

# FLEX RIDE



## FLEXRIDE

is a demand response transportation service offered by METRO RTA providing door-to-door work trips for employees to designated employers in the Richfield, Hudson/Stow, Cuyahoga Falls, Twinsburg, Hudson/Boston Heights, Green/Akron-Canton Airport [job hubs](#).

FlexRide is a pilot program. With current funding, METRO is committed to providing this service through the end of 2021.

# FAQ

## HOW CAN I PARTICIPATE?

Employers in the Richfield, Hudson/Stow, Cuyahoga Falls, Twinsburg, Hudson/Boston Heights, and Green/Akron-Canton Airport job hubs can enroll online as a designated employer with METRO. Employees are eligible based upon their employment, or offer of employment, with a designated employer. Eligible employees must be 18 or older and reside in the the City of Akron or in the selected job hub areas.

## CAN FLEXRIDE BE USED FOR ANY TYPE OF TRIP?

FlexRide is specifically funded to support trips to and from work only.

## CAN A PROSPECTIVE EMPLOYEE WHO LIVES OUTSIDE THE RESIDENTIAL BOUNDARIES FOR FLEXRIDE STILL PARTICIPATE?

If a prospective employee can get to METRO's Robert K. Pfaff Transit Center in downtown Akron, FlexRide can pick an employee up from there to start their trip to work.

## HOW MANY EMPLOYEES CAN BE SERVED BY FLEXRIDE?

Since FlexRide is a pilot program, total daily service is limited to 20 riders. To ensure fair and equal participation in the program, METRO will limit the number of employees served per company as needed.

## HOW MUCH DOES THE PROGRAM COST AND ARE ALL 'FIXED-ROUTES' INCLUDED WITH THE COST?

FlexRide is \$167 per month. That includes five round trip fares for one employee to and from work each week. Bus passes for other METRO services can be added, if requested, for \$50/month. The employer will be billed directly for both of these options in advance for the following month's service.

## WHAT START TIMES CAN BE ACCOMMODATED WITH THIS SERVICE?

The FlexRide program is geared toward meeting needs of employees whose shift times or locations aren't easily accommodated with traditional bus service. In general, the program supports shifts that start and end between the following hours:

- Monday - Friday: 6:00 a.m. - 11:00 p.m.
- Saturday: 6:00 a.m. - 9:00 p.m.
- Sunday: 8:00 a.m. - 7:00 p.m.

## HOW ARE TRIPS SCHEDULED?

Trips can be scheduled up to one month in advance using METRO's FlexRide app. Trips must be scheduled by 1p.m. the day before the trip is needed. Cancellations are required at least one hour prior to a scheduled trip to avoid additional fees.



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