff, Metro Transit Department
- Tristan Cook, Community Engagement Supervisor, Metro Transit Department
- Tavo Rocha, Community Engagement Specialist, Metro Transit Department

ATTACHMENTS

1. Metro language equity presentation



Language Equity Program & Policy

Regional Transit Committee

September 17, 2025

Objectives:

- Familiarity with Metro's Language Equity Program
- Accomplishments so far
- Next steps



Metro's Language Equity Program

Language Equity Laws

- **City of Seattle**

- Executive Order 2017-10 in 2017
- Seattle Municipal Code: 23 mentions of providing meaningful access and interpretation and translation when needed

- **King County**

- Executive Order INF 14-2 (AEO) Written Language Translation Process
- Ordinance 18665- establishing translation assistance requirements for non-English speaking persons

- **Washington State**

- SSB 5046: requires state agencies that provide safety information in an emergency or disaster to provide public notices of public health, safety, and welfare in a language other than English (amends RCW 38.52)

- **Federal**

- Title VI of the Federal Civil Rights Act of 1964

King County is Linguistically Diverse

Did you know?



Growing immigrant population

More than 586,000 or 26% of King County residents were born outside the U.S. Between 2010 and 2022 the foreign-born population grew by 47%.
(Source: ACS)



Linguistic diversity

Nearly 664,000 or 30% King County residents over age 5 speak a language other than English at home. Nearly 36% of these residents report they do not speak English very well.
(Source: ACS)

Mission, Vision and Language Equity


Mission:

Provide the best possible public transportation services and **improve regional mobility** and **quality of life** in King County.

Vision:

Metro will advance its mission by delivering a regional, innovative, and integrated mobility network that is safe, **equitable**, and sustainable.



Equity	Language Equity	Language Access
<p>King County defines equity as a system that promotes fairness and ensures that all residents in King County have equal access to opportunities, power and resources.</p> 	<p>Emphasizes the importance of providing fair and equal access to information and services for people who may have limited proficiency in the dominant language.</p> <p><i>Equal access to information and services</i></p>	<p>Is the way we make Language Equity happen!</p> <p>Language Access includes:</p> <ul style="list-style-type: none">• Translation• Transcreation• Interpretation• Other language-related support services (i.e. Plain Language)

Why is a Language Equity Program a priority for Metro?

Fulfill Policy Commitments and Achieve our Goals

Align with County policies, fulfill Metro policies like **Strategic Plan**, **Climate Action Plan**, and **Metro Connects**; Internal language equity supports **workforce recruiting, development**, and retention.

Comply with Legal Requirements

As an agency, we have federal, state, and county **legal requirements** to meet. By prioritizing Language Access, we **minimize legal risks** and demonstrate our **commitment to meeting regulatory standards**.

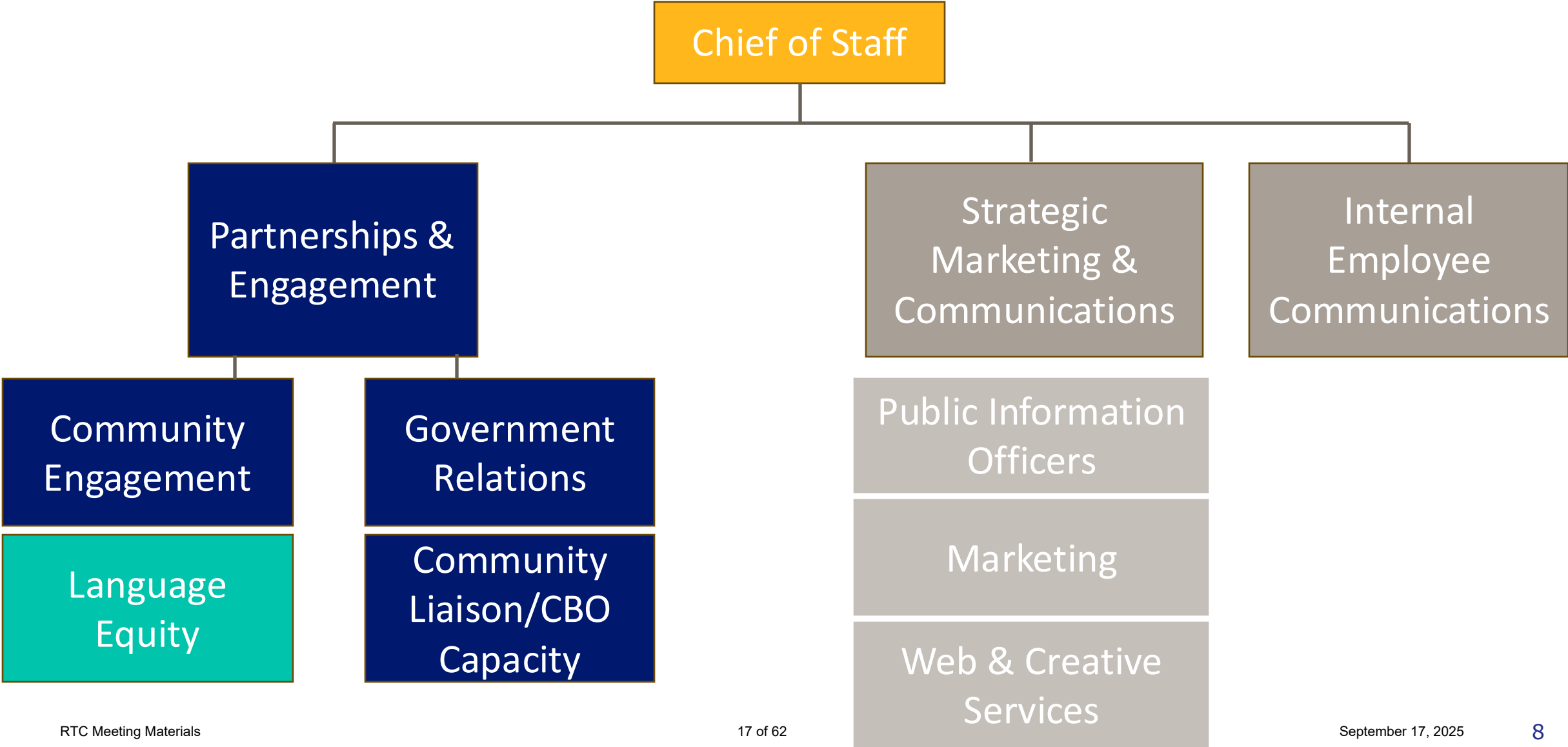
Provide Clear Policies and Procedures & Supportive Resources

Clear, standardized guidelines and supportive resources **empower** Metro staff to confidently engage with people whom English is not their first language. This, in turn provides linguistically diverse customers with a **consistent, positive experience** and access to information and services.

