

# 2024 Service Plan

## *Phase One – Rail Service Plan*

October 2023 | For Board Consideration

**DRAFT**

# Table of Contents

|   |    |
|---|----|
| <b>Executive Summary</b>                          | 3  |
| <b>2024 Service Plan</b>                          | 5  |
| Plan developed in response to evolving conditions | 6  |
| Timeline and Board pathway to approval            | 7  |
| <b>Key Drivers of 2024 Rail Service Planning</b>  | 8  |
| New project opening sequence                      | 9  |
| OMF access determines service levels              | 10 |
| Fleet availability                                | 11 |
| <b>Current &amp; Forecast Link Ridership</b>      | 12 |
| Forecasting ridership for 2024                    | 13 |
| Monitoring peak hour ridership                    | 14 |
| <b>Proposed Major Service Changes</b>             | 15 |
| Major service change policy                       | 16 |
| 2 Line opens eight new stations                   | 17 |
| 1 Line extends to Lynnwood                        | 22 |
| N Line restores two weekday roundtrips            | 26 |
| <b>Title VI Service Equity Analysis Summary</b>   | 28 |
| <b>Public Engagement Summary</b>                  | 29 |
| <b>Appendix</b>                                   | 31 |

# Executive Summary

## 2024 Service Plan outlines new Link service; ST Express plans to follow

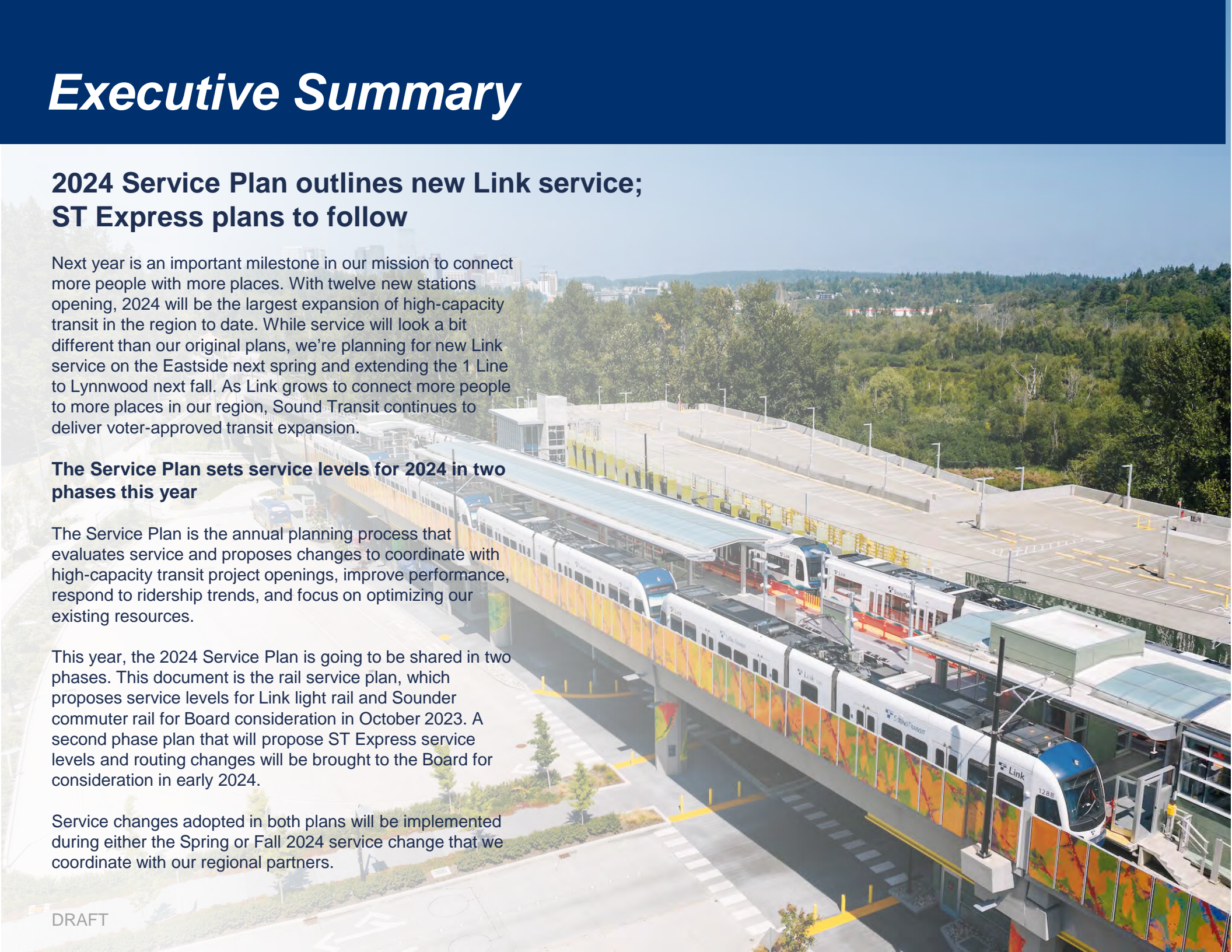
Next year is an important milestone in our mission to connect more people with more places. With twelve new stations opening, 2024 will be the largest expansion of high-capacity transit in the region to date. While service will look a bit different than our original plans, we're planning for new Link service on the Eastside next spring and extending the 1 Line to Lynnwood next fall. As Link grows to connect more people to more places in our region, Sound Transit continues to deliver voter-approved transit expansion.

### The Service Plan sets service levels for 2024 in two phases this year

The Service Plan is the annual planning process that evaluates service and proposes changes to coordinate with high-capacity transit project openings, improve performance, respond to ridership trends, and focus on optimizing our existing resources.

This year, the 2024 Service Plan is going to be shared in two phases. This document is the rail service plan, which proposes service levels for Link light rail and Sounder commuter rail for Board consideration in October 2023. A second phase plan that will propose ST Express service levels and routing changes will be brought to the Board for consideration in early 2024.

Service changes adopted in both plans will be implemented during either the Spring or Fall 2024 service change that we coordinate with our regional partners.



## Adapting our strategy to provide more service

We're adapting our strategy to provide the most service we can within our resources. The proposed service changes in this plan are responses to several evolving conditions including project opening timelines, access to Operations and Maintenance Facilities (OMFs), fleet availability, ridership trends, and staffing shortages. We have thoroughly researched the service we can reliability deliver and best balance trade-offs across the region.

As a result, we expect trains and buses to be crowded during rush hour, particularly on the 1 Line north of Downtown Seattle. In response, we're proposing to restore two remaining round trips on the Sounder N Line. We're working closely with our partner Community Transit on a revised bus restructure plan for the opening of Lynnwood that will focus on alleviating some potential crowding by continuing some service to downtown Seattle.

## Looking forward to continued system expansion

With five Link extension projects currently in construction, Sound Transit is set to more than double your regional light rail network—from 26 miles to 62 miles—within the next few years. The 2024 Service Plan is just the start – we'll continue planning as projects complete construction and prepare for revenue service.

## More riders throughout 2023, more expected in 2024

Throughout 2023, we've been watching closely ridership continues to grow across the system. Link ridership, in particular, continues to show strong growth, as riders continue to use light rail for a variety of trip purposes, including commutes and recreation. We've also noted the return of more traditional rush hour "peak" ridership. Looking ahead to 2024 we'll be monitoring ridership closely and utilizing several strategies to respond to crowding.

# 118,400

Average weekday boardings on Sound Transit buses and trains in June 2023

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# More service to more places

In 2024, we will see a significant expansion of our regional light rail network. The Lynnwood Link Extension project will extend the Link 1 Line service north to Snohomish County, and the 2 Line proposal will introduce light rail service to the Eastside between South Bellevue and Redmond. We also plan to add two round trips to the Sounder N Line to provide more capacity from Snohomish County to Downtown Seattle.

## Spring 2024

**First phase of East link Extension**  
(Redmond Technology to South Bellevue)

## Fall 2024

**1 Line extension to Lynnwood**  
(Angle Lake to Lynnwood)

**Restore two roundtrips on N Line** to provide additional capacity

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# 2024 Service Plan

The Service Plan is the annual planning process for managing our regional transit network that informs Sound Transit's operating budget. The Service Plan evaluates service and proposes changes to coordinate with high-capacity transit project openings, improves performance, responds to ridership trends, and focuses on optimizing our existing resources.

The Service Plan is also the vehicle for the Board of Directors (Board) to approve any "major service changes" to planned service levels or routing as defined by Sound Transit-adopted policy.

This year's plan looks a bit different as we've responded to new information about ST Express staffing levels and decisions about Link projects made by the Board. We have divided the 2024 Service Plan into two phases to provide additional time to determine what levels of ST Express can be supported next year while also keeping the rail service plan moving forward.

- A first phase Rail Service Plan will propose service levels for Link light rail and Sounder commuter rail for Board consideration in October 2023.
- A second phase plan will propose ST Express service levels and routing changes will be brought to the Board for consideration in early 2024 following additional work with our operating partners.
- Implementation anticipated with regionally coordinated service changes scheduled in spring (March) and fall (August). Subject to change.

Phase One:

October 2023

## Rail Service Plan

- 1** **1 Line extends north to Lynnwood adding four new stations**  
(Lynnwood City Center Station to Angle Lake)
- 2** **2 Line opens new service to eight stations**  
(Redmond Technology Station to South Bellevue Station)
- N** **Sounder N Line restores two weekday roundtrips** in 2024 to offer additional capacity

Phase Two:

Early 2024

## ST Express Service Plan

-  Updated ST Express Lynnwood Link restructure plan
-  Set new service levels across all ST Express routes based on available workforce

# Plan developed in response to evolving conditions

## Board decisions shape 2024 Service Plan

Major rail service changes will comprise the first phase of the 2024 Service Plan. In August 2023, the Board approved Resolution R2023-24, which authorized the necessary expenditures to open passenger service on the East Link Starter Line in Spring 2024. In addition, the Lynnwood Link Extension of the 1 Line is anticipated to open for passenger service later in 2024.

For ST Express, R2023-24 also directed Sound Transit to defer the implementation of the ST Express restructure around the Lynnwood Link Extension; instead of truncating ST Express service at Lynnwood Transit Center, the resolution directed staff to determine ways of continuing to serve downtown with ST Express Seattle to augment likely crowding challenges on the 1 Line.

## Public engagement completed in July 2023

The draft plan was released to the public in July 2023, and feedback was collected around the major service changes, including the light rail extensions of the 2 Line from Downtown Bellevue to Redmond Technology Center, the 1 Line extension to Lynnwood, the ST Express restructure and ST Express service levels.

We'll use input received on ST Express as part of developing proposals in the second phase of the 2024 Service Plan.

## Staffing levels continue to limit ST Express service

Continuing staffing shortages at our ST Express operating partners King County Metro, Community Transit, and Pierce Transit are affecting our ability to implement service levels set in the 2023 Service Plan. And now developing information about staffing levels suggests those challenges will likely continue into 2024.

In response, the first phase of the 2024 Service Plan does not include anticipated service levels or service changes to ST Express service. As we receive more information about the operational capacity of each operating partner for ST Express, additional planning work will continue in late 2023 and early 2024.

We will include service levels and any major service changes in the second phase of the 2024 Service Plan anticipated in early 2024.

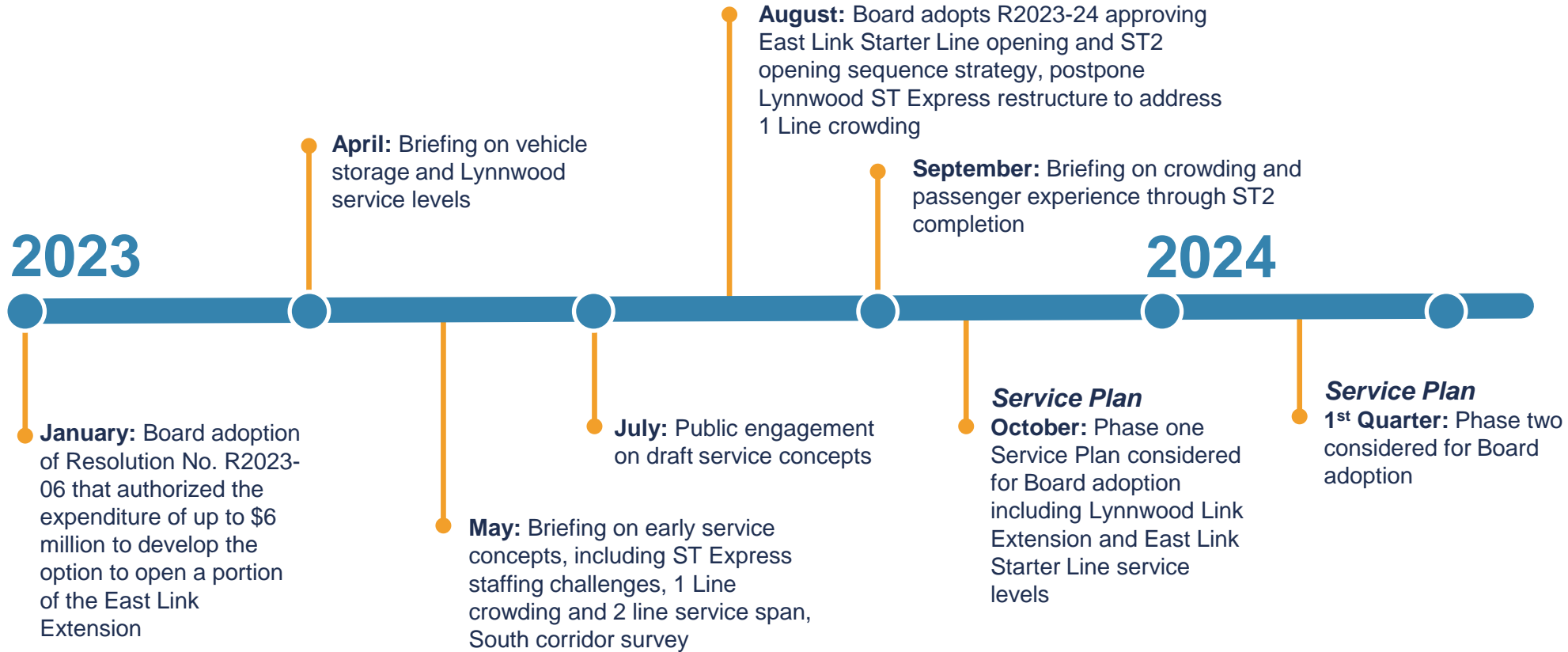
## 2023 Service Plan service levels remain the target

Service levels for ST Express established by the Board through the adoption of the 2023 Service Plan will remain the target service levels until the Board approves different service levels in phase two of the 2024 Service Plan. However, the actual amount of service that can be delivered will continue to be constrained by partner staffing levels, resulting in less service than budgeted in 2023.

Our planning and operations teams will continue to monitor performance and make schedule adjustments to improve service reliability and reduce canceled service where possible while attempting to meet Board established service levels as a target.

# Timeline & Board pathway to approval

The timeline below highlights the Board pathway throughout 2023 that shaped and informed the proposed 2024 Service Plan.





# Key Drivers of 2024 Rail Service Planning

Our original plans have changed as we've learned more about the continuing challenges of construction quality issues, uncertainty around staffing levels, and lower fleet availability. The following section will explain the key factors that determine the amount of service we can provide. Across the system, we anticipate delivering less service in 2024 than we'd originally planned. As a result, we expect trains and buses to be crowded during rush hour.

As we've learned more about construction progress and operational capacity, we've adjusted our previous planning assumptions in response.

## Key factors that determined the rail service levels for 2024



**Updated phasing for project openings**



**Access to maintenance base and vehicle storage capacity**



**Fleet availability**



# New project opening sequence

## 2 Line construction delays and phased approach

2 Line service between Redmond Technology–Lynnwood City Center stations was originally scheduled to open in mid-2023, with service extending to Downtown Redmond in 2024. Construction quality issues and necessary repair work on the I-90 portion of the project have delayed the full opening of the 2 Line.

In response, Board members asked staff to analyze whether the eastern portion of the East Link Extension not affected by the construction delays could be opened ahead of the full 2 Line. As the rail infrastructure for the 2 Line between South Bellevue Station and Redmond Technology Station is largely complete, we have determined that we can improve mobility for the region by opening the completed portions of the 2 Line sooner rather than waiting for the remaining portion along I-90 to finish construction.

## Coordinating project openings with our partners' service changes

We've also shared a new sequence of anticipated project openings to align with partner agencies' bus service changes, create a cadence of project openings to build staffing capacity, and put East Link assets into service sooner. We'll continue to closely monitor vehicles, staffing, and other resources to support safe and reliable openings.

## Project Sequencing 2024-2026

Spring

2024

East Link Starter Line

Fall

2024

Lynnwood Link Extension

2025

Downtown Redmond Link Extension & East Link I-90

2026

Federal Way Link Extension

Note: Available service-ready vehicles will limit service levels and size of available train sets on all extension openings regardless of project sequencing until East Link Extension I-90 is open and vehicles can access both OMF Central and OMF East.

For more detail on this topic see: Resolution No. R2024-24 & August 24, 2023 Board presentation

# OMF access determines service levels

## OMF East not yet connected to 1 Line

In order to provide planned service levels, we need enough trains and enough space to store and maintain them. We clean, maintain, and store our trains at Operations and Maintenance Facilities (OMFs) every night. The first maintenance facility, OMF Central, is located in SODO along the current 1 Line. Our second maintenance facility, OMF East, is located in Bellevue along the future 2 Line.

In our initial plans, the Lynnwood Link Extension was set to open following the opening of the full 2 Line. The full 2 Line includes a connection over Lake Washington and would give 1 and 2 Line trains access to the OMF East. Temporarily opening the Lynnwood Link Extension as only an extension of the 1 Line provides much needed mobility and high capacity transit to Snohomish County. It also means that the trains cannot be transported between and serviced at OMF East.

Until the I-90 bridge section of the East Link Extension is completed, there will not be enough vehicle storage at our OMF Central to provide planned service along the Lynnwood Link Extension. As a result, we will operate trains less frequently than originally planned and with more 3-car trains. Currently, we run Link 1 Line service with a combination of 3- and 4-car trains.



# Fleet availability

## Fewer vehicles available for service reduces capacity

When planning for future service levels, the amount of light rail vehicles needed to achieve service is determined in part by how often vehicles are out of service at any given time for maintenance, overhaul, upgrades or mechanical work. If fewer vehicles than planned are available for service, then delivering planned service levels becomes a challenge.

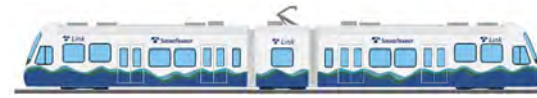
As of summer 2023, we have a number of pressures on our current fleet. Many cars are out of service for regular maintenance, warranty issues, and upgrades. As work progresses, we anticipate that more cars will be available to put into service.

We are targeting 85% availability by the time we open Lynnwood Link next fall. This should allow us to put more 4-car trains into service more regularly. Until we see consistent and improved fleet availability, the amount of service provided, both in terms of how often trains arrive and the size of trains, will be less than originally planned.

## Fleet available and required for 2024

- 1 Line:** 99 vehicles available for revenue service and spare ratio. Limited storage space available at OMF Central and/or on the 1 Line mainline (additional space needed for retrofits and commissioning new vehicles).
- 2 Line:** 23 vehicles needed and available for revenue service and spare ratio. There is enough storage space available at OMF East.

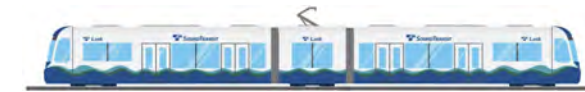
## Sound Transit operates two series of cars



### Series 1 – 62 total cars

For the original Downtown Seattle to SeaTac line & the extensions to Angle Lake & Northgate

- More cars out of service for system updates to allow operation on 2 Line



### Series 2 – 152 total cars (deliveries on-going)

For the ST2 extensions including East Link, Lynnwood Link, and Federal Way

- Fleet availability below 85% standard as of summer 2023
- Working to fix warranty and preventative maintenance issues
- Target 80% everyday availability by Q1 2024, 85% by Q3 2024, ahead of Lynnwood Link opening

For more detail see: 1) Resolution No. R2024-24 & August 24, 2023 Board presentation & 2) September 7, 2023 presentation to Rider Experience and Operations Committee on ST2 Link

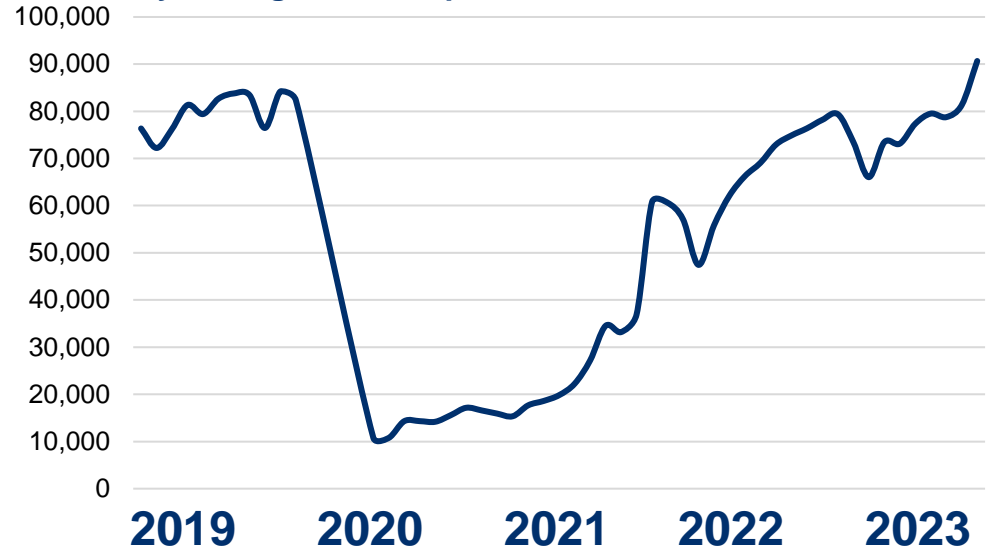
# Current & Forecast Link Ridership

## Link ridership exceeding 2019 levels

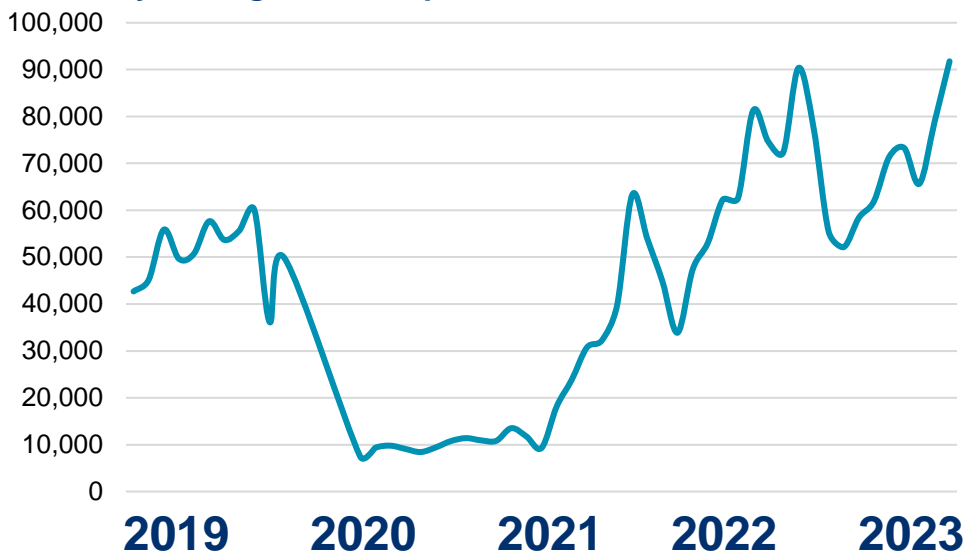
Throughout 2023, we've been watching closely as Link ridership continues to grow, approaching 90,000 riders on the average weekday by the early summer. Riders continue to use Link for a variety of trip purposes, including commutes and recreation.

- 2023 weekday boardings for Link closely resemble 2019 values, while weekend boardings for Link in 2023 exceed 2019 values
- Ridership trending up in the last due years is partly due to the 2021 Northgate Link Extension opening
- Increased weekend boardings suggest that people are using Link for purposes other than commuting

## Weekday Average Ridership



## Saturday Average Ridership



## Sunday Average Ridership



# Forecasting ridership for 2024

## More growth anticipated in 2024

Each year we update our forecasted future ridership based on trends in current ridership and several data points of economic and travel behavior predictions. The estimates help us understand how riders will use future transit service designs and help us focus on areas where we will need to monitor closely.

For each mode in our system, the estimates provide a ridership forecast in total for the year, on an average weekday, and for a one-hour estimate of the busiest time of day.

