

Montgomery County Department of Transportation

Ride On Flex



MONTGOMERY COUNTY TRANSIT



Ride On
Montgomery County Transit

Neighborhood Bus System
Monthly Passes
WiFi

**Ride On
extra**

Limited Stops
Faster Service on Route 355
USB Charging Ports
WiFi

**Ride On
Flex**

Virtual Bus Stops
On Demand Service
Environmentally Friendly
WiFi

FLASH

COMING 2020!
Upgraded Stations
Sleek Articulated Buses
Level Boarding - Easy On, Easy Off
WiFi

MC DOT *Montgomery County
Department of Transportation*

Ride On Flex



June 26 Launch: Microtransit/Mobility On-Demand service concept



The Ride On FLEX

There are 2 zones for the Ride On Flex
5 days a week from 6 am – 7 pm.



The zone in the Wheaton/Glenmont area (6 am – 9am & 3:30pm – 7:00pm)



The zone in the Rockville area (9:00 am – 3:30pm)

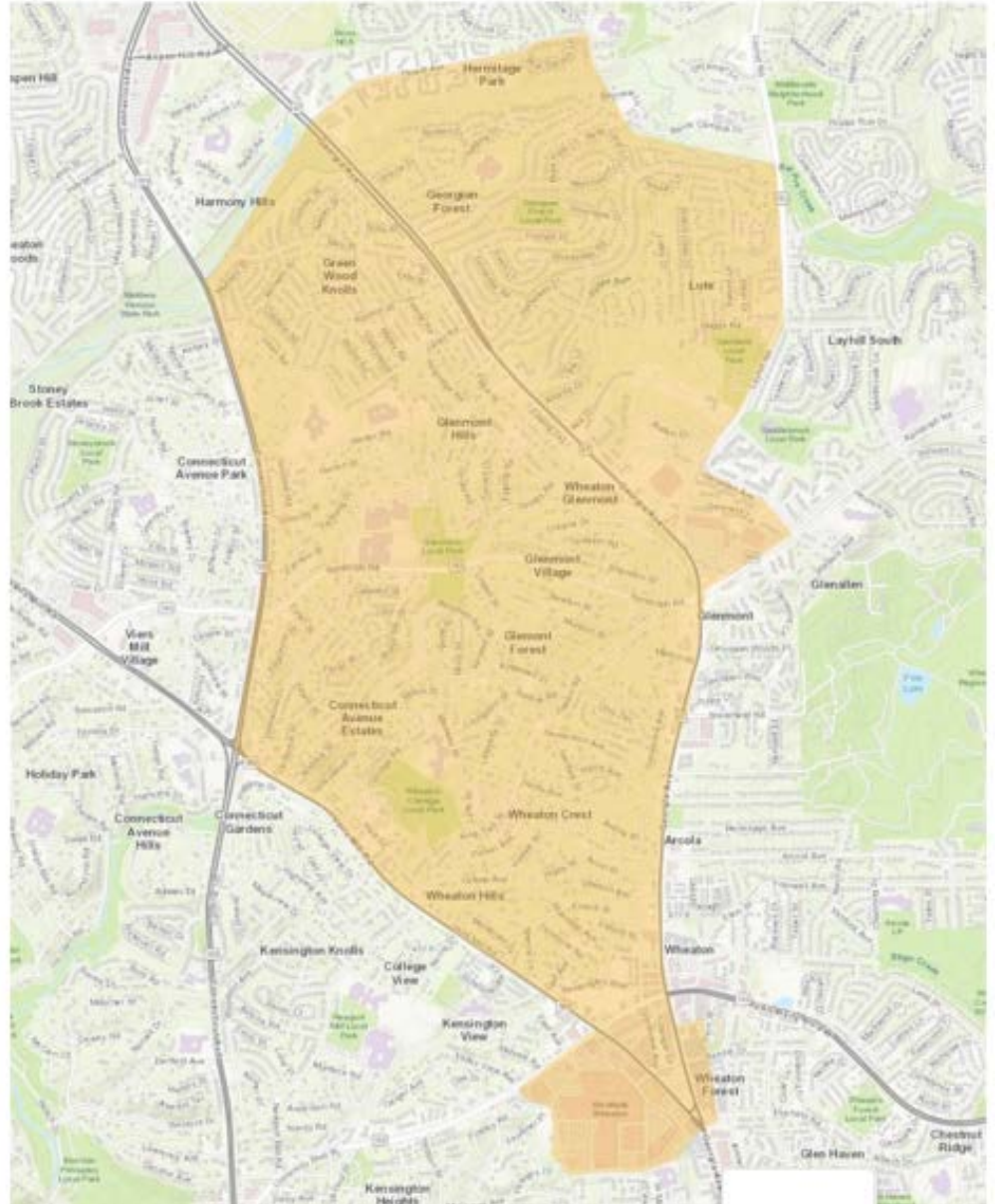


On-board survey results

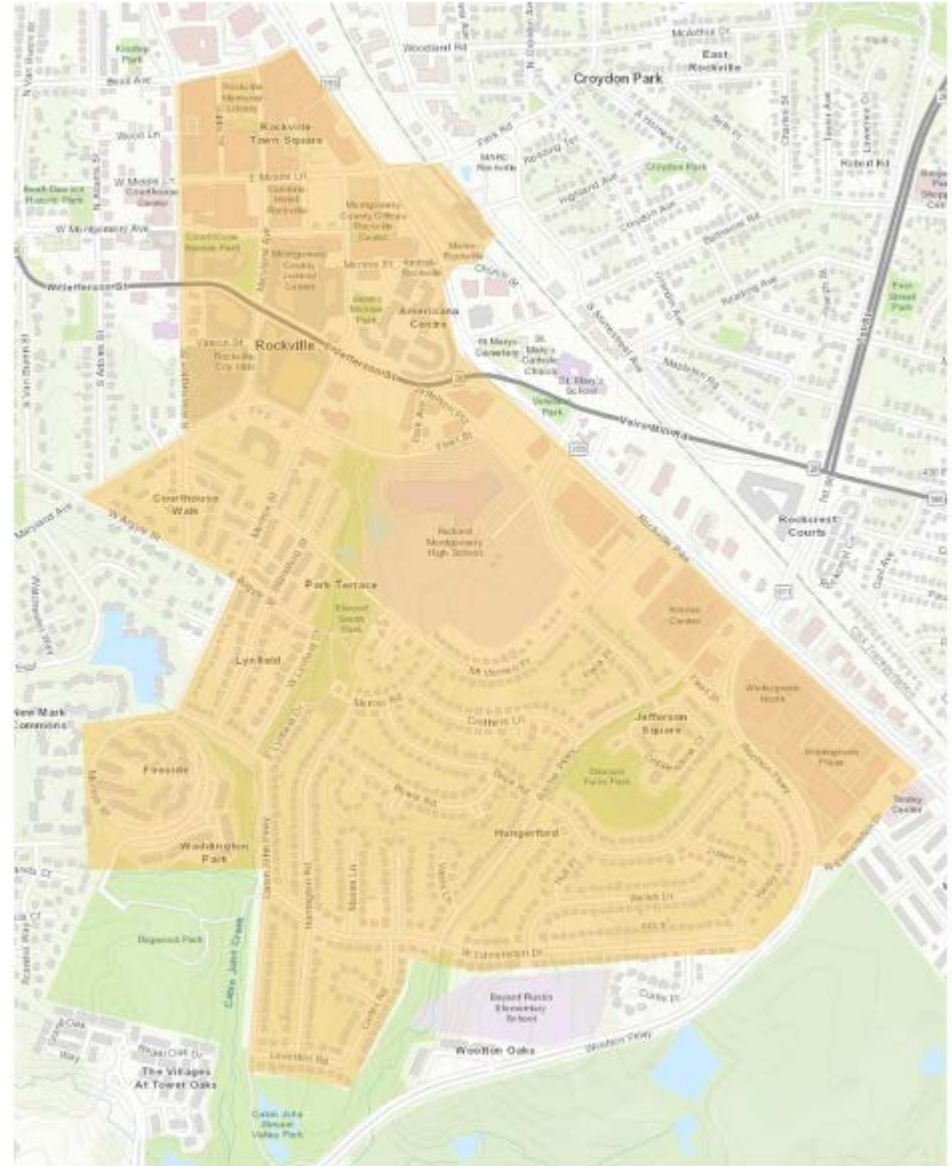


TLC Grant Review

Glenmont/ Wheaton Zone



Rockville Zone





Performance Metrics



Rides Completed



Average Wait time

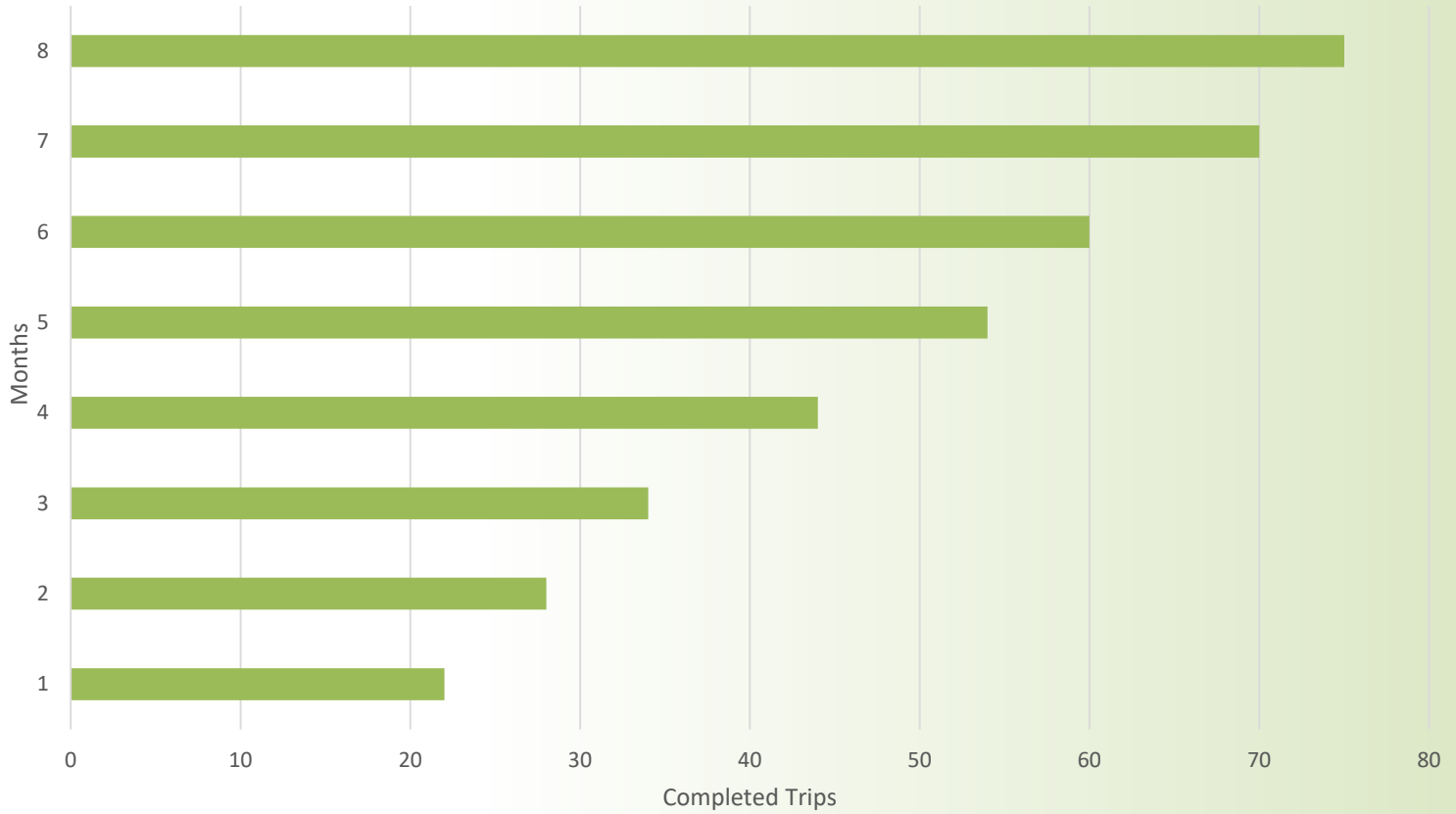


Primary Destination



Number of Downloads

Completed Trips





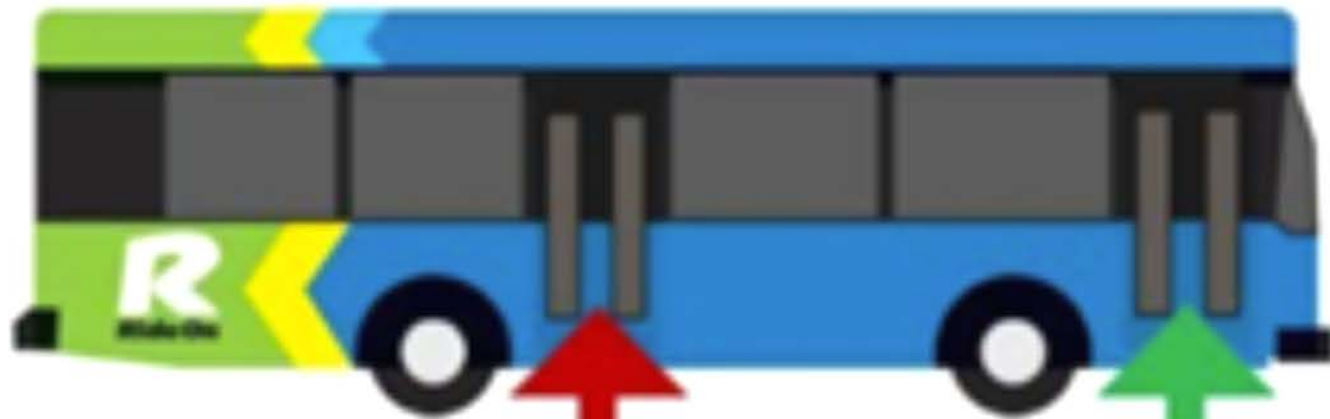


Survey Results

- ❖ 4600 Data software downloads
 - ❖ 19% Rides
 - ❖ 81% Cancelled
 - ❖ 29% - Don't live in the service area
 - ❖ 44% - Just testing the app
 - ❖ 8.5% - Wait time was too long
 - ❖ 5.5 % - App is confusing

- ❖ What would make riding more appealing
 - ❖ 58% - Expanded service areas
 - ❖ 19% - Door to Door service
 - ❖ 17% - Shorter wait times
 - ❖ 7% - Better user experience on the App