Track, resource, and continue to improve

Tracking practices, outcomes, and associated costs allows us to make informed decisions about our practices, cost effectiveness, and ways to invest and improve to maximize impact.

Partnerships & Engagement



Accomplishments So Far

Program Accomplishments So Far

- **Centralized in the General Manager's Office through the Partnerships & Engagement Team**
 - Department policy drafted
 - Provide guidance, resources, tools
 - Support advancing priorities
 - Track and report
 - Fill vacant Language Equity lead in the Partnerships & Engagement Team
- **Language Equity Implementation Initiative 2023-present**
 - Staff from across multiple teams assessed current state and identified priority recommendations.
 - Cultivated a group of Language Equity Champions, key for change management.



Program Accomplishments So Far

- **Resources and tools**

- Language Equity Portal- translation, interpretation and other guidance and tools
- Language Line Interpretation access & training
- Plain language trainings

- **Service and Workforce Initiative support**


- Support bus operator curriculum modernization
- Facilitated feedback sessions with new trainees about language access needs.
- Plain language review of key operator training materials

Welcome to the Language Equity Portal!

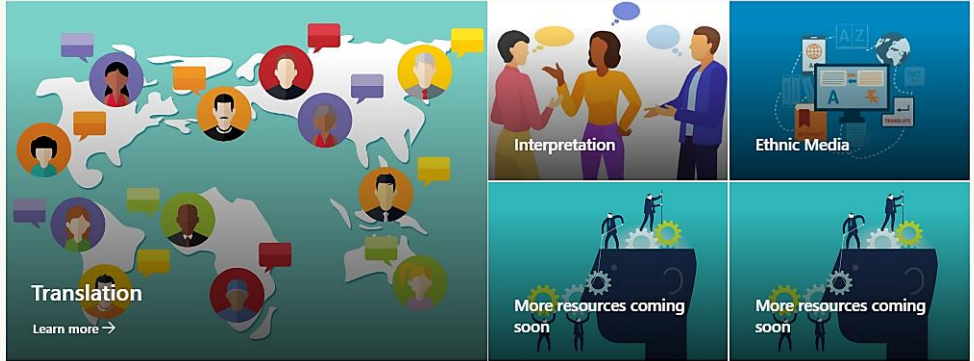
King County Metro is committed to providing fair and equal access to services for all riders, regardless of language background. As part of this effort, it has established a **Language Equity Program** aimed at helping break down language barriers for linguistically diverse riders.

Language equity is the equal treatment and access to information, resources, and services for all riders. By promoting language equity, we work towards creating an inclusive and accessible transit system for all.

On this portal, you'll find **tools**, **information**, and **resources** to help provide fair, equal, and effective language access to all communities in King County.



To ensure language equity and access, please indicate which of the following language-related services your project requires:



The grid contains four panels: 1. Translation: A world map with circular icons of people from various backgrounds. Text: 'Translation' and 'Learn more →'. 2. Interpretation: Two people talking. Text: 'Interpretation'. 3. Ethnic Media: A person at a computer with a globe. Text: 'Ethnic Media'. 4. More resources coming soon: Two people on a large gear. Text: 'More resources coming soon'.

Next Steps

Language Equity Implementation Plan Priority Recommendations

- **Recommendation 1: Policies, procedures, training**
 - Formalizing and centralizing language equity at Metro
- **Recommendation 2: Identifying languages for translation**
 - Standardize criteria for determining what materials should be translated and in which languages.
- **Recommendation 3: Vital documents**
 - Define, track, and maintain vital documents
- **Recommendation 4: Informing the public**
 - Standardize public notifications about language access services
- **Recommendation 5: Translation and interpretation practices**
 - Explore opportunities for a new model for translation and interpretations services

What's Next?

- **Metro Wide**
 - Finalize Metro Language Equity Policy
 - Advance Implementation Plan recommendations
 - Continue to frame as Universal Access with ADA
 - Develop staff trainings
- **Internal Employee**
 - Continued coordination with EEO and EIB program
 - Identify employee language equity priorities
 - Supporting Service & Workforce Initiative, curriculum for Supervisor in Training, plain language
- **External Employee**
 - Supporting Service & Workforce Initiative- recruitment, hiring, training



Metro's Goal: Language access at every step

- On the bus and at bus stops
- Park & Rides
- Pass Sales & Lost & Found
- Customer Service in-person, on the phone, web, mobile
- Trip planning
- Buying and loading ORCA, fare programs
- Transit planning and real-time notifications
- Community Engagement
- Applying for jobs and working at Metro
- Rider and Strategic Plan dashboards
- Marketing, media and social media



Thank you!



King County
METRO

RTC Meeting Materials

Moving forward together



King County

Metropolitan King County Council Regional Transit Committee

STAFF REPORT

Agenda Item:	8	Name:	Mary Bourguignon
Proposed No.:	2025-B0136	Date:	September 17, 2025

SUBJECT

Today's briefing will provide an update on several of Metro's flexible mobility services, focusing on the Vanpool Program, Community Van, and Metro Flex.