In late 2022, we updated our forecasted ridership for the Lynnwood Link Extension when four new stations are added to the 1 Line at Mountlake Terrace, Shoreline North, Shoreline South, and Lynnwood City Center Stations. The estimates adjust for reduced post-pandemic travel demand, and we present them as a range from low to high to communicate uncertainty.

We developed a forecast range of 101,000-136,000 average weekday boardings on the 1 Line after the extension to Lynnwood. For the 2 Line, we're anticipating over 6,000 average weekday boardings between Redmond Technology Station and South Bellevue Station.

Current Link ridership trends suggest average weekday ridership is likely to be within the forecast range.

### 1 Lynnwood to Angle Lake

**100,000-136,000**

*Average weekday boardings*

**25,300 – 34,200**

*Between Lynnwood & Northgate*

### 2 Redmond Technology to South Bellevue

**4,900-6,700**

*Average weekday boardings*

# Monitoring peak hour ridership

## Rush hour peak ridership returning

The distinct pattern of higher ridership during traditional commute times has returned, and in some cases, exceeds what we observed in 2019. Since the start of the COVID-19 pandemic, we observed a more even demand profile across the day as riders used transit for a variety of trip purposes and essential travel.

Throughout 2023, we've observed growth on that foundation of all-day ridership as more riders returned during typical commute times of the day. Notably, between 2019 and 2023, the afternoon weekday peak started peaking earlier, from 4:00 pm – 6:00 pm in 2019 to 3:00 pm – 6:00 pm in 2023. Additionally, the morning peak is lower in 2023 than in 2019. This trend may suggest more flexible work schedules leading to different travel patterns and a longer afternoon rush hour period.

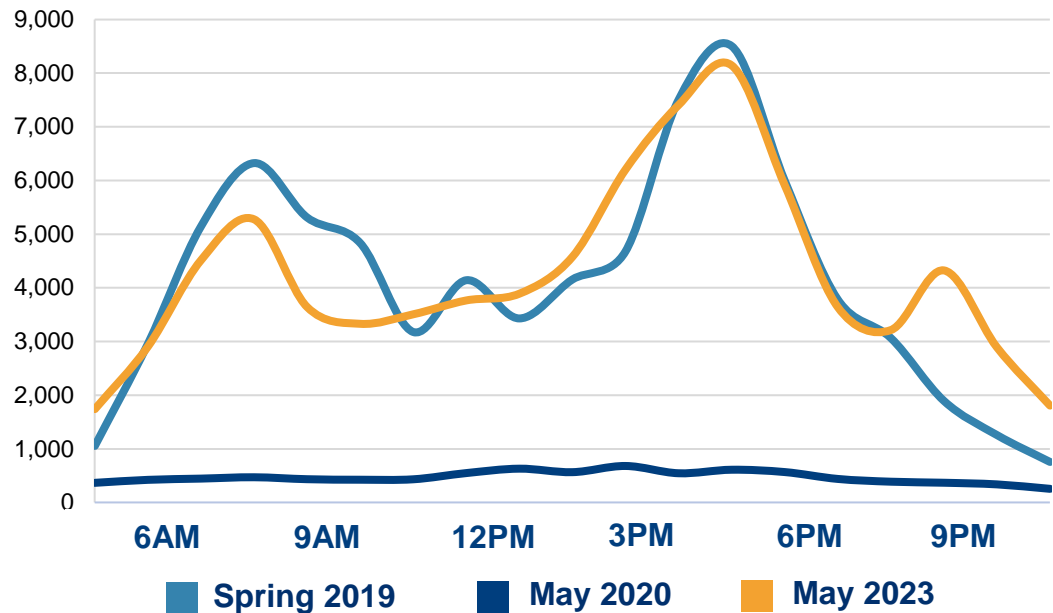
## What we expect in 2024

What's important about these trends is that they show that the concentrated rush hour demand we used to observe is returning to the system. When we look at anticipated ridership and the service level we anticipate reliability providing, we expect crowding during the peak between Westlake and Northgate, even with reduced post-pandemic demand. We will closely monitor peak ridership trends in 2024, particularly as the 1 Line extends to Lynnwood.

Consistent Board Resolution R2023-24, we're working on a revised bus restructure plan for the opening of Lynnwood that will focus on alleviating some potential crowding and continuing some service to downtown Seattle to provide additional capacity.

Average Link Weekday Ridership by Hour

Estimated data



# Proposed Major Service Changes

## The Service Plan is the process for developing and adopting service changes

Sound Transit evaluates service every year and proposes changes to improve performance, responds to ridership trends, and focuses on optimizing our existing resources. The Service Plan typically outlines the following year's proposals on how ST Express, Sounder, and Link will operate given changes in ridership, operating conditions, and any major route restructures of service with a coinciding major high-capacity transit opening. The Service Plan is also a medium to approve any "major service changes" as defined by Sound Transit-adopted policy and informs Sound Transit's operating budget.

## Development of service changes

We identify potential service changes in four key ways:

- **Performance monitoring** – Identify services that do not meet service standards and evaluate options for improving performance as well as identify opportunities to meet demand for services that are performing well.
- **Voter-approved plans** – Completion of major high-capacity transit capital projects may result in modifying existing service to maximize network connectivity.
- **Budget** – In coordination with voter-approved plans, the annual budget, and long-range finance plans, set how much service can be affordability provided.
- **Regional coordination with partner agencies** – Work with partner agencies to restructure service or to better facilitate transfers between local and regional service.

## What we're proposing for Board consideration

- **2 Line** (Redmond Technology Station to South Bellevue Station): New service to eight stations with trains operating every 10 minutes on weekdays, Saturdays, and Sundays for approximately 16 hours per day.
- **1 Line** (Lynnwood City Center Station to Angle Lake Station): Extends the 1 Line north with four new stations: Shoreline South/148th, Shoreline North/185th, Mountlake Terrace, and Lynnwood City Center. On weekdays, trains will initially operate approximately every 8-10 minutes during the AM and PM peak, 10 minutes midday and evening, and 15 minutes early/late. Based on operational performance, rush hour service may operate between 8-10 minutes in the future. On Saturday and Sunday, trains will operate approximately every 10 minutes during the day and evening and 15 minutes in the early morning/late evening. ***The exact service levels will be finalized during pre-revenue service.***
- **Sounder N Line:** Restore two weekday roundtrips in 2024 to offer additional transit capacity and travel options in the north corridor in response to anticipated 1 Line crowding and construction impacts. Exact schedule is to be developed in coordination with operating partners, with a priority of offering service at times when travel demand and crowding are anticipated to be highest on 1 Line.

More detail on each change is included in the following sections.



# Major service change policy

## Board policy defines major service change process

In 2022, the Sound Transit Board of Directors adopted the Disparate Impact and Disproportionate Burden Policy (Resolution No. R2022-19), which defines when a service change requires Board approval and how we conduct a Title VI Service Equity Analysis.

We used the definitions in this policy to identify which proposed service changes in 2024 are considered major service changes requiring a Title VI Service Equity Analysis, public engagement, and Board adoption. **For the first phase of the 2024 Service Plan, three changes to Sound Transit rail service were identified as major service changes.**

Draft service changes and a draft Title VI Service Equity Analysis were presented for public comment as part of a public engagement process from July 10, 2023 through August 6, 2023.

The following section will provide additional details on the three proposed major service changes.

As discussed in the previous section, service changes to ST Express will be presented as part of the second phase of the 2024 Service Plan in early 2024.

## What is a major service change?

A major service change is defined as:

- A change in service levels on an individual route that adds or eliminates more than 25% of the route's weekly revenue hours.
- A stop, move, or elimination with no replacement within a quarter mile for bus or a half mile for rail stations.
- Some exclusions include changes to route numbers, replacement service by another route (as long as frequencies, fares, transfer options and span of service are similar or better), or temporary changes of less than 12 months in duration.

Major service changes require Sound Transit approval and a Title VI Service Equity Analysis.

Emergency service changes that cross a major change threshold must be formalized and adopted if it lasts longer than a year.

# 2 Line opens eight new stations

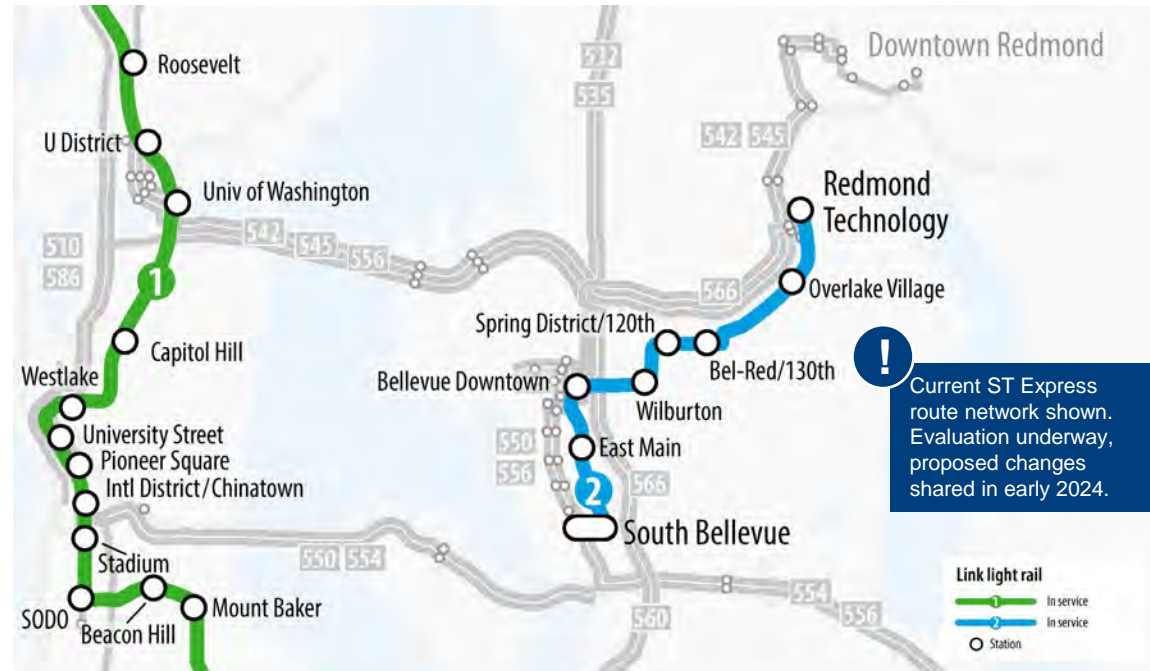
## Overview

In August 2023, the Sound Transit Board decided to open eight new Link stations in Bellevue and Redmond on the 2 Line in spring 2024. The new 6.3-mile light rail line will serve eight new stations: South Bellevue, East Main, Bellevue Downtown, Wilburton, Spring District, Bel-Red, Overlake Village, and Redmond Technology.

Service on the 2 Line will be provided with cars at OMF East and will not affect service on the 1 Line.

The 2024 Service Plan proposes service levels for the 2 Line:

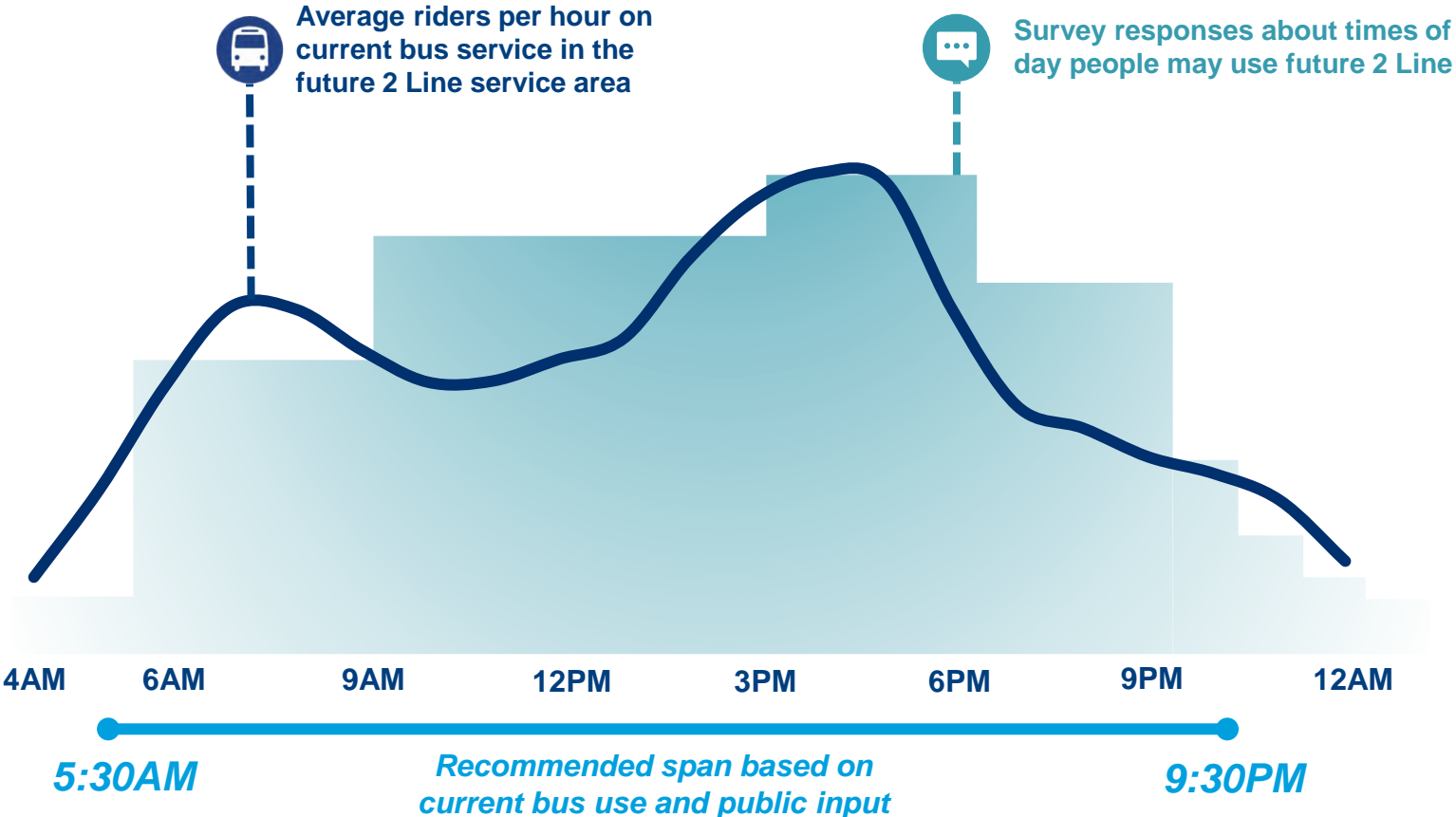
- **Weekday, Saturday, and Sunday:** Trains arrive every 10 minutes for approximately 16 hours per day.
- **Train size:** 2-car trains



**Exact service levels and timing of implementation subject to change based on future operational capacity, project readiness, and information from pre-revenue testing.**

## Recommend span of service selected based on current bus use and public input

In response to operational capacity, the 2 Line will operate for approximately 16 hours per day. We identified the recommended hours of service between approximately **5:30am** and **9:30pm** based on analysis of ridership<sup>1</sup> on nearby bus routes, public input from the survey, and other network connections. Recent bus ridership observations in the 2 Line corridor indicate over 90% of rides occur within the 16-hours between 5:30am and 9:30pm. This window similarly overlaps with when most survey respondents would have interest in using the 2 Line.



<sup>1</sup>Counts of both ons and off for the King Country Metro B line and ST Express Route 550 on an average weekday in October 2022 between South Bellevue and Redmond Technology Station.

## Proposed Service Levels

The following table visualizes our proposed service levels throughout the day. Final schedules are still in development and will be refined based on observations collected during pre-revenue testing.

| Approximate Frequencies |            |  |
|-------------------------|------------|--|
|                         | Current    | Proposed 2 Line<br>Redmond Technology<br>Station - South<br>Bellevue Station |
| <b>Weekdays</b>         |            | 5:30 AM – 9:30 PM  |
| All Day                 | No Service | 10 min.  |
| <b>Saturday</b>         |            | 5:30 AM – 9:30 PM  |
| All Day                 | No Service | 10 min.  |
| <b>Sunday</b>           |            | 5:30 AM – 9:30 PM  |
| All Day                 | No Service | 10 min.  |

*Frequencies are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs.*

## Bus changes to come in future

No changes to service are planned for the ST Express Routes that serve East King County (Routes 542, 545, 550, 554, and 556) until the full 2 Line opens and crosses Lake Washington.

When the full 2 Line opens, Sound Transit will work closely with our partners at King County Metro to finalize the planned East Link Connections bus restructure which will eliminate the need for some ST Express routes.

The two routes evaluated for potential service changes for the partial 2 Line opening were Routes 550 and 566. Route 550 provides service between Bellevue and Seattle, and Route 566 provides service between Auburn and Redmond. Both routes provide a service that overlaps the 2 Line. We evaluated shortening both routes, having them terminate at South Bellevue Station, and also evaluated shortening Route 566 at Bellevue Transit Center. Though shortening both routes would save resources, it was found that doing so would require most passengers on both routes to transfer to complete their trips, which would increase their overall travel times. Route 550 is expected to be discontinued once the full 2 Line opens, as the 2 Line will provide a more frequent and reliable connection between Downtown Seattle and Downtown Bellevue.

## Title VI Service Equity Analysis summary

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Therefore, mitigations are not required.

More detail available in the appendix.

|                               | Minority Population | Low-Income Population | Limited English Proficiency (LEP) Population |
|-------------------------------|---------------------|-----------------------|--|
| <b>Sound Transit District</b> | 42.7%               | 20.7%                 | 10.4%  |
| <b>2 Line service area</b>    | 46.9%               | 11.9%                 | 11.8%  |

## Public engagement summary

A total of 186 survey responses and 168 open-ended comments were received for the 2 Line proposal.

- 71% of survey participants supported this proposal compared to 6% of participants who opposed it.
- Of those that supported the proposal, the most mentioned sentiment was the anticipation of positive regional impacts on traffic along SR 520.
- Of those who opposed this proposal, many participants mentioned project implementation delays, including the potential for the 2 Line service to delay the opening of the Lynnwood Link Extension.
- A similar percentage of survey respondents are likely to ride the 2 Line on weekdays (76.4%) and weekends (72.3%)
- Survey respondents are most likely to ride the 2 Line between the hours of 3 - 6 pm
- Most survey respondents reported that they would be likely to ride the 2 Line during typical business hours and peak commute times.



Number of Respondents: 187

*Note: EnviroIssue's initial breakdown of Support, Oppose, & Other did not total to 100%. Comments that do not fit into either Support or Oppose have been included as "other" for the purposes of this chart.*

# 1 Line extends to Lynnwood

## Overview

As early as fall 2024, the 1 Line will extend from Northgate into Snohomish County, serving four new stations: Shoreline South/148th, Shoreline North/185th, Mountlake Terrace, and Lynnwood City Center. An additional station at NE 130th Street is planned for opening in 2026.

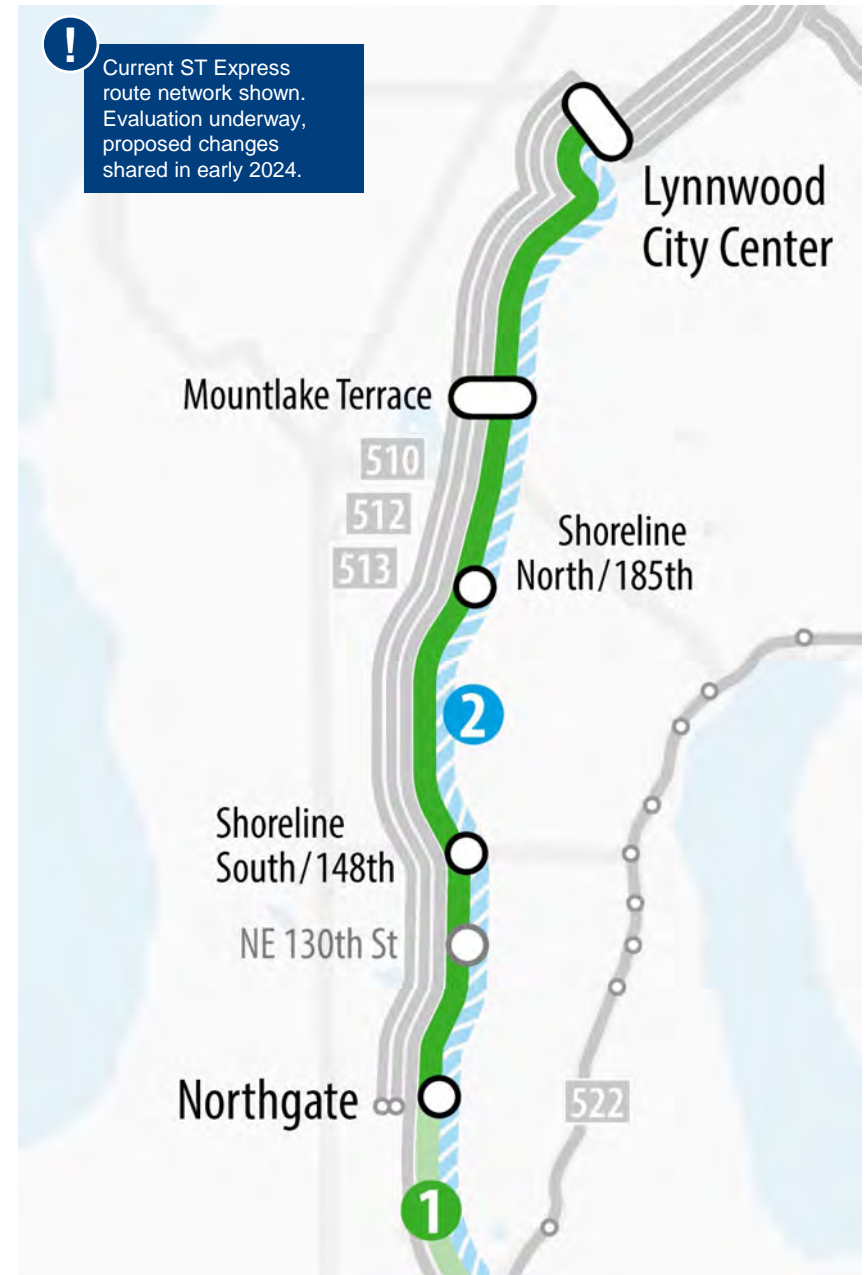
Service on the newly expanded 1 Line will be provided with cars started at OMF Central in SODO. Service levels will be lower than our original plans until we have access to the OMF East facility when the 2 Line is extended across Lake Washington in 2025.

The 2024 Service Plan proposes service levels for the 1 Line:

- **Weekday:** Will initially operate approximately every 10 minutes during peak hours, 10 minutes midday and evening, and 15 minutes in the early morning/late evening. Based on operational performance, peak hour service may operate between 8-10 minutes in the future.
- **Saturday and Sunday:** Trains arrive approximately every 10 minutes during the day and evening and 15 minutes in the early morning/late evening.
- **Train size:** 3-4 car trains



**Exact service levels and timing of implementation subject to change based on future operational capacity, project readiness, and information from pre-revenue testing.**



# 1 Line service levels and span

The following table visualizes our proposed service levels throughout the day. Final schedules are still in development and will be refined based on observations collected during pre-revenue testing. We'll continue to evaluate how often trains will run when the four new stations open next year. We anticipate trains will be crowded at times due to fewer trains running than we originally planned, and we are working hard to provide the most service possible within our constraints.

| Approximate Frequencies |  |   |
|-------------------------|--|---|
|                         | Current 1 Line,<br>Northgate - Angle<br>Lake | Proposed 1 Line,<br>Lynnwood- Angle<br>Lake |
| <b>Weekdays</b>         | <b>5:00 AM - 1:30 AM</b>                     | <b>5:00 AM - 1:30 AM</b>                    |
| Early AM                | 15 min.                                      | 15 min.                                     |
| AM Peak                 | 8 min  | 8 - 10 min.                                 |
| Midday                  | 10 min.                                      | 10 min.                                     |
| PM Peak                 | 10 min.                                      | 10 min.                                     |
| Evening                 | 10 min.                                      | 15 min.                                     |
| Late Evening            | 15 min.                                      | 15 min.                                     |
| <b>Saturday</b>         | <b>5:00 AM - 1:30 AM</b>                     | <b>5:00 AM - 1:30 AM</b>                    |
| Day                     | 10 min.                                      | 10 min.                                     |
| Evening                 | 10 min.                                      | 10 min.                                     |
| Late Evening            | 15 min.                                      | 15 min.                                     |
| <b>Sunday</b>           | <b>5:30 AM - 12:30 AM</b>                    | <b>5:30 AM - 12:30 AM</b>                   |
| Day                     | 10 min.                                      | 10 min.                                     |
| Evening                 | 10 min.                                      | 10 min.                                     |
| Late Evening            | 15 min.                                      | 15 min.                                     |

*Frequencies are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs.*

## ST Express restructure postponed

We shared draft plans for changes to ST Express service during a July 2023 public engagement process. Since then we've postponed the Board adoption of the restructure in response to Board direction in R2023-24.