Ride On Flex



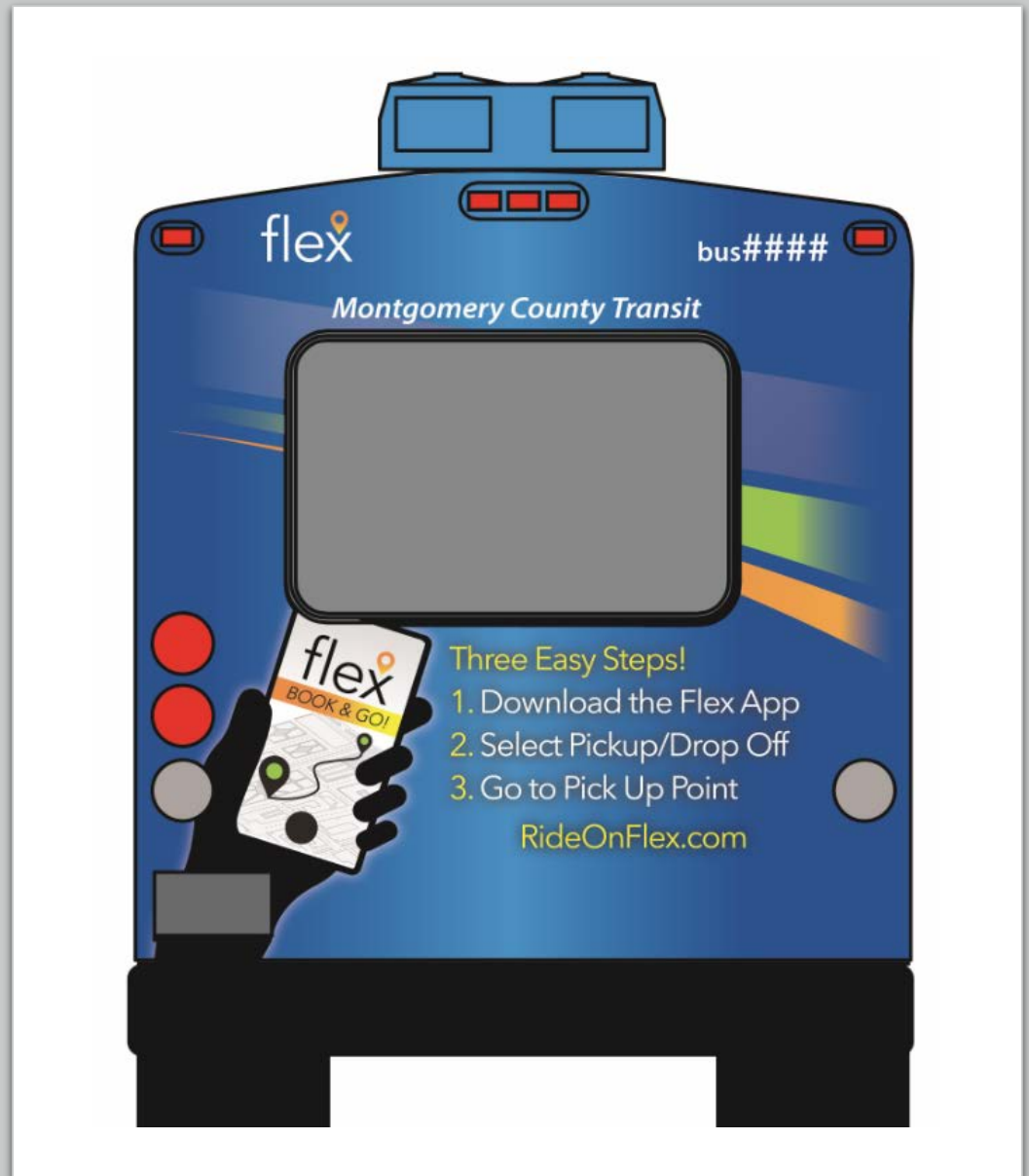
All Other
Boarding



Boarding for People With Disabilities,
Mobility Aids and Strollers

TLC: Microtransit Performance Assessment

- Flex Overview, App, Marketing, Operations
- Trip Data, Survey Data, Stakeholder Interviews
- Performance Metrics, Assessment & Evaluation
- COVID & Future Considerations

