

Ride2 Fact Sheet

Eastgate & West Seattle

In December 2019, King County Metro completed its **Ride2 Pilot Program** in Eastgate and West Seattle. During the 12-month pilot, customers could request a shared ride to or from a transit hub within a defined service area using a smartphone app or call center. Service operated during peak morning and afternoon commute times. A one-way ride cost the same as a standard Metro bus fare with reduced rates for seniors, youth, low-income people, and people with disabilities. Wheelchair accessible vehicles were available upon request.

Project Lead	King County Metro, Market Innovation Section, Innovative Mobility Program
Project Cost	\$850,000 (Eastgate), \$900,000 (West Seattle)
Funding Sources	King County Metro Seattle Transportation Benefit District
Project Partners/ Roles	Seattle Department of Transportation Ford Smart Mobility, Chariot Hopelink, Routematch
Project Purpose	Exploring on-demand feeder-to-fixed route solutions to reduce traffic congestion, facilitate transit use, and manage parking resources
Key Performance Metrics	<ul style="list-style-type: none"> • Providing service to communities of greatest need • Meeting service targets • Cost per ride
What Worked	<ul style="list-style-type: none"> • Met the service level targets of 10 min average pick-up time (wait time) and 15 min average in-vehicle travel time • Successful feeder-to-fixed route service (over 90% transfer rate between Ride2 and fixed-route transit)
Lessons Learned	<p>Utilization and efficiency of on-demand shuttle services increases when the service significantly improves access to jobs, operates in connected service areas, and connects to very frequent transit service.</p> <p>On-demand shuttle services can be a successful model to feed the fixed-route system. Customers value the convenience of on-demand services and the mobile app experience.</p>



Ride2 Eastgate and West Seattle Pilot Program Final Report

March 2020, Market Innovation/Innovative Mobility

Contents

Executive Summary.....	3
Background	3
Program Overview	4
About Ride2	5
Initial Program Outreach.....	6
Program Results	7
Overall Performance	7
Demographics	8
Mode Shift/Sustainability	8
Complementarity to Transit.....	9
Community Engagement	11
Marketing and Communications.....	12
Program Adjustments	13
Conclusion.....	15
Next Steps	16
Appendices.....	18
Appendix A: Ride2 Survey Results	18
Appendix B: Ride2 Mode Shift	19
Appendix C: Transit Agency Flexible Service Pilot Comparison	20
Appendix D: Ride2 Eastgate Community Engagement – Hopelink Summary Report	21
Appendix E: Ride2 Marketing Materials	22
Appendix F: Ride2 Transit App Screenshots	24
Appendix G: Ride2 Eastgate Community Engagement – CISC Summary Report.....	26
Appendix H: Ride2 Customer Feedback – Metro.....	27

Executive Summary

King County Metro's Innovative Mobility Program is testing emerging mobility services and technologies to provide more ways for people to get around in King County. From 2018 to 2019, Metro piloted its Ride2 Program to research and test on-demand, feeder-to-fixed route shuttles in Eastgate and West Seattle. The pilot aimed to reduce traffic congestion, facilitate transit use, and manage parking resources. With Ride2, customers could request a ride to or from a transit hub within a defined service area using a smartphone app or call center. Rides were designed to be shared, with multiple customers riding together. Metro managed the program and worked with Hopelink and Routematch to deliver and operate the mobility on demand platform. Metro received funding from the Seattle Transportation Benefit District.

The Ride2 Pilot Program lasted for a year and provided Metro with valuable data to inform future programming to meet customers' needs. Lessons learned were that flexible, on-demand services were convenient for customers and worked best in areas that improved people's access to jobs and connected riders to frequent fixed-route services. Ride2 had a very high transfer rate to the fixed-route system, supporting its purpose to encourage use of transit. These takeaways will be used to update Metro's services and develop future pilots that build upon greater understanding of Metro customers' unique demands and challenges.

Background

At the direction of the King County Executive and the County Council, Metro is making the shift to becoming a mobility agency to better serve the region and its changing transportation needs. Guided by its long-range plan, METRO CONNECTS, Metro is piloting new and innovative feeder-to-fixed services in areas that experience mobility challenges due to density, land use, and infrastructure. These pilots aspire to solve the "first mile, last mile" challenge. The solution stems from the theory that most people in the United States are comfortable walking or rolling less than a quarter mile to or from public transit stops. The problem arises when a potential rider is farther than a comfortable distance to the necessary stop, when they don't feel safe walking or biking, when they are unable or prefer not to drive to a park-and-ride, or when their park-and-ride is often full. These pilots test solutions to expand transit accessibility and connect people where they need to go.

The Ride2 Pilot Program was designed as a 12-month research project to test on-demand, feeder-to-fixed route solutions to immediate transportation needs. Metro was interested in exploring this innovative approach to getting customers to and from transit hubs and the different operating strategies to implement the service. The pilot was particularly unique in how the service was provided. Other agencies had tested feeder-to-fixed services that subsidized existing on-demand services (e.g. Uber, Lyft, and taxis), while other agencies had tested feeder-to-fixed services in which they procured a routing software and operated the service in-house using their own vehicles and drivers. For Ride2, Metro contracted with a third party to provide a turnkey operation that included routing technology and service operations.

Travelers in Ride2's two service areas have experienced challenges both getting to and around the transit hubs. Eastgate Park & Ride is the County's largest park and ride and often reaches capacity early in the morning, leading some to choose to drive all the way to their destination instead. Local bus routes are limited in effectively serving some neighborhoods due to land-use patterns. Long distances, hilly topography, and limited walking and biking infrastructure around the transit hub also make it challenging for many travelers to access Eastgate P&R. The replacement of the Alaskan Way Viaduct resulted in the West Seattle Bridge becoming the only street route across Elliot Bay and the Duwamish Waterway into downtown for the West Seattle, Alki, and North Admiral neighborhoods. The City of Seattle sought alternatives to manage congestion on the Bridge: in addition to encouraging use of bus service, facilitating access to the Water Taxi at Seacrest Dock was another major strategy identified to support travel into the city. In both areas, on-demand feeder-to-fixed route options to major transit hubs were designed to improve access and reduce drive alone trips.

As on-demand feeder-to-fixed route services are relatively new, the primary purpose of the Ride2 pilot was research and data collection. Metro aimed to better understand when, where, how, and for whom contracted feeder-to-fixed route services could work and determine the demand and cost-effectiveness for such a service.

Program Overview

In developing a pilot to study an on-demand feeder-to-fixed route service targeting utilization and access needs, Metro identified the following program goals for Ride2:

- Grow fixed-route transit ridership.
- Improve customer access to transit hubs in low density areas and for those with access limitations (overcrowded park & rides, limited fixed route connections).
- Uphold King County's principles of equity, accessibility, and financial sustainability. This includes providing options for those with limited mobility and customers who are unbanked or do not have access to a smartphone.
- Collect customer and operational data to inform future Metro planning.

Metro established the following level of service targets for Ride2:

- Average pick-up time: 10 minutes
- Average travel time: 15 minutes

While Metro is a pioneer in implementing this type of flexible, on-demand service, development of the pilot was informed by other on-demand services offered by various transit agencies around the country. Similar service had or is being offered by AC Transit, Santa Clara Valley Transportation Authority (VTA), Kansas City Area Transportation Authority, Arlington Transit, Cherriots (Salem, OR), West Sacramento, RTD (Denver, CO), Sacramento Regional Transit District (SacRT), and Dallas Area Rapid Transit (DART). For a high-level review of these pilots, see Appendix C.

About Ride2

Ride2 was an on-demand shuttle service that connected people to and from transit hubs to their homes, schools, or jobs. Shuttles were booked through either the Ride2 Transit mobile app or by calling a customer support number, and the origin or destination of the trip had to be a designated transit hub: Eastgate Park & Ride for Ride2 Eastgate and Alaska Junction or Seacrest Park for Ride2 West Seattle.

Ride2 Eastgate launched on October 23, 2018, funded by King County Metro for an annual cost of approximately \$850,000. **Ride2 West Seattle** launched on December 17, 2018, funded by the Seattle Transportation Benefit District for approximately \$900,000. Both services ended on December 20, 2019. The service areas for the pilots are shown in Figures 1 and 2.

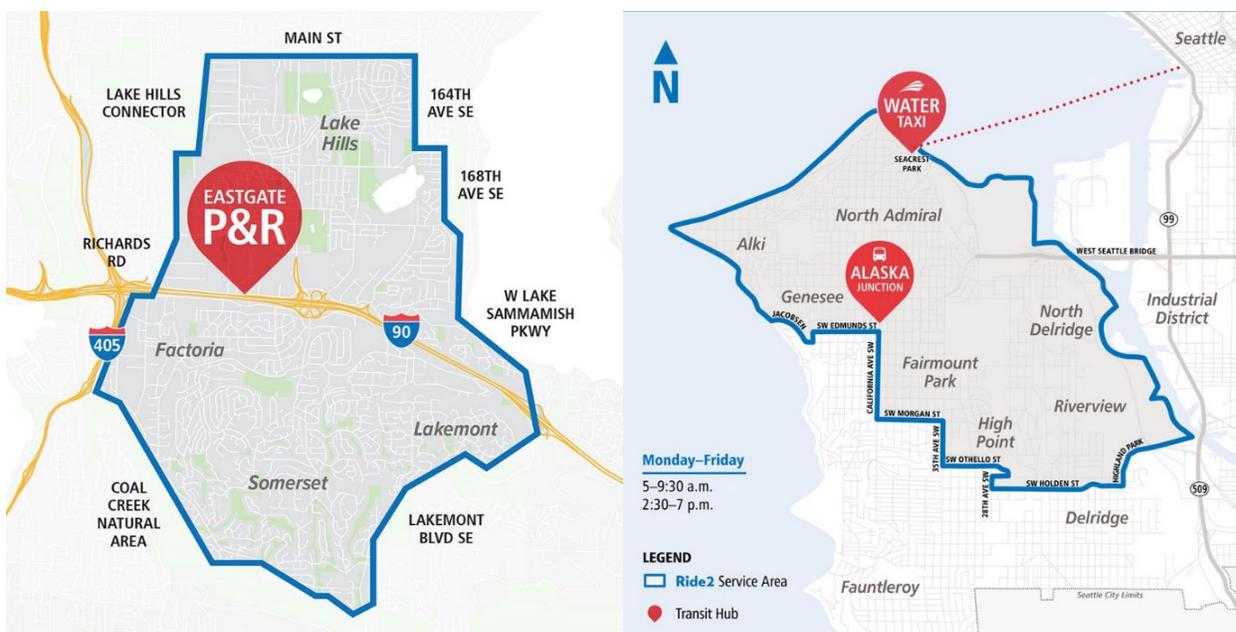


Figure 1 & 2: Service Area of Eastgate and West Seattle

Eastgate’s service area was roughly a two-mile radius around Eastgate Park and Ride and operated Monday through Friday from 5:30 AM to 10 AM and 3:30 PM to 8 PM. Eastgate generally dispatched four shuttles in the service area during its hours of operation.

West Seattle’s service area included North Admiral, Alki, Genesee, Fairmount Park, High Point, Riverview, and North Delridge neighborhoods in West Seattle. Service operated Monday through Friday from 5 AM to 9:30 AM and 2:30 PM to 7 PM. West Seattle initially dispatched five shuttles during its hours of operation but reduced its fleet to three in response to lower-than-expected demand and to reduce inefficiencies.

Eastgate’s service was initially operated by Ford Smart Mobility’s service operator Chariot. After Chariot announced its shutdown in January 2019, Ride2 switched operators to Hopelink, a local non-profit service provider who employs drivers and operates other services on behalf of Metro. Hopelink

contracted with Routematch to manage the customer-facing mobile app and the driver/dispatch system for both service areas. Customers could choose which transit hub their trip would involve, when they would prefer to be picked up, how many passengers they had, and whether they needed mobility assistance. Ride2 prioritized shared rides, with the Routematch system planning the trip to optimize the number of trips going to a destination area. Screenshots of the app's customer interface can be found in Appendix F.

A one-way ride cost the same as a standard Metro bus fare, with reduced rates for seniors, youth, low-income people, and people with disabilities, and transfers accepted. Riders could pay with an ORCA card, cash, mobile ticket, or a paper transfer. Wheelchair accessible vehicles (WAV) were available upon request.



Figure 3: Ride2 WAV Shuttle



Figure 4: Ride2 WAV Shuttle

The number of dispatched shuttles aimed to complete one or more trips at a time to maximize vehicle occupancy and minimize vehicle miles traveled while meeting the level of service of a 10-minute average wait time and a 15-minute average travel time. The service used a branded fleet of passenger vans that were owned and maintained by Metro. The standard shuttle could hold 14 passengers, while the WAV shuttles could hold 11 passengers. Figure 3 is an example of the Ride2 wrap on the shuttles and Figure 4 shows a WAV shuttle.

Initial Program Outreach

The marketing strategy for the Ride2 program was applied to both the Eastgate and West Seattle service areas. The program launch at both service areas included three main approaches:

- Printed marketing and service information signage and materials (community posters, service brochures, banners)
- Online, digital communications: emails to employer groups, advertisements (social media, online news sites), unique King County Metro

Moving forward together

webpage (in English, Chinese, and Spanish for Eastgate and in English, Spanish, Korean, and Vietnamese for West Seattle)

- In-person customer engagement through street teaming and tabling at community events

Physical and digital marketing materials were prepared for the day of service launch, while in-person engagement occurred during the first few weeks of service beginning. Customer-centered messaging revolved around stress-free connections to transit hubs and the convenience of requesting trips as needed to quickly get to/from a local transit hub.

Examples of marketing materials produced for the program launches can be found in Appendix E.

Program Results

Metro observed several differences in ridership and program performance in Ride2’s two service areas. By the end of the pilot, Eastgate had more total rides and average daily rides than West Seattle, resulting in an average cost of \$35 per ride. More riders in Eastgate identified as people of color and limited English proficiency. While West Seattle had fewer total rides and had a higher average cost per ride (\$81), the West Seattle service area had a lower average travel time per trip. Users in both service areas were primarily commuting to work with Ride2, some of whom had previously driven to the hub or to their final destination.

Overall, the majority of users in both service areas were satisfied with the pilot program. The convenience of on-demand shuttles was a major benefit of the service. Analyzing performance data and customer feedback allowed Metro to further understand how flexible, on-demand service could better serve connections to fixed-route service.

Overall Performance

The following table provides performance statistics for both service areas.

	Ride2 Eastgate	Ride2 West Seattle
<i>Total rides</i>	22,875	7,235
<i>Average daily rides</i>	81	29
<i>Unique riders</i>	856	569
<i>Average rides/vehicle/hour</i>	2.25	0.97
<i>Average cost per ride</i>	\$35	\$81
<i>% of rides booked through the call center</i>	2%	4%
<i>Average wait time (min)</i>	5	5
<i>Average travel time (min)</i>	14	11
<i>Average miles/ride</i>	2.5	2.3
<i>% of trips taken greater than ¼ mile from fixed route</i>	45%	9%
<i>% transfer to/from fixed route service</i>	91.6%	91.3%
<i>% ORCA LIFT (income eligible program)</i>	6.5%	1.7%
<i>% of rides to/from Priority Census Tracts*</i>	21%	2%

* Priority Census Tracts are those with high proportions of low-income, people of color, and limited English proficiency populations.

The pilot’s service level goals were a **10-minute** average pick-up time (wait time) and a **15-minute** in-vehicle travel time. Both service areas’ average times for these metrics met the goals.

Overall, customers in the feedback survey reported feeling satisfied with the service as a whole: **66%** of Eastgate customers and **65%** of West Seattle customers reported feeling “very satisfied” or “satisfied” with the service overall. Customers in both service areas identified the length and reliability of pick-up times as areas of improvement.

Demographics

A total of 7,155 users downloaded the Ride2 Transit app used in both service areas. In May 2019, Metro distributed an online survey to all registered users of the app. A copy of the survey questions and summary results can be found in Appendix A.

% of customers who were:	Ride2 Eastgate	Ride2 West Seattle
<i>People of Color</i>	53%	29%
<i>Low-Income*</i>	16%	15%
<i>Limited English Proficiency</i>	13%	2%
<i>ORCA LIFT</i>	6%	2%
<i>Youth</i>	6%	5%
<i>Senior</i>	1%	1%
<i>Disability</i>	1%	2%
<i>Did not have access to a vehicle</i>	13%	12%

*Low-income customers are those that identified household incomes of \$55,000 or below.

The service areas included priority census tracts, which are defined as those with high populations of people of color, low English proficiency speakers, and low-income people. Eastgate’s service area includes **two** priority census tracts, and West Seattle’s service area includes **three**.

The customer breakdown per service area for people of color, low-income customers, limited English proficiency customers, and customers without access to a vehicle was collected through the customer survey, while the data for the reduced fare cardholders was collected through ORCA tap counts.

Mode Shift/Sustainability

On average, both Ride2 service areas delivered a combined 125 trips per day. According to the survey, most customers were using the service to **commute to and from work** and had access to at least one vehicle. When asked how they usually traveled before the Ride2 pilot launched:

- **29%** of Eastgate customers drove to the Park & Ride, while **2.5%** would drive directly to their destination.
- **10%** of West Seattle customers drove to Alaska Junction or Seacrest Dock, while **4.4%** drove directly to their destination.