We'll continue to work closely with our partner at Community Transit on an updated restructure plan and shared for Board consideration in early 2024.

## Summary of postponed restructure

### Restructure ST Express service to connect with Link at Lynnwood Station

- Routes 510 and 511 replaced by Link
- Routes 512 and 513 shortened to Lynnwood to connect with 1 Line

## Service Equity Analysis summary

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Therefore, no mitigations are required.

More detail available in the appendix.

|                                       | Minority Population | Low-Income Population | Limited English Proficiency (LEP) Population |
|---------------------------------------|---------------------|-----------------------|--|
| <b>Sound Transit District</b>         | 42.7%               | 20.7%                 | 10.4%  |
| <b>1 Line service area (current)</b>  | 45.1%               | 22.7%                 | 11.6%  |
| <b>1 Line service area (proposed)</b> | 43.4%               | 21.2%                 | 11.4%  |

## Public engagement summary

The North Subarea (North King County, Snohomish County) survey was focused on collecting feedback on the proposed Lynnwood Link ST Express bus restructure. While there was not a specific question on the 1 Line, some survey respondents provided open-ended written comments.

- The majority of online open house survey respondents who commented on the 1 Line supported the proposal to extend service to Lynnwood. Respondents are excited to be able to access light rail service in Shoreline, Mountlake Terrace, and Lynnwood.
- Some respondents did express concern about crowding and capacity issues on the 1 Line when it opens to Lynnwood. Some of these respondents suggested keeping bus lines that serve downtown Seattle, such as Route 510, running. They were also supportive of adding trips to the Sounder N Line schedule to mitigate crowding.
- A few of the respondents also noted that they were concerned about the 2 Line phased opening impacting the 1 Line extension to Lynnwood.



# N Line restores two weekday roundtrips

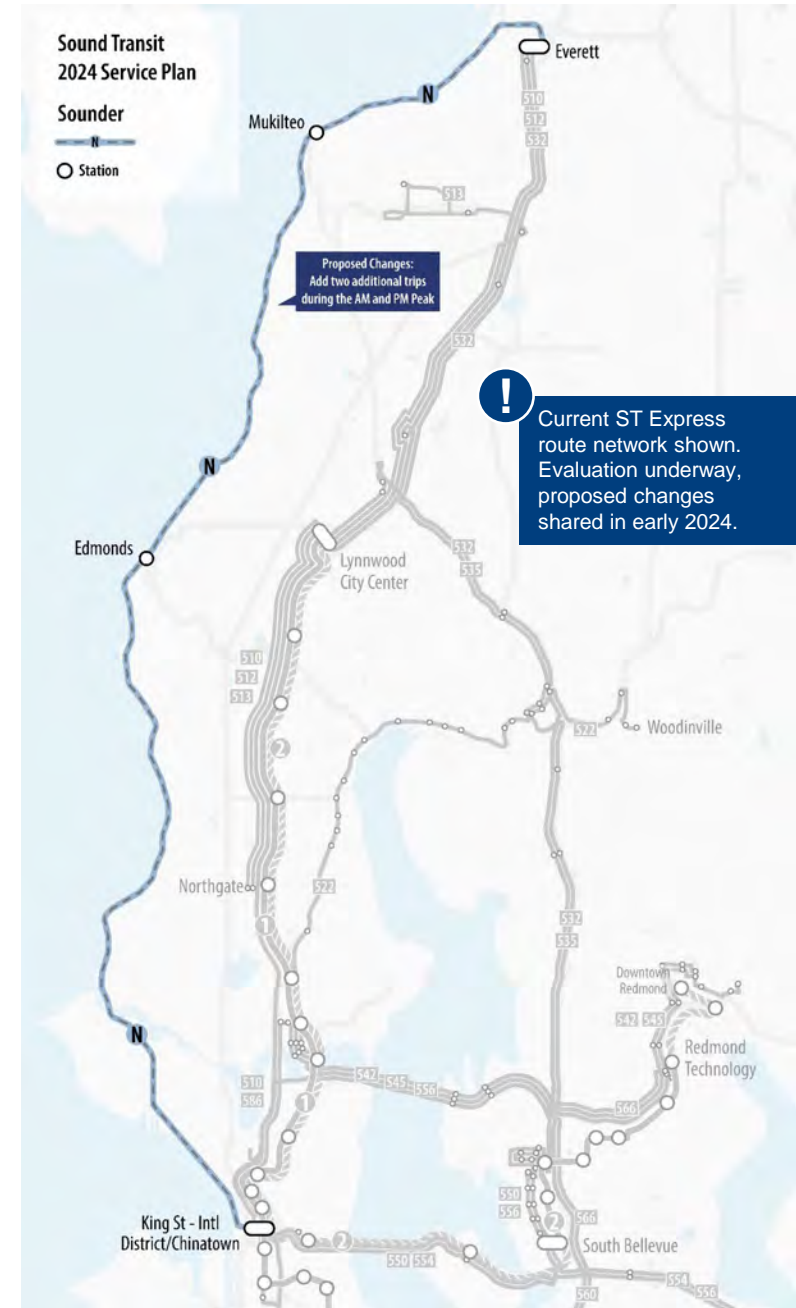
## Overview

The 2024 Service Plan proposes to restore two weekday roundtrips in 2024 to offer additional transit capacity and travel options in the north corridor in response to anticipated 1 Line crowding and construction impacts. The exact schedule will be developed in coordination with operating partners, with a priority of offering service at times when travel demand and crowding are anticipated to be highest on 1 Line.

The Sounder N Line provides service between Everett and Seattle with intermediate stops at Edmonds Station and Mukilteo Station. The N Line currently operates two trips in the AM peak and two trips in the PM peak on the N Line.

The following table visualizes our proposed service levels. Final schedules are still in development and will be available in 2024.

| Approximate Frequencies   |                                      |                                       |
|---------------------------|--------------------------------------|---------------------------------------|
|                           | Current N Line,<br>Everett - Seattle | Proposed N Line,<br>Everett - Seattle |
| <b>Weekdays</b>           | <b>2 Round Trips</b>                 | <b>4 Round Trips</b>                  |
| <i>Service to Seattle</i> |                                      |                                       |
| Southbound                | 6:15 AM, 7:15 AM                     | TBD                                   |
| <i>Service to Everett</i> |                                      |                                       |
| Northbound                | 4:33 PM, 5:35 PM                     | TBD                                   |



## Service Equity Analysis summary

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Therefore, no mitigations are required.

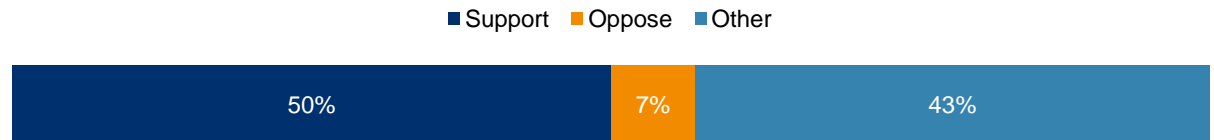
More detail available in the appendix.

|                        | Minority Population | Low-Income Population | Limited English Proficiency (LEP) Population |
|------------------------|---------------------|-----------------------|--|
| Sound Transit District | 42.7%               | 20.7%                 | 10.4%  |
| N Line service area    | 37.5%               | 22.4%                 | 10.4%  |

## Public engagement summary

A total of 59 survey responses and 56 open ended comments were received for the N Line proposal.

- 50% of survey participants supported this proposal compared to 7% of participants who opposed it.
- Of those that supported the proposal, the most common sentiments were a desire for increased public transit options connecting Seattle and northern destinations and encouragement for Sound Transit to consider adding additional trips to the Sounder N Line beyond restoring full service.
- Of those who opposed this proposal, the most common concerns related to the allocation of resources, with respondents expressing their views that other routes should be prioritized financially over the Sounder N Line.



Number of Respondents: 59

Note: The initial breakdown of Support, Oppose, & Other did not total to 100%. Comments that do not fit into either Support or Oppose have been included as "other" for the purposes of this chart.

# Title VI Service Equity Analysis Summary

## Overview

As part of the annual Service Plan, Sound Transit conducts a Service Equity Analysis to ensure that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration (FTA) and policies defined by the Sound Transit Board.

Consistent with Sound Transit's newly adopted Disparate Impact and Disproportionate Burden policy (Board Resolution No. R2022-19), a Title VI analysis will be completed at two levels of analysis.

- **Individual route analysis:** Which is included for the three proposed major rail service changes, evaluates each major service change individually.
- **Systemwide analysis:** Compares the benefits and impacts to Title VI protected & non-protected populations on all routes and lines, with proposed changes occurring over multiple years. The systemwide analysis will be included in the 2024 Service Plan Phase 2 document, which will be published in early 2024 and will include the 2024 bus service restructure proposals.

## Findings

The individual route analysis found that none of the major service changes resulted in adverse effects, a disparate impact or a disproportionate burden. Therefore, no mitigations are required.

The systemwide analysis will be included in the 2024 Service Plan Phase 2.

## Summary of findings by Major Service Change

- **2 Line** (Redmond Technology Station to South Bellevue Station): New service to eight stations
  - Adverse Effects: None
  - Disparate Impact: None
  - Disproportionate Burden: None
  - Mitigations: n/a
- **1 Line** (Lynnwood City Center Station to Angle Lake Station): Extends the 1 Line north with four new stations
  - Adverse Effects: None
  - Disparate Impact: None
  - Disproportionate Burden: None
  - Mitigations: n/a
- **Souder N Line:** Restore two weekday roundtrips in 2024
  - Adverse Effects: None
  - Disparate Impact: None
  - Disproportionate Burden: None
  - Mitigations: n/a

Full documentation of the analysis, policies, and definitions is included in the appendix of this document.

# Public Engagement Summary

Two phases of public engagement occurred for the 2024 Service Plan. First, in May 2023 we conducted in-person survey outreach on ST Express routes serving the South subarea. In Summer 2023 we conducted in-person and virtual engagement on draft changes to ST Express, Sounder, and Link service in the North and East subareas.

## Engagement activities included in-person and virtual

In the summer of 2023, Sound Transit informed the community about the draft changes to ST Express, Sounder, and Link service in the 2024 Service Plan. We invited the community to provide comments through a variety of engagement activities, including:

- An **online open house** divided into subarea pages with **surveys** that were open from July 10 to August 6, 2023
  - Project subareas included: North (North King and Snohomish County), East (East King County), and South (South King and Pierce County)
  - Surveys were translated into Spanish, Traditional Chinese, and Simplified Chinese
- Two **virtual information sessions**, hosted on Zoom with no advance registration required, with interpretation provided in Spanish and Mandarin
  - July 26, 6-7 pm. 14 attendees.
  - July 27, 6-7 pm. 16 attendees.
- **In-person survey outreach/Ambassador shifts** to encourage the community to share feedback about the plan
  - Ambassadors were at seven locations including: Everett Station, South Everett Park and Rise, Ash Way Park and Ride, Lynnwood Transit Center, Northgate Station, Bellevue Transit Center, and two locations near the future Redmond Technology Stations

## What we heard

Overall, the community supported the 2024 Service Plan draft changes. Some of the major takeaways include:

- Support for 1 Line extension to Lynnwood; some concern about crowding and the draft ST Express restructure
  - Concerns about loss of one-seat rides to Downtown Seattle and early morning travel options
- Support for restoring two roundtrip Sounder N Line trips
- Support for 2 Line proposal and anticipated a traffic reduction on SR-520
  - A strong majority indicated they would use it during the proposed span of service



30

Virtual public meeting attendees



188

Complete survey responses

1,100

In-person survey outreach interactions

Read the full report & all responses in the appendix of this document.

## May 2023 survey of South King and Pierce County

Staffing shortages have affected our ability to increase service in routes serving South King County and Pierce County since 2022. This includes the approved service frequency improvements in the 2022 Service Plan. We're continuing to research ways to improve and optimize service with the resources we currently have available.

In May 2023, we conducted in-person survey outreach. We had riders weigh the trade-offs of service and asked riders about:

- Their travel needs
- Potential new transfers
- The importance of overall travel time
- Routing
- Desired bus service frequency

After reviewing our riders' input and anticipated staffing capacity for next year, we have decided not to propose changes to these routes next year for now. In the near term, we're focusing on providing reliable service. Looking forward, we'll continue to review for potential future changes.



 **750+** survey responses

# *Appendix*

**Public Engagement Report**

**Title VI Service Equity Analysis**

# 2024 Service Plan Public Engagement Summary Report



## Contents

|   |     |
|---|-----|
| Executive Summary .....                                   | 3   |
| Overview .....  | 3   |
| Feedback and Recommended Strategies .....                 | 3   |
| 2024 Service Plan Engagement Summary.....                 | 9   |
| Background .....  | 9   |
| Engagement Activities Overview .....                      | 9   |
| North Subarea.....  | 9   |
| Proposal .....  | 9   |
| Survey Engagement.....                                    | 11  |
| Quantitative Survey Data .....                            | 11  |
| Qualitative Survey Responses.....                         | 13  |
| Qualitative Theme Insights.....                           | 13  |
| Route 510 .....   | 13  |
| Route 511 .....   | 16  |
| Route 512 .....   | 18  |
| Route 513 .....   | 20  |
| Route 522 .....   | 22  |
| Sounder N Line.....                                       | 25  |
| East Subarea .....  | 27  |
| Proposal .....  | 27  |
| Survey Engagement.....                                    | 27  |
| Quantitative Survey Data .....                            | 28  |
| Qualitative Survey Responses.....                         | 29  |
| Qualitative Theme Insights.....                           | 30  |
| 2 Line .....  | 30  |
| SAFE Analysis .....                                       | 33  |
| Appendix A: North Subarea Demographic Data .....          | 34  |
| Appendix B: North Subarea Open Ended Comments .....       | 44  |
| Appendix C: East Subarea Demographic Data .....           | 70  |
| Appendix D: East Subarea Open Ended Comments .....        | 78  |
| Appendix E: Comment Code Themes and Definitions .....     | 93  |
| Appendix F: Google Analytics Reports .....                | 95  |
| Appendix G: Virtual and In-person Engagement Report ..... | 101 |

*This report describes draft service changes shared in July 2023, prior to the decision to divide the Service Plan into two phases. All draft ST Express service changes discussed in the following document are subject to change based on additional information and planning work to follow in early 2024. All draft service changes and service levels listed in this document were current as of July 2023 based on the best information available at the time and are subject to change based on additional information about operational capacity, project readiness, and additional planning work.*



## Update

Following the finalization of this report, the 2024 Service Plan has been divided into two phases in response to new information about operational capacity and Board adopted Resolution R2024-23. The 2024 Service Plan will be presented in two phases. First a rail service plan in October 2023 that sets service levels for Link light rail and Sounder commuter rail. A second phase for ST Express service levels and routing changes follows in early 2024.

This report describes draft service changes shared in July 2023, prior to the decision to divide the Service Plan into two phases. All draft ST Express service changes discussed in the following document are subject to change based on additional information and planning work to follow in early 2024. All draft service changes and service levels listed in this document were current as of July 2023 based on the best information available at the time and are subject to change based on additional information about operational capacity, project readiness, and additional planning work.

## Executive Summary

### Overview

The 2024 Service Plan Engagement was an effort to inform and engage Sound Transit riders about proposed changes to ST Express, Sounder and Link service scheduled for 2024. These changes are detailed in the Annual Service Plan. Sound Transit invited riders to give feedback throughout the summer through a variety of engagement activities. The proposal and corresponding feedback will be presented to the Board of Directors (Board) for implementation in 2024. The following proposals have been included in the Annual Service Plan.

### Feedback and Recommended Strategies

#### Route 510

Proposal:

- Eliminate Route 510 and replace it with additional service on Route 512.
- Shorten Route 512 to run from Everett Station to Lynnwood City Center Station, operating all-day, two-way service seven days a week.
- Eliminate the three Route 512 trips that serve stops north of Everett Station prior to 5 a.m.

#### Feedback:

- 15% of survey participants who commented on Route 510 supported this proposal compared to 43% of participants who opposed it.<sup>1</sup>
- The respondents who indicated support often expressed that they would take the Link Light Rail at the Lynnwood Station, opening in 2024, instead of Route 510.
- Participants who opposed this proposal most frequently mentioned time and location as concerns. Respondents often cited that eliminating Route 510 would make their journey from Everett to Seattle more difficult and time-consuming.

#### Rider Communication Strategies:

- Communicate alternative transit routes as replacement options for eliminated routes.

### Route 511

#### Proposal:

- Route 511, which was suspended in March 2023 due to ongoing operator staffing shortages, will be formally eliminated.

#### Feedback:

- 58% of survey participants supported this proposal compared to 17% of participants who opposed it.
- Of those that supported the proposal, most participants communicated that Route 511 was unnecessary because Route 512 served the same area. These participants also suggested that the new Lynnwood Link Extension Stations, opening in 2024, would make Route 511 unnecessary.
- For those who opposed this proposal, little detail was provided. One respondent mentioned that Route 511 works “best” for their particular travel needs.

### Route 512

#### Proposal:

- Route 512 will be shortened to run from Everett Station to Lynnwood City Center Station, operating all-day, two-way service seven days a week.
- Frequency would increase to buses every eight minutes during peak hours and every 10 minutes during midday hours.
- Eliminate the early morning/late evening stops north of Everett Station due to low ridership.

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<sup>1</sup> Percentages that are referenced in this section have been derived from survey participant comment responses. Not all comments included a direct statement about support or opposition to the proposal therefore these percentages do not add up to 100%.

#### Feedback:

- 40% of survey participants supported this proposal compared to 4% of participants who opposed it.
- Many participants who supported the proposal shared that the changes would reduce their travel and wait times.
- Of those who opposed this proposal, many shared that the proposal would lead to crowding. Others suggested that Sound Transit should direct their resources to other priorities.

#### Rider Communication Strategies:

- Provide outreach and communication specifically about the increase in frequency on Route 512. Share information with riders of both Route 510 and Route 512, that the proposed changes will provide a suitable replacement for Route 510, if eliminated. Articulate that the increase in service and frequency will mitigate vehicle crowding and seat-scarcity.

### Route 513

#### Proposal:

- Shorten route to operate between Seaway Transit Center and Lynnwood City Center Station.
- Add service in both directions during peak hours.

#### Feedback:

- 29% of survey participants supported this proposal and no participants opposed it.
- Comments supporting the proposal mentioned general support for the location and that a shorter Route 513 seemed sensible.

### Route 522

#### Proposal:

- There are no proposed changes in 2024.
- When the full 2 Line extends to Lynnwood, Route 522 will be shortened to connect to the 1 and 2 Lines at Shoreline South/148th Station.

#### Feedback:

- 11% of survey participants supported this proposal compared to 17% of participants who opposed it.
- Of those that supported the proposal, many participants mentioned approval of the plan to shorten Route 522 to connect to the 2 Line.
- Many participants who opposed this proposal mentioned the lack of transit options and lack of service frequency for those living in cities along the SR 522 corridor, including Lake City, Lake Forest Park, Kenmore and Bothell.

2024 Service Plan Public Engagement Summary Report | Page 5 of 101

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#### Rider Communication Strategies:

- Communications about these service changes should include specific outreach to the SR 522 corridor. Messaging should include information about alternative options that serve the communities of Lake City, Lake Forest Park, Kenmore, and Bothell and ongoing collaboration with transit agency partners to supply this service.

### Souder N Line changes

#### Proposal:

- Restore full service on the Souder N Line in 2024, with two additional weekday roundtrips.

#### Feedback:

- 50% of survey participants supported this proposal compared to 7% of participants who opposed it.
- Of those that supported the proposal, the most common sentiments were a desire for increased public transit options connecting Seattle and northern destinations and encouragement for Sound Transit to consider adding additional trips to the Souder N Line beyond restoring full service.
- Of those who opposed this proposal, the most common concerns related to the allocation of resources, with respondents expressing their views that other routes should be prioritized financially over the Souder N Line.

#### Rider Communication Strategies:

- Include information about improvements to other routes and general service area improvements in communications and outreach about the improvements to Souder N Line.

### 2 Line

#### Proposal:

- Open eight new Link light rail stations between South Bellevue and Redmond Technology Stations in spring 2024. Service would operate as a first phase of the 2 Line, with service every 10 minutes seven days per week.
- Given staffing constraints, service may operate for fewer hours a day than the current 1 Line.
- No changes to service are planned for the ST Express Routes that serve East King County until the full 2 Line opens and crosses Lake Washington in 2025.
- On Aug. 24, 2023, after the feedback period and prior to the completion of this report, the Sound Transit Board approved this proposal.

Feedback: <sup>2</sup>

- 71% of survey participants supported this proposal compared to 6% of participants who opposed it.
- Of those that supported the proposal, the most mentioned sentiment was the anticipation of positive regional impacts on traffic along SR 520.
- Of those who opposed this proposal, many participants mentioned project implementation delays, including the potential for the 2 Line starter service to delay the opening of the Lynnwood Link Extension.

Rider Communication Strategies:

- Provide outreach and communication that is transparent about any effect on the timing of the Lynnwood Link Extension opening, while focusing on sharing the reasons for and the benefits of opening this segment of the 2 Line first.

## SAFE Analysis

General Feedback:

- Few participants elected to provide feedback on the SAFE analysis. The majority of these respondents expressed support for Sound Transit undertaking this effort, while a minority voiced concern that the SAFE analysis was prioritized to the detriment of service improvement implementation.

## 1 Line

Proposal

- The Service Plan included information about four new stations at Shoreline South/148th, Shoreline North/185th, Mountlake Terrace, and Lynnwood City Center.
- An additional station will open at NE 130th Street in 2026.
- An update on light rail service frequency was also shared, specifically that trains could initially run up to every eight minutes during weekday peak hours, before approximately doubling when the full 2 Line opens in 2025.

General Feedback:

- Respondents who mentioned the 1 Line in feedback expressed concerns about capacity on the 1 Line when it opens to Lynnwood. They had requests to keep bus lines serving downtown Seattle running and support for returning Sounder N Line service in order to provide additional capacity.

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<sup>2</sup> Feedback about the 2 Line was collected between July 10 through Aug. 6, 2023. This was prior to the Sound transit Board decision on Aug. 24 to approve the opening of this segment of the 2 Line. This report was written to accurately reflect the feedback shared during the engagement period, therefore some sections may refer to this as “proposed” rather than an approved service change.

2024 Service Plan Public Engagement Summary Report | Page 7 of 101

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- They also expressed support for being able to access light rail service in Shoreline, Mountlake Terrace, and Lynnwood.

## Engagement Strategies

### General Feedback:

- Survey responses from the Spanish, Traditional Chinese, and Simplified Chinese websites and from historically excluded, low-income, and limited-English-proficiency community members were notably low. For future engagement efforts there are a variety of strategies that could be used to increase engagement from those community members, such as:
  - In-language digital and print advertising on ethnic community media platforms in additional languages.
  - Print ads in bus shelters located in demographically diverse communities.
  - Coordinating with community partner organizations to share relevant information, including in language, from trusted sources.
- We also recognize that websites and online surveys are not outreach methods that are culturally relevant or easy to use for some populations. For this reason, engagement efforts included speaking to people at bus stops and transit centers and hosting webinars with translation services. Additional strategies to share information with and hear from community members that could be implemented in the future include:
  - In-person engagement at community and cultural events.
  - Hosted in-language drop-in events at culturally relevant community gathering locations.
  - Community partner or non-profit sponsored events, open houses, or focus groups.

# 2024 Service Plan Engagement Summary

## Background

In 2024, Sound Transit is preparing to deliver new transit service to the region, including extending the 1 Line to Lynnwood, a potential<sup>3</sup> opening of 2 Line service between South Bellevue and Redmond Technology Stations, and adjusting ST Express service to provide connections to new Link stations. The proposal includes service changes in response to ongoing operational constraints, including challenges recruiting transit operators and maintenance staff.

On July 10, 2024, online engagement websites were launched for the North, East, and South Subareas. These websites provided specific details about the proposed changes occurring within each of these areas and in the case of the North and East Subareas, invited riders to respond to survey questions and share their feedback. The surveys were open until Aug. 6.

## Engagement Activities Overview

Sound Transit planned for a variety of outreach, communications, and engagement tactics to inform their riders about the proposed changes in the South, North and East Subareas. These engagement activities included both in-person and virtual engagement beginning in May 2023 and running through the end of the engagement period in mid-August. The information and feedback provided in this report is focused on the results of the surveys administered through two Online Open Houses for the East and North Subareas of additional engagement activities can be found in Appendix G. In total, 225 people participated in the survey.