SUMMARY

Vanpool Program. Metro operates a Vanpool Program as an alternative mobility service for individuals who don't have convenient transit service between home and work. As of December 2024, the Vanpool Program has 992 groups, with the goal of increasing to 1,098 by 2026.¹

Community Van Program. Metro's Community Van Program² operates in Algon-Pacific, Bothell-Woodinville, Kenmore/Kirkland, Redmond, Sammamish, Shoreline/Lake Forest Park, Skyway, Snoqualmie Valley, Tukwila, and Vashon. It offers a van for pre-scheduled trips as a driver or passenger. The cost to ride is the same as bus fare.³

Metro Flex. Metro Flex⁴ is an on-demand mobility service through which riders can request a ride using a phone app or through Metro's call center or web site. The rider provides a start/end to their trip within the service area and receives a pick-up location and estimated arrival time. Metro Flex currently operates in Delridge/South Park, Issaquah/Sammamish, Juanita, Kent, Northshore, Othello, Overlake/Crossroads,⁵ Rainier Beach/Skyway, Renton Highlands, and Tukwila. The cost to ride is the same as a bus fare.

Metro's states that it is working to ensure its flexible services are unified and complementary to fixed-route services; are simple and easy for customers to use; provide more equitable and efficient use of resources; and promote stronger, more sustainable partnerships. Today's briefing from Metro will provide more information on each of these services.

¹ 2025-RPT0092 ([link](#))

² Community Van Program ([link](#))

³ Current Metro bus fares: free for children and youth, \$3.00 for adults, \$1.00 for ORCA LIFT (low-income), and \$1.00 for seniors or people with disabilities with a Regional Reduced Fare Permit ORCA.

⁴ Metro Flex ([link](#))

⁵ Service in the Overlake/Crossroads neighborhoods in Bellevue began September 15, 2025.

BACKGROUND

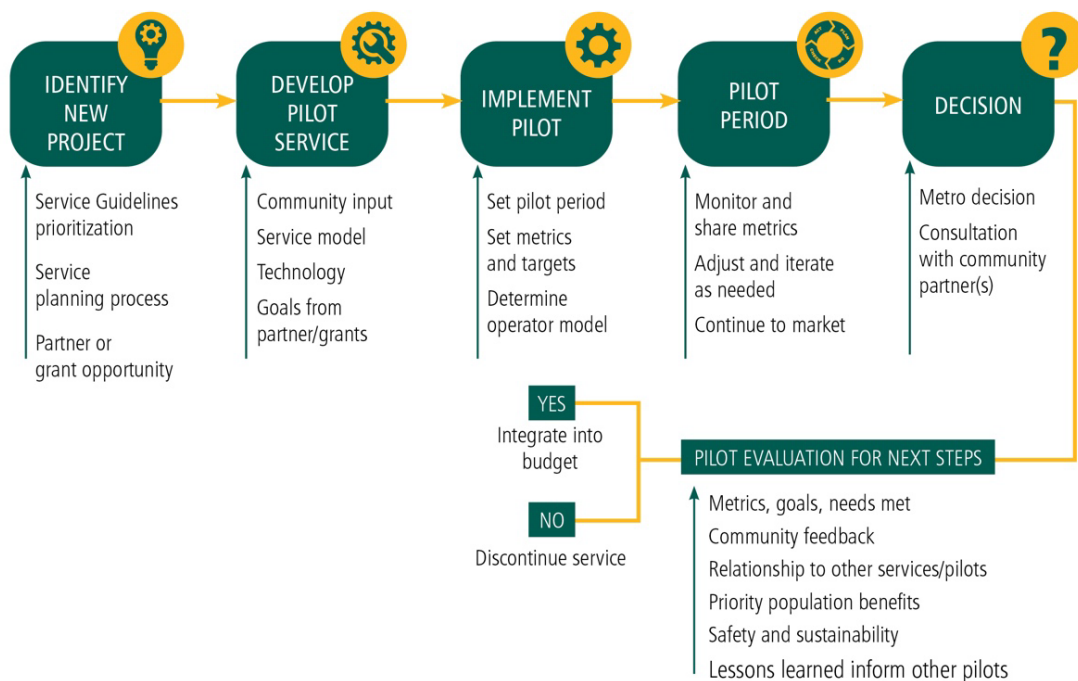
Flexible services. Metro's flexible services are defined⁶ in its adopted policy documents as transportation services tailored to meet specific community needs that operate without a fixed route. Flexible services may or may not serve designated stops or hubs, depending on service design. They are typically deployed in communities that lack the infrastructure, density, or land use to support fixed-route bus service.

Flexible services are one of the types of service Metro offers. Service types, which are defined based on the level of service a route provides, are Very frequent/RapidRide, Peak Frequent, Local, Hourly, Peak-only, and Flexible services.⁷

Flexible services are planned and implemented by Metro following criteria outlined in the adopted Service Guidelines⁸ to plan, add, evaluate, or reduce flexible services.

Figure 1, below, which is from the adopted Service Guidelines, outlines the process that is used to identify, develop, pilot, and evaluate a flexible service.

**Figure 1.
Life Cycle of a Pilot Project⁹**



⁶ King County Metro Policy Updates, Technical Report A, July 2021 (transmitted as ancillary material to the policy documents adopted through Ordinance 19367) ([link](#))

⁷ Ordinance 19367

⁸ Ordinance 19367, Attachment B

⁹ Ordinance 19367, Attachment B, p. 30

Metro notes that flexible services are prioritized based on:

- **Equity**, to serve those who need access the most
- **Partnership**, in response to opportunities to leverage resources
- **Access**, to reach jobs and community assets
- **Density**, to serve areas with adequate ridership and without high quality fixed-route service

After the pilot process for a flexible service shown in Figure 1, above, Metro conducts an evaluation, which measures:

- Equity, productivity, efficiency
- Community feedback
- Alignment with Metro's priorities, goals, and plans
- Other mobility solutions in the area
- Available resources, including staff capacity

Vanpool Program. Metro operates a commuter Vanpool Program as an alternative mobility service for individuals who don't have convenient transit service between home and work. Vanpools range in size, with five or more members required to start a Vanpool group. Each group has a volunteer driver plus a bookkeeper to track mileage, ridership, and fares. Fares are based on mileage, number of riders, and size of van.¹⁰ Vans are kept at the driver's house and riders usually meet at a Park & Ride lot, with each group determining their own route, parking, and operating rules.