By switching from driving personal vehicles to the transit hub or to their final destinations, the Ride2 service helped reduce the number of cars needing parking spaces at the hubs and at their destinations (including downtown Seattle). Generally, Ride2 users in Eastgate used a variety of modes to get to their destinations (the transit hub, their final destinations) before the pilot. Most Ride2 users in West Seattle were already regularly connecting to transit at Alaska Junction and Seacrest Park, indicating that the Ride2 service offered another option to get to these transit hubs in West Seattle.

An in-depth breakdown of mode changes by service area can be found in Appendix B.

Complementarity to Transit

Ride2 achieved the intention of helping connect riders to and from fixed-route service. Using ORCA data, Metro knows that over 90% of rides in both service areas transferred to/from the fixed-route system.

Supporting Transit Hub Accessibility

Ride2 helped fill gaps in the fixed-route network in the Eastgate service area. Prior to the start of the Ride2 service, many customers in Eastgate reported using a variety of modes to travel to and from the Eastgate Park & Ride. This suggests that the local fixed route system was not always the preferred method to reach the transit hub in the more residential area, with 29% of customers choosing to drive to the transit hub over 13% of customers choosing to take a bus to the transit hub before Ride2 launched. During the service period, nearly half (45%) of Ride2 Eastgate trips started outside of a ¼ mile walkshed of the fixed-route network (excluding all trips originating at Eastgate Park & Ride) as opposed to only 9% of Ride2 West Seattle trips.

This is consistent with the mode shift survey data that showed that more (23%) of Ride2 West Seattle users were connecting from fixed-route bus service at the transit hubs prior to the introduction of Ride2 service. However, while the West Seattle service area is relatively more urban than Eastgate with denser and more transit rich conditions, there are fewer direct routes to the water taxi terminal at Seacrest Dock than to Eastgate Park & Ride. Where Ride2 provided an alternative mode to the Eastgate transit hub, Ride2 West Seattle gave transit users another direct

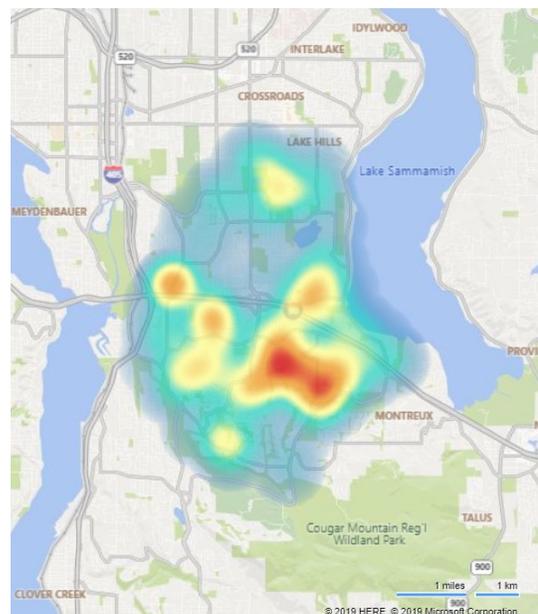
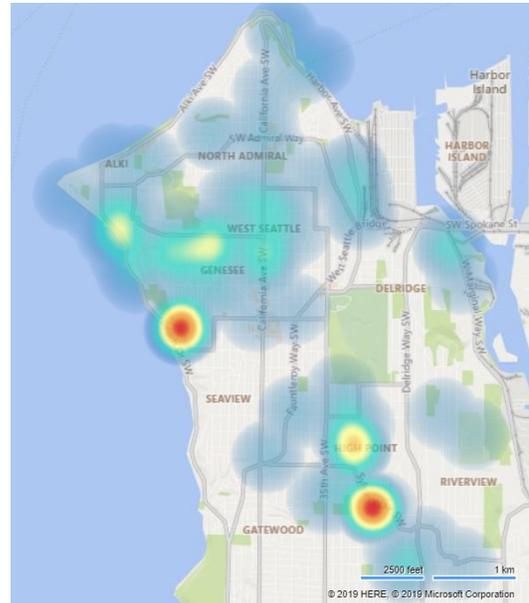


Figure 5 & 6: Ride Pick-Up Distribution in West Seattle (top) and Eastgate (bottom)

way to access the water taxi - 6% of West Seattle users indicated that before Ride2, they had not previously used either transit hubs regularly.

A breakdown of how customers accessed the transit hubs/their destination before the Ride2 service can be found in Appendix B, which draws from the customer survey. The heat maps in Figure 5 and 6 show where Ride2 trip pick-ups in both service areas were concentrated.

Transit Service Influences on On-Demand FLM Program Performance

Metro analyzed a broad range of variables with respect to feeder-to-fixed route ridership, including demographics, income, land use data, commute patterns, and transit supply. Our analysis suggests that feeder-to-fixed route services draw the highest ridership wherever their deployment provided the greatest value with regards to **job accessibility** and **connection to frequent fixed route services**.

Using Remix, Metro examined the number of additional jobs that customers could access by using Ride2 to connect to the transit hubs in each service area. Comparison between using Ride2 and not using Ride2 was done by analyzing the number of jobs a person could reach starting from home-tracts (census tract population centroids) using fixed route transit in an hour against the number of jobs a person could reach under the same circumstances in forty-five minutes from the transit hub with a feeder-to-fixed service. This assumes that the average Ride2 trip took 15 minutes to the hub.

While those living in the census tracts the transit hub is located in or adjacent to did not experience significant increases in jobs they could reach (negative results meant the rider would have been better off using fixed-route transit for the entirety of their trip), riders who lived further from the hubs within

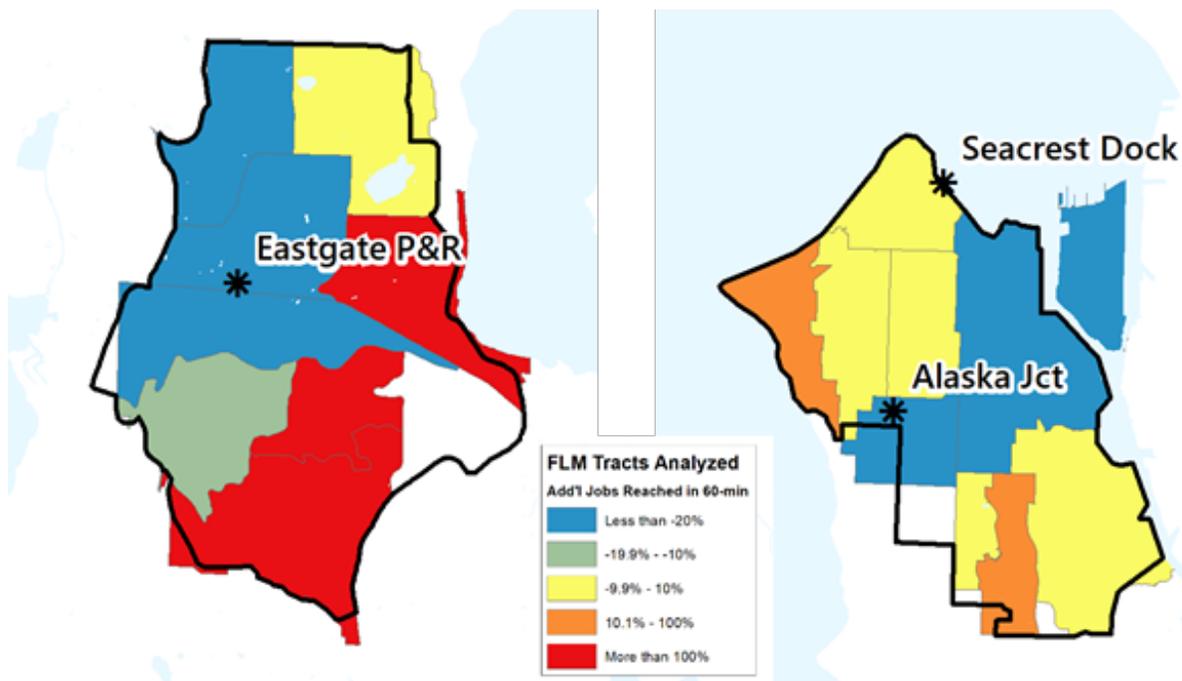


Figure 7: Transit Access in Eastgate and West Seattle

the service areas could reach from 10% to over 100% more employment opportunities within an hour than without Ride2 in the same amount of time. Compared against the heat maps of ridership distribution in Figures 5 and 6, Ride2 customers tended to take rides around the red/orange areas in Figure 7 where the Ride2 services would increase job accessibility.

Metro also analyzed the difference in ridership numbers between the two Ride2 service areas, as West Seattle experienced lower ridership than Eastgate for the duration of the pilot. West Seattle did not have significant differences regarding service quality as compared with Eastgate: average wait times were similar with Eastgate, and West Seattle Ride2 trips were on average shorter than those in Eastgate. The average user profile in both service areas was also similar: more than 50% of median household incomes were over \$100,000 and both areas had over 60% drive alone rates. A significant difference between the two service areas was the frequency of service at the transit hubs themselves. Eastgate, which connects to multiple high frequency bus routes, had over double the amount of transit trips as both West Seattle hubs combined. In comparison, the Water Taxi runs every 30 minutes during peak commute periods. This difference in service operation is noted in customer feedback as well - West Seattle users reported longer commute times if they did not time their Ride2 ride exactly with the Water Taxi schedule, and these experiences reduced the value they saw in the on-demand quality of the Ride2 service. This analysis suggests that on-demand shuttles may not be the ideal first/last mile service for transit service with low frequency.

Metro offers another first/last mile pilot program, called Via to Transit, that provides on-demand service to and from five Link light rail stations. Via to Transit was launched in April 2019 with five contiguous service areas in Southeast Seattle (serving the Mount Baker, Columbia City, Othello, and Rainier Beach Link stations) and Tukwila (serving Tukwila International Boulevard Link station). While programmatic differences such as neighborhood demographics and longer service hours complicate a direct comparison between Ride2 and Via, the ability for Via vehicles to move between service areas in response to demand increases the program's efficiency per vehicle. Ride2 fleets are fixed at their service area, so a shuttle in West Seattle cannot move to serve Eastgate customers if there is more demand in Eastgate. Additionally, Via is a transportation network company and is able to more easily flex the supply of vehicles and drivers to meet varying demand throughout the day/week. As a result, Via's average rides per vehicle per hour is double that of Eastgate's, and Via's cost per ride is around \$11. This is 31% of the cost per ride for Eastgate and 14% of the cost for West Seattle.

Community Engagement

In addition to marketing efforts at the beginning of and during the span of the Ride2 pilot, Metro also performed outreach in both the Eastgate and West Seattle service areas and collected feedback from customers and community members who interacted with the service.

In the Eastgate service area, Metro worked with Hopelink staff and the Chinese Information & Service Center's (CISC) to organize community meetings and focus groups to educate attendees of Ride2 and collect feedback. The first focus group with Hopelink received pre-loaded ORCA cards and were walked through downloading and using the app and the call center. Participants at these events provided feedback while using the Ride2 service, including their experiences on requesting a ride and connecting

to transit. Customers identified extending service hours to accommodate a broader range of errands and tasks and expanding the service area to increase connectivity as the top priorities. Feedback also included improving accessibility of information to non-English speakers, with communications primarily in English as a major barrier for customers who had limited English proficiency. Summary reports for these meetings can be found in Appendices D and G.

In the West Seattle service area, Metro engaged with several community organizations. Representatives from the Duwamish Longhouse and Cultural Center shared concerns over service hours – morning/afternoon peak-only service – as this limited the times when visitors could utilize Ride2 to reach the Longhouse. Other organizations Metro engaged with included Neighborhood House, the Senior Center of West Seattle, and the Youngstown Cultural Arts Center. Due to scheduling and capacity challenges, Metro and these community-based organizations were not able to coordinate an organized event for residents and customers in the service area to provide feedback.

Marketing and Communications

Ride2's marketing campaigns at both launches was important to spread awareness of the new service and engage with customers in the service area on initial impressions. 17% of all survey respondents reported learning about Ride2 through online advertisements or social media.

Eastgate

At program launch, Eastgate's marketing included Facebook ads in English, Spanish, and Chinese. During the first month, the English ad reached 17,427 unique Facebook users and had a 2.71% click-through rate through King County Metro social media posts. In the same period, the Spanish ad reached 5,628 unique Facebook users and had a 2.13% click-through rate, while the Chinese ad reached 1,957 users with a 10.17% click-through rate. The industry standard for click-through rates is around 0.9%, indicating that the Facebook ads were successful in encouraging customers to click the link to the program website.

In addition, three street teaming sessions were held at the Eastgate Park & Ride, two during the morning commute and one during the afternoon. Additionally, brochures and flyers were left at many community hubs including South Bellevue Community Center, Newport Way Library, and Factoria Square Mall.

Based on the customer survey, most respondents in Eastgate (33%) discovered Ride2 by seeing a Ride2 shuttle and consequently researching the service.

West Seattle

At program launch, West Seattle's marketing included Facebook ads in English and Spanish. During the first month, the English ad reached 12,716 unique Facebook users and had a 2.09% click-through rate through King County Metro social media posts. The Spanish ad reached 3,924 unique Facebook users and had a 1.66% click-through rate.

West Seattle also conducted three street teaming sessions and distributed program brochures and gauged how familiar customers were with Ride2 as a service. Feedback from community members on

launch day revealed that a dozen or more individuals were already aware of Ride2 West Seattle through employer emails and the West Seattle blog press release coverage. Staff also tabled at the West Seattle Farmers Market and the West Seattle Food Bank and distributed Ride2 brochures and Alaskan Way Viaduct Closure Re-Route pamphlets. At the Food Bank, staff primarily interacted with Vietnamese-speaking individuals and shared information on the service and how to use it.

Based on the customer survey distributed in May 2019, most respondents in West Seattle (28%) heard about the service through local media coverage, including television newscasts, newspaper articles, or blog posts.

Program Adjustments

During the Ride2 pilot period, several adjustments occurred as a result of on-going performance monitoring, customer behavior and feedback, and operational challenges.

1. Change in Service Providers

Ride2 Eastgate originally launched in October 2018 as a cost-share partnership between Metro and Ford Smart Mobility (FSM). FSM was selected through a competitive procurement process. FSM developed the routing technology and white label rider/driver apps (“Ride2 Park & Ride”) as well as helped co-create the service parameters and branding. FSM contracted with their subsidiary, Chariot, to provide the vehicles and operate the service using Chariot employee drivers. In January 2019, FSM announced it was shutting down Chariot in markets around the world, including King County. FSM was unable to secure a new service operator to take over the Ride2 service when Chariot ended its operations in February, and therefore Metro transitioned to Hopelink, an existing contracted service provider, to continue to provide service at Eastgate. The transition from Chariot to Hopelink created some challenges, though there was no gap in the provision of service. While the service area remained the same, the transition included an expansion of service hours to align with driver shift durations used by Hopelink operations. The transition also led to a different rider app (“Ride2 Transit”) which included similar on-demand trip request and dispatching capabilities but did not include all of the features that the Eastgate customers were able to use with the “Ride2 Park & Ride” app.

2. Adjusting Fleet Size

Given Eastgate’s performance and that the West Seattle service area included two major transit hubs, Metro initially launched West Seattle service with five shuttles. During the first few months of West Seattle service, demand did not reflect what Metro had anticipated which resulted in high costs per ride due to lower ridership per vehicle. In June 2019, West Seattle reduced its fleet size to three shuttles, which accommodated existing demand while reducing cost per ride below \$100/ride.

3. Adjusting Levels of Service

With the urgent timeframe between the end of Chariot’s operations and Routematch picking up the service, Routematch had a limited period to test and launch their Mobility on Demand platform before beginning operations. Routematch was able to complete a functional platform by the time Hopelink began service, allowing Ride2 to avoid any gaps in service or program downtime.

Rider feedback suggested that the second rider app (Ride2 Transit) experienced reliability issues and regularly rejected or canceled ride requests during peak periods. A compilation of user feedback sent directly to Metro about these issues can be found in Appendix H. Customers also reported feeling discouraged seeing high wait-times, which prompted them to cancel rides and seek another way to reach their destinations.

To address customer feedback on trip completion difficulties, Metro worked with Routematch and Hopelink during the summer of 2019 to revise the trip booking values that determine how the routing services would interface with customers. Adjustments were made to wait time and travel time parameters to help reduce the number of failed ride requests while accommodating additional capacity. Metro tracked the impact of these changes during the fall of 2019, collecting and analyzing ridership data after the trip booking values were changed to make further adjustments.

The adjustments resulted in a decrease in wait times and a corresponding increase in travel time. Before the adjustments, the average total ridership per week from June to August was 385 riders for Eastgate and 125 for West Seattle. The adjustments occurred from September to November, where average total ridership was 420 riders for Eastgate and 157 for West Seattle. While seasonal variations could affect the number of riders, the app did see fewer instances of potential riders declining requested trips: Eastgate went from an average 22% cancellation rate during the June to August period to 0.2% in September to November. West Seattle went from an average 14% cancellation rate to 0.7%.

4. Changes in the Mobile App

Metro also worked with Routematch to improve customer interactions within the mobile app. The changes were relatively focused on stability of the app, preventing users from needing to regularly log back into the app, and general user experience by providing more specific error messaging and push notifications to indicate vehicle arrival.