## North Subarea

### Proposal

Ahead of light rail extending to Lynnwood as early as summer/fall 2024, the 2024 Service Plan proposed changes to Link light rail, Express bus and Sounder N Line service. The project team shared the proposed changes with the community and offered an opportunity for feedback.

### 1 Line Extension to Lynnwood

With Link light rail extending from Northgate into Snohomish County as early as summer/fall 2024, the project team shared information about four new stations at Shoreline South/148th, Shoreline North/185th, Mountlake Terrace, and Lynnwood City Center. An additional station will open at NE 130th Street in 2026.

---

<sup>3</sup> This outreach was conducted prior to the Aug. 24, 2023 Board decision to open a portion of 2 Line service in spring 2024.

An update on light rail service frequency was also shared, specifically that trains could initially run every eight minutes during weekday peak hours, before approximately doubling when the full 2 Line opens in 2025.

### **ST Express changes**

When 1 Line trains extend to Lynnwood, Sound Transit is proposing changes to ST Express bus service in the area to connect riders with new Link stations. New 1 Line service offers a reliable alternative to I-5 congestion and provides an opportunity to reinvest in bus service with the same resources, potentially allowing buses to run more often and/or seven days a week. The project team shared the proposed changes to a number of ST Express bus routes.

#### **Route 510**

- Eliminate Route 510 and replace it with additional service on Route 512.
- Route 512 would also be shortened to run from Everett Station to Lynnwood City Center Station, operating all-day, two-way service seven days a week.
- The three early morning trips that serve stops north of Everett Station prior to 5 a.m. will not be replaced by Route 512 service.

#### **Route 511**

- Route 511, which was suspended in March 2023 due to ongoing operator staffing shortages, will not be reinstated.

#### **Route 512**

- Route 512 will be shortened to run from Everett Station to Lynnwood City Center Station, operating all-day, two-way service seven days a week.
- Service would double during peak hours, with buses every eight minutes, and increase by 50% midday, with buses every 10 minutes.
- Eliminate the early morning/late evening stops north of Everett Station due to very low ridership and in order to facilitate possible new early morning/late evening service continuing south of Everett Station at a future date.

#### **Route 513**

- Route 513 will be shortened to operate between Seaway Transit Center and Lynnwood City Center Station.
- Route 513 will add service, now operating every 15 minutes in both directions, during peak hours.

#### **Route 522**

- There are no proposed changes to ST Express Route 522 in 2024.
- When the full 2 Line extends to Lynnwood, Route 522 will be shortened to connect to the 1 and 2 Lines at Shoreline South/148th Station.



## Souder N Line changes

- Sound Transit is considering restoring full service on the Souder N Line in 2024, with two additional weekday roundtrips.

## Survey Engagement

The table on the next page provides a summary of the number of surveys completed for the North Subarea from July 10 – Aug. 6. A survey response is counted as complete when a participant makes it all the way through the last page of the survey. Both partial and complete surveys are included in the summary below and response is not disqualified from the overall results if some questions are unanswered.

Table 1: North Subarea survey engagement across translated sites

|                     | Partial | Complete | Total |
|---------------------|---------|----------|-------|
| All responses       | 37      | 188      | 225   |
| Traditional Chinese | 0       | 0        | 0     |
| Spanish             | 1       | 0        | 1     |
| Simplified Chinese  | 0       | 0        | 0     |

## Quantitative Survey Data

Figure 1: North Subarea survey question one responses

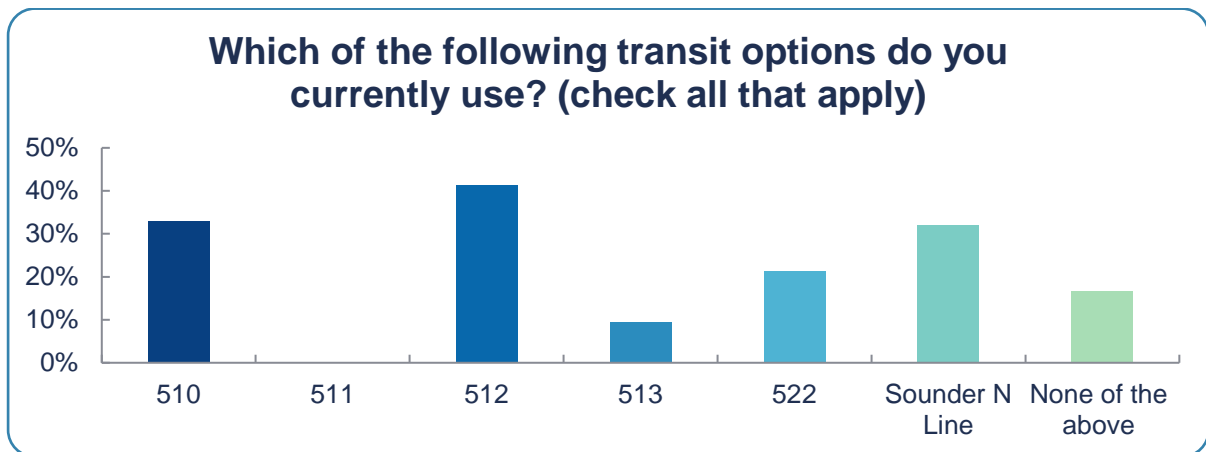


Table 2: North Subarea survey question one responses

| Value  | Percent | Count |
|--|---------|-------|
| ST Express 510 (Everett – Seattle)                 | 33.0%   | 67    |
| ST Express 511 (Ash Way – Northgate)               | No data |       |
| ST Express 512 (Everett – Northgate)               | 41.9%   | 85    |
| ST Express 513 (Seaway Transit Center – Northgate) | 9.4%    | 19    |
| ST Express 522 (Woodinville – Roosevelt)           | 21.2%   | 43    |
| Souder N Line                                      | 32.0%   | 65    |
| None of the above                                  | 16.7%   | 34    |

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Figure 2: North Subarea survey question two responses

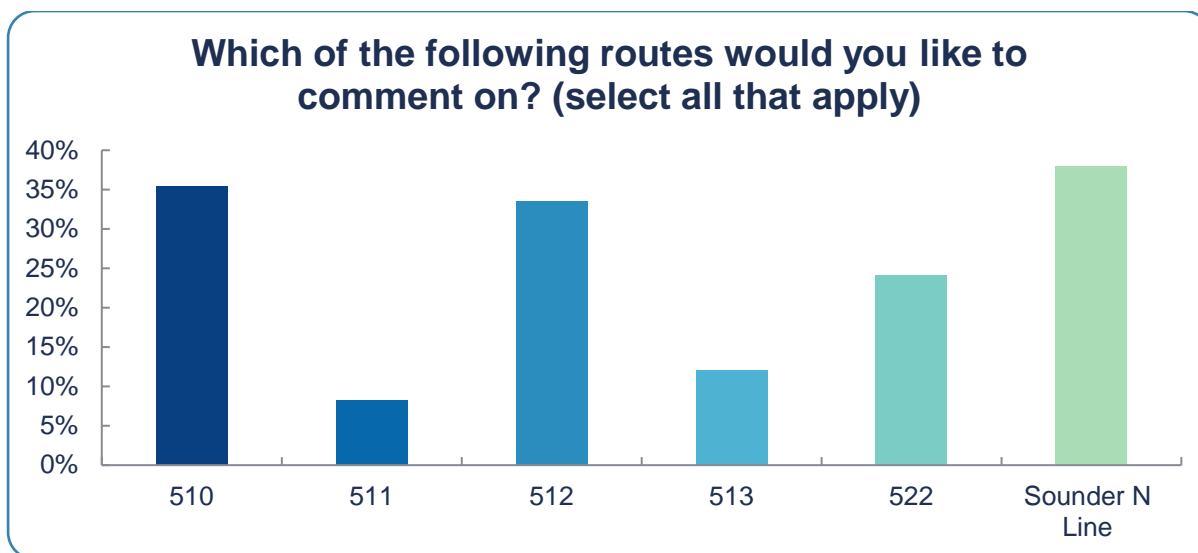


Table 3: North Subarea survey question two responses

| Route  | Percent | Count <sup>4</sup> |
|--|---------|--------------------|
| ST Express 510 (Everett – Seattle)                 | 35.4%   | 56                 |
| ST Express 511 (Ash Way – Northgate)               | 8.2%    | 13                 |
| ST Express 512 (Everett – Northgate)               | 33.5%   | 53                 |
| ST Express 513 (Seaway Transit Center – Northgate) | 12.0%   | 19                 |
| ST Express 522 (Woodinville – Roosevelt)           | 24.1%   | 38                 |
| Sounder N Line                                     | 38.0%   | 60                 |

<sup>4</sup> The quantities in this table refer to the participants who stated they would like to comment on each selected route. Some survey participants selected this option and then did not proceed to leave a comment. This created a small discrepancy between the survey question responses and the actual number of comments received by route.

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## Qualitative Survey Responses

The section below details the feedback that has been received through the open-ended comment boxes. The comments have been reviewed and coded according to some common themes. The comment theme code book is included in Appendix E of this report.

Table 4: Open-ended comments by route

| Open Ended Comments                       | Question            | Comment responses |
|---|---------------------|-------------------|
| North Subarea                             | Q3 - Route 510      | 53                |
|   | Q4 - Route511       | 12                |
|   | Q5 - Route512       | 45                |
|   | Q6 - Route513       | 17                |
|   | Q7 - Route522       | 35                |
|   | Q8 - Sounder N Line | 56                |
| <i>Total open-ended comments received</i> |                     | <b>218</b>        |

## Qualitative Theme Insights

This section includes the full list of themes and the number of individual comments that have been coded for each theme by route. Individual comments are often coded with multiple themes. Ridership data is also provided to show the correlation between ridership and engagement on a particular route.

The themes in this list were generated based on the themes that emerged from the Service Improvement Plan engagement for 2022. Throughout the 2024 Service engagement period we reviewed the incoming comments on a weekly basis and adjusted the list of themes and definitions as needed to capture the sentiments that were emerging from this year's engagement.

The insights that emerged from the comments are summarized and are supplemented by a few direct quotes from survey participants. Comment themes are indicated in **bold** text. A complete list of comments for the North Subarea proposal can be found in Appendix A.

## Route 510

Table 5: Route 510 ridership data

| Route 510 – Ridership and Survey Participation   |               |                         |                         |
|--|---------------|-------------------------|-------------------------|
| 33% of survey participants reported riding this route recently. This route received 72 total comments. This route has moderate ridership in comparison to other routes but also received a high level of engagement. |               |                         |                         |
| Month  | Schedule Type | Total Monthly Boardings | Average Daily Boardings |
| June 2023  | Weekday       | 24,003                  | 1,091                   |

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Table 6: Route 510 comment themes

| Comment Code Themes          | Count | Percent of total comments (n=72) |
|------------------------------|-------|----------------------------------|
| Location                     | 33    | 46%                              |
| Home                         | 3     | 4%                               |
| Work                         | 18    | 25%                              |
| Late Night                   | 3     | 4%                               |
| Early morning                | 6     | 8%                               |
| Peak Commute                 | 22    | 3%                               |
| Connection to other Routes   | 17    | 24%                              |
| Specific routes              | 15    | 21%                              |
| Time                         | 35    | 49%                              |
| Support <sup>5</sup>         | 8     | 11%                              |
| Opposition                   | 41    | 57%                              |
| COVID Impacts                | 1     | 1%                               |
| Transit facilities/amenities | 3     | 4%                               |
| Equity                       | 4     | 6%                               |
| Regional impacts             | 8     | 11%                              |
| Ridership volume             | 9     | 13%                              |
| Project Implementation       | 7     | 10%                              |
| Other                        | 2     | 3%                               |

Survey participants discussing Route 510 frequently mentioned **time** (32 comments). Respondents articulated concerns that the proposed changes would increase commute duration and emphasized the value of efficient transit options. In particular, respondents voiced concerns that eliminating Route 510 would adversely affect their travel during the **peak commute** hours (17 comments).

*"[...] The light rail is essentially going to be a 512 with additional stops on it for the north end passengers and will increase commute times. I would like to see the 510 stay during the peak AM and PM commutes to keep the commute times shorter for the many passengers who ride this bus." (North Respondent 31)*

*"I would rather have express direct service to light rail. Extra stops equal extra time. I would probably drive all the way to Lynnwood to make my commute as efficient as possible." (North Respondent 120)*

Notably, **opposition** emerged in responses to the Route 510 proposal more often (23 times) and at a higher percentage (46%) than any of the other proposed route changes. Respondents often voiced that the elimination of the 510 would negatively impact their ability

<sup>5</sup> In order to minimize subjectivity and uncertainty, responses were coded as "support" or "opposition" only when abundantly obvious.

to get to **locations** such as downtown Seattle. For many, the route from Everett to downtown Seattle, without transfer, is a benefit Route 510 provides and that they would like to keep in place.

Given the fact that many Route 510 riders use the bus to get to downtown Seattle, during typical **peak commute** hours, perhaps there's an opportunity for Sound Transit to encourage riders to use the Sounder for the journey instead. Additionally, the potential increased frequency of the 512 bus could be an effective substitute for the same trips. It is unclear if these respondents are aware of the existence of suitable alternatives (Sounder and the 512) for their travel. Perhaps through increased communication and marketing, many of the participants who are **opposed** to the Route 510 proposal could become Sounder N Line or Route 512 riders.

*"I take 510 from S Everett Park n Ride to downtown Seattle to my doctor appointments at the PolyClinic on Madison Center. I get off at Columbia Tower and walk across freeway to PolyClinic. Please don't STOP the 510 service! I am a disabled senior citizen." (North Respondent 178)*

*"I do not want the 510 line eliminated. The ease of having a line that goes to Seattle without the need to transfer is of high priority to me. If the 510 is eliminated, most likely I will drive into Seattle until the Mariner station opens." (North Respondent 130)*

*"I am a disabled senior citizen that takes 510 from S Everett to Downtown Seattle to go to medical appts at the PolyClinic Madison Center. My ability to walk is limited due to severe osteoarthritis. Please don't take away my 510 route!!!" (North Respondent 32)*

Most of the 15 survey participants who cited **specific routes** in their comments mentioned the Link 1 Line. These respondents expressed concern that the proposed changes would require them to utilize the 1 Line, requiring route transfers and extending commute **times**.

*"Please don't eliminate Route 510 - i need to get to work very early morning (515am) - Link doesn't get me here early enough?" (North Respondent 64)*

*"Please don't cancel the 510. It is essential for morning shifts worker to get to work on time. Many reasons for retaining the 510 during Northgate Link still hold true for the Lynnwood Link situation. I-5 traffic is light during early morning that transferring to link would be a hassle instead of a value add. [...]" (North Respondent 18)*

## Route 511

Table 7: Route 511 ridership data

| Route 511 – Ridership and Survey Participation  |               |                         |                         |
|---|---------------|-------------------------|-------------------------|
| Route 511 was discontinued starting in March 2023 and as a result, no survey participants reported using Route 511 recently. Prior to this route closure, ridership was relatively low. The Route 511 proposal received a total of 12 total comments. |               |                         |                         |
| Month   | Schedule Type | Total Monthly Boardings | Average Daily Boardings |
| March 2023  | Weekday       | 4,765                   | 207                     |

Table 8: Route 511 comment themes

| Comment Code Theme     | Count | Percent of total comments (n=12) |
|------------------------|-------|----------------------------------|
| Location               | 2     | 17%                              |
| Work                   | 1     | 8%                               |
| Peak Commute           | 1     | 8%                               |
| Specific routes        | 1     | 8%                               |
| Time                   | 3     | 25%                              |
| Support                | 7     | 58%                              |
| Opposition             | 2     | 17%                              |
| Ridership volume       | 2     | 17%                              |
| Project Implementation | 2     | 17%                              |
| Other                  | 1     | 8%                               |

Only 12 of the respondents have commented on Route 511 and of those 12, few participants mentioned Route 511 directly. One commenter expressed a desire to see 511 reinstated.

*“To start building ridership for the extension to Everett, reinstate Route 511 as soon as possible with an extension from Ash Way to Seaway via Mariner, Airport Rd, and Paine Field. Is it too soon to start doing that? Well, the 510, 511, 512 and 513 will have operated for 25 years before light rail got to Lynnwood. So I would say, no, it’s not too early - thanks from a reverse direction commuter.” (North Respondent 95)*

Several comments mentioned the more generalized impact of service changes to Routes 510, 511, and 512 as they relate to travel **time** along the whole corridor and traffic delays specifically at Ash Way. While some respondents understand the reasoning for eliminating 511, they would like to see additional resources moved to other routes to mitigate these impacts.

*“because of the lack of direct access ramps at **ash way** to and from the north, the elimination of route 510 would result in longer travel times for passengers who currently take the 510, especially in the northbound direction.” (North Respondent 49)*

*"I understand eliminating this route, but this gets rid of the only option that doesn't get stuck having to get off at Ash Way. Something needs to be done. I don't know if it's with this or something else, but that detour is terrible without the north side bus exit and entrance." (North Respondent 28)*

*“The last few years have shown that peak-only expresses are poorly-utilized. It's better to roll the ST510 resources into all-day/week routes like the 512 and 522” (North Respondent 104)*

*Please delete this route. Added 512 service will benefit more riders and provide a far less confusing system.” (North Respondent 46)*

## Route 512

Table 9: Route 512 ridership data

| Route 512 – Ridership and Survey Participation  |                     |                         |                           |
|---|---------------------|-------------------------|---------------------------|
| Route 512 is the busiest route that participants were asked to comment on. 41.9% of survey respondents reported using it recently and it received a high level of engagement with a total of 45 comments. |                     |                         |                           |
| Month   | Schedule Type       | Total Monthly Boardings | Average Boardings Per Day |
| June 2023   | Weekdays & Weekends | 66,831                  | 2,266                     |

Table 10: Route 512 comment themes

| Comment Code Theme                  | Count | Percent of total comments (n=45) |
|-------------------------------------|-------|----------------------------------|
| <b>Location</b>                     | 21    | 47%                              |
| <b>Home</b>                         | 1     | 2%                               |
| <b>Geographic equity</b>            | 2     | 4%                               |
| <b>Work</b>                         | 4     | 9%                               |
| <b>Late Night</b>                   | 6     | 13%                              |
| <b>Weekend</b>                      | 2     | 4%                               |
| <b>Peak Commute</b>                 | 2     | 4%                               |
| <b>Connection to other Routes</b>   | 9     | 20%                              |
| <b>Specific routes</b>              | 14    | 31%                              |
| <b>Time</b>                         | 16    | 36%                              |
| <b>Support</b>                      | 18    | 40%                              |
| <b>Opposition</b>                   | 2     | 4%                               |
| <b>Safety</b>                       | 1     | 2%                               |
| <b>Transit facilities/amenities</b> | 1     | 2%                               |
| <b>Equity</b>                       | 2     | 4%                               |
| <b>Regional impacts</b>             | 1     | 2%                               |
| <b>Ridership volume</b>             | 2     | 4%                               |
| <b>Project Implementation</b>       | 4     | 9%                               |
| <b>Other</b>                        | 6     | 13%                              |

Respondents mentioning **location** in their comments (21 mentions) cited Seattle as their primary southbound destination. A plurality of Route 512 respondents indicated their **support** (40% of comments) for the proposed route changes. In contrast, only 4% of 512 respondents expressed **opposition** (2 comments).

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*"These proposed changes are exactly what I would want/expect. The LINK is the superior way to reach Seattle, but we need good bus service to fill the gap for those of us that park in Everett. My only recommendation would be to GUARANTEE a bus coinciding with the last LINK of the night (even if it is delayed) so that no riders get stuck in Lynnwood overnight." (North Respondent 46)*

*"I use the 512 at least once a week to go from DT Everett to Seattle. The increased frequency is great!" (North Respondent 93).*

Notably, one of the oppositional commenters highlighted their approval of plans to increase service frequency during peak hours.

Survey participants cited increased service frequency and decreased travel **time** (16 comments) as factors influencing their **support** (18 comments) of the proposed changes to Route 512. However, some respondents expressed a desire for increased service frequency exceeding the proposed peak service periods.

*"Getting to 8-10 minute service on the 512 is a game-changer, and I'm glad ST has the resources to do it" (North Respondent 104)*

*"[...] I think that the route needs to also maintain 10-minute service from 6am-10pm, 7 days a week in order to ensure reliability and connectivity. Reducing to 15-20-30 minutes after 7-8pm inconveniences a lot of riders to the point that they simply drive" (North Respondent 46)*

Survey participants citing **specific routes** (14 comments) in their feedback frequently compared Route 512 to Route 510. While some respondents viewed Route 512 as an improved alternative to Route 510, others expressed concern that the proposed changes would contribute to extended travel times and overcrowding for current Route 512 riders.

*"I have taken ST Express 510 [...] Taking the soon-to-be ST Express 512 as far as Lynnwood and then connecting with Line 1 will be an improvement. Thank you." (North Respondent 30)*

*"I'm generally in favor of this service plan and proposed changes, it's what we have been waiting for. Having said that. I'm concerned about level of crowding on Link with these changes. I see trains close to full right now and think these changes, without the full 2 Line, will only make it worse. I don't see any information about Link capacity, how is that being addressed?." (North Respondent 39)*

## Route 513

Table 11: Route 513 ridership data

| Route 513 – Ridership and Participation  |               |                 |                         |
|--|---------------|-----------------|-------------------------|
| Route 513 had a low level of engagement with 9.4% of survey participants and 18 total comments. This route also shows a low ridership number compared to the other routes discussed on the service plan. |               |                 |                         |
| Month  | Schedule Type | Total Boardings | Average daily boardings |
| June 2023  | Weekday       | 6,124           | 278                     |

Table 12: Route 513 comment themes

| Comment Code Theme           | Count | Percent of total comments (n=18) |
|------------------------------|-------|----------------------------------|
| Location                     | 11    | 61%                              |
| Home                         | 1     | 6%                               |
| Geographic equity            | 1     | 6%                               |
| Work                         | 4     | 22%                              |
| Weekend                      | 1     | 6%                               |
| Peak Commute                 | 1     | 6%                               |
| Connection to other Routes   | 1     | 6%                               |
| Specific routes              | 7     | 39%                              |
| Time                         | 6     | 33%                              |
| Support                      | 5     | 28%                              |
| Transit facilities/amenities | 1     | 6%                               |
| Equity                       | 2     | 11%                              |
| Ridership volume             | 2     | 11%                              |
| Project Implementation       | 1     | 6%                               |
| Other                        | 1     | 6%                               |

The most prevalent theme that emerged from participants who responded to the proposed changes to 513 was **location** (11 comments). Within this category, respondents also mentioned **work** (4 comments). Respondents were focused on how the proposed changes could impact their commute to and their colleagues' commutes as **Specific Routes** and **Time** emerged in their feedback (6 comments each). Additionally, respondents provided detailed feedback on where they thought 513 service could improve.

*“Yes. First, it's long overdue to provide 2-way service to/from Seaway, as if Boeing/Everett is deemed so important to get its own door-to-door Link service, doglegged at a huge cost of extra time and millions of additional taxpayer dollars. In addition, though, we SW Everett taxpayers are tired of contributing a lot of money to - but getting virtually nothing - should reasonably expect some limited stop service*

*along the length of West Casino Road, and NOT just the token stop at Evergreen Way.” (North Respondent 89)*

*“While I won't be affected, I know multiple colleagues that currently live in North Seattle and have been hoping for a way to commute to Seaway in the morning.” (North Respondent 94)*

*“Increase service to Boeing during the mornings! There are lots of Boeing workers who would benefit from a one seat ride to seaway transit center from Northgate MLT and Lynnwood!” (North Respondent 108)*

*“Realign the northbound routing in Paine Field so that the route travels west on Casino Road, north on 5th Avenue/Hardeson Road and west on 75th Street to Seaway Transit Center.” (North Respondent 79)*

*“I fully support the proposed addition of two way service to route 513 during peak (or more). I live in Mountlake Terrace and work near the Seaway Transit Center, the lack of any northbound AM/southbound PM express service to Seaway has made it impractical for me to commute by transit (2-3 buses with some long walks, 1.5 hours travel time, vs maybe a 25 minute drive) considering the future light rail plans to Everett. I currently ride 512 + Link to Seattle evenings/weekends for non-work events; this would make the 1 line workable for me for work commuting. as well.” (North respondent 87)*

Some respondents mentioned they were **supportive** (2 comments) of the proposed and advocated for increased service. There were no comments directly indicating **opposition** to the proposal for this route.