Metro sets fares for the program (which are often subsidized by employers) to recover 100% of direct costs and at least 25% of indirect and administrative costs, as required by the King County Code.¹¹ Fares are based on the number of commuting days, trip mileage, vehicle size, and the number of people in the Vanpool.

The Vanpool Program had 1,649 Vanpool groups operating in 2019 prior to the pandemic. Membership fell to 395 groups in 2021, then grew to 992 by the end of 2024.¹²

As of the end of 2024, the Vanpool Program had a fleet of 1,308 vehicles that included 1,221 active and 97 retired vehicles. Metro retires Vanpool vehicles at their end of their life cycle. Lower-mileage retired Vanpool vehicles are repurposed for other rideshare uses, including Vanshare, Job Access Reverse Commute,¹³ Community Van,¹⁴ and the

¹⁰ Metro Vanpool Program ([link](#))

¹¹ KCC 4A.700.130

¹² 2025-RPT0092 ([link](#))

¹³ The Job Access Reverse Commute Program partners with social service organizations, local jurisdictions, and employers to assist with transportation for low-income people, specifically for job training and placement programs.

¹⁴ The Community Van Program ([link](#)) is being piloted in several communities. It offers a van for pre-scheduled trips as a driver or passenger.

Council's van grant program.¹⁵ Higher-mileage retired Vanpool vehicles are sold,¹⁶ with proceeds used to support the Vanpool Program's cost recovery requirements.¹⁷

Vanshares are available for commuters who need to share the ride to or from another public transit mode such as a park-and-ride, train station or transit hub. A Vanshare¹⁸ provides first/last mile connections for commuters who share a van to link to public transportation (such as a train, bus, ferry, or longer-distance Vanpool). Each Vanshare must have five or more riders and a daily commute of 20 miles or less. Vanshare costs a flat \$200/month, which is split by the group or covered by an employer.

Community Van. Metro's Community Van Program¹⁹ operates in Algona-Pacific, Bothell-Woodinville, Kenmore/Kirkland, Redmond, Sammamish, Shoreline/Lake Forest Park, Skyway, Snoqualmie Valley, Tukwila, and Vashon. It offers a van for pre-scheduled trips as a driver or passenger. The cost to ride is the same as bus fare.²⁰

Each Community Van program has a Community Transportation Coordinator who recruits volunteer drivers, manages trips and vehicles, and promotes and maintains an info hub about the van. Metro provides vehicles, fuel, maintenance, insurance, staff funding, and monitoring. Community Vans are available 24/7, with flexibility to meet community needs.

All trips are driven by volunteer drivers and are dependent on volunteer availability. Passengers wishing to request a ride are asked to contact the coordinator for Community Van in their service area, with Metro requesting two business days' advance notice. Metro notes that Community Van programs provide a way to organize local group trips to events and activities, and also support medical appointments, food bank trips, meal deliveries, and youth trips.

Metro Flex. In March 2023, Metro's Community Ride, Ride Pingo to Transit, and Via to Transit services were consolidated into **Metro Flex**.²¹ Metro Flex currently operates in Delridge/South Park, Issaquah/Sammamish, Juanita, Kent, Northshore, Othello, Overlake/Crossroads,²² Rainier Beach/Skyway, Renton Highlands, and Tukwila. The cost to ride is the same as a bus fare.

Metro Flex is open to the general public. Riders can request a ride on-demand using a phone app or through Metro's call center or web site. The rider provides a start/end to their trip within the service area and receives a pick-up location and estimated arrival time. The rider then walks to the pick-up location and joins a shared ride with a 15-

¹⁵ Most years, the Council grants retired vanpool vans to non-profit organizations and local governments to meet the mobility needs of seniors, youth, low-income people, and people with disabilities (KCC 4.56.100.E). The program has granted more than 775 retired vans since it began in the 1990s.

¹⁶ KCC 4.56.195

¹⁷ KCC 4A.700.130 requires that the vanpool program must cover 100% of direct costs and 25% of indirect costs.

¹⁸ Vanshare ([link](#))

¹⁹ Community Van Program ([link](#))

²⁰ Current Metro bus fares: free for children and youth, \$3.00 for adults, \$1.00 for ORCA LIFT (low-income), and \$1.00 for seniors or people with disabilities with a Regional Reduced Fare Permit ORCA.

²¹ Metro Flex web site ([link](#))

²² Service in the Overlake/Crossroads neighborhoods in Bellevue began September 15, 2025.

minute estimated time of arrival for the ride on average. Metro Flex services have the same fare as a Metro bus and provide free transfers to fixed-route buses, Link light rail, or Sounder commuter rail using an ORCA card.

Metro states that Metro Flex, as currently configured:

- Provides operational efficiencies
- Builds on innovations from previous services, while preserving the innovations achieved by previous services
- Streamlines branding and reduces customer confusion
- Reduces staff demands
- Achieves cost savings

Service times for Metro Flex are shown in Table 1.

Table 1. Metro Flex Service Times (September 2025)

Service Area	Weekdays	Saturdays	Sundays
Delridge/South Park	6am-11pm	6am-11pm	6am-11pm
Issaquah/Sammamish	7am-6pm	9am-6pm	--
Juanita	7am-7pm	--	--
Kent	5am-7pm	7am-7pm	7am-7pm
Northshore	7am-7-m	--	--
Othello, Rainier Beach, Skyway	5am-1am	5am-1am	6am-12am
Overlake/Crossroads	7am-7pm	8am-6pm	8am-6pm
Renton Highlands	5am-1am	5am-1am	6am-12am
Tukwila	5am-1am	5am-1am	6am-12am

During today's briefing, Metro staff will provide updated information about Metro's existing flexible services, as well as how flexible services are planned, piloted, marketed, and evaluated.