5. Marketing to share updates to service and expand audience

Both service areas' marketing campaigns were focused on the initial launch month. Neither had sustained marketing pushes throughout the pilot to continuously promote the service, but both had a second period of marketing activity to share information and reach out to new customers. These efforts also allowed customers to provide feedback about the service.

Ride2 Eastgate's second marketing campaign occurred in February 2019 in response to Ride2 changing its service provider from Chariot to Hopelink. This campaign involved four days of street teaming (three days during the morning peak and one day during the afternoon peak) where staff answered questions from customers. During the four days of street teaming, 1,084 Ride2 brochures were distributed.

While street teaming, customers were most commonly concerned with whether the service area was changing and recommended several neighborhoods to expand to (Crossroads, Newcastle, Woodridge). Customers also shared some issues during service under Chariot, including multiple cancelled trips and multiple delayed trip pick-ups.

Ride2 West Seattle's second marketing campaign occurred during October-December 2019 to increase awareness of the service, as ridership in West Seattle was regularly below that of Eastgate. This campaign involved new Facebook ads in English, Spanish, Vietnamese, and Korean and were geo-targeted to customers within the service area. These ads did not experience a significant amount of engagement compared to other geo-targeted Metro campaigns, which have experienced over 2% click-through rates; click-through rates for the English and Spanish ads were only 1.50% and 1.68% respectively.

The second marketing campaign also involved street teaming in the service area, where 227 Ride2 brochures and 22 fliers in a non-English language (Spanish, Vietnamese, Somali, Amharic) were distributed. Additionally, 17 community posters were placed in community hubs. While street teaming, the common concerns and challenges that customers shared about the program included ride cancellations, driver routing that delayed the customer's arrival at their destination, and delays in their work commutes. As delays to the transit hubs significantly impacted travel time - most connections were to the water taxi that runs every 30 minutes or more - customers who experienced these issues said they were less likely to use Ride2 again.

Conclusion

These Ride2 pilots provided valuable data to Metro on when, where, how, and for whom on-demand services work, but ultimately did not meet the milestones necessary to continue the programs given financial constraints.

Ride2 met its initial level of service targets, with both service areas achieving below the target maximum average pick up and travel times. Eastgate outperformed West Seattle in terms of average daily ridership and average riders per vehicle per hour, which determined the cost per ride and how efficient the service was at utilizing its fleet given demand. Despite Eastgate's higher ridership, its service still cost significantly more than the typical cost per ride for a transit rider: it cost over \$30 per ride in Eastgate while Metro transit service costs on average \$6 per ride. Given budget constraints, both Ride2 services were too expensive to justify extending the pilot. Efforts to increase ridership, including adjustments to the Ride2 app and routing technology and additional marketing campaigns, did not result in an increase in trips; barring variations due to weather and holidays affecting commute decisions, ridership in both service areas was consistent throughout the pilot.

Customer feedback indicated that Ride2 was not the best service to meet rider needs given the less frequent service of the Water Taxi in West Seattle. During the 12 month period, Metro and Routematch adjusted the Ride2 platform to address customer concerns and had a second marketing campaign in West Seattle to notify users of changes to the service. While the adjustments did reduce the number of trip cancellations, meaning more riders were able to utilize the service as it was intended, ridership levels did not increase significantly in either service area.

Metro is invested in providing equitable service to communities of greatest need. Ride2 accepted reduced rate fares to ensure that customers would not have high financial barriers to use the service, but only 14% trips in Eastgate and 10% of trips in West Seattle were made by reduced fare customers.

While both service areas included Priority Tracts, further expansion of the service areas could provide access to areas of the Priority Tracts that were outside the existing service area boundaries. The customer survey indicated that over 53% of users had annual household incomes of \$100,000 or above. Adjusting service area boundaries or providing on-demand first/last mile services in other neighborhoods with less transit service could provide greater access to communities with unmet need.

Metro and its partners decided to end both Ride2 services on December 20, 2019; 14 months after launching Ride2 Eastgate and 12 months after launching Ride2 West Seattle. Key lessons learned from the pilots include:

- On-demand shuttle services draw the most riders when deployed in areas where they **significantly improve access to jobs** compared to traditional bus or other fixed-route service.
- On-demand shuttles work best when **connecting to very frequent service like light rail and very active bus routes**. The service doesn't work as well to connect to lower frequency bus routes or the Water Taxi, which sails every 30 minutes during peak periods.
- On-demand shuttles like Ride2 can be a successful model to feed the fixed-route system. There was **over a 90 percent transfer rate** between Ride2s and the traditional bus system or water taxi, as was intended.
- Riders really liked the **convenience** of Ride2, and services performed within the targeted wait time of 10 minutes or less, and the targeted in-vehicle time of 15 minutes or less.
- Greater efficiencies can be gained from **operating on-demand shuttle service in connected areas**, like Via to Transit in Southeast Seattle and Tukwila, since vehicles can cross between service areas. In contrast, Ride2 has fixed fleets that can only serve one specific service area.
- The **mobile app experience is important** and can deter repeat customers. While Ride2 prioritized uninterrupted service during the operator transition, budgeting enough time to develop and beta test customer-facing apps and routing technology is important as user tolerance of technological disruptions affects ridership and program perception.

Next Steps

Metro is leveraging the lessons learned from the Ride2 pilots and their other feeder-to-fixed route service (Via to Transit) to deliver better services to customers and bolster our service planning, management, operations, and evaluation capabilities.

Service Guideline Updates

In 2020 Metro is updating its Service Guidelines, which establish criteria and processes to analyze and plan changes to our system. Lessons learned from the feeder-to-fixed pilots are being directly applied to the updates being made to the Flexible Services chapter.

Future Service Pilots

Metro plans to continue to offer service pilots that test innovative mobility solutions and more efficient delivery methods of existing services, including new feeder-to-fixed services that iterate from Ride2.



Moving forward together

Ride2 takeaways and data will inform where, when, and how Metro deploys future feeder-to-fixed services.

Analysis and Education

Metro will continue to draw out and disseminate key lessons learned and strategic recommendations based on the analysis of Ride2.

Appendices

Appendix A: Ride2 Survey Results

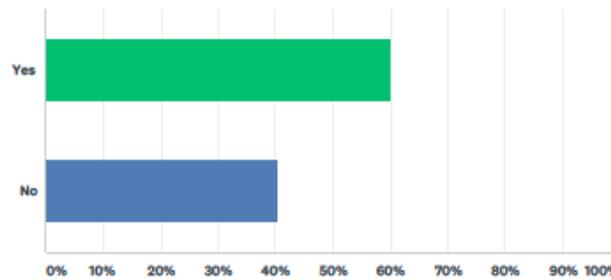
Click image to open attached survey results.

Ride2 Transit Survey: West Seattle and Eastgate

SurveyMonkey

Q1 Have you used Ride2 to travel to or from one of the three transit hubs (Eastgate Park & Ride, Alaska Junction, or the Water Taxi Dock at Seacrest Park?)

Answered: 613 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	59.87%	367
No	40.13%	246
TOTAL		613

Appendix B: Ride2 Mode Shift

	Eastgate		West Seattle	
	Total	Percentage	Total	Percentage
Hub-bound	90	45.7%	76	48.1%
Bus to hub	25	12.7%	37	23.4%
Other mode to hub	65	33.0%	39	24.7%
<i>Drove</i>	58	29.4%	16	10.1%
<i>Walked/biked</i>	7	3.6%	13	8.2%
<i>Rideshare</i>	0	0.0%	4	2.5%
<i>Dropped off</i>	0	0.0%	6	3.8%
Direct to destination	7	3.6%	10	6.3%
<i>Drove</i>	5	2.5%	7	4.4%
<i>Walked/biked</i>	2	1.0%	0	0.0%
<i>Rideshare</i>	0	0.0%	3	1.9%
New Users	1	0.5%	9	5.7%
Multi-modal (to hub and/or destination)	99	50.3%	59	37.3%
"Other"	0	0.0%	4	2.5%
Total	197	100.0%	158	100.0%

Appendix C: Transit Agency Flexible Service Pilot Comparison

Agency Name	Pilot Location	Daily Ridership	Cost / veh / hr	Cost per Ride
AC Transit	Castro Valley, CA	≈42	\$214	\$71
VTA	San Jose, CA	≈28.5	\$120	\$299
KCATA	Kansas City, MO-KS	≈7.8	n/a	\$1000
Arlington	Arlington, TX	≈380	≈\$45	≈\$14.5
Cherriots	Salem, OR	50	\$65	\$18.6
West Sacramento	West Sacramento, CA	350	≈\$43	≈\$11.5
RTD	Denver, CO	95.9	\$83	\$21.3
SacRT	Sacramento, CA	≈200	≈\$65	\$18.0
DART	Dallas, TX (Avg. for GoLink services)	77.4	\$46	\$13.4

*Numbers marked with an approximation symbol (≈) are estimations based on available data



Ride2 Eastgate Final Report (December 2018)

Scope & Event Overview

To better understand how the Ride2 service at Eastgate can better serve Metro customers, Hopelink has been tasked by Metro to promote marketing materials on site and at existing events, coordinate with Metro to plan and host an open house event, and recruit and facilitate two user experience focus groups.

Event Promotion

The Ride2 open house and focus groups were mainly promoted through flyers, which were circulated both in-person and electronically. The promotion was primarily targeted towards older adults and people with disabilities. The flyer was e-mailed to local organizations in the Eastgate and Factoria region, including the Bellevue Network on Aging, Imagine House sites, the Bellevue Family YMCA, SeaMar, Hero House, Sofia Way, the India Association of India Washington, CISC, and more. We also distributed information to our local mobility coalitions, and posted flyers at the Eastgate Public Health office, the Bellevue College Disability Resource Center, Bellevue Mini City Hall, the Bellevue Hopelink Center, and the Lake Hills Library prior to the event. First Transit and Access were asked to extend the invitation to clients in the Ride2 Eastgate service area. In total, over 30 organizations in Bellevue were contacted about the Ride2 Service.

Open House

The open house was hosted on Thursday, October 25th, 4pm-6pm at the Lake Hills Library in Bellevue. The purpose of the event was to provide residents with the opportunity to meet with King County Metro Staff, learn about the Ride2 program, and ask questions about the services, as well as the trip coordination applications. The open house was attended by 29 individuals throughout the two-hour period. 20 of the attendees were adults, and the remaining nine were children. Most participants either lived in the Ride2 service area or within walking distance of the boundary.

1st Focus Group

The first meeting of the focus group was hosted on Tuesday, November 6th, 5pm-6pm at the Hopelink Service Center in Bellevue. The goal was to give attendees an opportunity to learn about Ride2 and what aspects of the service to consider. Attendees were introduced to the service, received pre-loaded ORCA cards, practiced how to download and use the app, and learned about the call center. They also completed a survey about their use of transit, their comfort level with using smartphones and apps, barriers to taking public transit, and more (for results and demographics, see the attached spreadsheet). Attendees had many questions about the service and provided feedback based on their perception. The focus group was attended by eleven individuals, out of which ten persons completed the survey.

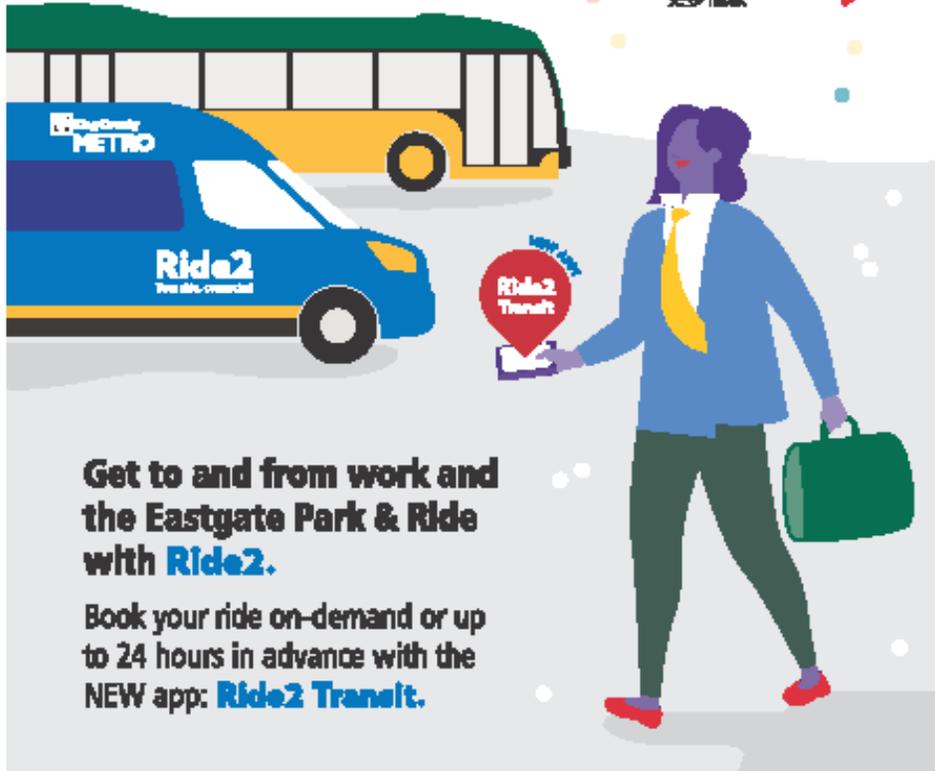
2nd Focus Group

The second meeting of the focus group was hosted on Thursday, December 13th, 4:30pm-5:30pm at the Lake Hills Library. It was attended by nine persons (including one new attendee). The participants provided valuable feedback on their experiences with using the service, the app, and call center, and gave recommendations for improvements of the service. Four of the attendees have never used another

Ride2

Commute with Ease!

More Info
Más información
更多信息



Get to and from work and the Eastgate Park & Ride with **Ride2.**

Book your ride on-demand or up to 24 hours in advance with the NEW app: **Ride2 Transit**.





How to Pay

Ride2 costs the same as a Metro bus ride; standard Metro fares apply.

Adults (19 and older)	\$2.75
ORCA LIFT Fare <i>(income qualified)</i>	\$1.50
Youth (6-18 yrs)	\$1.50
RRFP cardholders <i>(registered seniors, Medicare, disabled)</i>	\$1.00

Pay your fare with cash (exact change), a Transit Go mobile ticket, or a regional ORCA card.

Riders using an ORCA card can transfer between **Ride2** and a Metro bus without any additional fare due.

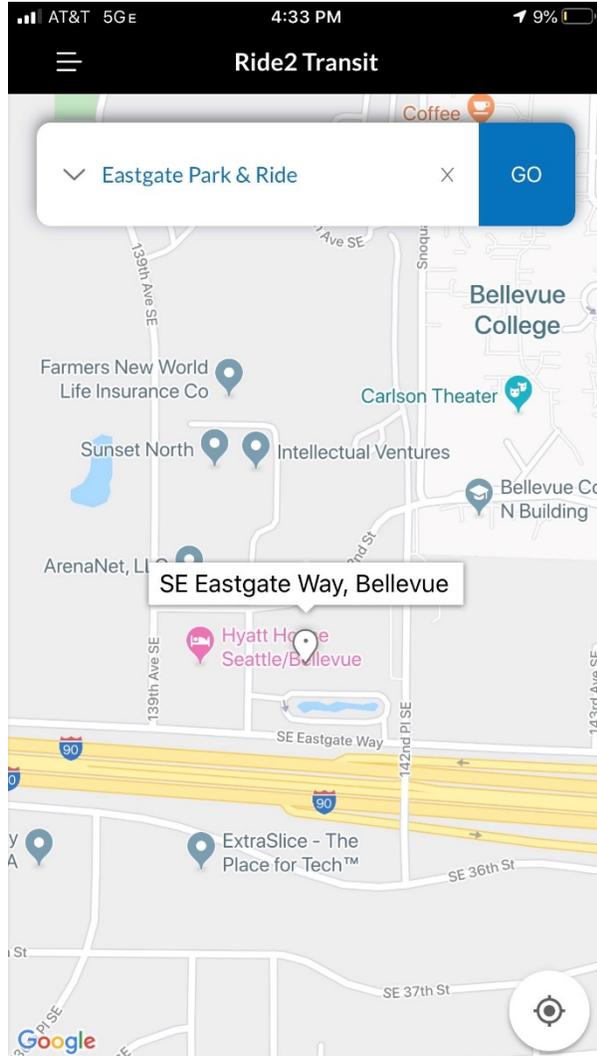
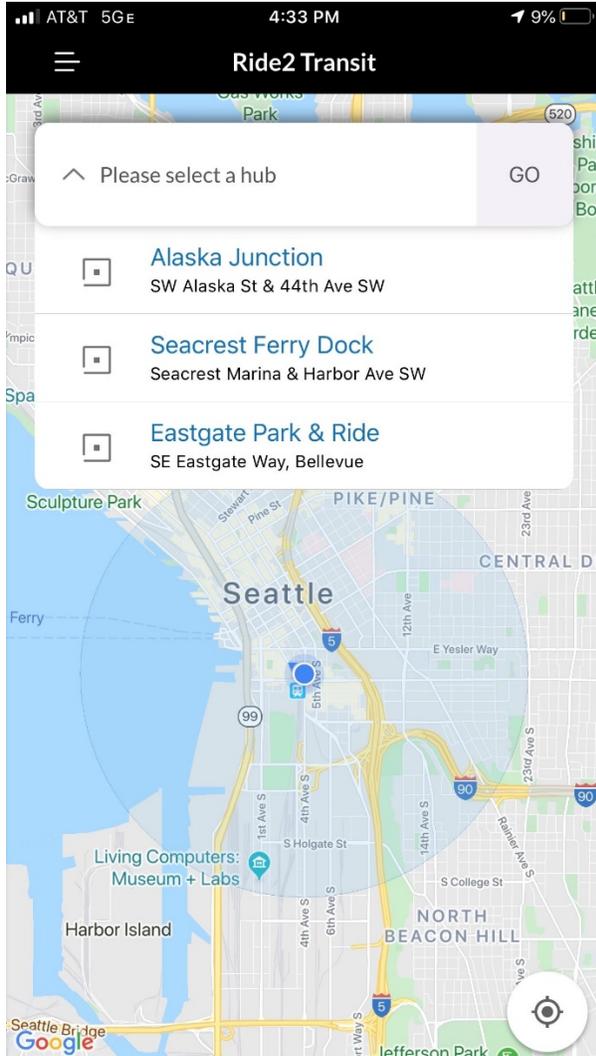
When transferring from **Ride2** to the Water Taxi, riders will need to pay additional fare by having an e-purse balance on their ORCA card or cash.