*“I hope this is scheduled to run all day and on weekends in future” (North Respondent 57)*

*“I strongly support increasing service on the 513 route.” (North Respondent 24)*

## Route 522

Table 13: Route 522 ridership data

| Route 522 – Ridership and Survey Participation   |               |                    |        |                         |
|--|---------------|--------------------|--------|-------------------------|
| Route 522 moderate engagement with 21.2% of survey participants reporting to have used Route 522 recently. The engagement is echoed by moderate ridership levels in comparison to the other routes in the service plan. The Route 522 proposal received 38 total comments. |               |                    |        |                         |
| Month  | Schedule Type | Total Boardings    |        | Average daily boardings |
| June 2023  |               | Weekday & Weekends | 53,661 | 1,684                   |

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Table 14: Route 522 comment themes

| Comment Code Theme Counts    | Count | Percent of total comments (n=38) |
|------------------------------|-------|----------------------------------|
| Location                     | 21    | 55%                              |
| Home                         | 2     | 5%                               |
| School                       | 1     | 3%                               |
| Geographic equity            | 6     | 16%                              |
| Work                         | 4     | 11%                              |
| Early morning                | 1     | 3%                               |
| Weekend                      | 1     | 3%                               |
| Peak Commute                 | 1     | 3%                               |
| Connection to other Routes   | 13    | 34%                              |
| Specific routes              | 11    | 29%                              |
| Time                         | 11    | 29%                              |
| Support                      | 5     | 13%                              |
| Opposition                   | 8     | 21%                              |
| COVID Impacts                | 1     | 3%                               |
| Transit facilities/amenities | 3     | 9%                               |
| Equity                       | 5     | 14%                              |
| Ridership volume             | 2     | 6%                               |
| Project Implementation       | 5     | 11%                              |
| Other                        | 4     | 11%                              |

Respondents mentioned **location** (21 comments,) **connection to other routes** (13 comments,) **specific routes** (11 comments) and **time** (11 comments) most often when offering feedback on route 522. When discussing location, several respondents provided feedback about connecting to Roosevelt Station. These respondents also mentioned longer travel times to and from downtown as concerns.

*“I don't see the benefit of running service to Roosevelt vs. shoreline when both would involve taking Link from downtown. Personally I would rather see Shoreline service, especially if it can mean more frequent service.” (North Respondent 46)*

*“Unfortunately, that bus route is not convenient on the way home from work so I take Light Rail at University Street Station to Roosevelt Station and then have a choice of ST 522, Metro 322, or Metro 73 to take me to my neighborhood. The changes you proposed earlier this year were terrible!” (North Respondent 39)*

*“The 522 terminus of Roosevelt makes for a commute to Seattle that cannot compete with driving 95% of the time. It's made even worse by the low frequency of the 522 compared to pre-pandemic. It also remains worrisome that Link itself is a single point of failure with no good contingency for when it inevitably fails for hours. Please point*

*the 522 to 145th station sooner and come up with a rapid replacement plan for when Link requires multi-hour downtime.” (North Respondent 52)*

*“Since the Roosevelt station opened, 30 minutes was added to my daily commute. I now work from home permanently.” (North Respondent 60)*

Another category that emerged along with **location** (21 comments) was **geographic equity** (6 comments). Respondents cited the lack of transit options and service frequency for those living along the SR 522 corridor, including Lake City, Lake Forest Park, Kenmore and Bothell.

*“There was a large chunk of the Lake City area that would have been underserved. Keep in mind that we who live in that area are hardworking taxpaying citizens!” (North Respondent 39)*

*“Concerned about the lack of bussing options on Lake City Way if ST Express 522 is moved to align with the light rail station. The area around Lake City Way between Seattle and Bothell is a significant lower-income area and would drastically affect ridership and ability to travel in that area.” (North Respondent 42)*

*“Please ensure that coverage continues south of 145th” (North Respondent 97)*

## Sounder N Line

Table 15: Sounder N Line ridership data

| Sounder N Line   |               |                 |                         |
|--|---------------|-----------------|-------------------------|
| The Sounder N Line received high engagement with 32% of participants reporting to have used the line recently and it received a total of 59 comments. In comparison to the other routes, the Sounder N Line has relatively low ridership numbers which could be attributed to the limited schedule of trips. |               |                 |                         |
| Month  | Schedule Type | Total Boardings | Average daily boardings |
| June 2023  | Weekday       | 6,930           | 315                     |

Table 16: Sounder N Line comment themes

| Comment Code Theme           | Count | Percent of total comments (n=59) |
|------------------------------|-------|----------------------------------|
| Location                     | 18    | 31%                              |
| Home                         | 1     | 2%                               |
| Geographic equity            | 3     | 5%                               |
| Work                         | 6     | 10%                              |
| Late Night                   | 1     | 2%                               |
| Early morning                | 6     | 10%                              |
| Weekend                      | 6     | 10%                              |
| Peak Commute                 | 6     | 10%                              |
| Connection to other Routes   | 6     | 9%                               |
| Events                       | 2     | 3%                               |
| Airport                      | 2     | 3%                               |
| Specific routes              | 7     | 12%                              |
| Time                         | 30    | 54%                              |
| Support                      | 30    | 51%                              |
| Opposition                   | 4     | 5%                               |
| COVID Impacts                | 1     | 2%                               |
| Safety                       | 1     | 2%                               |
| Transit facilities/amenities | 3     | 5%                               |
| Fares                        | 1     | 2%                               |
| Regional impacts             | 2     | 3%                               |
| Ridership volume             | 4     | 5%                               |
| Project Implementation       | 12    | 20%                              |
| Other                        | 3     | 5%                               |

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Survey respondents expressed significantly more **support** (28 comments) than **opposition** (4 comments) for the proposed changes to the Sounder N Line and encouraged Sound Transit to consider adding additional trips beyond restoring full service.

*"Please bring back the additional trains as soon as possible. I would love to ride the N Line more than I currently do, but the schedule is so limiting. I would also like to see additional trips on top of the ones being restored added in the future." (North Respondent 46)*

Respondents commenting on the proposed changes to the Sounder N Line frequently mentioned **time** (30 comments). Most of these survey participants expressed a desire for increased service time, particularly during peak commute hours<sup>6</sup>. Respondents cited limited-service frequency as a constraint on their ridership.

*"Please restore full service--timing limitations is the #1 reason to not ride Sounder regularly" (North Respondent 22)*

*"More runs of the train to southbound into Seattle in the morning and northbound in the afternoon would be greatly appreciated. The current two runs is highly restrictive when planning when to finish work, and oftentimes I miss it [..]" (North Respondent 66)*

Survey participants who mentioned **location** in their responses (18 comments) highlighted the lack of public transit options connecting Seattle and northern destinations. Nearly 45% (8:18) of those who commented on location mentioned Edmonds in their responses. These participants expressed frustration at the current lack of transit options connecting Edmonds to Seattle and communicated their desire for more frequent service between these locations.

*"Wish this service was operated more thru our the day so that people that live in Seattle could use it for commuting north and also services on the weekends." (North Respondent 192)*

*"Weekend Service would be amazing. It is very hard to get from Seattle to Edmonds right now." (North Respondent 203)*

*"Really looking forward to being able to take the Sounder RT from Edmonds to Seattle at a more convenient time(s)" (North Respondent 177)*

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<sup>6</sup> The **Peak Commute** theme was a late addition to the comment code book that was added after an initial review of the comments. Many of the comments that are currently coded under the **time** will be recoded during the QC process before the final summary is completed.



## East Subarea

### Proposal

The proposal that was shared with survey participants described an option to potentially open a first phase of the 2 Line in spring 2024, Sound Transit shared information about 2 Line light rail service as well as projected opening dates for full 2 Line service. The project team also solicited feedback about 2 Line proposal and the 2 Line Service and Fare Equity (SAFE) Analysis.

The engagement period was open between July 10 and Aug. 6, 2023. During this timeframe the Board was still reviewing this proposal. The Board adopted this proposal on Aug. 23, 2023, after the engagement period closed. As such, the feedback in the following section reflects this option as a proposal, rather than an adopted service change. In Spring of 2024, Sound Transit will open eight new Link light rail stations in Bellevue and Redmond. Service will operate as the first phase of the 2 Line, with service every 10 minutes, seven days per week between South Bellevue and Redmond Technology Stations.

2 Line service between Redmond Technology–Lynnwood City Center stations was originally scheduled to open in mid-2023, with service extending to Downtown Redmond in 2024. Due to construction quality issues and necessary repair work, Sound Transit delayed the schedule for both openings.

Other 2024 proposal highlights include:

- Given staffing constraints, service on the 2 Line may operate for fewer hours a day than the current 1 Line, possibly as short as 14 hours per day.
- No changes to service are planned for the ST Express Routes that serve East King County until the full 2 Line opens and crosses Lake Washington in 2025.

### Survey Engagement

The table below provides a summary of the number of surveys completed for the East Subarea from July 10 – Aug. 6. A survey response is counted as complete when a participant makes it all the way through the last page of the survey. Both partial and complete surveys are included in the summary below and a response is not disqualified from the overall results if some questions are unanswered. The full survey response dashboard is linked in the table.

Table 17: East Subarea survey engagement across translated sites

|                     | Partial | Complete | Total |
|---------------------|---------|----------|-------|
| All responses       | 25      | 161      | 186   |
| Traditional Chinese | 0       | 0        | 0     |
| Spanish             | 0       | 0        | 0     |
| Simplified Chinese  | 0       | 0        | 0     |

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## Quantitative Survey Data

- A similar percentage of survey respondents are likely to ride the 2 Line on weekdays (76.4%) and weekends (72.3%)
- Survey respondents are most likely to ride the 2 Line between the hours of 3 - 6 p.m.
- Most survey respondents reported that they would be likely to ride the 2 Line during typical business hours and peak commute times.

Figure 3: East Subarea survey question 1 responses

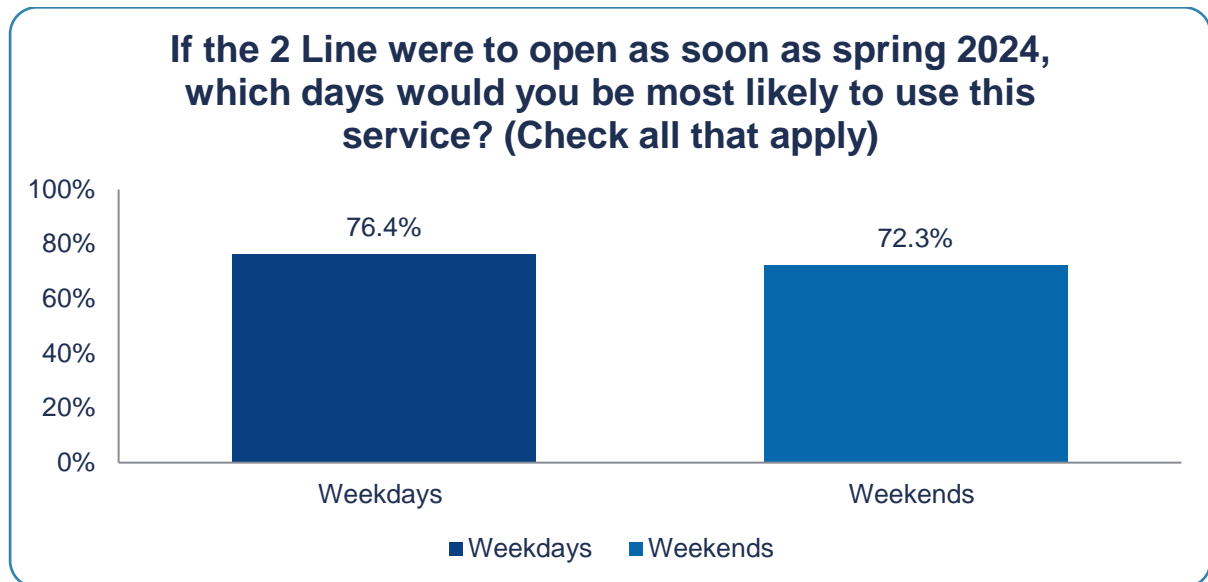


Table 18: East Subarea survey question 1 responses

| Value    | Percent | Count |
|----------|---------|-------|
| Weekdays | 76.4%   | 113   |
| Weekends | 72.3%   | 107   |

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Figure 4: East Subarea survey question 2 responses <sup>7</sup>

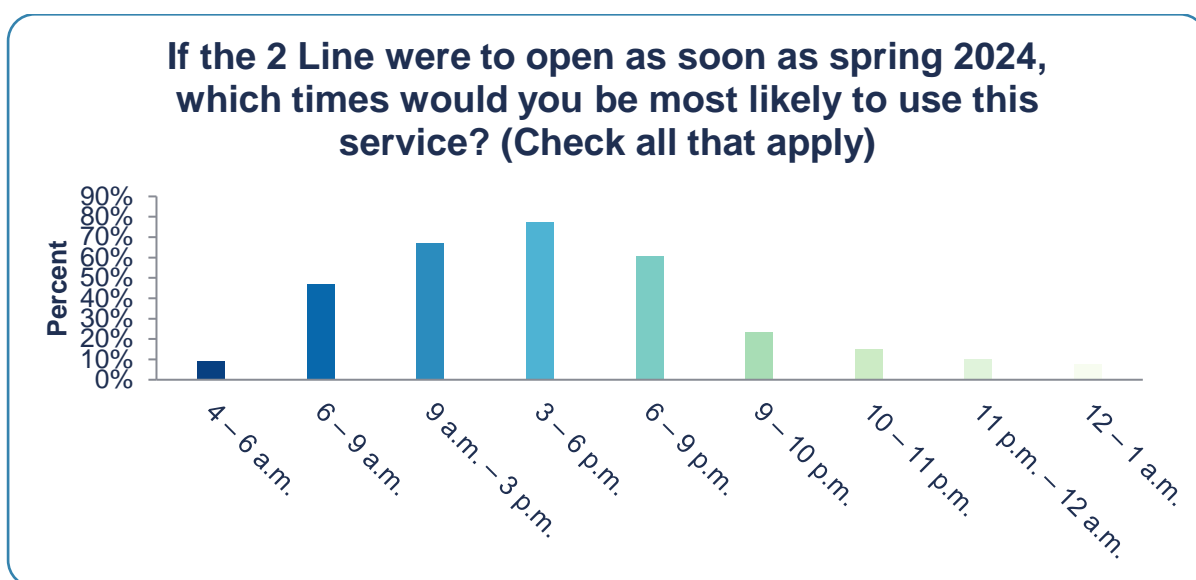


Table 19: East Subarea survey question 2 responses

| Value             | Percent | Count |
|-------------------|---------|-------|
| 4 – 6 a.m.        | 9.0%    | 13    |
| 6 – 9 a.m.        | 46.9%   | 68    |
| 9 a.m. – 3 p.m.   | 66.9%   | 97    |
| 3 – 6 p.m.        | 77.2%   | 112   |
| 6 – 9 p.m.        | 60.7%   | 88    |
| 9 – 10 p.m.       | 23.4%   | 34    |
| 10 – 11 p.m.      | 15.2%   | 22    |
| 11 p.m. – 12 a.m. | 10.3%   | 15    |
| 12 – 1 a.m.       | 7.6%    | 11    |

## Qualitative Survey Responses

The section below details the feedback that has been received through the open-ended comment boxes. The comments have been reviewed and coded according to some common themes. The comment theme code book is included in Appendix C of this report.

Table 20: East Subarea open-ended comments by route

| Open Ended Comments | Question           | Comment responses |
|---------------------|--------------------|-------------------|
| East Subarea        | Q1 - 2 Line        | 168               |
|                     | Q2 - SAFE Analysis | 79                |

<sup>7</sup> On July 13, three days after the survey was launched, the team added additional time options to this survey question for early morning trips before 6:00 a.m. and late evening trips after 9:00 p.m. At this point, 32 participants had responded to the survey and did not have the option to select those trips. After this change was made, this question received an additional 113 responses.

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## Qualitative Theme Insights

The section below includes a list of themes that arose from the open-ended comments. Each question includes a table of the number of individual comments that have been coded for that theme. Individual comments are often coded with multiple themes. Also included is a summary of insights that emerged from the comments and direct quotes to supplement those insights. Themes are indicated in **bold** text.

The themes in this list were generated based on the themes that emerged from 2022 Service Plan engagement. Throughout the 2024 Service Plan engagement period, we reviewed the incoming comments on a weekly basis and adjusted the list of themes and definitions as needed to capture the sentiments that were emerging from this year's engagement.

### 2 Line

Table 21: 2 Line comment themes

| Comment Code Themes                 | Count | Percent of total comments (n=187) |
|-------------------------------------|-------|-----------------------------------|
| <b>Location</b>                     | 59    | 32%                               |
| <b>Home</b>                         | 1     | 1%                                |
| <b>School</b>                       | 1     | 1%                                |
| <b>Geographic Equity</b>            | 10    | 5%                                |
| <b>Work</b>                         | 11    | 6%                                |
| <b>Late Night</b>                   | 1     | 1%                                |
| <b>Peak Commute</b>                 | 4     | 2%                                |
| <b>Connection to other routes</b>   | 27    | 14%                               |
| <b>Events</b>                       | 1     | 1%                                |
| <b>Airport</b>                      | 2     | 1%                                |
| <b>Specific routes</b>              | 27    | 14%                               |
| <b>Time</b>                         | 20    | 11%                               |
| <b>Support</b>                      | 130   | 70%                               |
| <b>Opposition</b>                   | 16    | 9%                                |
| <b>Safety</b>                       | 2     | 1%                                |
| <b>Transit facilities/amenities</b> | 7     | 4%                                |
| <b>Equity</b>                       | 4     | 2%                                |
| <b>Fares</b>                        | 1     | 1%                                |
| <b>Regional impacts</b>             | 20    | 11%                               |
| <b>Ridership volume</b>             | 6     | 3%                                |
| <b>Project Implementation</b>       | 47    | 25%                               |
| <b>Other</b>                        | 12    | 6%                                |

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Respondents in the East Subarea expressed overwhelming **support** (119 comments) for a phased implementation of the 2 Line, with only ten responses voicing **opposition** (10:168). Survey participants acknowledged the significance of **location** (59 comments,) with several comments endorsing the selected route that connects South Bellevue and Redmond Technology Station locations.

*"[...] Even just the swift connection between Bellevue and Redmond tech will significantly help move people around the area and access the larger transit hubs in Bellvue and Redmond Tech. [...]" (East Respondent 106)*

*"Yes. I am IN FAVOR of opening the 2 Line in a phased fashion. In particular, it would be valuable to start running trains between South Bellevue and the Redmond Technology Station." (East Respondent 114)*

Some **supportive** comments mentioned positive **regional impacts** (17 comments) and anticipated that the proposed plan would improve their commute experience and alleviate traffic along SR 520.

*"It would make my commute to downtown Bellevue from the spring district much more convenient!" (East Respondent 118)*

*"Please please please open the 2 Line as soon as possible!!! Even though it won't connect to Seattle yet, it should significantly alleviate traffic and the number of car trips along SR520 between Bellevue and Redmond every day!" (East Respondent 110)*

East Subarea respondents who referenced **specific routes** in their comments (27 mentions) appeared to consider the potential impact of the 2 Line on their other transportation choices. Respondents compared the proposed 2 Line service to other routes, expressing appreciation for additional transit options. Furthermore, some respondents emphasized **connection to other routes** (24 comments) and the benefits of coordination between bus and light rail systems to ensure convenient and accessible service.

*"I currently take the 566 bus between bellevue transit center and overlake, and would greatly appreciate a service like this as soon as possible." (East Respondent 100)*

*"Please make sure that Bellevue Buses and Light Rail work together. It's a pain to get to Kirkland." (Respondent 46)*

*"Good! Should also consider rebranding 550 connecting bus to "Line 2 Shuttle" and time accordingly so that riders can start adjusting their commutes." (East Respondent 60)*

*"Increased connections to major Bellevue hubs (Crossroads, Eastgate/BC) is important. Same with access to Seattle-bound ST bus routes." (East respondent 28)*

*"This is great! Please consider truncating the 550 at S Bellevue: The 550 loses much time in the slog up through Bellevue." (East Respondent 54)*

Respondents mentioning **time** (20 comments) highlighted how the proposed implementation of the 2 Line would improve eastside travel times. Specifically, respondents referenced the changes to their intra-Eastside travel between Bellevue and Redmond. Additionally, respondents noted how direct Link Light Rail connections via the 2 Line could facilitate improved access to other transit centers.

*“Please run the Eastside starter line. I know some have questioned how useful it would be but this would still by far be the best transit service eastside has seen. Even just the swift connection between Bellevue and Redmond tech will significantly help move people around the area and access the larger transit hubs in Bellvue and Redmond Tech. Opening early also allows more time to start building a rider base for when the whole line opens later. Overall i think the benefits far outweigh the risks and there is a great deal of benefit to running the Eastside starter line.” (East Respondent 106)*

**Regional impacts** (17 comments) emerged in responses to the 2 Line question with a mix of support and opposition. While some respondents noted the potential improvements opening the 2 Line could bring to mobility, travel and transit access, others lamented delays in the **project implementation** (44 comments,) and expressed concern that the proposed 2 Line could lead to a delayed opening of the Lynnwood Link Extension.

*“Please do, the starter line would be a great introduction for rail to the east side and a boost for regional mobility and connections.” (East Respondent 39)*

*“Opening the starter line makes complete sense to me; it mitigates risk, provides value to the community, reduces strain on the rest of the system, and includes a ribbon cutting event. What’s not to like?” (East Respondent 46)*

*“I feel like the East Link starter line would not be very useful or obtain high ridership and is not worth delaying Lynnwood Link for” (East Respondent 52)*

*“If the only reason the full 2 line isn’t opening in 2023 are bad plinths on I-90 and the fact that the starter line has to wait another year on top of that, why does the downtown Redmond section have to wait another year as well to 2025? Couldn’t DT Redmond open as planned in 2024? DT Redmond didn’t have any publicly known delay factors so I’d like to know why more delays are thrown around for what seems to outsiders like no reason?” (East Respondent 65)*

## SAFE Analysis

Table 22: SAFE analysis comment themes

| SAFE analysis Comment Code Themes | Count | Percent of total comments (n=80) |
|-----------------------------------|-------|----------------------------------|
| Location                          | 2     | 3%                               |
| Geographic Equity                 | 2     | 3%                               |
| Connection to other routes        | 1     | 1%                               |
| Time                              | 1     | 1%                               |
| Support                           | 17    | 21%                              |
| Opposition                        | 1     | 1%                               |
| Safety                            | 2     | 3%                               |
| Transit facilities/amenities      | 2     | 3%                               |
| Equity                            | 8     | 10%                              |
| Fares                             | 10    | 13%                              |
| Project Implementation            | 3     | 4%                               |
| Other                             | 51    | 64%                              |

Fewer participants (79) elected to provide feedback on the SAFE analysis than those who responded to the proposed implementation of the 2 Line (168). These 79 responses featured varied perspectives on the analysis. The most common theme among these responses was **support** (16 comments) with comments expressing appreciation that Sound Transit undertook this effort. In contrast, others voiced a desire to see service improvement implementation prioritized before changes to **fares** (10 comments).