INVITED

- Chris O'Claire, Mobility Division Director, Metro Transit Department
- Melisa Allan, Transportation Planner, Metro Transit Department
- Brian Henry, Transportation Planner, Metro Transit Department
- Victoria Tobin, Rideshare Coordinator, Metro Transit Department
- Julie Paone, Transportation Planner, Metro Transit Department

ATTACHMENTS

1. Metro flexible services presentation

Community Van, Metro Flex, Vanpool/Vanshare

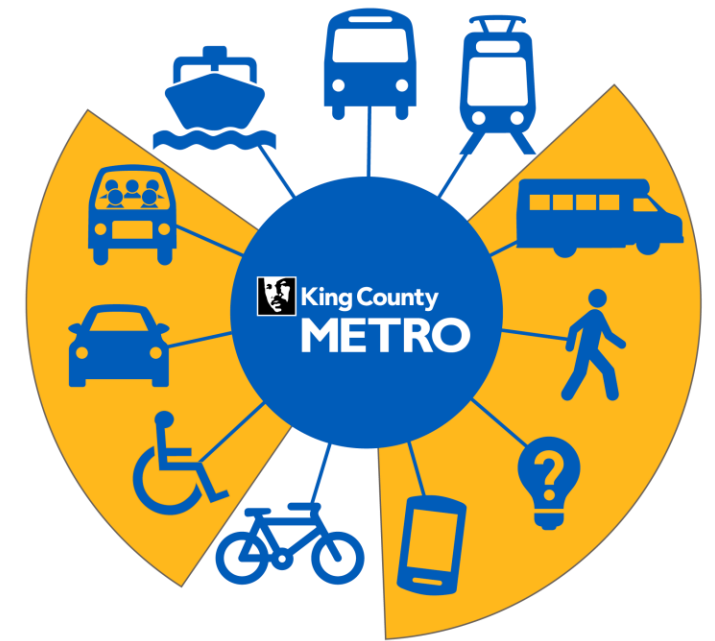
Regional Transit Committee
September 17, 2025



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

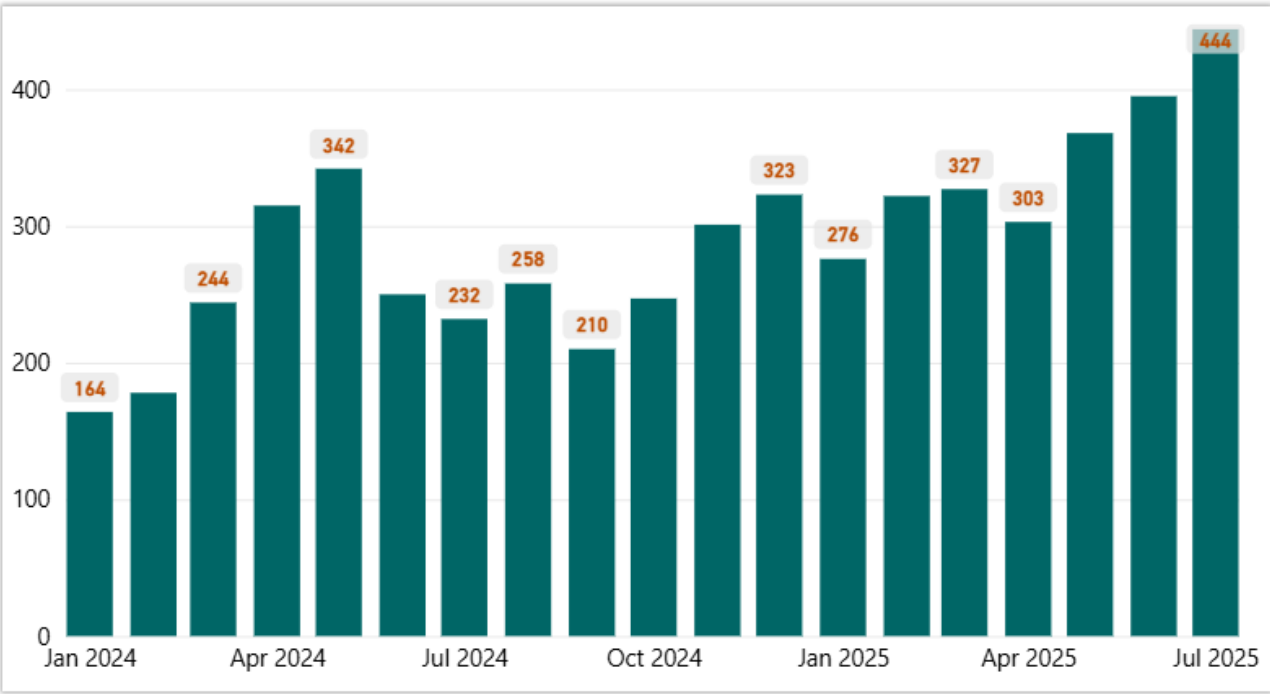


- Algona-Pacific
- Bothell-Woodinville
- Kenmore-Kirkland
- Redmond
- Sammamish
- Shoreline-Lake Forest Park
- Skyway
- Snoqualmie Valley
- Vashon Island
- Tukwila