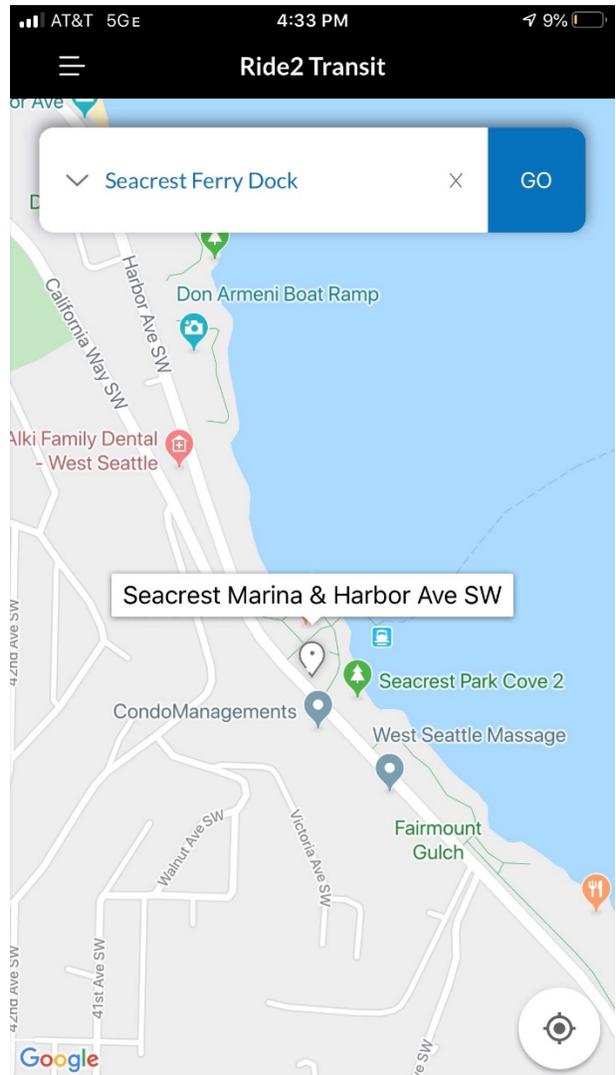
Ride2, Relax and Arrive

Enjoy an on-demand ride and connect to buses at the Alaska Junction or the Water Taxi at Seacrest Park.

www.metrokc.gov/ride2

Appendix F: Ride2 Transit App Screenshots





**Recommendations
Con't**

perfect solution to resolve the language barriers, Metro could seek intermediate solution. For example, CISC has worked closely with King County 911 in seeking solution to reduce miscommunication between the 911 operator and non-English/limited English speaking callers. As result of the collaboration, when call 911, the non-English/limited English speaking callers would repeatedly indicate the language they speak regardless what questions they are asked by the 911 operator, on the other hand, after asking a few questions, the 911 operator would connect to an interpreter who speak the requested language. It takes years of coordinator and continue community outreach so that the most vulnerable King County residents would know what to do and expect when there is an emergency to call 911.

Furthermore, Metro should consider to formulate a plan to conduct continue community engagement for needs of the riders and potential riders in the area and to answer questions coming from the immigrant communities after the launch of Ride 2 Eastgate service. Different immigrant communities may have different challenges in accessing and utilizing the service. For instance, while majority of the Chinese participants were not able to install the App at the community meetings due to technical issues, they would give their phones to the staff and seek assistance to install the app. Whereas, most of the Spanish participants were reluctant take their phones out and show it to the staff when it was first introduced during the community meeting.

At last, in order to reserve a ride, riders are required to enter their, name, ORCA card number, email, phone number and pick up addresses, which mostly likely would be their home address, Metro should consider to make privacy policy of the new ride share program available. As vulnerable as the non-English/limited English immigrant riders to identify theft and other online crimes, it is important for them to learn and essential for Metro to disclose how data collected via the app will be protected, stored and used.

In conclusion, as Metro is trying to launch digital technology related service to address the transportation needs, how is Metro Ride 2 Eastgate team going to partner with other local government agencies and community organizations to provide digital inclusive service and programs that would connect and ensures individuals and disadvantaged groups have access to, and skills to utilize available information & communication technology and therefore able to participate in and benefit from those new and innovative transportation service and programs?

BUS

**Ride 2 Eastgate
Community Outreach 2018 Report**



Community Meeting Dates:

10/18	Newport Library Chinese Focus group	16
11/01	Newcastle Library Follow up of 10/18 Focus Group	6
11/05	South Bellevue Community Center Chinese Focus Group	30
11/10	St. Louise Catholic Church	15
Total Participants		67

Background

CISC's Mission:

CISC helps immigrants throughout King County achieve success in their new community by providing information, referral, advocacy, social, and support services.

Founded by a group of volunteers who saw the needs of the Chinese immigrant community, Chinese Information and Service Center (CISC) has been serving the Asian community, ethnic Chinese community since 1972. CISC helps Chinese and other Asian immigrants make the transition to a new life while keeping later generations in touch with the rich heritage of their homelands. For its client base, it offers the broadest available set of social, family, employment, education, and cultural programs in King County. We serve clients with respect, compassion, and with dedication to serving all of the client needs through a unique holistic approach.

Understanding the transportation needs of the non-English speaking immigrants, especially those who are residing in Lakemount, Factoria, Somerset & Lake Hills, CISC is very excited to learn about the launch of Ride 2 Eastgate service and the potential benefits to the Chinese and Spanish immigrants in the targeted neighborhoods.

Therefore, CISC is committed to outreach to the current and potential immigrant riders and introduce this innovative service to the immigrants.

Appendix H: Ride2 Customer Feedback – Metro

Incident Date	Description
11/7/2018, 6:30 PM	Customer called the CIO to report that she was stranded at Eastgate unable to reach anyone at the Ride2 call center to book a ride. She said she could not use the app (she has a Windows phone), and that the Ride2 customer service number was going to voicemail. She was upset to be waiting in the cold. The CIO Senior who talked with her also confirmed that the Ride2 call center number was routing callers directly to voicemail.
1/14/2019, 7:00 AM	I'm a West Seattle resident, and I have learned that King County's Ride 2 service has been expanded to West Seattle for requesting rides to and from Seacrest Park to connect to the King County Water Taxi. I have downloaded the mobile app (iOS), but Eastgate Park & Ride is baked in as the destination point, and nothing for West Seattle. Please explain why the app has not been updated to serve West Seattle commuters.
1/14/2019, 8:24 AM	Your Ride2 driver just drove off without me! Scheduled for 8:17am Jan 14 at [redacted]. He pulled well past the group of people at the bus stop 'paused' at the curb about 60' feet in front of us and drove off while I was walking up to the van. Literally didn't stay at the curb for longer than 3 seconds. This is supposed to help commute times not leave people stranded! I really frustrated. Your drivers clearly need more training.
1/14/2019, 8:10 AM	Good morning Metro! I have a recommendation about the new Ride2 service in West Seattle. With the closure of the Alaskan Viaduct, I plan to bike to work. Unfortunately there was too much ice to bike safely this morning. So, I attempted to use the new Ride2 service. I wanted to catch the water taxi so I requested a ride at ~8:06. I eventually cancelled my request around 8:40 (having missed the 8:35 water taxi to downtown). Perhaps you could include an icon or indicator of the arrival of the vehicle that a user will be sharing? That could pair well with the estimated pickup (which in this case was very inaccurate). I know this service is a new pilot and suspect that ridership is quite high this morning so I am not intending to complain.
1/14/2019, 9:33 AM	Ride 2 Transit. I tried to schedule in advance and I am not able to fro my iphone it doesn't let me program a future date. I then tried to be picked up right away and it didn't give me a correct pick up time, I waited 10 mins and couldn't get any updates.
1/14/2019, 10:45 AM	From the Ride2 website I see the service ends at 7pm. Doesn't the last water taxi arrive at Seacrest dock at 7pm. Does this mean the Rides2 doesn't provide rides for this water taxi.

1/14/2019, 1:39 PM	I'm writing regarding the new Ride2 West Seattle. I was THRILLED when I learned about the service. Then I read on and saw that my house in Highland Park is outside the service area. Highland Park is one of the most under served parts of West Seattle. Can you explain to me why we were excluded from this service and how you plan to address the lack of metro services to our area verses the services you are offering to higher income parts of West Seattle?
1/14/2019, 3:09 PM	This morning i was unable to get the Ride2. Even tho the App showed i had been assigned a Ride, the vehicle never came. I tried 3 times. On the app, the trip shows complete in my past journeys
1/14/2019, 4:36 PM	It?s 4:44 on Monday January 14th, Seacrest Park dock. For the last 15 or so minutes I?ve tried to book a trip with ride2go only to have it spin indefinitely and never assign me a Van. No one else got picked up at the dock either by a van. This is the first time I?ve never even been able to book a trip, and I?m lucky a friend can pick me up or I?d be stranded here still, attempting to book a ride. I?m not sure what is going on with the app but I hope it?s fixed before tomorrow?s commute.
1/14/2019, 6:45 AM	My daughter booked a ride on "Ride2" yesterday which never came. No one ever contacted her or anything. I know it was the first day of the viaduct closure but nothing?? It's ridiculous. {People are relying on Metro's services.
1/15/2019, 8:57 AM	Ride2 app feedback: No accurate way to know if your ride is close by and the ride shows as a past trip even if you have not been picked up yet. I booked multiple trips thinking the ride had skipped over me, but I was just running very behind quoted time.
1/15/2019, 9:46 AM	Hi, I am sitting here at the Issaquah transit center freezing because the 555 was 5 minutes late causing me to miss the 208 to north bend. I?m am trying to get to 7th ave ne and be gilman Blvd. the next bus isn?t for another roughly 45 minutes! I am unable to walk a mile to get where I am goin, How having the 200 start earlier, the 371 go downtown for the first few runs in the morning until the 200 starts or have the Ride2 shuttle come out to Issaquah. Bus service to downtown Issaquah was terrible before the viaduct closed, now it is nearly nonexistent. I live by Bellevue college it should NOT take 1 1/2 to 2 hours to get to or from downtown Issaquah! HELP! I have been riding metro buses for 40 years and the service to/from Issaquah hasn?t changed much other than cutting back the hours for the 200 freebie. I for one would be willing to pay to ride the 200 Thankyou for your help, Another option would be to have the 554 stop in Newport way just east of maple at the 215 stop.
1/14/2019, 4:30 PM	[redacted] provided excellent customer service, which I appreciated very much. The Ride2 online booking system for the West Seattle shuttle wasn't working, and I got put on hold when I tried to book a ride over the phone. [redacted] stepped in and took me to my destination despite the snafus. He had a very friendly demeanor and drove carefully. Thanks for being there! Ride2 is not one of the options in the Service Type category on this form, so I selected TripPool because that sounded most like it fit the bill.

1/15/2019, 2:03 PM	<p>The online booking system (Android app) for the Ride2 shuttle in West Seattle was not working yesterday afternoon (January 14, 2019 at about 4:15 pm). I tried several times to book a ride, but each time I waited and waited while the app "thought" and then I got a message that something went wrong and my journey wasn't booked. When I called to book a ride instead, I got put on hold. Meanwhile, I was standing at the West Seattle Junction Ride2 stop. [redacted], the driver, helped me out anyway, despite this issue, and I have also submitted a commendation for his exemplary customer service.</p>
1/11/2019, 8:23 AM	<p>This is the second day in a row I've called for a ride2 service to take me to the Alaska junction and the ride has failed to show. I've been waiting outside my apt and suddenly the app says the ride is in the past, no longer on its way, but the shuttle is not there. Yesterday I immediately scheduled another ride and when the driver arrived she said it was because she was picking someone up at a nearby address and when that pick up completed it automatically completed mine as well even though she hadn't gotten to me yet. Today I didn't have time to schedule another ride and had to drive myself. I don't know if I will be able to use the service if this is a regularly ongoing issue</p>
1/16/2019, 5:40 PM	<p>Ride 2 Transit does not work. I have tried it 4X in the past week and the vehicle never arrives. I wait 10-15 minutes and then cancel my trip. I can't rely on this app on don't plan on using it again. Multiple people on the water taxi tonight experienced the same issue.</p>
1/17/2019, 8:45 AM	<p>Major error with your Android Ride 2 app. Used it yesterday in West Seattle no problem. This morning, scheduled ride. Did not touch or modify date/time (which it doesn't let you do anyway, but that's another issue). Trip was planned, I could see the van a few minutes away on the map. Switched to another Android app on my Google Pixel phone. Switched back to Ride2. App behaved as if was opening for the first time. Eventually my scheduled ride appeared, except now it was set for MARCH 2!! I waited for this to clear up, it did not. Closed the app and re-opened. Still set for six weeks from now. I had to sprint for the bus, gave up. Please see attached screen shot.</p>
1/17/2019, 9:21 AM	<p>Hi, I attempted to use Ride2 from my home to the water taxi this morning. I booked at 8:30am through the app and the ride was confirmed. I waited 15 minutes with no one showing. I then cancelled my booking and took another form of transportation. I received a call from dispatch at 9:15am saying my driver was waiting. I think the app is very glitchy. I have not had a positive experience using it. The drivers have been great but the app is terrible, freezing and crashing nearly every time I try to use it. I have the most up to date version and am using an iPhone Xs. Thank you</p>
1/18/2019, 6:12 AM	<p>I scheduled a Ride 2 trip on the app which was assigned. But the app never provided a pickup time other than the time I booked it. After waiting 20 minutes not knowing if the van was coming I cancelled the trip and drove my car.</p>

10/26/2018, 2:10 PM	Please contact me about the Ride2 text message that can be sent to [redacted]. I saw this on the news but didn't get the details. Is this program available now, who may use it, and how does it work? Thank you.
10/31/2018, 3:16 PM	We live on the Metro 271 route. We take 271 to Eastgate P&R and transfer to lines headed west and north (and the reverse). You may (or may not!) be aware that the Issaquah 271 (the sole Issaquah-Bellevue land route) (every half hour) does not connect well in timing with other north/south-bound routes or west/east-bound routes. We may well find ourselves waiting 29 minutes to 55 minutes for an evening #271 or #246 connection home, for instance. Therefore, our question is: Is the Ride2 option available to us on these nights? Or is it solely for folks who don't live, say, on the 271/246 line? Thanks in advance for clarity on eligibility.
11/9/2018, 1:33 PM	I was told by Bellevue Reporter that I could go to www.kingcounty.gov to learn more about Metro's Ride2 pilot project Eastgate shuttle service. If it's there I cannot find it. can you help me?
11/30/2018, 8:46 AM	On Tuesday I tried to book a ride with Ride2 from my home to Eastgate Park & Ride. It's the first time I ever tried to use the service. The app gave me a vague error: Could not book ride An error occurred [sic.] while attempting to book your ride. Please try again. I tried it a couple of times in a row, and got the same error. This was at 07:09 on Tuesday Nov 27 (I have a screenshot, but can't upload it right now) I tried the phone number to book a ride, and it went to voice mail. I ended up using a different way to get to the Park & Ride. Hopefully I was just unlucky with a bad first impression.
11/28/2018, 1:01 PM	On Wed, 11/28/18, 30 minutes before I wanted to be picked up I tried repeatedly to schedule a trip to the Eastgate P&R on Ride 2. Each time I was told my attempt failed and I should try again. So then I called the Ride 2 telephone number. After several rings a voice announcement said to leave a number for call back. Doubted I would be able to get a Ride 2 in time to reach Seattle for an appointment. Running out of time I got into my car and drove to the P&R only to find the top floor of the garage blocked and empty. Next I rushed else where, parked in a church lot and caught a bus to the P&R where I was the able to board a bus I wanted to go to Seattle. What was wrong with Ride 2 and is it now fixed? Why is the top floor of the Eastgate P&R closed? For how long? Why not during the summer when demand is lower?
12/12/2018, 11:49 AM	Hi. Glad KC is helping out promoting this transportation option. What is sadly hidden/buried in the message is the fact the Water Taxi is a very expensive alternative. Since the Orca card pays for a nominal price, it should be emphasized to new users at the beginning/top of the web page the actual out of pocket cost to ride the boat. Transparency is vital. Why don't you just disclose the prices? I know they vary. But for the basic commuter, it's expensive. I'd love to hear why it's not readily publicized. https://kingcounty.gov/depts/transportation/metro/programs-projects/innovation-technology/innovative-mobility/first-last-mile/ride2/west-seattle.aspx Thx.