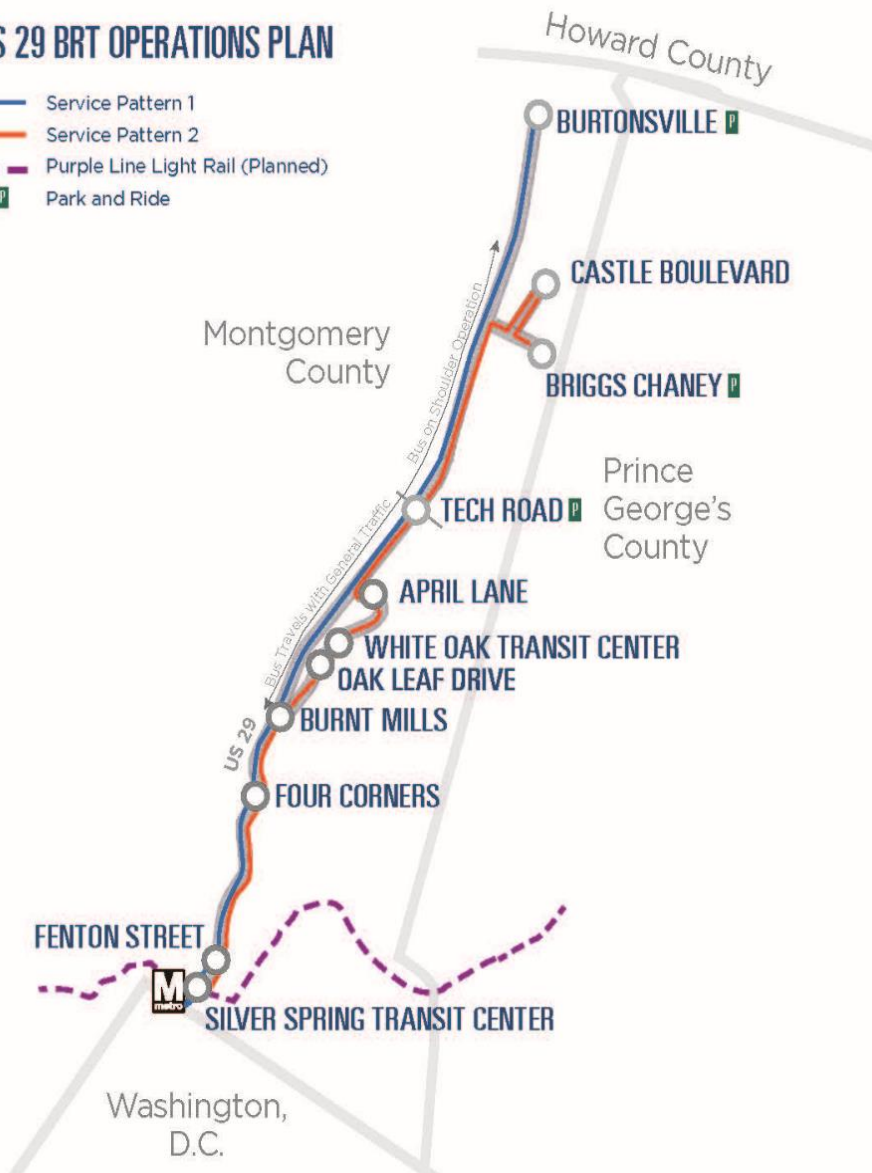




COMING FALL 2020

US 29 BRT OPERATIONS PLAN

- Service Pattern 1
- Service Pattern 2
- Purple Line Light Rail (Planned)
- Park and Ride



- 14 miles from Silver Spring Transit Center to Burtonsville
- Two service patterns:
 - Burtonsville to Silver Spring
 - Briggs Chaney to Silver Spring
- Frequent all-day service
 - 7 days/week
 - 7.5 minutes peak; 15 minutes off-peak
- 18 Stations (11 Stops)
- Bus on shoulder north of Tech Road (~40%)

