



Memorandum

DATE: October 20, 2020

TO: Human Services Commission Members


FROM: Franz Loewenherz, Principal Transportation Planner
floewenherz@bellevuewa.gov 425-452-4077

SUBJECT: Crossroads Connect

Staff will provide the Human Services Commission a presentation on Crossroads Connect – a new, on-demand service for the Crossroads area of Bellevue (see [video about service](#)). Crossroads Connect serves people in Bellevue’s diverse Crossroads and Lake Hills neighborhoods, linking homes, jobs, schools and shopping to Metro bus routes that serve the broader Eastside.

Crossroads Connect provides connections to frequent transit service and is intended to improve mobility for people who live and work in the service area, which has comparatively lower rates of car ownership and lower household incomes. To promote physical distancing, service is currently limited to one rider or party per trip.

Here’s how the service works:

- **Booking a ride:** People request rides using the Crossroads Connect app (available in your preferred app store) or by calling 1-855-233-6043 . Passengers will be picked up in a wheelchair accessible passenger van or a Nissan Leaf within about 15 minutes. If wait times are long, passengers may be offered a cab ride instead at no additional charge.
- **Where and when:** Crossroads Connect rides are available within [service area](#) Monday through Friday, 3-9 p.m. Trips must start or end at the pick-up/drop-off area at Northeast 10th Street and 156th Avenue Northeast, near the B Line Station at Crossroads Shopping Center.
- **Connecting to buses:** The pick-up/drop-off area is next to Metro’s RapidRide B Line station, which connects riders to downtown Bellevue and Redmond. Nearby are stops for Metro routes 221, 226 and 245, serving Eastgate, Downtown and Factoria in Bellevue, plus Redmond and Kirkland.
- **Cost and how to pay:** Standard King County Metro rates apply; the cost is the same as a bus ride and includes a free transfer to connecting bus lines. Fares may be paid using an ORCA card, cash (exact fare only), Transit GO ticket or a valid transfer.

- **Health and safety:** Masks are required. At launch, for safety and physical distancing, service is limited to one rider per vehicle; additional riders are allowed if they are members of the same party as the rider booking the trip. King County Metro vehicles are disinfected daily; partitions separate riders from drivers.

The service began operating on Oct. 1 and is expected to run through June 2021. More information is available at the [Crossroads Connect web page](#).

Crossroads Connect is a partnership between the City of Bellevue and [King County Metro](#). It's funded by a \$394,000 grant from the [Washington State Department of Transportation](#) and Bellevue's 2016, voter-approved [Neighborhood Safety, Connectivity and Congestion Levy](#). The service is operated by King County's contractor, [Hopelink](#); the on-demand app and software is provided by [Spare Labs Inc.](#)