<p>12/12/2018, 1:21 PM</p>	<p>Hi - I live in West Seattle, and was surprised to see that Seaview, Morgan Junction, Gatewood etc. (not to mention Delridge!) are not included in the service area for the Ride2 app that is about to be released to provide transportation to the Alaska Junction and the Water Taxi. Unlike many areas that will be served by Ride2, we do not have easy access to the 773 shuttle to the Water Taxi (some are also not served by the C), so this seems like a missed opportunity. I myself am lucky enough to be relatively able-bodied and to live within easy walking distance of the 37, but many in the area are not so fortunate. Thanks for listening!</p>
<p>12/13/2018, 3:06 PM</p>	<p>I see that the Ride2 is being introduced in a portion of West Seattle. Unfortunately, the portion of West Seattle that was not included in the service area is where I live (Gatewood neighborhood.) Are there plans to expand the West Seattle service area? I was so excited to see the announcement today, but then incredibly disappointed that I cannot use the service.</p>
<p>12/17/2018, 5:42 AM</p>	<p>Today I downloaded the Ride2 app to enjoy the new service in west seattle. My service address is outside id the service address map for west Seattle. This seems like a fail for KC Metro in that yet again you have completely ignored the needs of the south residents of West Seattle. Ever since KC Metro changed the 21 service to Arbor Heights, it has gotten much more difficult to get anywhere, especially downtown Seattle. In order for me to use this service I would have to walk, ride, or catch a bus 3 miles to be in the service area. I am sorry for the negative comments, I have toned them down (removed the swear words) as I am exceedingly frustrated with the lack of commuter service in my area of West Seattle. I would really like to know how I can personally help make the service to my area of Seattle better?</p>
<p>12/18/2018, 8:26 AM</p>	<p>Ride2 question not addressed in your FAQs: Can the driver let me out early? Can I get dropped off before the Ride2 shuttle reaches its destination? For example: I schedule a pickup on the app from my home in West Seattle to go to Seacrest/Water Taxi but see that there is a 21x or C bus about to leave from 35th/Avalon as we pass: can I ask the driver to stop and let me out? Will the driver stop? Thank you.</p>
<p>12/18/2018, 8:45 AM</p>	<p>The Ride2 app listed for the West Seattle Water Taxi doesn't work on an iPhone. You can't register either manually or via Facebook. Might want to have their developers take a look at what's broken and update your FAQ once they fix it.</p>
<p>12/18/2018, 1:00 PM</p>	<p>The new Ride2 in West Seattle looks interesting. Why does it only cover part of WS? Bus service in Arbor Heights (SW West Seattle) has decreased over the years and this Ride2 would be a nice option in non commute times (e.g. when the 21X stops going through our neighborhood.) Is it going to expand the service area?</p>
<p>12/18/2018, 3:49 PM</p>	<p>Why is only half of West Seattle being served by the Ride2 service? All of West Seattle is equally impacted by the Viaduct closure.</p>

12/18/2018, 5:21 PM	Duplicate Comment Regarding the Ride2 West Seattle, why is South Delridge not included in the service zone? A lot of people who work downtown (esp Amazon) live in this area and will be impacted by the 99 viaduct closure. What can be done to include South Delridge to the city line of Roxsbury? I feel that the South Delridge area is consistently undeserved and treated as a "second class citizen"
12/18/2018, 6:13 PM	Hi. I was wondering if you could have Ride2 come to where I live (Cottage Lake). While Cottage Lake does have some service, I live north of Woodinville-Duvall Road& Avondale Rd and the closest bus stop is about 1.5 miles away. I would really appreciate it if Ride2 served my area.
12/19/2018, 12:00 PM	For the Ride2 Program between Alaskan Junction and Water Taxi points, does the shuttle utilize the regular Water Taxi stop along the way from Alaskan Junction to the Water Taxi destination? I live along the water taxi route, it could be a good alternative for me to take the C Line from downtown Seattle to Alaskan Junction and then use Ride2 shuttle to drop me off at one of the Water Taxi designated stops on Alki Avenue. Is this possible or is the shuttle and express non stop from Alaskan Junction to Water Taxi drop off? thank you.
12/20/2018, 1:58 PM	I think that the Ride2 is an awesome Idea. However it would also be super helpful if the Ride2 would pick up people and drop them at WestWood Village. I live so fare from the bus stops that walking is out from me. I work in SLU and If I could get a ride2 to WestWood I would take the C line every work day. I am sure there are many other people that would like that option also. Please look at that option to be picked up and dropped off at WestWood Village. Thank you!
12/20/2018, 12:20 PM	The Ride2 West Seattle shuttle parks at the Olson-Myers Park and Ride, but yet the service is not available for the community to use in the area around the Olson-Myers Park and ride. Please have someone call to explain why shuttle is housed in a community that is not served by the Ride2 West Seattle shuttle.
12/27/2018, 8:22 AM	Has there been any plans to expand the Ride2 range in West Seattle? It seems as if the Ride2 option is already covering the area covered by the Watertaxi Shuttle. It might be better if the Ride2 moved up and down California Ave & 35th St starting at least as far south as Barton and stop picking up passengers as you approach the route covered by the watertaxi Shuttle. This way you have two services covering disparate territories. Those of us not in the Junction feel we have been ignored when we actually need the services more than those closer to the dock. I live on the southside of the Gatewood neighborhood in West Seattle. I am JUST outside the Ride2 Alaska Junction range. I will need to drive and park in order to ride the water taxi downtown which will add to the parking congestion already found at the dock. Thank you for your consideration.

12/20/2018, 2:10 PM	I live in the far south part of West Seattle - called Arbor Heights. I am excited that Metro has taken the response of implementing the Ride2 program to help alleviate the congestion that will inevitably build up when the viaduct is torn down. I would like to ask if there are plans to expand on the Ride2 operating area? I currently live 3 miles outside of the operating area, and I would love to be able to use the Ride2 platform.
1/3/2019, 1:21 PM	Why not create a similar service for those of us in south West Seattle, with on-demand rides to the (many different) buses that leave for downtown from Westwood Village?
1/6/2019, 10:48 PM	I downloaded the app and filled out the information requested, opened the confirmation email, and put the code in as requested. I got the red x. Tried again, with the same result, despite both times having checked closely that I entered the number correctly. There is a cheery message saying to not hesitate to contact them if needed, but the email is from a no-reply address and there is no other contact information. How do I complete my signup before Via-doom begins?
1/7/2019, 7:55 AM	First time using ride2 app to get to WS water taxi. My van pick up was scheduled for 7:52. By 8:05 it had not arrived. Missed ferry. I had to cancel ride and go walk to bus. Stood in cold for 30 minutes for nothing. How long is reasonable for van to be late? Any way driver can contact passengers?
1/9/2019, 4:51 PM	I am making a suggestion as I live in West Seattle in the Morgan Junction. It appears that Ride 2 is not servicing this part of West Seattle, but there are so many residents in the area that use public transportation. Yes we have the C line and 116, however I find it incredibly frustrating that the Water Taxi shuttle does not service this area and I think it would be used. During the craziness of the Seattle Squeeze, any chance you can trial this service in the area?
1/10/2019, 8:17 AM	I live in West Seattle, but the Ride2 area map doesn't cover my neighborhood. I live on SW Kenyon, and the coverage area cuts off at Holden. If I am a West Seattle resident, why can I not use Ride2? This is very frustrating.
1/13/2019, 10:34 PM	I live in the Alaska Junction and am interested in using Ride2 in order to get to Seacrest Ferry dock, however your website states "trips to or from locations within a quarter mile of the Alaska Junction or Seacrest Ferry dock will be declined in the Ride2 Transit app. " Does this statement mean that I cannot use the Ride2 program at all because I live in the junction or can I still use it to get to Seacrest?
1/22/2019, 8:39 AM	I have tried to use the Ride2Transit app twice now and your shuttle has never arrived. It was made me late to work when I was trying my best to not use a car during the viaduct shutdown. It's dangerous to let people believe they have a form of transportation when they don't.

1/23/2019, 8:34 AM	Ride2 transit is actually making my commute longer. I've waited for two separate vans this morning neither show up, no indication of when or if they might show up. End up just getting on a bus - I should have just gotten on a bus to begin with. The app is super glitchy - wonder if there is anyone in the tech centric town that could design an app that actually works
1/24/2019, 9:01 AM	I'm requesting the contract and pricing for the "Ride2 Park and Ride" pilot program referenced in the article below operated by Chariot (Ford Smart Mobility) and King County Metro. https://www.kingcounty.gov/elected/executive/constantine/news/release/2018/October/17-metro-shuttle-app.aspx
1/28/2019, 7:49 AM	Just wondering if the Ride2 program will ever be extended to truly include all of West Seattle? I'm in Highland Park at 8th and Cloverdale. Wanted to use the app to get to the water taxi each day, but oh no, as usual, this service doesn't extend to my area. And no, we're not in White Center.
1/28/2019, 1:21 PM	On Wed, 11/28/18, 30 minutes before I wanted to be picked up I tried repeatedly to schedule a trip to the Eastgate P&R on Ride 2. Each time I was told my attempt failed and I should try again. So then I called the Ride 2 telephone number. After several rings a voice announcement said to leave a number for call back. Doubted I would be able to get a Ride 2 in time to reach Seattle for an appointment. Running out of time I got into my car and drove to the P&R only to find the top floor of the garage blocked and empty. Next I rushed else where, parked in a church lot and caught a bus to the P&R where I was the able to board a bus I wanted to go to Seattle. What was wrong with Ride 2 and is it now fixed? Why is the top floor of the Eastgate P&R closed? For how long? Why not during the summer when demand is lower?
1/30/2019, 5:17 PM	Hi, I would love to use Ride2; however the app states that it is sending a validation code that I am not receiving. My email is correct and I did check my spam folder. Any thoughts? Thanks,
2/6/2019, 5:43 PM	50 minutes is far too long to wait for Ride2. Might as well buy my own car instead.
2/7/2019, 9:06 AM	Your boundary choice for ride2 program in ws is appalling. Love how you include new developments and literally encircle older neighborhoods to exclude them from the service area, real nice. Additional information is clearly required.
2/8/2019, 2:32 PM	Your performance in West Seattle during the last week has been totally unacceptable. So many 56, 57 and Ride2 runs were cancelled it is ridiculous. a) Get some chains or snow tires b) Operate the routes on major arterials. I know for a fact Admiral Way has been completely ice and snow free most of the week, and is otherwise cleared. c) Plan ahead a little. If you want people to fund the bus system and see your service as a reliable alternative to driving ACT LIKE IT! Next vote on transit for me will be NO unless you get your collective act together.
2/19/2019, 3:03 PM	Hi, I just heard Ride2 at Eastgate Park&Ride will stop service by the end of this week. It's a very good service and I feel sad that it will stop. Any new similar services available soon? Thanks.

2/22/2019, 10:37 AM	REgarding the new Ride 2 Transit app: I'm confused. Do you have to re-register with all your information again, or does it use the information that you set up previously in the Ride 2 Park n Ride app?
2/25/2019, 9:07 AM	<p>I have taken the Ride 2 Transit vans five times now and have had terrible experiences. It is frustrating for the drivers and it is frustrating for the riders, when the software used for the app and for the route are terrible, not reliable, and inaccurate. I will likely begin to drive to the water taxi and encourage others to do the same, if this continues to be as frustrating as it is. Today, I requested a ride at 8:09 AM hoping to make the 835 water taxi which is eight minutes from my house. The estimated pick up and arrival time changed over four times, until I was eventually not picked up over 25 minutes after I requested the ride. Sometimes the app allows me to see where the driver is, but most days it does not. Most of the time it doesn't matter because the driver arrive so late and then is often routed to pick up other riders so that It can take about an hour from requesting aride to when you are dropped off. For commuters who are trying to get to work on time and plan their commute it is nearly impossible to predict when you actually get to the water taxi. Given that I planned appropriately this morning to give me time to arrive at 8 given that I planned appropriately this morning to give me time to arrive for the 8:35 water taxi, I am now taking the 9:10. 1- PLEASE improve your app and driver tracking so you can see when you driver is actually going to arrive. 2- Add an alert to notify you when your driver has arrived. 3- Please please improve your route software so that the driver is not delayed en route by other pickups that will then result in people missing the scheduled water taxi that they are en route to catch. It?s also terrible software that takes illogical routes and is frustrating for the drivers.</p>
2/25/2019, 6:45 PM	My trips keep getting automatically cancelled. All within the area (from Eastgate park and ride to lake hills Blvd & 154th Ave SE). Made several trips ahead of times, all keep getting cancelled.
2/26/2019, 9:45 PM	<p>I was cycling south on Delridge Way SW on the right fog line coming up on slowing traffic. The offending vehicle began moving to the right shoulder slowly as I approached. As I caught up to the driver, they crowded the lane closer against vehicles parked on the shoulder while braking. I maneuvered my left shoulder to avoid contact with the passenger mirror. The video uploaded shows the distance provided, but it's difficult to see the maneuver. The behavior was clearly deliberate. The driver also nearly hit another cyclist. I passed the vehicle further south and when the driver caught back up, they did not offer much room then either.</p>

<p>2/27/2019, 6:41 AM</p>	<p>Metro, The drivers are pleasant. However, since the change to the new Ride2 Contractor this week, the service has deteriorated. For example, the new app. includes ETAs that don't update according to where the vehicle is located. This morning, I stood in 30 degree weather from 5:40 to 5:55am while the app. still had an ETA of 5:45am. I gave up and went home. Furthermore, why does the new contractor have a van with a wheelchair ramp? Having one is cumbersome for the passengers and driver. For these short distances in this area, this adds to the time to pick up and drop off customers. While I appreciate the earlier availability, it only works if the service is relatively punctual and equipment appropriate for the service offered.</p>
<p>2/28/2019, 6:50 AM</p>	<p>For wed and today, i have booked Ride 2 for 6:25 am and the app has been changing my pick up time to 6:40 or 6:33 or 6:35. It is too late to catch my bus and both days I have to drive. When I arrived the P&R, I saw two vans sitting at the parking lot and not picking people to my bus. This unreliability caused people not to take the ride2. Morning pick up is crucial and cannot be delayed.</p>
<p>2/28/2019, 4:39 PM</p>	<p>The new RIDE2 service for Eastgate P&R is not working at all for four days straight. Today is the worst that I was added to the route 11524 that is the opposite end of my destination. I asked the supervisor on duty and was reassured it was on the same route. It increased at least 30 minutes time. The drive was given a poor system to do the job.</p>
<p>3/4/2019, 9:05 AM</p>	<p>my wife had tried Ride2 twice, both with delay. First time was delayed 10 minutes. Second time (today) she had booked the ride2 yesterday for today (03/04) at 07:55, she got message that said it will be delayed to 08:08. And then it didn't come as of 08:28. So she had waited for over 30 minutes. She ended up cancelling and had to drive to park and ride and hope that there is still space left. Very bad service. I am not sure how the reservation works. She had booked it yesterday so I assume she had higher priority than those who booked at the last minutes. Not sure if there is just not enough vehicles or Ride2 is picking up closer last minute booker. No matter what, it needs big time improvement. And we should be compensate for the damage and delay we had experienced. Probably won't use it unless our car break down, won't recommend to anyone we know. Just incredibly bad.</p>

<p>3/4/2019, 7:04 PM</p>	<p>I have used Ride2 in West Seattle since it first launched. Honestly, I've been desperate for a service like this because my office is a mile from the nearest bus stop and I am disabled. The app and process of using Ride2 was a little clunky at first, but nothing terrible and it only made sense for a new system to have some kinks. Somehow though, it has gotten far worse in the last month. I have not once been able to book a ride without calling dispatch because of how bad the app is. At one point, it took 15 minutes just to submit the request because of the app and technical issues on dispatch's end. I have had to wait 30 minutes for rides to show up. I have been assigned to vans on the other side of West Seattle when there is one parked right in front of me waiting for a passenger. Worst of all, there is no urgency in fixing these issues since the viaduct has reopened. Every driver I've had lately is fed up too. One even told me he's had dreams where he gets to fire everyone who runs Ride2. This service is greatly needed, but poorly poorly done and the drivers and dispatch are the ones bearing the burden of trying to make it work. Please make it a priority to fix it.</p>
<p>3/5/2019, 4:49 PM</p>	<p>Hello, Just wanted to reset my password a few times but never received any email with password reset instructions. Can you investigate it? Thanks</p>
<p>3/6/2019, 9:47 AM</p>	<p>Wasted 1 hour waiting for Ride2 shuttle. Ride2 app initially gave ETA of 20 minutes. Then gradually increase to 30min, 40 min and 1 hour. Such experience really sucks because I was constantly given wrong ETA which is primary reason you wasted my time. If I was told 1 hour ETA at beginning I would have chosen other ways to commute.</p>
<p>3/6/2019, 11:35 AM</p>	<p>Customer's daughter rides the Ride2 eastgate. However, the Ride2 program runs delayed. Customer has requested rides and it has the customer delayed at least 30 minutes to their destination. Advised customer this program is being operated by Hopelink.</p>
<p>3/7/2019, 10:36 PM</p>	<p>I used to have a service in my house area from Ride2. Now, with the new Ride2 I am not able to get the service.</p>
<p>3/8/2019, 8:43 AM</p>	<p>Ride 2 park and ride app will not allow me to enter a valid address.</p>
<p>3/12/2019, 9:40 AM</p>	<p>I walk my dog through the Don Armeni boat launch on Alki every weekday morning, and several mornings I've seen Ride2 van parked with the engine running, lights on and the window down, with the driver asleep in the front seat, or sometimes even stretched out in the back seat. I'm sure there are down times between pick up and drop off calls, but I can't imagine burning tax paid fuel while you sleep is part of the approved protocol for Ride2 drivers. Not the best optics for the program.</p>
<p>3/12/2019, 6:41 PM</p>	<p>There's no option to cancel a ride from the Android Ride 2 application. Please add.</p>