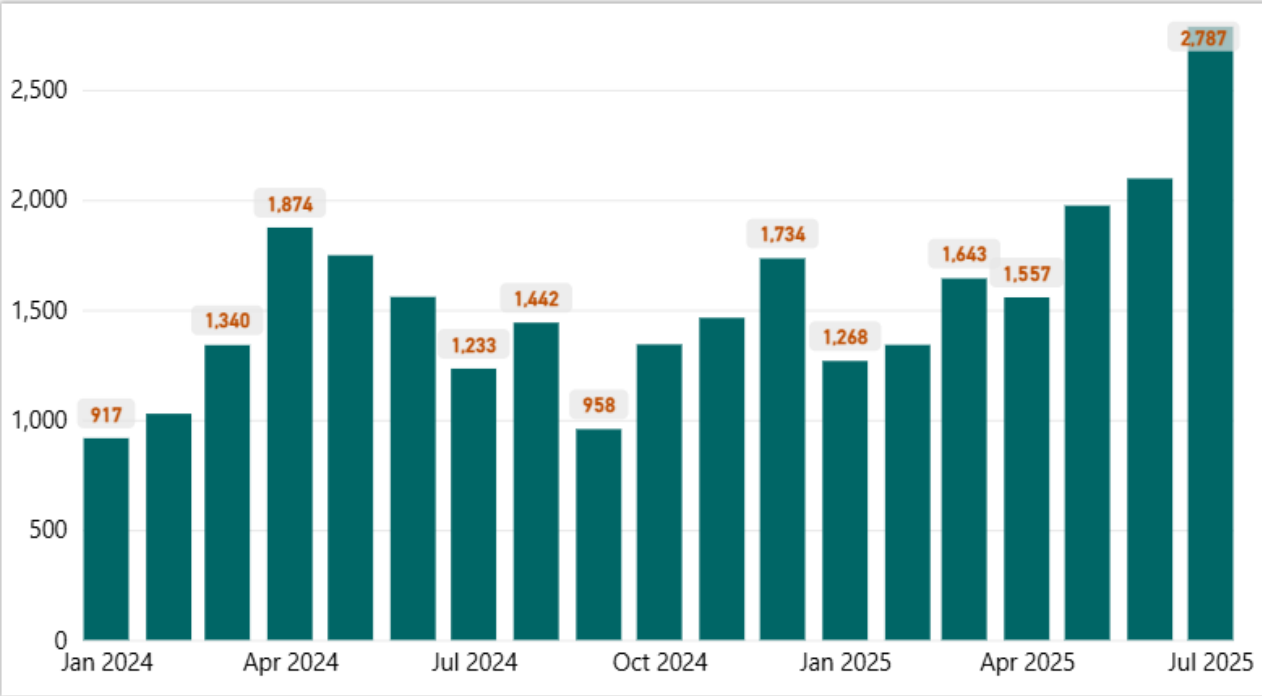
Performance

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%

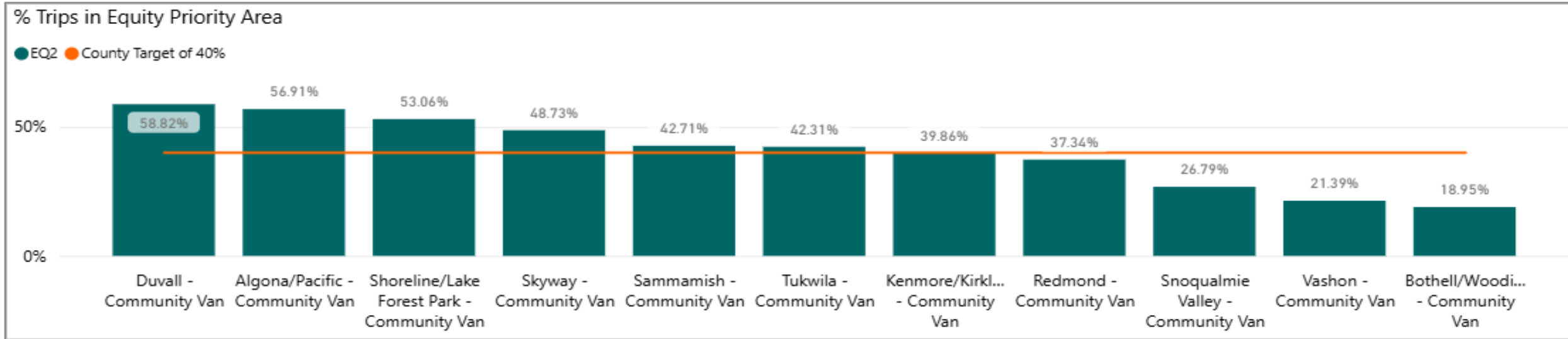


Trips



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

kingcounty.gov/MetroFlex
206-258-7739

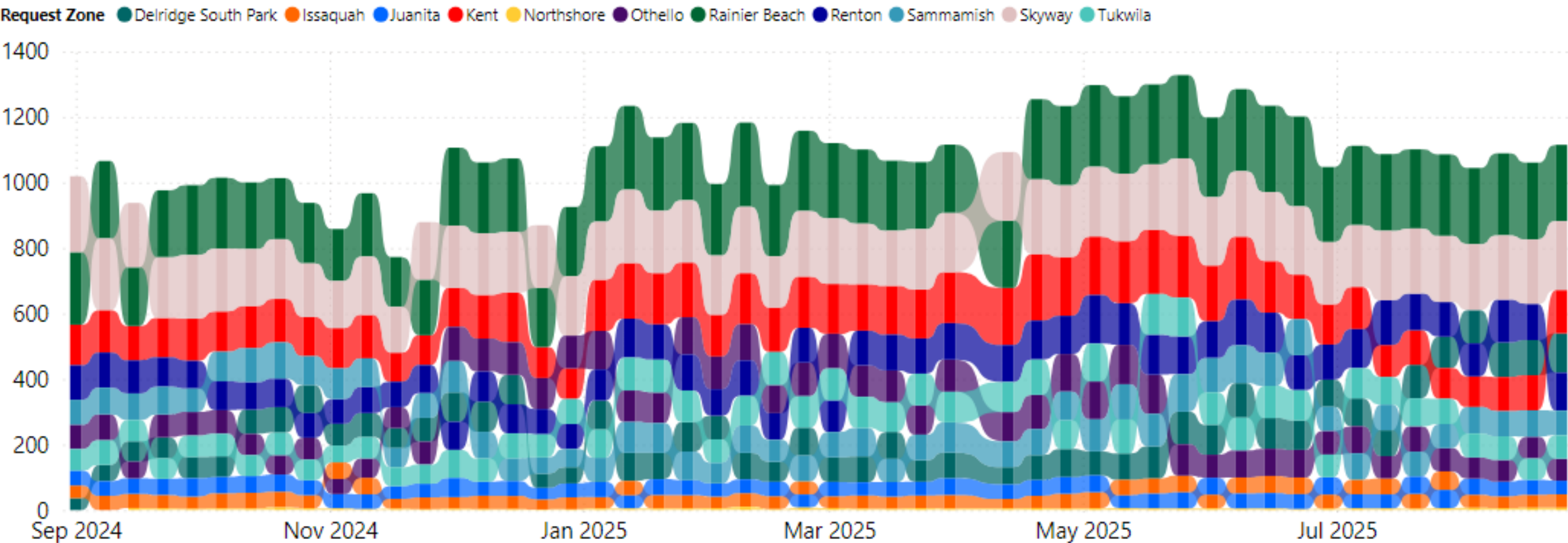
Metro Flex Service Areas

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

