



Service Description
 A point-to-hub on-demand flexible service connects people who live, work, or go to school within a specific service area to and from hubs served by frequent transit and other important local community hubs.

How it Works
 Book a ride on-demand with an app or via a call center. Fares cost the same as a Metro bus fare. Pick-up time is within 10-15 minutes of your trip request. Pick-up location may require a short walk. One end of your trip must start or end at one of the designated hubs. The other end of the trip must be within the service area. Wheelchair accessible vehicles are available.

Phase 3: New Flexible Service Area

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|--|---------------------------|------------------------------|----------------------------------|-----------------------------|----------|
| New Flexible Service Area | Flexible Service Area hub | Proposed fixed route network | Selected Community Assets | | |
| East Link line & station | Transit Center | Permanent Park&Ride | College | High School | Library |
| Half-mile walk buffer around East Link station | Equity Priority Area | | Community Center/Senior Center | Emergency Shelter/Food Bank | Hospital |
| | | | Supported housing (50+ units) | | |



East Link Connections Project

New On-Demand Pilot – Phase 3

Neighborhoods Served:

- Overlake, Crossroads, Bretton Wood, Rose Hill, Downtown Redmond

Service Description

An on-demand flexible service that connects people within a specific service area to and from frequent transit and other important local community destinations.

This is how it would work:

- Book a ride on-demand with an app or via a call center.
- Fares cost the same as a Metro bus fare and your fare may transfer to other transit services.
- Pick-up time is within 15-20 minutes of your trip request. Pick-up location may require a short walk.
- One end of your trip must start or end at one of the designated hubs. The other end of the trip must be within the service area.
- Wheelchair accessible vehicles are available.
- Rides may be shared with other Metro customers.

This type of service is currently offered in other King County communities. To learn more about how on-demand flexible service currently operates in King County, visit [this webpage](#).

The current proposal is a service area that would cover portions of the Overlake, Crossroads, Bretton Wood, and Rose Hill neighborhoods bordered by 140th Ave NE to the west, West Lake Sammamish Parkway to the east, NE 87th St to the North, NE 8 St to the South.

This flexible service would serve the following transit hubs:

- Overlake Village Station Link light rail
- Redmond Technology Station Link light rail
- Downtown Redmond Station Link light rail

- Crossroads Shopping Center

Proposed hours of service

This service would operate 7-days/week from 6:00 AM to 8:00 PM.

How does this respond to feedback Metro received in Phase 1 and 2?

- More transfer opportunities so riders can travel to different local and regional destinations
- Improve and add local connections.
- More service on nights and weekends.