<p>3/15/2019, 8:30 AM</p>	<p>This is my third comment about the ride 2 transit being offered in West Seattle. I requested a ride at 8:17 AM, knowing that I might miss the 835 ferry but intending to at least make the 850 ferry. I missed both of those. First, ride did not come for more than 25 minutes. After that my driver not only drove far below the speed limit, but also took an extra loop based on the GPS which rerouted her for no apparent reason at all. These issues have happened almost every single time that I have tried to take the ride 2 transit. PLEASE improve the software and provide riders who are trying to get to work on time with some kind of assurance of when they will reach their destination. This app Does not seem to assign you with a driver who is close by, as my own driver pointed out there were other vans close by that weren't being assigned rides. Additionally the pick up time is never accurate, and the drop off time is never accurate.</p>
<p>3/18/2019, 10:19 AM</p>	<p>Looking for last mile connection Ride2 program info. Trying to set up a similar program and training program in Columbus, Ohio COTA. Attended NCI conference in Seattle hosted by Metro but cannot locate contact business cards.</p>
<p>3/18/2019, 5:15 PM</p>	<p>The Ride2 service at Eastgate Park and Ride area is not reliable. There are multiple times in the morning that booked a ride, after getting a pickup time, the time of pick up kept getting push to later time. In the afternoon, when I booked a ride at certain time, the pick up got push to later time. But when I get to the pick up location, there are three vans here picking up other passengers and they are not full. I cannot imaging the ride cannot be arrange to group the passengers so I can be pick up as well with three vans being here.</p>
<p>3/18/2019, 9:26 PM</p>	<p>I used the Ride2 service to Eastgate park and ride this morning for the first time. It's a great service. However, I have one suggestion. Consider adding an exterior step outside the passenger door. I am 5,1?, have stumpy legs and am 67 years old. I had to basically haul myself in by the strap on the back of the front seat, then leap out at the park and ride. My daughter has used Ride2 several times and, although she is taller, longer legged and much younger, she agrees with me. She also says that the vans used during the pilot did have such a step and that it was much better getting in and out. Also, you might want to add Ride2 to your Your Ride contact page. I tried there first. I'm not really looking for a response, just hoping you'll consider this.</p>
<p>3/21/2019, 4:49 PM</p>	<p>I have scheduled last night for 2 passengers this morning to pick up at my house to the Eastgate P&R for 6:20 am pick up time. This morning the schedule kept updating to a later time, which is 6:32am. After 6:25am, we decided to cancel and drive to the P&R. The delay and unreliability of RIDE 2 caused reduction in ridership.</p>
<p>3/25/2019, 6:35 PM</p>	<p>I request a ride 2 from the water taxi stop and it never came.</p>
<p>3/25/2019, 6:59 PM</p>	<p>The ride2 service in Alaska Junction in the eventing is not dependable. The vans either never arrive or arrive late. I've stood in the rain 15 mins for the van to arrive and it simply never showed. See the attached screenshot.</p>

<p>3/25/2019, 7:00 PM</p>	<p>Hi, I've used Ride2 between Eastgate p&r for a few weeks now. The service is ok in the mornings heading to p&r, but very unreliable in the evenings. The start times keep moving, usually resulting in a 30 min wait instead of the less than 5 min originally promised. If I'd known it would be 30 mins, I would have found other ways to get home. Worse, while I'm waiting I see empty vans waiting or vans leaving with just 1 passenger. I'm about to give up on this. I can't waste an hour a day in the shuttles when I can get to/from with my car in 20 minutes. This happened three times already. The drivers, of course, are always polite and friendly.</p>
<p>3/29/2019, 6:20 AM</p>	<p>I am an Eastgate Ride 2 rider. Most vans are too high and the lowest step is too narrow which does not extend out when the door opens. One of the van has a yellow bar which is good to grab and get into the van. However, some do not which creates a difficulty to get in and out of the van. There is a handicap van which is more accessible but the inner door also creates a difficulty of getting in and out. Kudos for the van drivers who are very friendly, helpful and punctual.</p>
<p>3/30/2019, 4:30 PM</p>	<p>From the map, I can't tell if my address is within the Ride2 on-demand service area. I live in Woodridge. Can you help me?</p>
<p>4/3/2019, 8:43 AM</p>	<p>Hello, Thank you for the Ride 2 program. I just wanted to give some feedback in hopes of improving the service. It was unclear when I would be picked up as the van had not appeared on the screen and the pick up time kept going up. I was not sure if it was coming because it said it already arrived. So I didnt know if I should cancel and reschedule. When the van began to move, the GPS kept making the van jump around on the map even putting it out of state. Once I was in the van, thank you to my kind driver. The navigation/app made my driver pick up someone up in Lakemont. I am 3 minutes from the Eastgate Park and Ride. It rerouted her to 3 times the distance in the opposite direction from my house to the park and ride. I understand that you want to be as efficient as possible. But shouldnt the additional pick ups be in route to the destination? On our way up the hill to lakemont we saw an empty Ride 2 van coming down the hill. We both wondered why that van was not routed to pick up the customer in lakemont versus sending us a half hour out of the way in the opposite direction of where we needed to go. Thank you for this option and hopefully there will be future improvements to the app and routing algorithms.</p>
<p>4/4/2019, 5:55 AM</p>	<p>Why isn't Woodridge in the Eastgate Ride2 area? There is only one bus per hour and it does not run in the evening! Why is Ride2 provided to people who live further away from Eastgate and have more frequent bus service. How could you let this happen!!! Are you sleeping on the job!</p>
<p>4/5/2019, 6:48 AM</p>	<p>I booked the Ride 2 last night and made the reservation Thurs night for Fri morning at 6:20. The van did not arrive and I called the Ride 2 office. The person indicated that there is a technical difficulty at one of the van. I told them to can cel it and I ll drive instead. If the service is so in reliable, you cannot gain ridership.</p>

4/5/2019, 8:19 AM	Hi, I'm wondering why the Ride2 service area is so constrained. I live quite near the EastGate Park & Ride WA. Its unfortunate that it falls slightly out of the Ride2 service area, wondering if it will take a lot to extend the service area a little bit? Also, the Ride2 app is rather unstable, many times, around 4:45pm, near 5pm. I cannot complete a trip booking.
4/8/2019, 7:18 AM	Is there any chance of a local shuttle to the park and ride, or a Ride2 option for Sammamish? I love taking the bus to work, but it's a 1.5 mile walk to the bus stop. It's a 3-8 mile drive to the park and ride, depending on which one I try to go to (and often, there are no spaces). Bus service in Sammamish seems to be limited to 228th----there is a broad area west of 228th that isn't served at all. Any hope of that changing any time soon? There used to be a DART option along Inglewood Hill road---but it was discontinued several years ago. Would love to have that back again, or something like Ride2. Thanks.
4/9/2019, 9:51 AM	We need Ride2 to match up with the light rail. I need to go south on the light rail and there is no bus to get me to the light rail station in Beacon Hill or Columbia City to go South.
4/9/2019, 2:08 PM	I live in the Lake Hills area of Bellevue and scheduled my first Ride2 pickup Monday March 18th. I scheduled pickup for 8:10 am. I scheduled it the night before. The van arrived at exactly 8:10. I arrived at the P&R to catch the 212 at 8:30 to downtown in time. Today Tuesday, the app told me my ride wouldn't arrive until 8:38 am. My question. Is this to be expected to schedule a pickup 24 hours in advance and still not get picked up at my requested time?
4/11/2019, 7:40 AM	I am writing to let you know that all of the drivers I have encountered riding the West Seattle Ride2 vans are the most professional, accommodating, and friendly people. For example I scheduled a ride yesterday at 7:40, my scheduled driver was not able to get to me on time because the route she was on filled up with passengers. She asked for another driver?s help to come get me so I would not be late for my water taxi. They are great assets for the metro ride 2 program. I just wish the technology of the tablets can catch up so the riders can get consistent and time efficient services.
4/16/2019, 5:22 PM	I have been using your Ride 2 service in West Seattle for the past 3 weeks going on 4th week . Love the service, I find it extremely convenient and helpful especially in the Beach Drive/Alki neighborhood where I reside were it's not that convenient to catch a metro bus and I don't own a car. Special thank you to your drivers especially to [redacted] extremely pleasant, helpful and on time, which is greatly appreciated. I hope you continue with the Ride 2 Service. Like to make a suggestion, in order to get more riders the service needs to be better advertised and explained, people I have spoken to who use metro on a regular basis were not aware of the Ride 2 service. Thank you so much
4/17/2019, 1:59 PM	I live on Pigeon Pt in the North Delridge area. I need to get to SeaTac to catch an early morning flight. The flight leaves SeaTac at 7:30am. I need to check one bag. I don?t seem to be eligible for Ride 2 Share service or new South Seattle Van service. How can I use Metro transit to get me to a train to SeaTac? Thank you for your help.

4/19/2019, 7:40 AM	My earlier ride this morning to Seattle Water Taxi was smooth and on time. The whole week last week in fact was very good. I have received consistent great services from the Ride2 Van drivers to and from the Seacrest Dock. Thank you for providing this wonderful service and the clean vans.
4/19/2019, 6:42 PM	The Ride2 program looks attractive, but please keep us informed when the service area will expand to include the Fauntleroy ferry area. Or for me, the Seaview area. I now walk a mile to the bus at Findlay and California, not something I enjoy doing at night or with luggage. But I have discovered UBER which has worked great a couple times now. What I really hate is seeing transports sitting with IDLING ENGINES all over the city. It defeats the purpose!!!!
4/22/2019, 8:27 AM	Hi there! I am a frequent, every day user of the Ride2 service in West Seattle since the initial pilot prior to the holidays through now. This has been a life-changing service for my commute. We are a one car family with a 2nd grader (which provides many commutes complexities) - and being able to have Ride2 pick me up/drop me off is something that I pray every day does not go away. My drivers have been amazing - even when there have been technology glitches that have caused confusion, the drivers I have experienced have shown exceptional customer service and problem solving skills. This morning [redacted] picked me up and as usual, she was cheerful, prompt, and informative. Please continue this service! My office is a block away from the ferry terminal downtown and I can't imagine how I will consistently get to the water taxi with the convenience ride2 has provided. Thank you so much!!
4/23/2019, 8:58 AM	Ride2 Customer requested for Ride2 from Eastgate elementary school to Eastgate P&R. Customer requested set up for a ride and requested for a confirmation call yesterday. The Ride2 customer service rep stated that they don't need a confirmation because it was all set up. However, the customer called 5 minutes before pick-up time and the person said no that coach was on it's way because it was experiencing mechanical issues. Now the customer's morning schedule is all screwed up because she wasn't able to get to where she needed to be. The bus she needed to catch has already departed.

5/8/2019, 11:37 AM

I have been riding the Ride2 service for several months. I would like to compliment [redacted] for there wonderful customer service. They are always very friendly and accommodating [redacted] ensures I make my destinations on time every time. She?s also very courteous. What I don?t like is the Ride2 app and the tablet that the drivers use. It doesn?t work half the time and it?s very difficult for the drivers to do a good job because the tablet tells them to go one way when it?s faster to go another. Or the tablet instructs the driver to pick up another passenger that is several minutes away which then I don?t make my destination in a timely matter. I have missed getting to the water taxi on time because the drivers follows the tablets instructions yet they do the very best they can. Please pass this compliment on to [redacted] to let them know their customer appreciates all that they do even though their job is so difficult working with the tablet scheduling the rides. I would appreciate a follow up call/email and not an automatic follow up email. I would like to know that [redacted] receives their kudos.

This is a complaint about the technology/app/tablets, not the drivers of the Ride2 program. I spoke in length with two customer representatives on May 1, 2019. And I hope they have record of my verbal reports. The incidents occurred on morning rides of 4/30 and 5/1 which I reserved via the Ride2 app to travel from [redacted] to Seacrest. I could see the van I reserved both days from the app's map that it was positioned to pick me up, and then at about 10 minutes before the actual pickup time, the van started to move away from the pick up point (where I live in West Seattle), and traveled in an opposite direction to pick up other passenger(s) and... instead of coming back to pick me up, it dropped the passenger(s) off at Seacrest. Since this has not happened for quite some time (I had similar experience when the program first started), I thought it was only an one-time incident. I cancelled the trip and arranged other means to travel to Seacrest. But when it happened again on 5/1, I called the dispatcher to make sure that the app is working correctly. I waited for the van to pickup, drop off the other passenger, and return from Seacrest to pick me up. The driver tried her very best to get me to Seacrest, but even in her best effort, I was late for two minutes and not able to make the boat. I inquired [to the driver] what happened, she told me that she was following the directions of her van's tablet, not only that, she called and talked to the dispatcher and raised concern that with the construction on the other side of West Seattle, she might not be able to drop me off on time. The dispatcher confirmed with her to pick the other passenger up and followed the tablet's instruction. And she did. It seems to me the tablet was designed to make preference picking up and dropping off another passenger without figuring out a route to pick up the other passenger, come back to pick me up, and we can both be dropped off timely. I was being sacrificed by the flaws of the tablet. It chose to serve the other passenger over serving me. I personally witnessed the tablet directing drivers to pick two passengers at Seacrest, dropping off 1st passenger, and directing the driver to go back to Seacrest instead of dropping me, the second passenger off on the way. To give a few more examples of the flaw designed, the mapping system does not recognize Jacobsen Road, and the other day, the van number showing on my app in progress to pick me up is different than the van that its tablet showing it was assigned to pick me up. The driver recognized me so I did not have to keep waiting for the "wrong" van to show up. I have another neighbor who uses the service both mornings and evenings about the same time I use the service. So far the tablets cannot even figure out to either pick me up first and then pick up my neighbor up since we are on the same route to and from Seacrest. The technology really needs to be improved. It is extremely unfortunate when I learned that the driver who worked hard and made every efforts to get me to destinations on time got a final warning from her supervisor that she will lose her job because it is their fault the tablets do not work. Seriously? We are humans, we make decisions when the machine does not make sense. The Ride2 supervisors, drivers, program designers, should come up with constructive ways to improve the process and better the service. Threatening to fire drivers is not going to improve the service, not to mention the program is actually facing a shortage of regular drivers. These drivers seem to know their customers, know the locations, streets well and eager to provide the best customer service. They are the faces of the program. I am very sorry that the drivers are being punished and threatened to lose their job because of the imperfect design and application of the technology. Please feel free to contact me if you have questions.

4/30/2019, 7:40 AM

5/9/2019, 2:12 PM	Hello! I am currently in a class at the University of Washington, and this week we were exploring the topic of EcoCities. Seattle in many ways is on the path to becoming an EcoCity, despite having a long way to go, and the improved transportation system have a lot to do with this--especially programs such as the Ride2 app and the new electric buses. We were wondering, what happens to the old buses that are phased out of use? Do the parts get recycled? Are they sent to other areas of the world for use or disposal? We would greatly appreciate some information on this! Thank you.
5/10/2019, 4:48 PM	Ride2 app looks to have the feature to plan a pick up ahead of time. For the life of me I cant get this feature to work. I commute regularly on the water taxi and I would like to request the ride2 to be there by the time I depart the boat. Is this an option?
6/19/2019, 8:32 AM	Will you consider expanding eastgate ride 2 service area to south of Somerset? If so, what is the timeline?
6/20/2019, 7:46 AM	I am a regular user of Ride2 in West Seattle from its second week. It was very unreliable at first due to the app troubles, but the troubles got better and it became more reliable. However, in the past week, I've ordered a ride an hour before I needed a pick up, and the ride has not shown. And I know I'm not the only person this has happened to. I understand there has been a cut down in drivers because of lack in ridership. There has been a lack of ridership because of the unreliability of the rollout in West Seattle. And once the problems were largely worked out, there was not a new marketing push. I truly hope that it has not returned to unreliability, because then this service is just going to end, and I truly don't want that. I am a loyal passenger and willing to help however I can. But please find a way of maintaining reliability.
5/21/2019, 12:59 PM	There is a disconnect between the Ride2 service area map on the King County Metro website and the service area map used in the current Ride2 phone app. Specifically, several small dead-end streets SW of and adjoining Forest Drive (including my street: SE 59th St) are included in the service area shown on your website. However, the current Ride2 phone app shows the service area ending at Forest Drive (and excluding the dead-end streets that extend a short distance SW of Forest Drive). I tried to arrange a ride to Eastgate P&R this morning and my request was rejected because my address is "outside the Ride2 service app" (and yes, the app showed me how my house was beyond Forest Drive). I had previously used - successfully - the original Ride2 phone app (when the service was operated by Chariot), and my home address is within the service area map on King County Metro's website. Have you eliminated some streets from the Ride2 service area (in which case your online map needs updating), or is the Ride2 phone app in error (in which case, please get it fixed ASAP!)?
5/21/2019, 3:12 PM	I live in West Seattle within the Ride2 zone. I am retired and purposely set my appointments outside commuter hours. It's disappointing that I can not take advantage of Ride2 because of the blackout period from 9-2:30. Other on-demand services in Seattle run all day. Is there a reason the the mid-day blackout period? Are there plans to make it available all day for those of us who would use it?