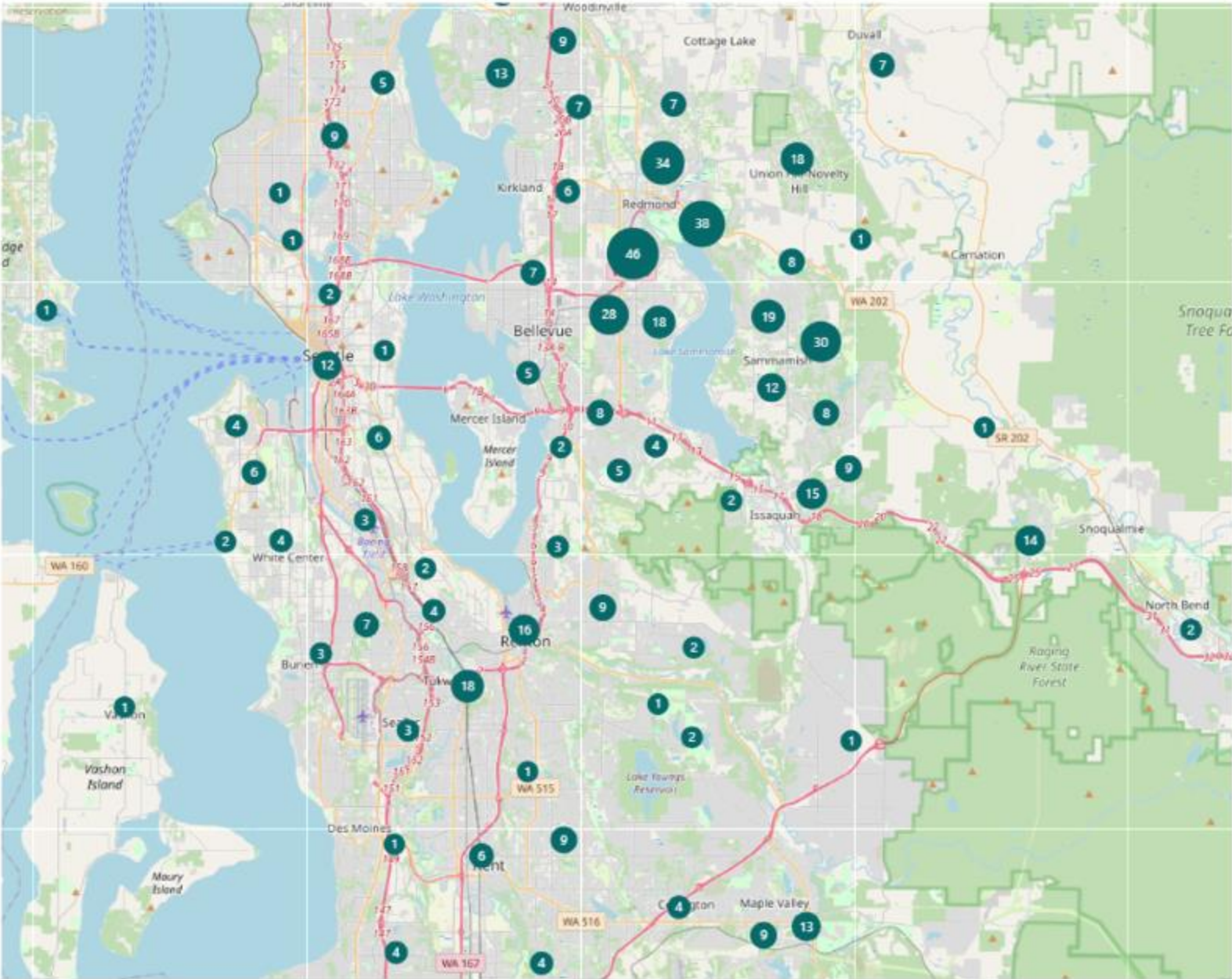


- **5+ people, key roles with everything included.**
- **Maximum 20-miles** roundtrip commute.
- **\$200/monthly cost** for Vanshare, split by group or could be covered by employer.
- **Multiple vans at worksite**, more options and flexibility for commuters.
- **Example:** Train commuters arrive at Tukwila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

