

King County Metro On-Demand Flexible Services Quick Guide

King County Metro's on-demand service is transportation when and where you need it. We provide riders with flexible, convenient alternatives to traditional transit. Whether bus stops are far away or an additional transit trip is difficult, Community Ride, Via to Transit, and Ride Pingo to Transit are there to help.

Request a ride easily using the app or by phone, and we'll pick you up and drop you off anywhere within the service area. Some services connect riders with transit or community hubs, and others drop riders off at any destination, as long as it sits within the service area. The ride may also be shared with other passengers who are traveling in the same direction.

How to ride:

1. **Book a ride on-demand** with the app or by calling the phone number. Expect to be picked up within 5-45 minutes of your trip request; pick-up location may require a short walk.
2. **Pay upon boarding** – standard Metro bus fares and transfer rules apply. Rides may be shared with other Metro customers.
3. **Arrive at your destination:** Service is available for trips in the defined service areas only. Wheelchair accessible vehicles and bike racks are available.

	Community Ride	Via to Transit	Ride Pingo to Transit
Website	Kingcounty.gov/communityride	Kingcounty.gov/metro/via	Kingcounty.gov/metro/ridepingo
Phone number (for booking and/or customer troubleshooting)	1-855-233-6043 Interpreter services available	206-258-7739 Interpreter services available	1-855-233-6043 Interpreter services available
App	Community Ride (Download on the App Store or Google Play)	Via (Download on the App Store or Google Play)	Ride Pingo (Download on the App Store or Google Play)
Service Area and Hours	Juanita Area: M-F 7am-7pm Sammamish: M-F 7am- 6PM & Sat 9AM- 6PM	Othello, Rainier Beach/Skyway, Tukwila: M-Sat 5am – 1am; Sun 6am – 12am Renton Highlands: M-Sun 8am-6pm	Kent Valley and parts of Kent East Hill: M-F 5am-7pm, Sat-Sun 7am-7pm
Service Model	Point to Point (anywhere within service area)	Point to Hub (one end of trip must be a designated hub within the service area)	Point to Hub (one end of trip must be a designated hub within the service area)
Additional Features	N/A	Point to Point for Access eligible customers	N/A
Fare	\$2.75 adult, \$1.50 ORCA LIFT and youth, \$1 RRFP and free for children 5 and under.	\$2.75 adult, \$1.50 ORCA LIFT and youth, \$1 RRFP and free for children 5 and under.	\$2.75 adult, \$1.50 ORCA LIFT and youth, \$1 RRFP and free for children 5 and under.
Fare Payment Options	ORCA card, Transit Go Ticket, cash, transfer, paper ticket	ORCA card, Transit Go Ticket, credit/debit card; <i>cash, paper tickets, and transfers are NOT accepted</i>	ORCA card, Transit Go Ticket, cash, transfer, paper ticket