5/23/2019, 6:16 AM	@kcmetrobus When I book a Ride2 ride from Eastgate Park and ride at 6:15pm, it isn't cool when you: Shift it to 6:11pm, which I cannot make. Then after I cancel that ride, I am blocked from booking another ride. Please work to not shift earlier than I request.
5/24/2019, 4:48 AM	I was so excited to read about the new community ride program in Sammamish--and then when I attended a Metro event this past week, so disappointed to learn that it has a boundary that stops at 228th. For so long, it seems that Metro has thought that 228th is the only street in the city. That's the only corridor for Metro and Sound Transit---yet there are large numbers of people who live west of 228th who would take the bus every day, if it wasn't a 1-1.5 mile walk to the closest bus stop. The park and ride lots fill up quickly. Could you please consider expanding the community ride program to include underserved areas in Sammamish? Or could you consider adopting a Ride2 approach to serve the parts of the city that are not over-served in the 228th corridor? Thanks for considering.
6/6/2019, 6:49 PM	Can I pay ride 2 transit using the pass loaded into ORCA card provided by employers?
6/26/2019, 4:08 PM	I've been riding the RIDE 2 from Eastgate P&R in the afternoon. I can't even get a ride to go home at 4pm. This is not helpful to say no ride available the phone lock up the apps.
6/29/2019, 8:26 PM	Regarding Ride 2 Eastgate P&R: I had a upcoming journey last night for 7:45pm. The app says the trip is completed but in reality the shuttle never showed up. Around 6pm I was trying to check my journey details such as the shuttle# and estimate arrival time, but somehow it would not let me check anything.... not sure if there was a bug on the app? I'm a frequent Ride2 user and never had any problem until yesterday. I was able to get a ride from somebody else, but I just wanted to let you know about the issue. Thank you for the service as it really help me out a lot on a daily basis to get where I need to be promptly..!
7/8/2019, 4:19 PM	Hi-- I left my cell phone on a Ride2 van today [7/8/19, around 3:30pm]. I'm not sure what van # it was, but I know that my phone case has an elephant on the back and should have contact details [redacted]on the lock screen. Where/when can I pick it up? Thank you!

<p>7/8/2019, 3:30 PM</p>	<p>I was at the Eastgate P&R yesterday, 7/8/19, around 3:30pm and noticed a Ride2 van that had some parking issues. I have attached 3 photos. They had backed up the van so far back that the cone was tipping and they were touching the front of the vehicle parked behind them. Next, they pulled in at a slight angle and have completely blocked the driver side door of the Tesla parked in the compact spot. I know this is their normal van parking area as I park our car in this same area around this time each day for my husband after he gets off the bus. I have seen the vans parked /waiting in this area but never seen this parking job before. Not sure if the Tesla owner came back before the van had moved but if so imagine they called. As Metro knows, this is a packed P&R and the vans need the parking to wait but they should do a much better job parking or find an area with more room. One photo has the van # so I hope this is a training opportunity for your drivers. I'll be back again today and will take a look. Just thought someone should get this feedback.</p> <p>Thanks</p>
<p>7/8/2019, 9:30 AM</p>	<p>I have talked to a representative before about this and nothing has changed. And then for the last 2 days the same BMW suv has parked horizontally and taken up 3 spots. I took a photo of it yesterday because I couldn't believe it. And the same car was parked that way again today. That park and ride fills up by 9:30 and to have commuters ?park? like that is unbelievable. Also the same issue with the ride2 shuttle vans. They take up 3 or 4 spots with their vans and have cones marking off spots for their vans. Which I thought were supposed to help commuters not make it worse. Today I got there in plenty of time and ended up parking in a spot that isn't technically a spot because of these issues I listed above. If I am ticketed it I will both dispute and not pay it. This is beyond frustrating for not only me but all of the other commuters looking for parking. These photos were taken yesterday but it was the same today.</p>
<p>7/8/2019, 9:56 AM</p>	<p>I called about this last week and I don't, and received an email back that did not address my complaint/issue. Again today the Ride2 vans were taking up parking spaces and also cones were placed in 3 open spots to deter commuters from parking in an already full garage. Then I saw a BMW suv parked sideways taking up 3 spots. I took photos of both. As a result I had to park in a spot that is not technically a spot so I wouldn't miss my bus to work. If I get ticketed I will definitely dispute it because the vans that are supposed to help commuters are doing the opposite.</p>
<p>7/17/2019, 5:45 PM</p>	<p>We took the 5:25 water taxi to West Seattle for dinner tonight. The water taxi was great - fast and efficient. But the advertised shuttle service to connect people to their homes and West Seattle's commercial district is very insufficient. The shuttle to Alki Point quickly filled and a dozen people were left stranded. The driver instructed us to call Ride2, but the call didn't connect and the app was slow to download. We ended up taking Lyft so that we would not miss our reservation. It seems reasonable that there would be two shuttles scheduled at that time of day to accommodate the need. Thank you!</p>

7/19/2019, 4:11 PM	<p>Is there a different route plan for the west Seattle buses, specifically the 120, when the viaduct is completely torn down or is this the final route? I ride 2 stops, from 3rd and Columbia to the first stop on delridge. Despite that, the last 2 Fridays the route has taken over an hour. A couple Thursdays have been terrible too. It takes so long you can't count on picking up kids or other time sensitive things. 1st Avenue can't support the traffic and thr buses often don't even move for multiple lights. Thanks</p>
7/29/2019, 5:25 PM	<p>I use West Seattle Taxi to commute everyday. Generally, I am very pleased with the Ride2 Van's connection and the timely commute of the West Seattle Taxi rides. I suggest that Metro assign Doc Maynard to run all the time in the summer during the tourist season. Whenever Metro decides to switch the boats and using Kingston the small boat, the capacity simply cannot handle the passengers. The line yesterday went all the way out to the sidewalk right next to the exit gate of cars exiting Washington State Ferries, which is dangerous to the commuters, pedestrians, and bikers. Another suggestion is please send out the text to people who has signed up receiving Metro alert prior to the boat switch. I did not receive the text until this morning (16 hours later), and I heard people were left on the beach last night because the boat simply could not fit in everyone. I hope there were no "tourists" left on the beach, that would not be the right way King County or Seattle welcome tourists. Thank you for your time reading this.</p>
7/23/2019, 6:52 AM	<p>The Ride 2 is not picking up passengers on time at 6:20am to Eastgate P&R. There is no sign of Ride2 vans anywhere. I have to cancel the trip and drive.</p>
8/2/2019, 4:11 PM	<p>I live at [redacted] where the Ride 2 vans pick up Water Taxi riders. You have one van that has an ear-piercing loud beep when it backs up. None of the other vans use this feature. Since this van comes and goes many times during the afternoon/evening and since the driver always pulls forward AND THEN BACKS UP, we hear this LOUD beeping a lot. Since the long bus zone, designated with red and yellow painted strip, is purposely long for articulated buses, shuttles and vans, there is ample space for all to pull in. This van's driver likes to stay at the south end of the strip and always backs up very slowly to do so. I understand the safety reason for back-up beeps but no other van or shuttle uses that feature and my neighbors and I are asking that van not use this annoyingly loud feature. Thank you.</p>
8/12/2019, 10:50 AM	<p>It would be great if the West Seattle Ride2 gave rides to a lite rail station. It is very difficulty to get to the rail from West Seattle</p>
8/15/2019, 9:42 AM	<p>I think Ride 2 is a great option to get home since the service on #57 is sometimes unreliable. I was trying to use the Ride 2 app to get from my home to the Alaska Junction on Tuesday, August 13th at 7:45 a.m. I tried several times and the app was not working and kept saying "something went wrong, try again." I ended up having to get a Lyft (which came all the way from across the WS bridge) and luckily made it to my appointment on time. What happened?</p>

8/16/2019, 7:58 PM	Follow-up to my "Comment" I commented on the loud back-up noise of Ride2 van and that it was the only van or shuttle that had the ear-piercing beep. Night before last I walked across the street and engaged with the driver who is aware of the noise and sorry it disturbs the neighbors. He even told me he drops off a regular rider several houses away because the noise so disturbs the rider's dog. We had a great conversation and last night I took him a "thank you" card since it is noticeable that he's parking now in such a way that there's little back-up required. MANY THANKS TO AMIN AND HIS CONCERN FOR THE NEIGHBORHOOD HE INHABITS DURING EVENING COMMUTES. Please pass on our compliments to his manager!!
8/27/2019, 5:40 PM	Ride2 Van in West Seattle ends service at 7 pm. The last Water Taxi leaves Seattle at 6:45 pm and arrives West Seattle Secret at 6:55. I suggest that the Ride 2 Van ends its service a little later to accommodate commuters better. The other suggestion I have is that the technology of grouping passengers still needs improvement. The recent incidents I experienced were that 2 van drivers picking up 4 passengers at the same time, but both vans were being sent to east and west directions instead of grouping the passengers living on the west side in one van, and the passengers living on the east side in one van.
8/22/2019, 6:51 AM	I ordered ride 2 last night and the booking disappeared this morning. I ordered it again and it provided me with a van # but never arrived. So I cancelled and drove to the Eastgate park and ride.
9/9/2019, 2:11 PM	I have a windows phone and cannot put the ride 2 eastgate app on it. Can I text, phone, or email a request for a ride home from Eastgate P&R
9/12/2019, 3:26 PM	i'm 72 years old, only ride 2-4 times per month, and seeking advice about the best kind of fare arrangement available to me.
9/16/2019, 7:33 AM	Ride2 9/16 schedule to pick up at 6:20AM. The bus didn't showed up but the driver marked passenger NO SHOW. The same bus# was late 15 minutes on the 9/12 6:20AM pick up & the lady driver came with the black face. I wish this will not continuously happened & please find out what caused that. thank you in advance for your kindly help.
9/18/2019, 9:46 AM	Hi, Is the Ride 2 available from Overlake transit center to Eastgate PR? I tried to put it on the app but was getting a msg that it's not in scope. Is this true, any options for KC employees?
9/19/2019, 8:29 PM	Hi, I have been trying to use the Ride 2 app for Eastgate, but it always says "The service is temporarily unavailable". It gives an email address to contact, but that address does not exist. Please help me to access this service.
9/24/2019, 9:16 AM	Scheduling is very inaccurate (for Ride2). I was picked up 13 minutes later than the app showed. Also the ride2 app is poorly designed, like project. No interface for rider feedback, shuttle tracking seldom works. The drivers confirmed they also have problems with dispatch, still nothing done after months.

<p>9/24/2019, 12:36 PM</p>	<p>The Ride2 is essential for my daily commute due to poor bus service in my area and my inability to drive to work. That being said as much I love the service there are some serious issues. The app doesn't work all the time. Like yesterday because the app wouldn't book me a ride and the riders can't give me a ride without being booked, I had to take an uber home from the park and ride. I already buy a monthly bus pass so I feel like I lost money on that trip. Other than that the app is buggy and unresponsive. I've heard many drivers and passengers alike complain a great deal. I believe this service is absolutely necessary for the community, due to that we should have an app that provides a greater user experience. Thank you for your time.</p>
<p>9/25/2019, 9:48 AM</p>	<p>I have just used the new 'Ride2Transit' app for the first time, and for me it's a game-changer. Where I live (Beach Drive in West Seattle), the 'last mile' gap is a major obstacle keeping me from using transit more. R2T does a great job addressing that. I was amazed and delighted to see a R2T van show up right on time! Thanks to R2T, I will be leaving my car at home more often now. Please consider keeping and even expanding this excellent program! Some suggestions: 1) Try to promote it more. I just happened to stumble on it. If more people in a service area know about this program, I'm sure they'll use it. 2) Consider upgrading the app to show where the van is (like Uber and Lyft's app). I was a little nervous the first time whether my ride would show up (this program is, after all, almost too good to be true!), and seeing its progress on a map would reassure people. Anyway, great job and please keep up the good work! I am sending a copy of this note to my King County Council representative as well as KC Executive Dow Constantine's office.</p>
<p>9/28/2019, 7:50 PM</p>	<p>There are not enough buses between the Issaquah commons and the Issaquah transit center! How about adding a couple of 271 trips out here between 3pm and 7:30 pm weekdays. How about adding a couple of more 271 runs on weekends. How about NOT cutting any more trips on the 208 as it's a two hour wait most of the time and 4 hour wait Saturday night. The bus to Issaquah arrives at transit center approximately 6:30 pm next one at 9:30 pm. I realize there is not a big ridership in Issaquah, however many apartments are being built around the commons and if you want the tenants of these apartments to ride metro it's got to be available both consistently and regularly! If you can't add more buses how about expanding the ride2 service to Issaquah. Or you could have sound transit put a stop on Newport way by the target. There is already a stop there for the 214 so by adding route 554 onto this sign you greatly expand bus service without having to do or spend much. The only thing I could see that might add some expense is adding a corresponding stop in the other direction. I know I am not the only one who has trouble walking the mile to the transit center and also doesn't appreciate a two to three hour commute. If you were to put stops for the 554 on Newport way it would shorten a lot of commutes for people working in the commons. Please help! We need more reliable bus service in Issaquah!</p>

10/3/2019, 3:20 PM	Suggestion: I know it's a pilot project and there are other considerations but why don't you expand your West Seattle Ride2 service area further south in West Seattle? The bus service down there is spotty at best. Take Arbor Heights, for example, bus service only happens maybe once an hour outside of rush hour. You're only currently offering service in areas that have more frequent bus service.
10/8/2019, 5:35 AM	I have been happily taking the Ride 2 transit from my house to the Alaska junction at 5:40 am since early September. The drivers have always been great and even got me to my destination early. I always receive alerts that my driver is on the way. I didn't get one yesterday or today. Then today at 5:35 my scheduled driver never showed up. I had to walk to the junction since I was not convinced that my driver would be coming. I understand that there has been some shift in drivers and that you have some relief drivers picking people up, but I need to know that if I make a reservation someone will be picking me up. Given the darkness in the morning I don't feel comfortable walking to the junction in the dark. Please let me know what happened today and assure me it won't happen again. Thank you!
10/9/2019, 5:35 PM	Ride2 from Seacrest park. Driver of van # chooses to ignore the directions on his tablet which told him to take me to my home at the southern edge of the ride area and instead took another passenger who lives at the northern edge of the ride area home first, which would've resulted in a 40+ minute ride, as it has several times in recent weeks. I chose instead to get out of the van and walk the 4 miles to my home rather than sit in that van with him for 40 more minutes after he chose to play favorites and pick his own route.
10/14/2019, 3:34 PM	Hello, I am interested in driving for Ride2. Can you tell me who hires for this? Thank you.
10/17/2019, 8:41 AM	Concerning the West Seattle Ride2. This is an awesome service, except many live nowhere near the service area. If this was truly serving WS it would encompass all of it, not just the northern section. Please stop adding service to Morgan Junction, Alaska Junction and Alki without considering the less wealthy sections of West Seattle. Westwood Village is sure a hub, why are there not services to and from there? You know people already drive to the neighborhoods around Westwood Village and park, then take the buses from there? Let's put together a cohesive plan for ALL West Seattle.
10/18/2019, 2:10 PM	Please consider adjust the Ride2 service time at West Seattle. The last water taxi arrives at 6:55 pm. In order to serve the passengers from the last taxi, the service can start half hour late and finish half hour late (from 3pm to 7:30 pm instead of 2:30 to 7). The current schedule only allows the ride 2 vans pick up the 6:05 taxi's passengers, and most rides can be completed within half hour, resulted the drives without riders for the last 20 minutes of their shifts. Thank you for considering so the service can be more effective. And yes, this is a great service. Thank you, Metro!