*“We are very please that you include this analysis as part of the decision making process. Well done.” (East Respondent 101)*

*“Thank you for the SAFE analysis. I agree with the findings and support the recommendations.” (East Respondent 72)*

*“I would prioritize great service over low fares. Fares can be lowered and accommodations offered. Bad service cannot be fixed and you will lose support. I think the current decision is the right one.” (East Respondent 97)*

*“I understand the SAFE process is important, but please do not delay opening service to complete the study. Fare changes can be made after the line is already running!” (East Respondent 110)*

*“I like your service plans and am impressed with the equity analysis.” (Email respondent 65)*

## Appendix A: North Subarea Demographic Data

Table 23: North Subarea optional demographic response rate

| Would you be willing to provide demographic information? |         |       |
|--|---------|-------|
| Value  | Percent | Count |
| Yes  | 74.4%   | 122   |
| No   | 25.6%   | 42    |
|  | Totals  | 164   |

Figure 5: North Subarea age groups

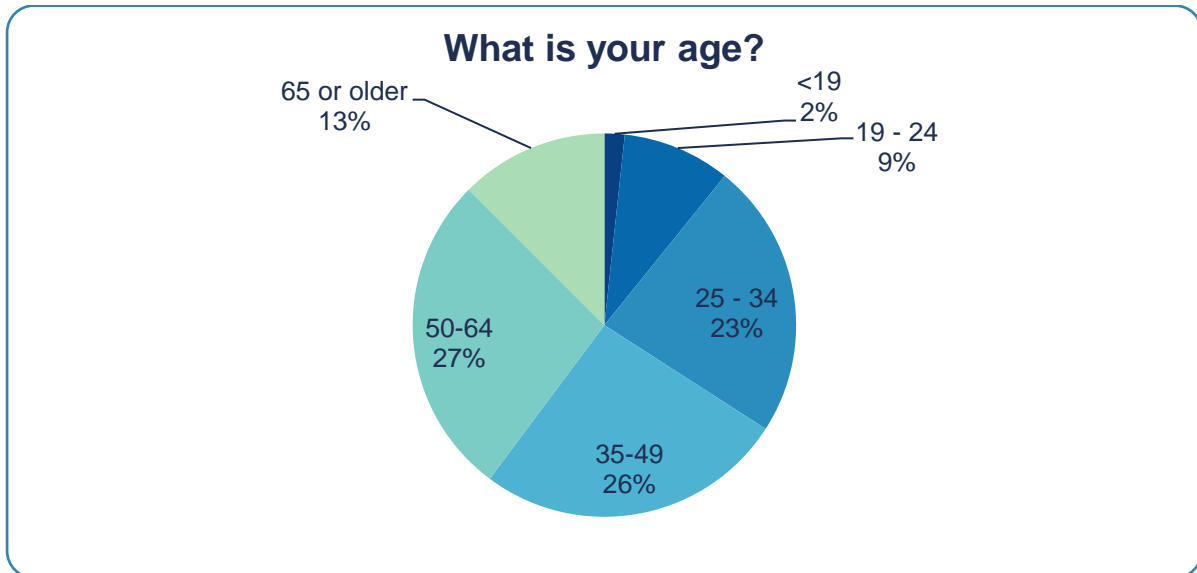


Table 24: North Subarea age groups

| Value       | Percent | Count |
|-------------|---------|-------|
| <19         | 1.7%    | 3     |
| 19 - 24     | 9.1%    | 16    |
| 25 - 34     | 23.3%   | 41    |
| 35-49       | 26.1%   | 46    |
| 50-64       | 27.3%   | 48    |
| 65 or older | 12.5%   | 22    |
|             | Totals  | 176   |

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Figure 6: North Subarea gender identity

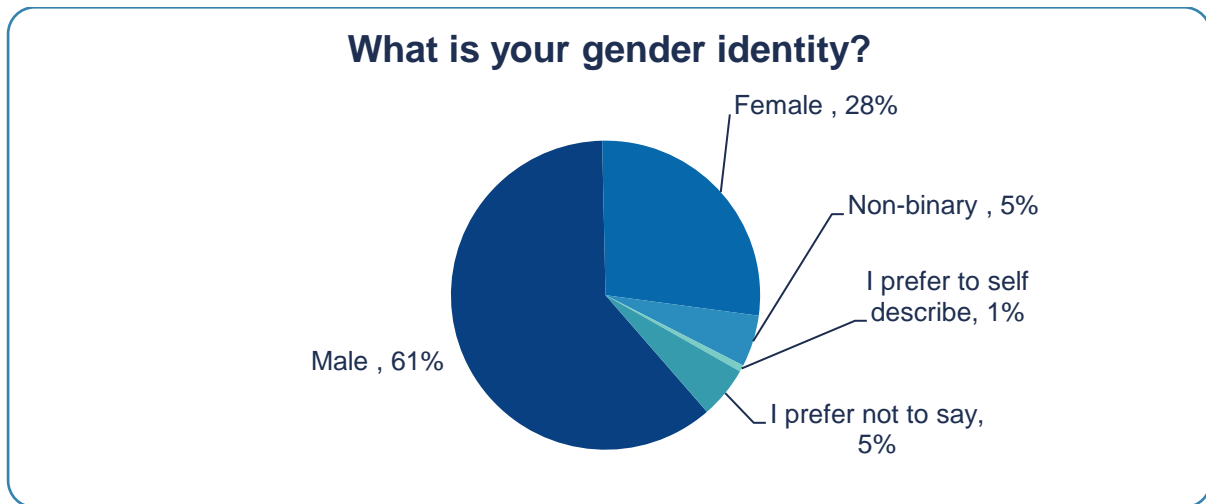
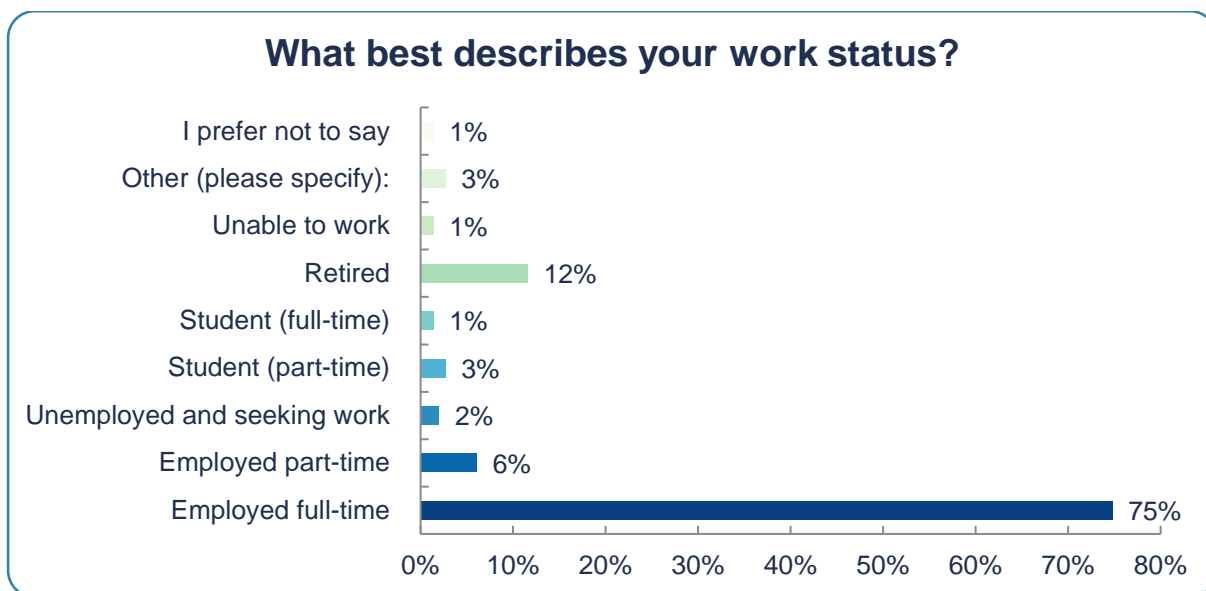


Figure 7: North Subarea gender identity

| Value                     | Percent | Count |
|---------------------------|---------|-------|
| Male                      | 61.1%   | 91    |
| Female                    | 27.5%   | 41    |
| Non-binary                | 5.4%    | 8     |
| I prefer to self describe | 0.7%    | 1     |
| I prefer not to say       | 5.4%    | 8     |
|                           | Total   | 149   |

Figure 8: North Subarea work status



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Table 25: North Subarea work status:

| Value   | Percent | Count |
|---|---------|-------|
| Employed full-time  | 74.8%   | 110   |
| Employed part-time  | 6.1%    | 9     |
| Unemployed and seeking work                                     | 2.0%    | 3     |
| Student (part-time)   | 2.7%    | 4     |
| Student (full-time)   | 1.4%    | 2     |
| Retired   | 11.6%   | 17    |
| Unable to work  | 1.4%    | 2     |
| Other (please specify):   | 2.7%    | 4     |
| <i>Disabled at age 58 due to car accident with brain injury</i> |         | 1     |
| <i>Retired and working self-employed part time</i>              |         | 1     |
| <i>Self Employed.</i>   |         | 1     |
| <i>disabled</i>   |         | 1     |
| I prefer not to say   | 1.4%    | 2     |

Figure 9: North Subarea motor vehicle access

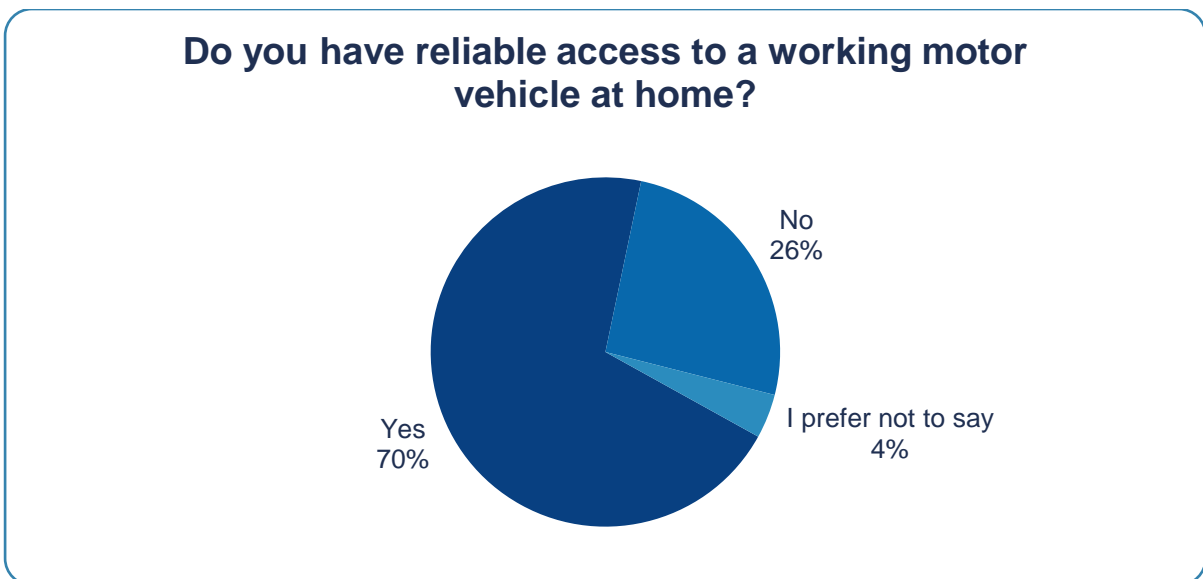


Table 26: North Subarea motor vehicle access

| Value               | Percent | Count |
|---------------------|---------|-------|
| Yes                 | 70.3%   | 104   |
| No                  | 25.7%   | 38    |
| I prefer not to say | 4.1%    | 6     |
| Totals              |         | 148   |

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Figure 10: North Subarea Latino/a/x

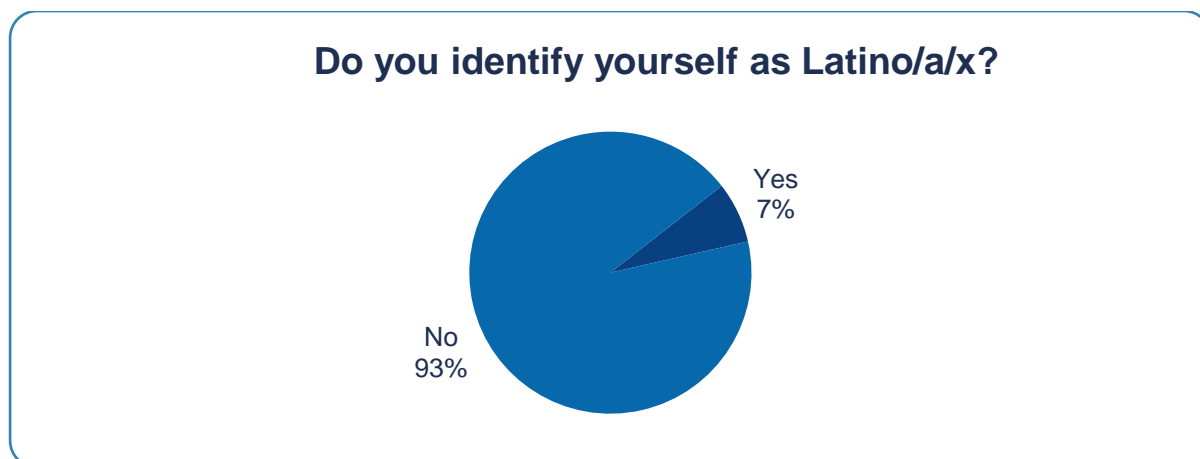
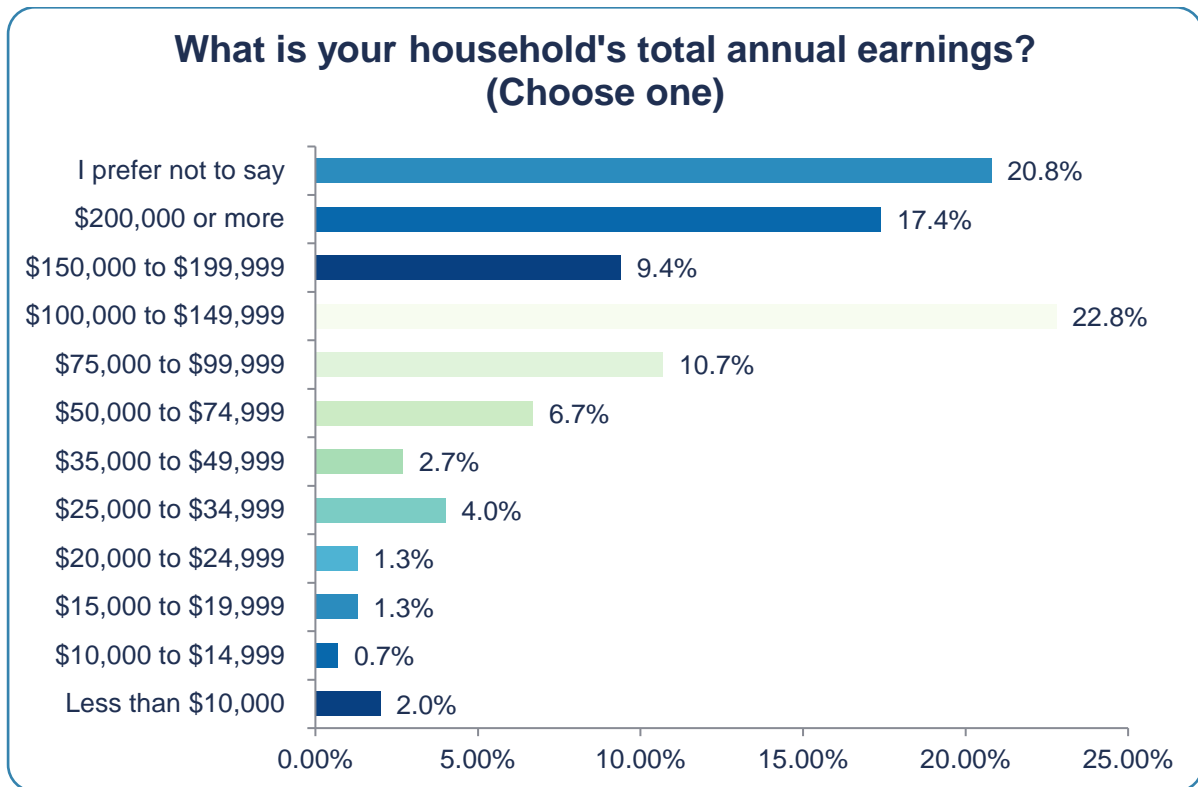


Table 27: North Subarea Latino/a/x

| Value | Percent | Count |
|-------|---------|-------|
| Yes   | 7.0%    | 10    |
| No    | 93.0%   | 133   |
|       | Totals  | 143   |

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Figure 11: North Subarea household income



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Table 28: North Subarea household income

| Value                  | Percent | Count |
|------------------------|---------|-------|
| Less than \$10,000     | 2.0%    | 3     |
| \$10,000 to \$14,999   | 0.7%    | 1     |
| \$15,000 to \$19,999   | 1.3%    | 2     |
| \$20,000 to \$24,999   | 1.3%    | 2     |
| \$25,000 to \$34,999   | 4.0%    | 6     |
| \$35,000 to \$49,999   | 2.7%    | 4     |
| \$50,000 to \$74,999   | 6.7%    | 10    |
| \$75,000 to \$99,999   | 10.7%   | 16    |
| \$100,000 to \$149,999 | 22.8%   | 34    |
| \$150,000 to \$199,999 | 9.4%    | 14    |
| \$200,000 or more      | 17.4%   | 26    |
| I prefer not to say    | 20.8%   | 31    |
|                        | Totals  | 149   |

Figure 12: North Subarea race/ethnicity

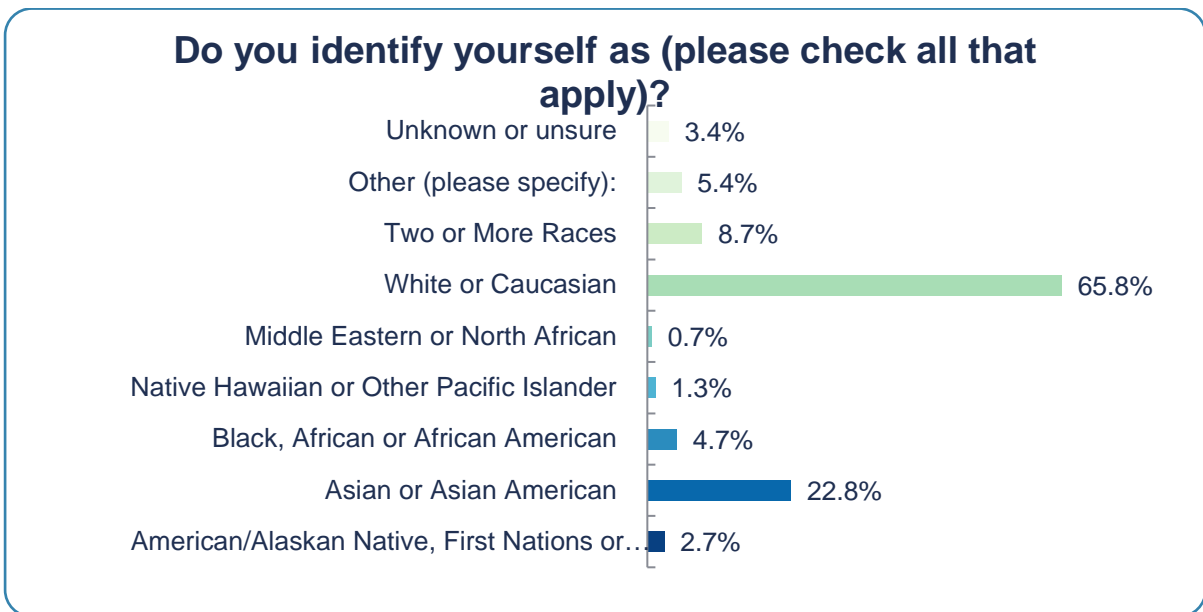


Table 29: North Subarea household income

| Value   | Percent | Count |
|---|---------|-------|
| American/Alaskan Native, First Nations or Other Indigenous Heritage | 2.7%    | 4     |
| Asian or Asian American   | 22.8%   | 34    |
| Black, African or African American                                  | 4.7%    | 7     |
| Native Hawaiian or Other Pacific Islander                           | 1.3%    | 2     |
| Middle Eastern or North African                                     | 0.7%    | 1     |
| White or Caucasian  | 65.8%   | 98    |

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|                          |      |    |
|--------------------------|------|----|
| Two or More Races        | 8.7% | 13 |
| Other (please specify):  | 5.4% | 8  |
| <i>Celtic</i>            |      |    |
| <i>Human</i>             |      |    |
| <i>Mexican</i>           |      |    |
| <i>Mexican American</i>  |      |    |
| <i>Terran</i>            |      |    |
| <i>not germane</i>       |      |    |
| <i>prefer not to say</i> |      |    |
| Unknown or unsure        | 3.4% | 5  |

Figure 13: North Subarea languages spoken at home

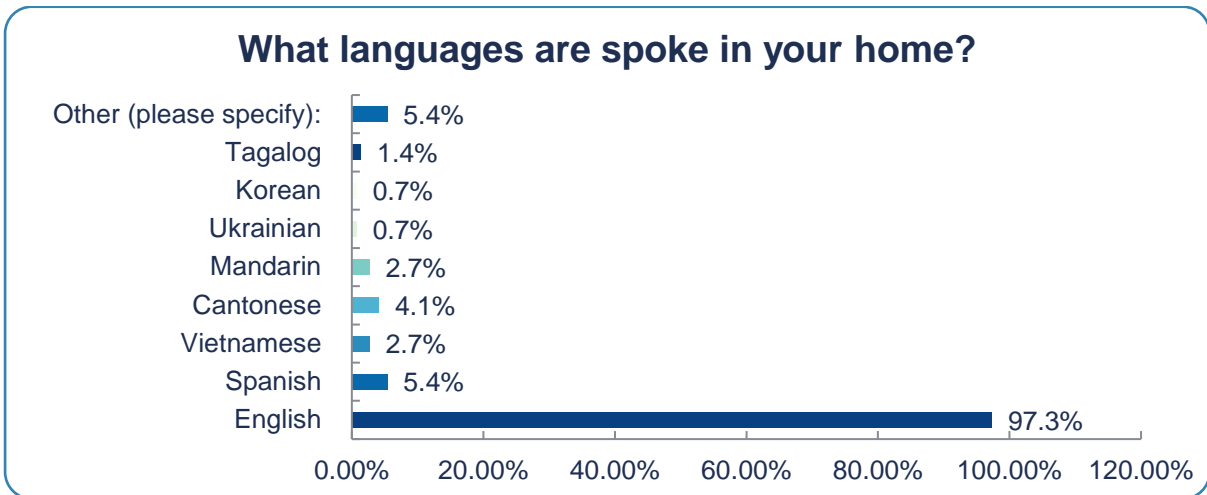


Table 30: North Subarea languages spoken at home

| Value                   | Percent | Count |
|-------------------------|---------|-------|
| English                 | 97.3%   | 144   |
| Spanish                 | 5.4%    | 8     |
| Vietnamese              | 2.7%    | 4     |
| Cantonese               | 4.1%    | 6     |
| Mandarin                | 2.7%    | 4     |
| Ukrainian               | 0.7%    | 1     |
| Korean                  | 0.7%    | 1     |
| Tagalog                 | 1.4%    | 2     |
| Other (please specify): | 5.4%    | 8     |
| <i>French</i>           |         |       |
| <i>German, French</i>   |         |       |
| <i>Japanese</i>         |         |       |
| <i>Marathi</i>          |         |       |
| <i>Mongolian</i>        |         |       |

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|          |  |  |
|----------|--|--|
| Na       |  |  |
| Tamil    |  |  |
| Japanese |  |  |

Figure 14: North Subarea English language proficiency

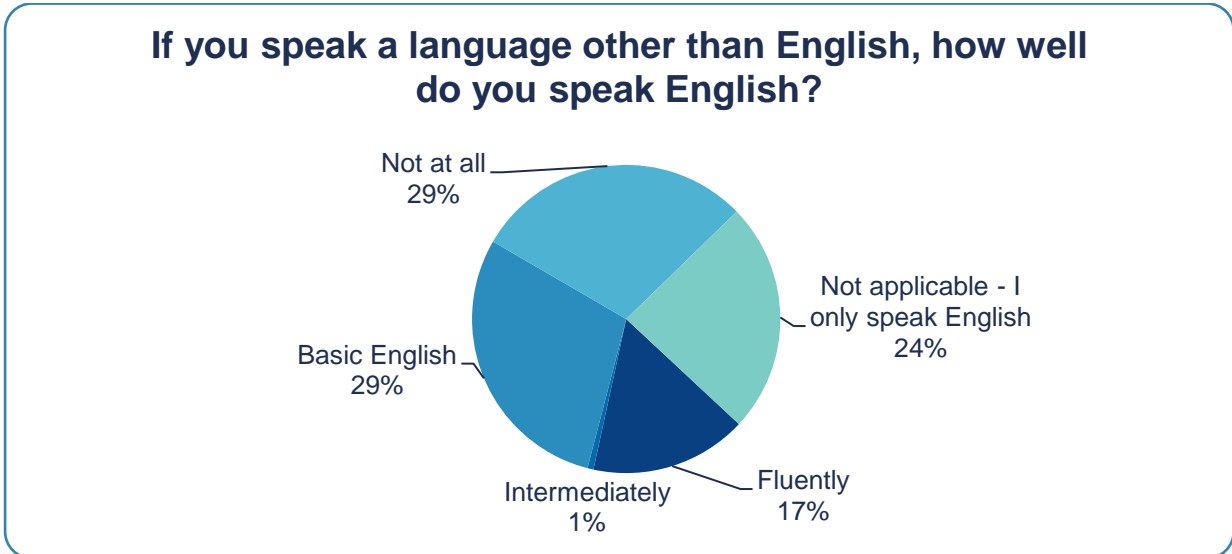


Table 31: North Subarea English language proficiency

| Value                                 | Percent | Count |
|---------------------------------------|---------|-------|
| Fluently                              | 39.3%   | 53    |
| Intermediately                        | 1.5%    | 2     |
| Basic English                         | 0.7%    | 1     |
| Not at all                            | 0.7%    | 1     |
| Not applicable - I only speak English | 57.8%   | 78    |
| Totals                                |         | 135   |

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Figure 15: North Subarea household size