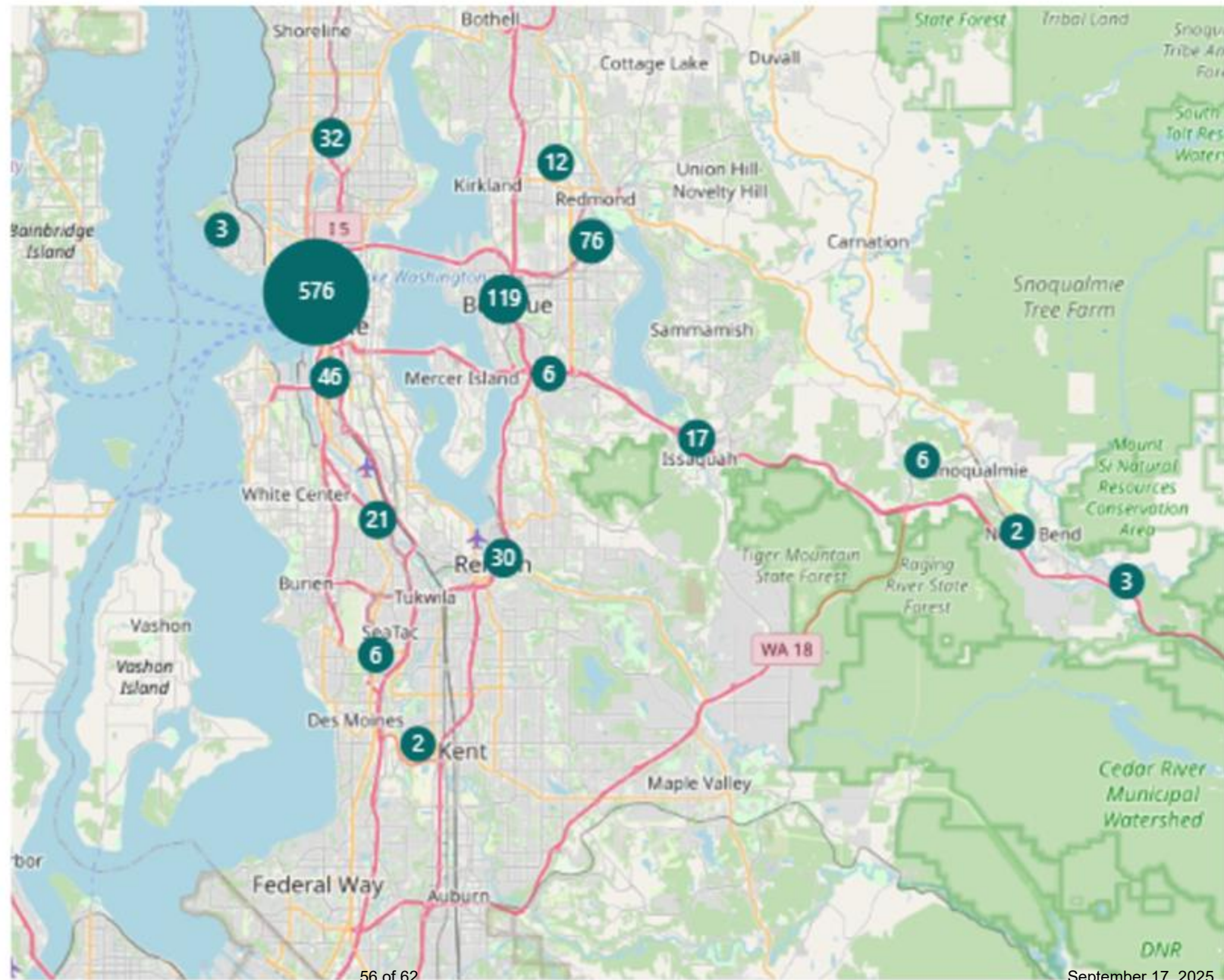
Vanpool vs Vanshare?

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

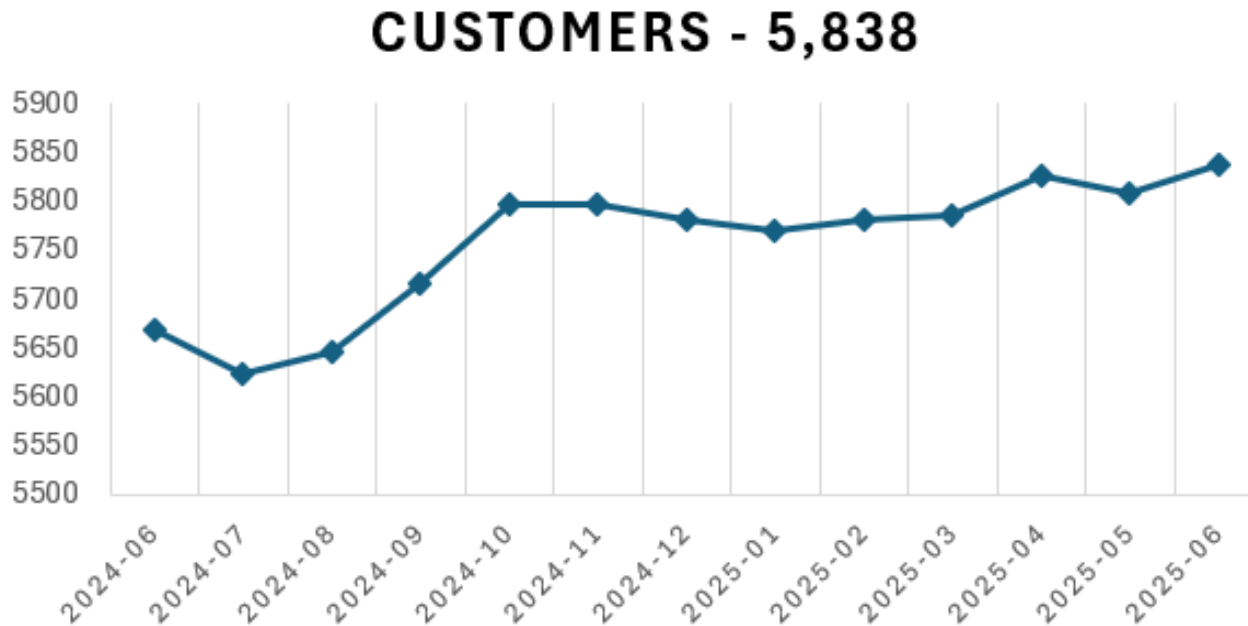
Vanpool and Vanshare ORIGINS



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