11/14/2019, 7:44 PM	Ride2 I took Ride2 from Seacrest to my home today, 11/14. The driver in van scanned my orca card. When I look at my past journeys it shows me as a no show.
11/21/2019, 9:19 AM	I love the Ride2 from my home to Eastgate P&R. I'm a Customer Service Specialist at The Seattle Times, just about 30 years. I'm not going to rant and use angry outbursts but state my concerns in a thoughtful manner. The past 2-3 weeks, when I schedule a ride in advance for 8:00am. I'm getting picked up close to 30 minutes late a couple mornings a week. I give myself about 25 minute buffer in the event the van will be late so I can get to the P&R to catch 8:36 am commuter bus to downtown to start work at 9:30 am. Any bus after that, I'm automatically late for work. On the app it clearly states, "expect to be picked up 10-15 min after your trip request?". I'm agreeable with that. However, I'm picked up consistently beyond that time frame. Many who use the service select the "now" which pushes my pickup time farther out. There should be something in place that once the system has pushed me out 15 that no one who selects "now" can push me out farther but then put me as next for pickup. The system could use some tweaking. I'm not looking for an explanation only someone to look into how the rides are scheduled between me who books 1 1/2 hours in advance and those who select "now?". Thank you in advance for addressing my concerns.
12/5/2019, 1:36 PM	I was really excited for the new Ride 2 Transit in West Seattle to start, but I'm admittedly disappointed with how its turned out so far. I think this service has a lot of potential, but it needs to be available outside of commuter hours if it's going to help anybody. I've been using Seattle metro for 7 years now and the reality of it is that commuter hours aren't the time when it's hardest to catch the bus. Most neighborhoods in West Seattle have at least one local bus that comes through during that time so morning and evening commutes are pretty manageable. But between 9:30am and 5 pm catching the bus becomes a huge hassle and you usually have to walk a mile or two in order to get to the nearest bus stop. If you could get a ride 2 during that time frame it would be super helpful, but right now you can only get them during commuter hours and for the most part it seems like a redundancy. I think a lot more people would use the ride 2 service if it was available during other parts of the day.
12/10/2019, 6:44 AM	Good morning I heard that Ride2 at Eastgate is ending service on December 20th. Is this correct?
12/10/2019, 7:58 AM	C?mon @kcmetrobus!! Please don?t cancel #Ride2!! This is so upsetting!! Please don't! This is something hundreds of people rely on in order to get to work. The 5 people in my van this morning are at a complete loss without #Ride2.
12/10/2019, 8:09 AM	Please don?t cancel Ride2 in West Seattle!! Hundreds of people count on this service to get us to the Water Taxi every single day! Without Ride2, we don?t have a reliable way to get to work! Especially without a bus line nearby.
12/10/2019, 8:38 AM	I am so upset to hear that the Ride2 service is coming to an end!! So many us depend on this for our commute. I urge you to reconsider and I'm happy to help get the word out to increase ridership #westseattle #alaskajunction

12/10/2019, 8:39 AM	Please, please do not end Ride2 in West Seattle! I depend on this service to commute to work. I love this service. It's dependable, easy, the drivers are wonderful and make me feel safe. Can I help you with getting the word out to increase ridership? I am a software UX Designer. Perhaps I can help. I'd do it for free. Feel free to contact me.
12/10/2019, 9:49 AM	I just found out today that Metro is planning on ending the Ride2 pilot program after next week. I've been using it almost every day since its expansion into West Seattle, and I've found it reliable and convenient for my daily commute. While it's probably too late to affect the budgeting process, I'd like to ask for the program to be kept alive.
12/10/2019, 2:38 PM	Hi, Since Ride2 is ending (https://www.kingcounty.gov/depts/transportation/metro/programs-projects/innovation-technology/innovative-mobility/on-demand/ride2-discontinued.aspx), what happens to the user data collected by the Ride2 mobile app? How can I have all that data deleted? Thank you
12/10/2019, 2:40 PM	Loved the Ride2share service. Hope you can bring it back in the future in some form.
12/10/2019, 2:44 PM	Please look at bringing back the Ride2 services specifically in West Seattle. There are many neighborhoods here with limited bus services since the rapid ride revisions. Ride2 was a great last mile service. Thank you.
11/11/2019, 5:30 PM	The Ride 2 Eastgate Service was reliable initially but deteriorated over time. Initially, the software used for the service allowed for passengers going to similar areas to ride together and arrive at their destinations in a timely manner. However, the software for the last several months has been so very unreliable. It has been so unreliable that drivers have just ignored it and taken picked up passengers regardless of destinations. As a result, I have been stuck in shuttles going to multiple destinations in Eastgate to the south before the driver headed north to drop me off. That has taken so long that I gave up on your shuttle and waited 20+ minutes for a bus because it was quicker. If you ever bring back this service here or anywhere else, please don't use the software currently being used. It is garbage. Use the software and scheduling used for the initial several months. Otherwise just kill this service permanently and save us taxpayers the money. Thank you
12/10/2019, 3:58 PM	Ending Ride2 in West Seattle means riding the water taxi is no longer an option for me. I love in the Riverside neighborhood a half-mile walk from the nearest bus stop and about a mile and a half or so from the water taxi dock
12/10/2019, 4:02 PM	We regularly used the Ride 2 Eastgate service for my son who needs a ride back from high school. It was very convenient and allowed him to gain independence and experience with utilizing public transportation. I understand that this is a pilot program but I hope services such as these or smaller neighborhood bus/van routes become a regular part of transit services. It would take us 30 mins or more to walk to the closest bus stop. Thank you for providing the Ride 2 service.

12/10/2019, 4:32 PM	It's really disappointing that Ride2 is going away in West Seattle. I hope that the evaluation extended beyond the overall ridership numbers. Many people that ride the Water Taxi were not aware of the program. A more sustained marketing campaign would have helped increase usage quite a bit.
12/10/2019, 5:10 PM	Ride2 is ending in West Seattle and that is a shame. The service is critical for people to get to the water taxi and transit hub. You should bring it back during the morning and afternoon hours only. My wife needs it early to get to the junction when the buses don't run consistently and walking in the dark isn't safe. Also, the water taxi shuttle is something that can be improved (or cut this and run ride2 vans instead. You are getting freeloaders in the shuttle all the time.
12/9/2019, 5:17 PM	Very disappointed you are cancelling the Ride2 program.
12/10/2019, 5:25 PM	I never had the opportunity to try RIDE 2 - I live just outside your trial zone. I would love the opportunity to improve SEATTLE transit, as I now walk a mile home in the dark if I take the bus downtown for an event. It gets old in the rain, dark, slippery sidewalks,. I have UBER D a few times, but then I might as well drive.
12/10/2019, 7:51 PM	The ride 2 Eastgate is a great program. Just need to advertise more among students and people. Nobody knows how much it costs. If the cost is on top of their bus ride. Especially if you let Bellevue college to also ride there so that they can go to college through the N building. This can be a hit. Too bad it won't continue.
12/10/2019, 7:32 PM	It is incredibly sad and awful that Metro has cut the Ride2 program. It has been a lifesaver for me in terms of getting to work. I routinely get picked up around 5:25 am. I now have to get up even earlier to get to work. I found out this morning from my driver Ty. He is sad and doesn't know what he is going to do for work. It is awful timing! Riders and workers alike should have been given more than two weeks notice. Shame on metro for letting this happen.
12/10/2019, 8:05 PM	What!X! Why is this service being cancelled? I am not working but used it several/many times to get from my home on Somerset to Eastgate. On weekdays it is the only practical solution as there is NO reliably available parking at Eastgate ☹️ My alternative will be to drive to Issaquah P&R.....totally crazy as Eastgate P&R is 1/2 mile away. I can sometimes make it work to walk but not always/not often this time of year especially?not good walking home in the dark. I would have run the pilot completely differently. It needs a more sophisticated scheduling tool that shows people where the Ride 2 is and where it's going (with time estimates of arrival/departures) so people can self manage an instant ?carpool.? It could be so much more efficient if everyone had visibility of the information simply and reliably Provided.....I would pay to ride. I am very disappointed. I would love to know why or in what way the pilot failed.

12/11/2019, 6:07 AM	<p>Regarding Ride2Transit service. I was super excited about the service but was never able to use it. Problems: 1. The hours of service was limited to rush hours. 2. The app did not clearly communicate service availability until service was requested and denied because of the limited hours. 3. The service model wasn't clear from the app. Do you pay extra for this service or is it inclusive of the fare to be paid? Is the fare paid on the Ride2Tranit vehicle or on the bus? Is this considered a transfer? Perhaps a ride to stop service partnership with Uber or Lyft night work better.</p>
12/11/2019, 8:15 AM	<p>Hello, I just found out the Ride2 program ending from my driver. There are so many people who gets transportation through the Ride2 and make living . I don't think it's better idea to cancel the program. It's really unfortunate. But there are the areas that doesn't have any transportation option besides the Ride2. I hope, you guys will consider one more time. Thank you so much!</p>
12/11/2019, 10:44 AM	<p>It is so sad to see Ride2 will be ended. Our nanny takes it from Eastgate P&R to our house everyday. Without the shuttle, we will lose our nanny since she doesn't drive. PLEASE PLEASE bring it back, even double the fare. There is a critical need of public bus along Forest Drive, since many seniors who cannot drive also live here.</p>
12/11/2019, 4:41 PM	<p>Please reconsider canceling the Ride2 program. I live in West Seattle and the buses there are so sparse and overcrowded. I have been using the Ride2 program to get to the water taxi every morning. The bus that is closest to my house is the 120 and it is always so overcrowded it's difficult to do a 45 minute ride like that. From where I live to the water taxi is only a 15 minute drive, but if I take the at least 2 buses required to get there the shortest amount of time would be 57 minutes. I have spoken to many people who find this service invaluable. Please reconsider. Thank you.</p>
12/11/2019, 5:51 PM	<p>Hi, I am writing to say please consider resuming the ride 2 service in East gate. This program encourages people to use the public transport, saves spots in the parking lot, reduces congestion in the rush hours, provides jobs for the people working inthis program, and helps many people that don't have a car! Is there anyway we can bring the program back? Thank you!</p>

<p>12/12/2019, 9:07 AM</p>	<p>The announcement of Ride2 Transit shutting down in West Seattle really saddened me. It cut my commute time in half when I started using it (after some initial hiccups, see below), and I loved the rider camaraderie. That said, I can understand why it is getting shutdown when ridership is low. However I do not think the issue is rider demand. Instead, there were many issues with the execution of the pilot that made the rider experience very difficult and therefore people stopped trying to use the service. For example, the app is extremely unreliable. I had to find alternate ways to get to the water taxi on more than one occasion due to app issues. This morning, for example, the ride I scheduled never showed up, and the app was just stuck on my 7:54 pickup even though it was 8:12. I would often have to reboot the app due to crashing. And drivers complained as well, getting matched with routes that they were not anywhere close to. The human drivers often had to adjust to get us to our ferries on time because the computer was asking them to do impossible things. (The drivers were great, by the way). What's more, when the service first launched, demand was so high that the wait was more than an hour. I talked to several people who tried it and gave up. The west seattle blog reported that 7,000+ people downloaded the app. Seems like demand is there. I initially stopped using it because the wait times were so unreliable, but came back to using it a few months ago, and use it every day I can. Will other, more technologically reliable services similar to Ride2 be coming back to West Seattle soon? Doubling my commute time without it is hard to swallow. Thank you,</p>
<p>12/13/2019, 2:52 PM</p>	<p>The limited parking at the Eastgate Park & Ride is always a problem. Are there any plans to increase parking in that area or provide some relief now that the Ride2 program is ending?</p>
<p>12/15/2019, 2:33 PM</p>	<p>We need a Park-And-Ride at Alaska Junction in West Seattle - a structure behind the businesses at Alaska & California that could serve commuters and the local businesses. I appreciate that King County Metro tried the Ride2 program here, even though it didn't work out. I tried it once, but found I preferred to have my car nearby to get home more quickly or do errands. The new permit parking around the Junction area has just pushed commuters like myself who need to park & ride farther out into the neighborhoods. I don't need a reply, but if anyone wants to respond, that's fine. Thanks.</p>
<p>12/20/2019, 3:33 PM</p>	<p>Ride2 is really needed for eastgate park and ride due to two main reasons 1 parking is too limited 2 no bus on entire forest drive If Ride2 is no longer possible, Please add route to forest drive or make 245 going on to forest drive and going back via lake mount to eastgate I am sure it will be well used by a lot of passengers like me who works in Seattle and live in this area</p>
<p>12/20/2019, 3:40 PM</p>	<p>Your Ride 2 service in the Eastgate area was very valuable and I was a regular rider. Why is it ending? It served many areas, such as my community which has no bus routes nearby. Despite some glitches with the technology, it was run very well!</p>

12/20/2019, 3:41 PM	I rode Ride2 in West Seattle a couple of times. It's unfortunate the service is closing down. I hope future last mile investments integrate better with other transit like the ferry at seacrest dock or rapidride in the junction. Last summer, I arrived at seacrest around 6:45pm and ride2 was unavailable because service didn't seem to go that late/the vehicles weren't close enough to seacrest to get there by 7pm. As such, I ended up relying on services like Uber to go the last mile. If only the ride2 vehicles were in the vicinity at the point in time when other transit was arriving, it would have worked better. Thank you.
12/20/2019, 3:46 PM	I am very sad to hear your Ride2 service is ending. Is there anything we can do to bring it back? I found it to be a very positive game changer for me and my family in West Seattle. And the drivers were all great. How can we get this back? Let me know if I need to start a petition or something! :)
12/20/2019, 6:00 AM	Hello, I am Very sad to see the Ride2 program at the Eastgate Park and Ride end. I used the service once a week and am changing jobs to work on Downtown Seattle and I was hoping to use it more. It definitely helped keep it parking available at Eastgate and keep less cars on the road. I hope it comes back.
12/20/2019, 5:17 PM	I received the email about the end of Ride2 West Seattle. I hope that in the future you do better publicity about services like this. I heard about it from a neighbor last year but heard it was only to run during the 3-week-ish period when the tunnel was being readied for opening. I would have used it had I known it was available otherwise.
12/20/2019, 5:55 PM	I'm upset that you are ending the Ride2Transit program. The Eastgate Park and Ride is already insanely crowded. The drivers were such great people and you ended their jobs right before Christmas. You also didn't provide them enough support, there were so many people using the service and enjoying it. What are you going to do now to help all the people in the Eastside after taking this program away. What will be your plan once the Park and Ride gets completely packed again. So upsetting.
12/20/2019, 10:45 PM	Hello, I have been using Ride2 in Eastgate to get to work from the Eastgate P&R after connecting from a bus. I am very disappointed about the cancellation of this service because there is no other way for me to get to work than to drive now since it is a 2 mile walk for me to get to Boeing in Eastgate (next to Microsoft, Verizon and T-Mobile). I hope the program is relaunched and advertised better or additional bus routes are added. Thanks
12/20/2019, 8:00 AM	Greetings I am writing to inform you that the ride 2 share was a great service metro has offered. It helped with the parking problem at eastgate park and ride and helped decrease the carbon blueprint for the world. Please provide another service like this again. Thank you

12/21/2019, 1:43 PM	<p>We were so pleased to use the Ride2 Eastgate when bus service wasn't handy, and so very disappointed to learn that Ride2 Eastgate is being cancelled. Ride2 was a wonderful lifeline that really filled the transit gaps, not only because the Eastgate Park and Ride fills up so fast, but because the transit service to the Eastgate/South Bellevue/SE Newport Way/Issaquah Transit Center area has been eroded over the years. When we first moved to this neighborhood, transit was more frequent, at one point served by the the 272, 271, 246, and 210, meaning that for the busiest times of day we could use transit about every 15 minutes. With the elimination of the 210 and 272, and the un-synchronized timing of the remaining 271 and 246, wait times are at least 30 minutes, and often 40 to 60 minutes even during peak hours. SUGGESTIONS: Now that Ride2 Eastgate is no longer an option, is there any chance that 271 & 246 service to South I-90 could be either increased or re-synchronized to allow for departures from the Eastgate Park and Ride at 20 minute intervals? (the current, virtually simultaneous departures of the 246 and 271 is a wasted opportunity, especially since they depart from different bus bays) OR add one additional 271 departure from Eastgate Park and Ride to Issaquah Transit Center, every 20 minutes, instead of the current departure of every 30/40 minutes? OR failing that, expansion of parking at the Eastgate Park and Ride, or new satellite areas? As you many know, hundreds of additional residential units/condos/apartments are being added to Newport Way between the ITC and the Eastgate Park on Ride, along the route of the old 210, so any help, even incremental or simple synchronization, would be helpful to our neighborhood area. Thanks again for the season of Ride2.</p>
12/26/2019, 1:10 PM	<p>I have been using the ride2 service from eastgate park and ride for the past year. It's been an innovative and wonderful service for those living in the bellevue/eastgate park and ride area. The service was great and it prevented me from driving to park and ride. I am very sad that this pilot program has stopped. I think the drivers were very polite and did a fantastic job doing their job. I am hopeful that the service or similar service will come back soon. The major issues I have experienced were with the app it self or the GPS on the vans. Often times the app did not work or GPS would not be efficient. I think with better IT service/apps, more people would have used ride2. please bring the service back!!!! thanks for listening to my suggestion.</p>
12/26/2019, 1:14 PM	<p>Ride2 was a great valuable service that my whole family used. It is too bad that it is being terminated. I hope that King County Metro would reconsider keep the service for Eastgate P&R neighborhood area residents. Thank you</p>
12/28/2019, 2:49 PM	<p>I have been a rider of Ride2 for 4 months, I have found that the idea of the Ride2 system is a very innovative and helpful system. Since daylight savings, it has recently gotten darker in the earlier hours of the afternoon. The Ride2 has helped me get home faster and not have to wait in the cold for so long. Also all of the drivers in the service are very kind. Metro, I really hop you bring back the Ride2 service to benefit all the people in King County.</p>

12/30/2019, 5:47 PM	Dear @kcmetrobus , please point to the area on the chart where we all knew Ride2 *actually was an option for us in the West Seattle Junction* Also, point to your efforts to promote this overall [i learned about this from local journalists writing about you considering ending it]
1/4/2020, 5:48 PM	I relied on Ride2 Transit to get to and from Eastgate Park and Ride. It was a really amazing program that was convenient to use and with friendly and professional drivers. There were some problems with the app and pickup timing during rush hours, but overall it was a great experience. I actually chose where to live based on the program, and now that the program is gone I have been forced to buy a car. I wanted to rely primarily on public transit to get around, but you have left me no choice. This is really frustrating -- last mile issues need to be solved or else people like me will be forced to put more cars on the road, even when we do not want to.