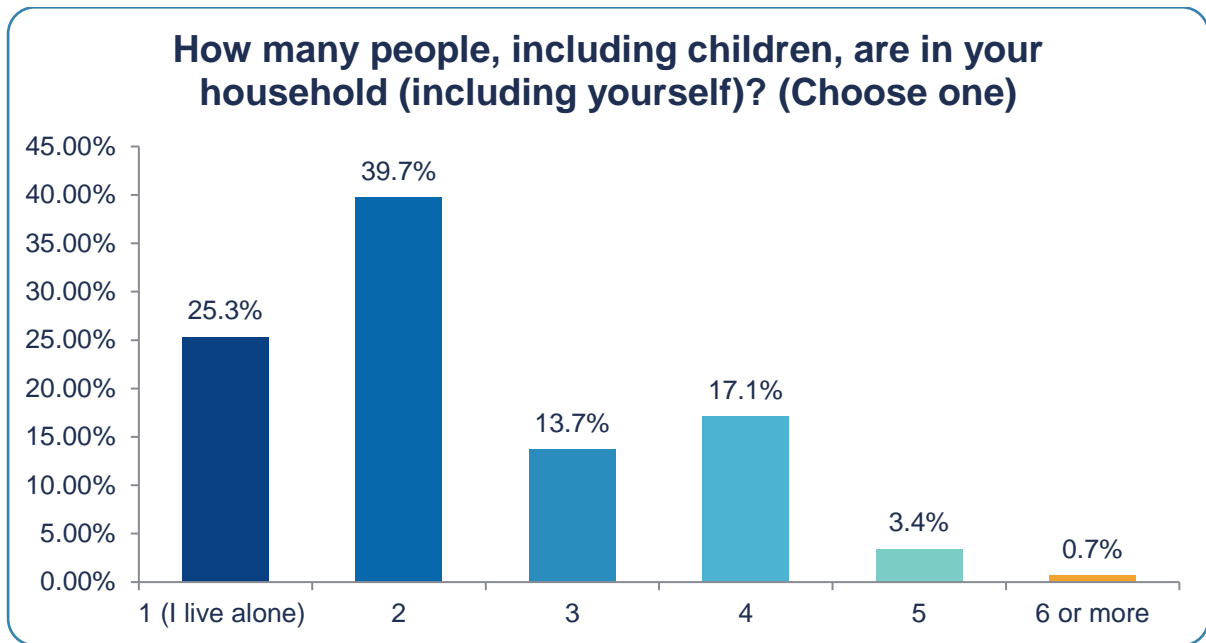


Table 32: North Subarea household size

| Value            | Percent | Count |
|------------------|---------|-------|
| 1 (I live alone) | 25.3%   | 37    |
| 2                | 39.7%   | 58    |
| 3                | 13.7%   | 20    |
| 4                | 17.1%   | 25    |
| 5                | 3.4%    | 5     |
|                  | 0.7%    | 1     |

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Figure 16: North Subarea disability status

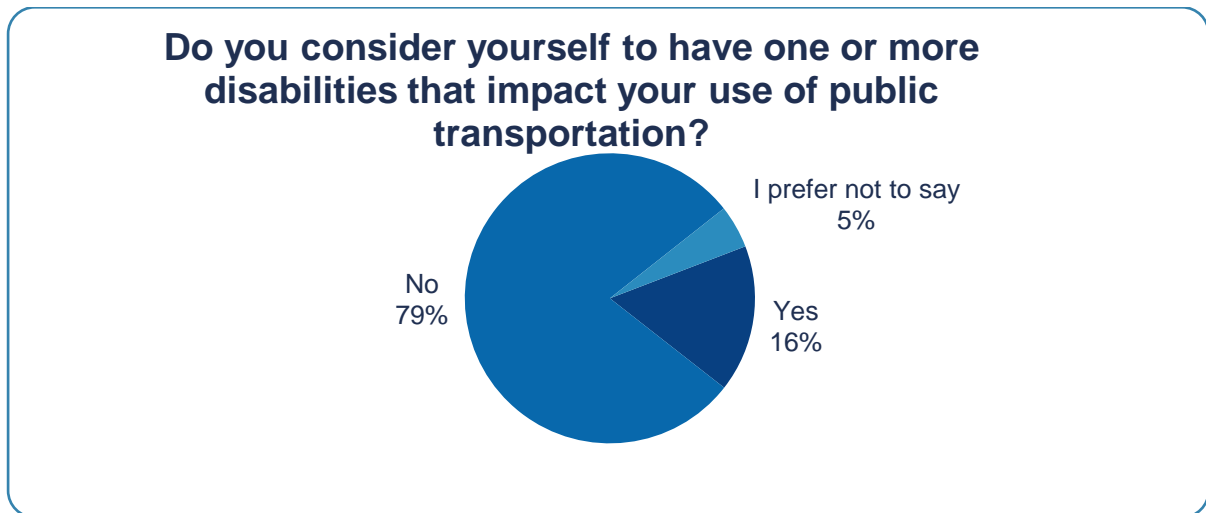


Table 33: North Subarea disability status

| Value               | Percent | Count |
|---------------------|---------|-------|
| Yes                 | 16.4%   | 24    |
| No                  | 78.8%   | 115   |
| I prefer not to say | 4.8%    | 7     |
| Totals              |         | 146   |

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## Appendix B: North Subarea Open Ended Comments

Table 34: North Subarea comment themes by route

| Comment Code Theme Counts    | North Subarea  |                                  |                |                                  |                |                                  |                |                                  |                |                                  |                     |                                  |
|------------------------------|----------------|----------------------------------|----------------|----------------------------------|----------------|----------------------------------|----------------|----------------------------------|----------------|----------------------------------|---------------------|----------------------------------|
|                              | Q3 – Route 510 |                                  | Q4 – Route 511 |                                  | Q5 – Route 512 |                                  | Q6 – Route 513 |                                  | Q7 – Route 522 |                                  | Q8 – Sounder N Line |                                  |
|                              | Count          | Percent of total comments (n=72) | Count          | Percent of total comments (n=12) | Count          | Percent of total comments (n=45) | Count          | Percent of total comments (n=18) | Count          | Percent of total comments (n=38) | Count               | Percent of total comments (n=50) |
| <b>Location</b>              | 33             | 46%                              | 2              | 17%                              | 21             | 47%                              | 11             | 61%                              | 21             | 61%                              | 18                  | 31%                              |
| Home                         | 3              | 4%                               | 0              | 0%                               | 1              | 2%                               | 1              | 6%                               | 2              | 5%                               | 1                   | 2%                               |
| School                       | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 1              | 3%                               | 0                   | 0%                               |
| Geographic equity            | 0              | 0%                               | 0              | 0%                               | 2              | 4%                               | 1              | 6%                               | 6              | 16%                              | 3                   | 5%                               |
| Work                         | 18             | 25%                              | 1              | 8%                               | 4              | 9%                               | 4              | 22%                              | 4              | 11%                              | 6                   | 10%                              |
| Late Night                   | 3              | 4%                               | 0              | 0%                               | 6              | 13%                              | 0              | 0%                               | 0              | 0%                               | 1                   | 2%                               |
| Early morning                | 6              | 8%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 1              | 3%                               | 6                   | 11%                              |
| Weekend                      | 0              | 0%                               | 0              | 0%                               | 2              | 4%                               | 1              | 6%                               | 1              | 3%                               | 6                   | 11%                              |
| Peak Commute                 | 22             | 31%                              | 1              | 8%                               | 2              | 4%                               | 1              | 6%                               | 1              | 3%                               | 6                   | 10%                              |
| Outdoor Recreation           | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0                   | 0%                               |
| Connection to other Routes   | 17             | 24%                              | 0              | 0%                               | 9              | 20%                              | 1              | 6%                               | 13             | 34%                              | 6                   | 10%                              |
| Events                       | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 2                   | 3%                               |
| Visiting Family/Friends      | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0                   | 0%                               |
| Airport                      | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 2                   | 3%                               |
| Specific routes              | 15             | 21%                              | 1              | 8%                               | 14             | 31%                              | 7              | 39%                              | 11             | 29%                              | 7                   | 12%                              |
| Time                         | 35             | 49%                              | 3              | 25%                              | 16             | 36%                              | 6              | 33%                              | 11             | 29%                              | 30                  | 51%                              |
| Support                      | 8              | 11%                              | 7              | 58%                              | 18             | 40%                              | 5              | 28%                              | 5              | 13%                              | 30                  | 51%                              |
| Opposition                   | 41             | 57%                              | 2              | 17%                              | 2              | 4%                               | 0              | 0%                               | 8              | 21%                              | 4                   | 7%                               |
| COVID Impacts                | 1              | 1%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 1              | 3%                               | 1                   | 2%                               |
| Safety                       | 0              | 0%                               | 0              | 0%                               | 1              | 2%                               | 0              | 0%                               | 0              | 0%                               | 1                   | 2%                               |
| Transit facilities/amenities | 3              | 4%                               | 0              | 0%                               | 1              | 2%                               | 1              | 6%                               | 3              | 8%                               | 3                   | 5%                               |
| Equity                       | 4              | 6%                               | 0              | 0%                               | 2              | 4%                               | 2              | 11%                              | 5              | 13%                              | 0                   | 0%                               |
| Fares                        | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 0              | 0%                               | 1                   | 2%                               |
| Regional impacts             | 8              | 11%                              | 0              | 0%                               | 1              | 2%                               | 0              | 0%                               | 0              | 0%                               | 2                   | 3%                               |
| Ridership volume             | 9              | 13%                              | 2              | 17%                              | 2              | 4%                               | 2              | 11%                              | 2              | 5%                               | 4                   | 7%                               |
| Project Implementation       | 7              | 10%                              | 2              | 17%                              | 4              | 9%                               | 1              | 6%                               | 5              | 13%                              | 12                  | 20%                              |
| Other                        | 2              | 3%                               | 1              | 8%                               | 6              | 13%                              | 1              | 6%                               | 4              | 11%                              | 3                   | 5%                               |

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Table 35: North Subarea Route 510 open-ended comments

| <b>Question 3: Do you have any comments or feedback to share with us on the proposed changes to the ST Express 510?</b> |   |
|---|---|
| <b>ResponseID</b>   | <b>Response</b>   |
| 18  | Please don't cancel the 510. It is essential for morning shifts worker to get to work on time. Many reasons for retaining the 510 during Northgate Link still hold true for the Lynnwood Link situation. I-5 traffic is light during early morning that transferring to link would be a hassle instead of a value add. It is also the only remaining service to access South Lake Union via I-5 given Community Transit and King County Metro's plan. |
| 28  | I understand eliminating this route, but this gets rid of the only option that doesn't get stuck having to get off at Ash Way. Something needs to be done. I don't know if it's with this or something else, but that detour is terrible without the north side bus exit and entrance.  |
| 31  | It is very disheartening to see the 510 EXPRESS bus being taken away and forcing people to use the NON express light rail. The light rail is essentially going to be a 512 with additional stops on it for the north end passengers and will increase commute times. I would like to see the 510 stay during the peak AM and PM commutes to keep the commute times shorter for the many passengers who ride this bus.                                 |
| 33  | I am a disabled senior citizen that takes 510 from S Everett to Downtown Seattle to go to medical appts at the PolyClinic Madison Center. My ability to walk is limited due to severe osteoarthritis. Please don't take away my 510 route!!!  |
| 37  | Truncating at Link makes sense. I would just advise you to remain flexible regarding Link capacity issues that could pop up, not at the new stops, but at southbound stops in Seattle in the AM and northbound trips in the PM. Before the pandemic, these trains were already packed, and I fear that without 2 Line capacity, the system could easily become massively overcrowded with this expansion.   |
| 41  | keep 510, the ease of getting on this bus and riding all the way to downtown during morning and evening commutes is efficient and a time saver. It is cumbersome to take the 512 to Lynnwood or northgate, have to get off, go up to the platform, wait for a train and then take a ride that has 6 stops on it before you get to the same destination, I would have with the 510.  |
| 46  | Please delete this route. It is a massive waste of resources and time and is constantly delayed because of downtown traffic   |
| 49  | If link trains will overcrowded during the period when lynnwood service is provided by only the 1 line, continuing the 510 until the 2 line opens could help relieve the crowding for passengers traveling to downtown seattle. (although CT would be eliminating more routes and could provide a more frequent 402 during this period)   |
| 53  | Please do not eliminate the 510. It provides a reliable means of getting from south Snohomish County to Seattle without need to transfer and rely on light rail service. With a new truncated route 512 at Lynnwood, I do not believe that early morning service to downtown will be reliable or adequate for some commuters.   |
| 56  | I would appreciate having an express bus commuter route from Everett to Seattle in case the train is delayed for freight or mud slides.   |
| 57  | Good riddance   |

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| 59  | would love to keep this route till 6 or 7am going to seattle it will be a longer commute taking the 1 line well going home the bus 510 is quicker till 4 then the train and bus are the same   |
| 64  | Please don't eliminate Route 510 - i need to get to work very early morning (515am) - Link doesn't get me here early enough?   |
| 70  | No   |
| 76  | Don't eliminate the 510 route. Its nice to have a bus available straight from everett to seattle during commute hours  |
| 77  | I think removal of this route makes sense, as it will become redundant with the opening of the Link extension.   |
| 78  | It would be a real shame to eliminate Route 510. Apart from the Sounder (which runs extremely infrequently), Route 510 is now the only way to get directly from Everett to Seattle without making a transfer. Transfers add significant time and inconvenience to commuters. Until the Link actually makes it to Everett, the 510 provides an essential service.                                   |
| 88  | Keep the buses running into downtown as it serves a different purpose from Light Rail. Its faster and makes fewer stops.   |
| 94  | I have used the 510 a couple times, mostly when taking friends & family to/from DT Seattle for sight seeing. I don't mind this route being cut, with the increased Sounder trips I would choose to work around the better Sounder schedule instead of using the 510.   |
| 98  | Would like to keep ST 510 for bus service from Everett to Seattle (dont want to ride the slow light-rail and too many of its stop along the way from Lynnwood to downtown).  |
| 103 | Please consider keeping route 510, a-lot of commuters use this route, and benefit from a one seat trip.  |
| 104 | The last few years have shown that peak-only expresses are poorly-utilized. It's better to roll the ST510 resources into all-day/week routes like the 512 and 522  |
| 107 | It ain't broke, so don't fix it. The 510 is a consistently solid performer in terms of ridership and revenue, and the 2024 proposal would ruin the commute by making the trip longer, requiring a transfer, and adding significant walk time in downtown for many commuters. Many commuters will simply drive if you decide to make their commute that much more inconvenient.                     |
| 108 | Please keep one seat rides for express buses to downtown in the morning.   |
| 114 | Having the 510 terminate at Lynnwood will add additional transfers for riders. With the less than full service on the 1 Line due to construction delays this will also add undo stress to that system.   |
| 120 | I would rather have express direct service to light rail. Extra stops equal extra time. I would probably drive all the way to Lynnwood to make my commute as efficient as possible.  |
| 122 | This is a horrible proposal. This will increase overall commute time for daily office goers at least 15 to 20 min in between transfers. That will make us, not avail the service or reduce quality of life and spend more time on commute. Today, for me it takes 80 min door to door for my daily commute, if this is implemented it will at least take 100 min per trip. This is absurdly wrong. |
| 123 | The changes make sense but you need to have express train options that go nonstop from Lynnwood to downtown Seattle like the 510. People care about commute time and it is not clear if the one way trips will be shorter  |
| 124 | If the 510 is gonna be eliminated there should be an express bus service between Everett and the Linwood station as a majority of the congestion is between Lynnwood and smoky point. All the proposal will do is cause more people to drive.  |

## 2024 Service Plan Public Engagement Summary Report | Page 46 of 101

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|     |  |
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| 128 | Please don't remove this, I( and many people) who work in SLU need this bus to commute to office everyday, ridership is always high on this bus. The 512 - 1 Line alternative will make our already long trip even longer, since 510 stop at SLU there is essentially 1 bus to go from home to work and vice versa. meanwhile if you do 512 - 1 Line, you'll need to use another bus to connect from the 1 Line station to SLU. That's 3 connections per trips versus 1, and it's always around 20-25m longer than what 510 is currently offering.   |
| 130 | I use ST Express 510 every weekday to go to work, and it is only a few stops for me. I prefer not transferring because there would be fewer stops for me. 510 has been reliable for me and I do not want to see it go away.  |
| 131 | I do not want the 510 line eliminated. The ease of having a line that goes to Seattle without the need to transfer is of high priority to me. If the 510 is eliminated, most likely I will drive into Seattle until the Mariner station opens.   |
| 149 | Why cant we keep a bus from Everett to Seattle? It will be faster to get to for example SLU most of the time using a bus then to stop at all the stops the light rail will stop at   |
| 152 | The proposed changes will be great once the train goes to Lynnwood   |
| 159 | Do NOT eliminate the 510. Most of its riders get off at the first stop in Seattle and it is a TON faster than having to deal with stops on the way to a change in Lynnwood. I would rather a 45 minutebus ride than deal with a 30 minute bus ride and then a further 45 minutes to downtown for those days when Sounder is NOT running. IN fact, I will drive downtown instead of dealing with the whole bus to light rail mess. Have any of the people who thought of this change actually ridden the 510 on multiple days? Let alone tried to get out of Seattle via the light rail/bus as currently configured? The 512 during the day time was anywhere from an hour to and hour and a half Odessey but the current method mean 90 minutes minimum with all of the stops and traffic. |
| 160 | I don't see why you can't continue to leave as is! All this transferring (getting on, getting off, getting on, getting off) of transportation, is a nuisance and inconvenience for folks who have limited walking abilities, and/or social anxiety.  |
| 161 | There needs to be more bus routes running through downtown Seattle that can connect to the rail stations to the office and hospital infrastructure.  |
| 162 | Please keep the commuter buses in the morning and in the evening like what the 510 is doing right now. right now i take the second bus in morning and first one in the afternoon. unless you made the buses run to where i would get to downtown by 0530 using the light rail with all the stops it looks like it would take from everett. it just does not look like it will work looking at i believe over an hour to get to work and an hour or more to get home  |
| 163 | I understand that it is not financially feasible to run the 510 once the Lynnwood station opens but there is a convenience factor to having a single, unbroken trip, without transfers, that will be lost. You invariably lose time in the transfer and the commute becomes longer as a result.  |
| 175 | In the early morning the 510 bus is very convenient, and quicker than taking the N-Line. Eliminating it would likely create a longer commute given the need to transfer.   |
| 179 | I take 510 from S Everett Park n Ride to downtown Seattle to my doctor appointments at the PolyClinic on Madison Center. I get off at Columbia Tower and walk across freeway to PolyClinic. Please don't STOP the 510 service! I am a disabled senior citizen.   |
| 180 | seems very sensible  |
| 181 | No need for a bus all the way to Seattle once Lynnwood opens.  |
| 186 | Stop forcing everyone to use light rail and add time to their already long commute with transit transfers  |

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|     |   |
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| 190 | Necessary to get Community Transit service hours to service Future of Flight and more of Paine Field  |
| 194 | As I see sound transit is eliminating Routing for 510 from Everett to Seattle (commute bus) I'm 100% against that ideas. I'm seeing current situation from North gate to Seattle in morning commute and they are pretty much FULL capacity and if all sound transit routing 512 / 513 ended to Lynnwood transit center and transfer to light rail, there will be Huge mess and it will not solve commute problem.. So please consider NOT to eliminate 510 commute but totally... We still need some option to commute to seattle.not only using light rail.                                |
| 196 | Should continue 510 route until full 1 Line operational to Everett  |
| 207 | If you are planning to get rid of 510 when only 1 line is open between Lynnwood and Northgate, there should be so many people have to take the light rail and I don't think it's enough capacity on the train. How long does it take to get to Seattle with 1 line from Lynnwood? At least 510 should still be available till full 2 line is open. Do you have enough parking at Lynnwood station? People from other stations are able to get on the train right away or they have to wait for another train or more than one train to get on? To get rid of 510 buses is not a smart idea. |
| 214 | Would like options from north to downtown.  |
| 229 | Expand hours until 11am & 8pm   |
| 231 | I'm thrilled that the plan is to increase frequency to every 8 minutes during peak commute time when this shifts to route 512 to connect to light rail. Right now, the route runs infrequently enough that it makes it hard to get to work on time in downtown Seattle.   |
| 235 | Consider maintaining 510 service until the full 2 line opens to reduce crowding on trains.  |
| 240 | I think we should wait until Line 2 being extended to Lynnwood before eliminating Route 510 service to downtown Seattle.  |

Table 36: North Subarea Route 511 open-ended comments

| <b>Question 4: Do you have any comments or feedback to share with us on the proposed changes to the ST Express 511?</b> |  |
|---|--|
| <b>ResponseID</b>   | <b>Response</b>  |
| 46  | Please delete this route. Added 512 service will benefit more riders and provide a far less confusing system   |
| 54  | I can't wait for the MLT station to open, but what is the plan for the freeway bus stop?   |
| 57  | Good riddance  |
| 95  | To start building ridership for the extension to Everett, reinstate Route 511 as soon as possible with an extension from Ash Way to Seaway via Mariner, Airport Rd, and Paine Field. Is it too soon to start doing that? Well, the 510, 511, 512 and 513 will have operated for 25 years before light rail got to Lynnwood. So I would say, no, it's not too early - thanks from a reverse direction commuter. |
| 104   | The last few years have shown that peak-only expresses are poorly-utilized. It's better to roll the ST510 resources into all-day/week routes like the 512 and 522  |
| 137   | Excited for light rail extension! Trains running frequently at all times will be helpful!  |
| 145   | I like the proposal and is in line with the changes to bus service when Northgate station first opened.  |
| 195   | I am livid that you are eliminating bus service from Lynnwood to downtown Seattle. The train is slower and less comfortable and drops me off farther from work.  |

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| 229 | 512 works  |
| 234 | Seems like it will work well with service beyond Lynnwood. |
| 238 | This is the best route and would like to keep this one.    |
| 240 | I am ok to replace Route 512 service with Route 511.       |

Table 37: North Subarea Route 512 open-ended comments

| <b>Question 5: Do you have any comments or feedback to share with us on the proposed changes to the ST Express 512?</b> |  |
|---|--|
| <b>ResponseID</b>   | <b>Response</b>  |
| 19  | Support the increase in service!   |
| 28  | Please give us a bus that doesn't stop at Ash Way! Maybe an express version of the 512?  |
| 30  | I have taken ST Express 510 after taking the Sounder North commuter for fun along the sound. Taking the soon-to-be ST Express 512 as far as Lynnwood and then connecting with Line 1 will be an improvement. Thank you.  |
| 32  | If I'm understanding correctly, the new plan would still allow me to get easily gel  |
| 34  | If I'm understanding correctly, the 512 will still go from Everett Station to the light rail, but now in Lynnwood. I'm hoping it will be similar to the changes made when Northgate opened, allowing for a shorter and more frequent bus service. I'm very excited for this next phase of the project!   |
| 36  | n  |
| 40  | Im generally in favor of this service plan and proposed changes, it's what we have been waiting for. Having said that. I'm concerned about level of crowding on Link with these changes. I see trains close to full right now and think these changes, without the full 2 Line, will only make it worse. I dont see any information about Link capacity, how is that being addressed?  |
| 45  | Please let the primary point of connection stay at Northgate rather than this move to Lynnwood city center. Just have the new one add on. You can optimize it when both are running.   |
| 46  | I hope the frequency of this route is more consistent at every 10 minutes, unlike the current scenario where the schedule has been reduced to 15 minutes on weekdays and even worse at peak. I think that the route needs to also maintain 10-minute service from 6am-10pm, 7 days a week in order to ensure reliability and connectivity. Reducing to 15-20-30 minutes after 7-8pm inconveniences a lot of riders to the point that they simply drive |
| 47  | These proposed changes are exactly what I would want/expect. The LINK is the superior way to reach Seattle, but we need good bus service to fill the gap for those of us that park in Everett. My only recommendation would be to GUARANTEE a bus coinciding with the last LINK of the night (even if it is delayed) so that no riders get stuck in Lynnwood overnight.  |
| 49  | because of the lack of direct access ramps at ash way to and from the north, the elimination of route 510 would result in longer travel times for passengers who currently take the 510, especially in the northbound direction.   |
| 57  | I don't understand why weekend frequency is greater than weekday frequency   |
| 58  | the 512 Express is a great connection that helps tons of people get to work easier and commute within a faster timeframe. Eliminating that would add an extra 20 mins to their commute.  |