Proposed Local Service Restructuring

Route 8 – Wheaton-Forest Glen-Silver Spring

Route 9 – Wheaton-Four Corners-Silver Spring

Route 10 – Twinbrook-Glenmont-White Oak-Hillandale

Route 12 – Takoma-Flower Avenue-Wayne Avenue-Silver Spring

Route 13 – This route will be covered by Routes 12 & 19

Route 14 – Takoma-Piney Branch Rd-Franklin Avenue-Silver Spring

Route 19 – Northwood-Four Corners-Silver Spring

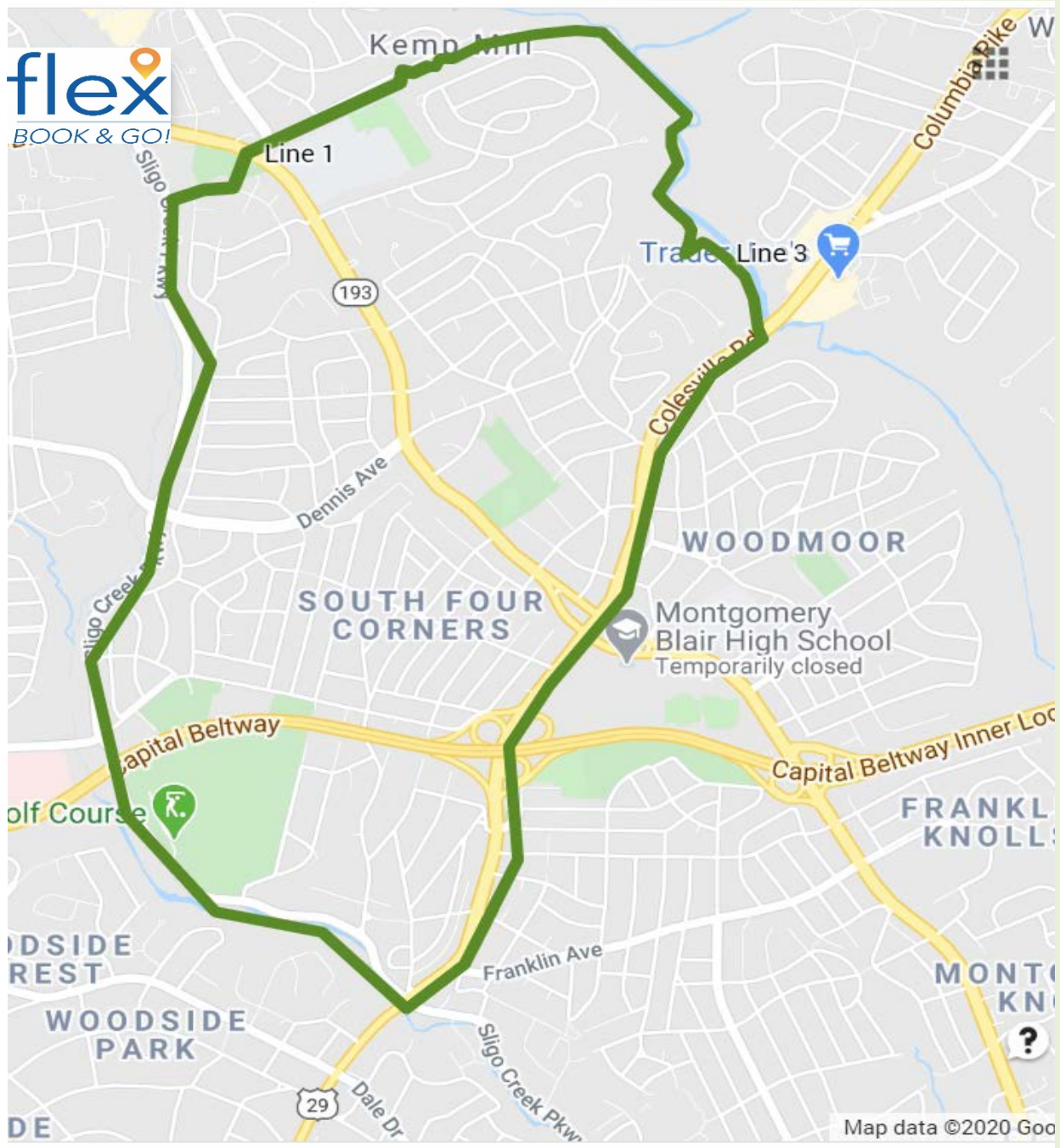
Route 21 – Briggs Chaney-Tamarack-Dumont Oaks-Silver Spring

Route 22 – Hillandale-White Oak-FDA-Silver Spring

Route 129 - This route will be replaced by the FLASH

New Flex Zone –

North & South of University between Dennis Ave and Four Corners
East & West of University Blvd





Step 1

- Outreach Sessions
- January 2020

Step 2

- Public Forum
- Fall 2020

Step 3

- Implementation
- Spring 2021