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| 71  | This is actually good, because I usually ride Link to Northgate, then transfer to the 512 to get to Lynnwood. So . . . yay!   |
| 75  | I'm not sure that removing the service to/from Downtown Everett would be all that beneficial. Since Everett Transit does not run service in that area during the hours that Sound Transit has trips to and from that area, it would be better to still keep that option available to people until reasonable alternatives become available, at the very least.  |
| 77  | I would LOVE to see more frequent service on the 512 because it is the route I use the most, both for work and for personal travel.   |
| 94  | I use the 512 at least once a week to go from DT Everett to Seattle. The increased frequency is great! I don't mind the 510 early stops being cut - I maybe use them once a year.   |
| 102 | That's a lot of service to put on 512 when the 535 doesn't have any Sunday service  |
| 104 | Getting to 8-10 minute service on the 512 is a game-changer, and I'm glad ST has the resources to do it   |
| 110 | You guys need to continue to have Northgate as the last stop you're forgetting about mount lake terrace and people that live in that area And I wish you guys would have more buses going to downtown Seattle because what will happen if the light rail breaks you're gonna have upset taxpayers you're not hearing us when we ask you guys to put more transit options to downtown Seattle  |
| 111 | Please run Link later at night. Route 41 used to have a final trip leaving Royal Brougham at 1:05am, and the closest we have to this is the 512 from stadium at 12:42 on Sunday nights only. Please consider expanding Link hours, or 512 hours, so the rest of the week can match Sunday service levels. 12:15 is very early for a final northbound train (especially when considering this trip leaves sea tac at 11:45, and is usually full). Thank you! |
| 112 | I think some late night trips should still run from downtown Seattle as a way for late note shift workers to get home if light rail doesn't operate out of Seattle say after 11:45pm/12am or so   |
| 136 | Please consider routing the bus on surface streets between Ash Way and 112th, making a stop near 128th with a transfer to Swift Green.  |
| 152 | The proposed changes will will be great with more service once the train goes to Lynnwood   |
| 170 | No, I currently live next to Lynnwood Transit Center. I'm looking forward to taking the 1 Line to work without a transfer   |
| 172 | Eliminating the Northgate< -->Lynnwood CC bus segment will create safer and more reliable travel between Northgate and Everett Station. Sounds like a good idea.  |
| 178 | What will happen when light rail is down?   |
| 180 | looks satisfactory  |
| 181 | Makes sense to only have a local run to all stations getting to the Lynnwood.   |
| 187 | Sounds great!   |
| 189 | The shortening of this route may impact ADA riders who are unable to use the light rail system, it will be important to reach out to let them know of paratransit options available..   |
| 190 | I approve   |
| 196 | NA  |
| 198 | I appreciate the increased frequency as a result of consolidated service along the I-5 corridor. It'd be great to see increased frequency (ie. 10-15min) on weekends as well to avoid longer waits for a bus (ie. a frequency often enough that riders do not need to think about the bus schedule). It'd also be great to improve access to the  |

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|     | Alderwood Mall area (designated as part of PRSC's Lynnwood Regional Growth Center) if possible on some runs, similarly to the 535.   |
| 199 | All I hope is that the 1 line runs faster than the 512 to Lynnwood. The 512 in the AM is fast, and although service is ~15 minutes apart, you can time the bus for a fast trip. Except when the 637 bus is cancelled and there's no service alert text to warn you. Other than that, bus service is pretty good. |
| 211 | Please add night rider service similar to what King County Metro offers on its overnight bus service.  |
| 214 | Would be best for 512 to skip Northgate and go downtown.   |
| 222 | none   |
| 225 | I like the proposed changes.   |
| 229 | Keep 510   |
| 234 | Seems like it will work well with service beyond Lynnwood.   |
| 235 | Consider reducing the off-peak periods of 10 minute service to reduce the periods of 20 minute service to 15 minute service.   |
| 237 | This service is reliable and I use it frequently for "after hours" e.g. after 5:30pm transit. Since the direct busses I use to Marysville (421, 821) end at 5:30, this is a great backup.  |
| 240 | I like more frequent service on Route 512.   |
| 241 | I think the 510 should still operate between Everett and Seattle because some people don't like transferring or taking the train.  |

Table 38: North Subarea Route 513 open-ended comments

| <b>Question 6: Do you have any comments or feedback to share with us on the proposed changes to the ST Express 513?</b> |  |
|---|--|
| <b>ResponseID</b>   | <b>Response</b>  |
| 24  | I strongly support increasing service on the 513 route.  |
| 28  | Could this bus stop at South Everett and then take 112th and 19th to the Eastmont park and ride? And then have this bus skip Ash Way? It wouldn't have to fight it's way over I5 then.   |
| 46  | I hope that this route is only used for deadheading buses back to the yard, as it seems to be very low ridership. I have ridden it a few times in the past and there are usually just 1-2 passengers who stay on past Ash Way  |
| 57  | I hope this is scheduled to run all day and on weekends in future  |
| 79  | Realign the northbound routing in Paine Field so that the route travels west on Casino Road, north on 5th Avenue/Hardeson Road and west on 75th Street to Seaway Transit Center.   |
| 85  | I fully support the proposed addition of two way service to route 513 during peak (or more). I live in Mountlake Terrace and work near the Seaway Transit Center, the lack of any northbound AM/southbound PM express service to Seaway has made it impractical for me to commute by transit (2-3 buses with some long walks, 1.5 hours travel time, vs maybe a 25 minute drive) considering the future light rail plans to Everett. I currently ride 512 Link to Seattle evenings/weekends for non-work events; this would make the 1 line workable for me for work commuting. as well. |
| 89  | Yes. First, it's long overdue to provide 2-way service to/from Seaway, as if Boeing/Everett is deemed so important to get its own door-to-door Link service, doglegged at a huge cost of extra time and millions of additional taxpayer dollars. In addition, though, we SW Everett taxpayers are tired of contributing a lot of money to -  |

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|     |   |
|-----|---|
|     | but getting virtually nothing - should reasonably expect some limited stop service along the length of West Casino Road, and NOT just the token stop at Evergreen Way. I've seen many of your coaches empty from Seaway to Evergreen in the a.m. and visa-versa, with most of them continuing west on W Casino Road due to having zero passengers interested in going to Seaway TC in the p.m. A variation that made a few stops on West Casino, e.g., 19th, Walter Hall, and 4th, similar to what you've had no problem having for and in the wealthy downtown Bellevue for decades, e.g. the ST 550, and you'll serve the thousands of low-income families and singles who seek express bus service to points south and east. After all, it's our demographics that the shrewd politicians are now using as to why it's necessary to dogleg to Boeing instead of directly up/down I-5, though that reason wasn't used for many years, as they were now lobbying citizen advisory boards and local pols who were receptive to that reason instead of the region's voters who might like a train to/from Boeing. It would be well worth it to change the north end of this route, even since it would mean sticking with the same frequency, but bi-directional . Your ridership stats would show that this frequency is more than enough for your existing peak-direction for downtown Seattle today. In other words, it's highly questionable why 15 minute frequency is needed when 30 minutes has been more than sufficient, though that's in part to your planners not capturing this viable market and sticking with the nearly-abandoned Eastmont P&R, which only ST serves. |
| 94  | While I won't be affected, I know multiple colleges that currently live in North Seattle and have been hoping for a way to commute to Seaway in the morning.  |
| 104 | The last few years have shown that peak-only expresses are poorly-utilized. It's better to roll the ST510 resources into all-day/week routes like the 512 and 522   |
| 108 | Increase service to Boeing during the mornings! There are lots of Boeing workers who would benefit from a one seat ride to seaway transit center from Northgate MLT and Lynnwood!   |
| 119 | Bus should stop on Casino Rd more and provide stops near businesses on west end. 15 minute service is big for employees getting to jobs from King County.   |
| 136 | I would use this bus if it is bi-directional and applaud this change.   |
| 170 | No  |
| 211 | Please add weekend service to line 513. Some of us like to use Sound Transit to visit Seattle on the weekend and don't like to walk 3 kilometers to the nearest line 512 stop.  |
| 229 | Ash Way to DSTT more frequent   |
| 238 | Wouldn't miss it  |
| 240 | I like bi-directional service on Route 513 with service between Lynnwood and Seaway TC.   |

Table 39: North Subarea Route 522 open-ended comments

| <b>Question 7: Do you have any comments or feedback to share with us on the proposed changes to the ST Express 522?</b> |   |
|---|---|
| <b>ResponseID</b>   | <b>Response</b>   |
| 27  | It is very important to ensure that residents of Lake Forest Park and Lake City aren't hurt by redirecting ST522 to Shoreline South Station. If the ST522 will no longer serve Lake City Way and 145th, 137th, 130th, 125th streets then it's very important that Metro's proposed 72 bus does serve ALL of those stops. The stop at 145th/30th is NOT sufficiently close to be walkable for residents east of Lake City Way. |

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|     |   |
|-----|---|
| 39  | I'm happy to hear that there will not be any changes to ST 522 in 2024. ST 522 and Metro 322 are very popular routes serving the Lake City area. I take Metro 322 in the morning to my job downtown; I love having my butt in one seat! Unfortunately, that bus route is not convenient on the way home from work so I take Light Rail at University Street Station to Roosevelt Station and then have a choice of ST 522, Metro 322, or Metro 73 to take me to my neighborhood. The changes you proposed earlier this year were terrible! There was a large chunk of the Lake City area that would have been underserved. Keep in mind that we who live in that area are hardworking taxpaying citizens! |
| 42  | Concerned about the lack of bussing options on Lake City Way if ST Express 522 is moved to align with the light rail station. The area around Lake City Way between Seattle and Bothell is a significant lower-income area and would drastically affect ridership and ability to travel in that area.   |
| 43  | I don't see a point in delaying the 522 changes since it doesn't run frequently enough for the 2 Line to make a difference. It will just create more confusion for riders   |
| 46  | I don't see the benefit of running service to Roosevelt vs. shoreline when both would involve taking Link from downtown. Personally I would rather see Shoreline service, especially if it can mean more frequent service   |
| 52  | The 522 terminus of Roosevelt makes for a commute to Seattle that cannot compete with driving 95% of the time. It's made even worse by the low frequency of the 522 compared to pre-pandemic. It also remains worrisome that Link itself is a single point of failure with no good contingency for when it inevitably fails for hours. Please point the 522 to 145th station sooner and come up with a rapid replacement plan for when Link requires multi-hour downtime  |
| 57  | Why is there a rush to eliminate a portion of this route before Stride service starts? Just leave it until S3 is ready  |
| 60  | Since the Roosevelt station opened, 30 minutes was added to my daily commute. I now work from home permanently.   |
| 61  | n/a   |
| 62  | Please keep the Lake City Way and 85th bus stop for the 522. There are not options for getting to link rail from this area if this stop is eliminated   |
| 68  | Please try to maintain a high frequency on this line.   |
| 69  | Please make sure there is still frequent Metro service on southern Lake City Way once 522 gets moved to NE 145th.   |
| 81  | I miss the 522 that went downtown Seattle. It takes much longer (1 hour and formerly 25 minutes) and so I don't use it as often.  |
| 84  | Why to wait to the 2 line full open to shorten 522 to the Shoreline south/148th station? Earlier shortcut, more conveniently and more time saved?   |
| 93  | I approve of its route being changed to terminate at the Shoreline South station  |
| 97  | Please ensure that coverage continues south of 145th  |
| 100 | Well, I am glad the 522 gets a reprieve from going to 148th Station right away. Hopefully you can build non-Seattle ridership and KC Metro develops a robust, frequent 322.   |
| 104 | While there are no changes proposed for the 522, I hope that ST can find funding for Metro to run replacement service on the 77, as Metro is currently planning service cuts on other routes to fill in the gap   |
| 112 | I like that the changes aren't happening till 2line goes to Lynnwood. I do think the 522 should stop at both 145th and Lake city way as well as 25th instead of 30th it would make for better connections and it would also serve Shorecrest High School  |
| 121 | I wish there were a connection at the Shoreline North 185th Street Station  |

|     |  |
|-----|--|
| 167 | I would like to see increase frequency in the afternoon commute from about 4-6pm. There seems to be more frequency on weekends and mid-day than peak commute.  |
| 168 | Actually, the revised 522 when line 2 is in operation looks like a better route for me. (I park at the Kenmore P&R).   |
| 169 | No   |
| 171 | I guess that I will have to find other employment because you are going to cause me to find another place to live, because you just caused me to be late to work for the rest of my working life. I have no transportation to the line 1 in the morning (5AM) to get to the  |
| 183 | I used to use 522 until was no longer an express to downtown. I live in Lake City, and am 78 with some mobility issues. Going to Roosevelt or Northgate to ride the light rail requires a lot of walking. And the escalators aren't always working. I gave up on transit when there was no longer access to downtown without transfers.  |
| 189 | The shortening of this route may impact ADA riders who are unable to use the light rail system, it will be important to reach out to let them know of paratransit options available..  |
| 197 | I want to stress the importance of ensuring local stops south of 145th when the 522 route changes. There are a lot of us that rely on the Lake City Way 80th street stop going in both directions that will be isolated without consistent bus transit access to the Link. Link  |
| 202 | Essentially ST is planning to abandon service to Lake City. Meanwhile the 130th St station will not open until 2026, for some reason. Why not open the 130th St station at the same time as the rest of the Lynnwood Link, and have the 522 continue to go through Lake City, then terminate at the station? Or continue to Bitter Lake or whatever. This delay of 130th St makes absolutely no sense. |
| 205 | Don't build the Stride-3 dedicated eastbound bus lane through Lake Forest Park on Bothell Way to 145th. Instead use the same design planned for 145th i.e. transit q-pass bus lanes and signalized lights.   |
| 215 | I live in Lake Forest Park, and would like to know why Sound Transit refuse to consider transit Q-Pass lanes and Signalized lights for buses instead of a dedicated eastbound lane. It doesn't   |
| 228 | Lake City Way is a MAJOR arterial that runs directly to the North end of Lake Washington. Redirecting that service will change a direct route to a long way around requiring multiple changes of bus/trains.   |
| 230 | Make sure Lake City doesn't get worse transit  |
| 235 | Consider moving the S3 terminus to 130th and have the bus run along 125th to improve connections.  |
| 238 | Don't use it   |
| 240 | I like the idea of keeping Route 522 to Roosevelt Station until Line 2 extended to Lynnwood.   |

Table 40: North Subarea Sounder N Line open-ended comments

| <b>Question 8: Do you have any comments or feedback to share with us on the proposed changes to the Sounder N Line?</b> |   |
|---|---|
| <b>ResponseID</b>   | <b>Response</b>   |
| 19  | Support for restoring trips, please work with BNSF for more regular weekend trips, not special events only. |
| 22  | Please restore full service--timing limitations is the #1 reason to not ride Sounder regularly              |

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|    |   |
|----|---|
| 25 | Please add more trains/times to the north line. 2 in and 2 out is not sufficient. Also please add more cars to the first train north in the afternoon. Most people are taking the first train out so the two cars are packed. Thank you   |
| 28 | This train is useless. Outside of events, like sports or concerts, it isn't used. Is this going to become a true rail system with all day service? If not then we should stop pretending and put the money into better bus service. How about the north ramps at Ash Way?   |
| 30 | Thank you very much for planning on a full Sounder North line schedule. I enjoy taking Sounder N line for pleasure, then taking the bus back to Seattle--soon to be Lynnwood...   |
| 31 | Bringing back the earlier trips like the pre-pandemic would be a huge relief and give another option to the north enders who are being forced to use the light rail in 2024. Less stops the better.   |
| 35 | Yes, please restore full service  |
| 37 | No, just good to know there could be more options.  |
| 46 | Please bring back the additional trains as soon as possible. I would love to ride the N Line more than I currently do, but the schedule is so limiting. I would also like to see additional trips on top of the ones being restored added in the future.  |
| 48 | For multiple reasons, the Sounder N Line should be eliminated, as described in December 2021 to the ST Board of Directors and posted by the Seattle Times at <a href="https://www.documentcloud.org/documents/21155570-smarter-transit-sounder-north-climate-response-motion-dec-16th-2021">https://www.documentcloud.org/documents/21155570-smarter-transit-sounder-north-climate-response-motion-dec-16th-2021</a>  |
| 49 | bringing back the other two north line trips could be a good solution to possible overcrowding during the 1 line only period, as long as parking is sufficient and the high fares don't deter potential riders  |
| 51 | Service to the north on Sounder is very limited. Would love to see more service similar to the Sounder S Line to the south.   |
| 56 | Having a 6:45am and 5:15 pm North train option would be nice.   |
| 57 | It would be great if there were earlier departures, like one at 5:30am or so, to connect with the 6:35 S line at King Street  |
| 66 | More runs of the train to southbound into Seattle in the morning and northbound in the afternoon would be greatly appreciated. The current two runs is highly restrictive when planning when to finish work, and oftentimes I miss it. When this occurs, using light rail and bus adds almost a full hour to my commute in Edmonds  |
| 75 | I think it would be great to restore full N Line service. There have been many times where I personally would've liked to take the N Line over other options, but was unable to due to the limited number of trips that are running.  |
| 77 | I would absolutely love to have the Sounder run more frequently, direct rail access to downtown Seattle is incredibly ideal, I already take the N Line, but more trips could allow me to take it more often.  |
| 89 | Yes, Sounder N is way too expensive, and if you were personally paying out of your own pocket for it along with STEX, you would terminate it. First, there are - and have been - ST/CT express buses from every single train station to downtown Seattle, so you've been offering nothing new for 25 years except for a highly-subsidized, mudslide-prone ride with terrific scenery. In addition, now with Link open, getting to Link is a shorter trip, e.g. Everett/Mukilteo-LTC, Edmonds-MLT, the rationale that was used for truncating many express buses at Northgate and soon Lynnwood. I suspect that there are some legal and/or political reasons why this "money pit" is kept, but the public should be informed as to why Sounder N can't be eliminated with those millions redirected towards finishing E-Link sooner (frankly, the decision to go to Mariner as the first segment was far superior to going to Boeing, but Mariner doesn't contribute to |

## 2024 Service Plan Public Engagement Summary Report | Page 55 of 101

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|     |  |
|-----|--|
|     | the politicians' re-election campaigns...it would've been a similar length and 3-station segment as N-Link was, but without tunneling!).   |
| 92  | I think additional roundtrips for the North line are needed. A later time would be helpful for commuters with after work functions.  |
| 94  | Currently the Sounder is difficult to use with only 2 options. If it were doubled to 4 I would definitely use it more - especially for getting to the airport (transferring in DT to the light rail) from Everett. While I know this isn't relevant here, if the sounder ran on weekends I would use it frequently for day trips.  |
| 101 | I get on at Edmonds. Not clear where I'm supposed to pay or use orca card. Also, don't give away free transit (like for the MLB all star game).  |
| 103 | Increased sounder N-line service is needed   |
| 104 | Sounder N line is so poorly routed that it should just be deleted, with resources put into better bus options connecting to Link   |
| 114 | Going back to full service on the Sounder N Line will help with some of the concerns with the reduced bus routing and provide better options to riders. Currently there is only one option that is feasible due to available working hours where I work and I would take this route more often if service increased.               |
| 115 | I strongly support restoring full service to the N line, and I would push Sound Transit to further expand service on this excellent route!!!   |
| 116 | I support expanding service so that it leave Everett later in the AM & leaves Seattle earlier in the afternoon (than currently).   |
| 133 | Sound Transit should prioritize reviving the West Ballard station.   |
| 136 | Please consider at least one reverse direction trip. Additionally, it's a shame that there are no other stops in the city between King St and Edmonds. Consider a station in north waterfront, Interbay, or Ballard.   |
| 142 | Sounder N line is a good service. I encourage restoration to full service levels as soon as possible. In addition, ST should work with partner agencies to ensure solid connections to and from local transit at all stations.   |
| 148 | You mention above that: "We anticipate trains will be crowded at times due to fewer trains running than we planned, and we are working hard to provide the most service possible within our constraints." Opening up the Sounder N Line for all day service might ease the constraints on the 1 Line once it opens.                |
| 154 | Provide more options to & from Seattle to match the Mukilteo Ferry schedule. Run service on the weekend.   |
| 156 | More cars and additional runs between Seattle and Edmonds  |
| 157 | Sounds great to restore service  |
| 158 | I highly support the additional roundtrip services to the N Line. Ideal to have 1 earlier service and one later than the 2 already existing.   |
| 159 | A 545am start would be great as well as a mid day say 1pm trip.  |
| 164 | We should be relying on the Sounder for travel from Everett to Seattle, we do not need all this investment in the light rail for this area. Please use those resources to improve the sounder instead  |
| 166 | Please add additional routes to the N line. I take it most days, and I have always been shocked at the lack of options to get me home via train. I get off work at 4:30, so I miss the first train home and wait at king st watching 4-5 southbound trains get boarded and leave. It would drastically improve my quality of life. |
| 175 | Increasing service on the N Line is great as right now the options are limited, and make it difficult to use on a regular basis is the schedule does not line up with the needs.   |
| 176 | restoring service to four trains in the AM and four in the PM would be amazing! more flexibility is helpful  |

## 2024 Service Plan Public Engagement Summary Report | Page 56 of 101

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|     |   |
|-----|---|
| 177 | Really looking forward to being able to take the Sounder RT from Edmonds to Seattle at a more convenient time(s)  |
| 186 | Bring back and expand service options on the Sounder N Line!! Also, add parking to make it possible to use the Sounder after the first trip of the day.   |
| 190 | Want midday service instead of additional peak service plz. Would like a late morning-early afternoon round trip.   |
| 192 | Wish this service was operated more thru our the day so that people that live in Seattle could use it for commuting north and also services on the weekends.  |
| 196 | Restoring to 4 roundtrips is great. However should be 3 trips during commute and 1 trip counter-commute   |
| 203 | Weekend Service would be amazing. It is very hard to get from Seattle to Edmonds right now  |
| 209 | Reducing bus route length while increasing frequency of trains and buses is a good ideal.   |
| 211 | Offer weekend service on N line and prioritize the N line over freight rail traffic because freight doesn't care when it arrives at its destination.  |
| 212 | Adding additional service earlier and later could make the sounder a viable option for me. Under the 2023 schedule I have no way to get from Edmonds to SeaTac in time for flights before 10am, and no way to get back North from SeaTac on the sounder after 530pm. Current public transit options require 2 hours and 2 transfers so I end up driving |
| 223 | Yes. Add regular weekend service please. At least two round trips.  |
| 229 | More round trips AM & PM please   |
| 233 | Providing more frequent service would be incredibly helpful for people living north in Snohomish with limited transit options into Seattle.   |
| 234 | More run times would help with ridership. I love the the Sounder N line, but it runs too in frequently for my use. Even for major events in Seattle.  |
| 235 | Definitely restore service, maybe expand the span of service  |
| 237 | PLEASE revive the Sounder N Line! I commute Marysville->Seattle but don't need to be in office at any particular time. An 8:30 or 9am train would be so useful! 7:30 is too early.  |
| 238 | Don't use it  |
| 240 | To compensate for Route 510, more runs on Sounder N line is going to help riders to get from Everett to Seattle.  |

Table 41: North Subarea emailed comments

| <b>Emailed Comments (North)</b> |  |
|---------------------------------|--|
| <b>ResponseID</b>               | <b>Response</b>  |
| 2                               | <p>Count me among those who object to the proposed cancellation of the commuter-hour 510 bus in 2024 when the Lynnwood Link Extension opens.</p> <p>The careful wording in the service change proposal published on the Sound Transit website ("allows passengers to spend less time in traffic" as opposed to a meaningful improvement like "offers passengers a shorter trip to downtown") is clearly intended to obscure the uncomfortable reality that the proposed replacement for the 510 bus is a degradation for the customers: slower, less comfortable, and much less convenient.</p> <p>Replacing my current 1-seat, 1-stop, 40 minute bus ride from south Everett to</p> |

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|    |   |
|----|---|
|    | downtown Seattle with a dual-mode, 11-stop, 50-60 minute trip that also adds additional walking from Westlake Station to my workplace would add more than enough frustration to my commute to convince me to drive downtown instead.  |
| 6  | <p>It might be a good idea if you have the new trains labeled for example only going to the Northgate Station and the other trains going to Lynnwood. Otherwise the trains are going to be very packed. This might make it so the trains aren't so full and overflowing with people during the peak hours especially in the evening hours.</p> <p>Since most of the time during the 5:08 pm. at the Pioneer Station the train coming from Angel Lake is only 3 cars and that is going to be a nightmare if there are a lot more passengers from the 4 additional stops. Another solution would be to add more train cars like maybe 6-8 cars so that the trains aren't going to be extremely packed.</p> <p>Also with these other stations is there going to be a lot of transit parking like the Metro park and ride? Or there isn't going to be any parking provided?</p> <p>These are just some thoughts from a current Light Rail 1 user who is currently riding the Light rail 1 every day to and from work.</p> |
| 7  | <p>While it's great that Link is expanding, it troubles me because what we currently have is in poor shape. Top example is the Pioneer Square station. Escalators never work and the place is always trashed. I no longer get off at that stop even though it's closer to my office. It's dirty and smelly and with broken escalators it means 5 flights of stairs. I do not trust or feel safe using the elevator.</p> <p>It would also be helpful to indicate the line by the direction or end point. The constant alerts just say "Line1" it would help to indicate if it's a northbound or southbound problem.</p> <p>It would also help to post the estimated arrival times on the reader boards.</p> <p>And we need real security like before.</p>  |
| 8  | I hope to see schedule changes to allow express train service from the Federalway transit center to downtown. Please note it makes no sense for working transit riders to go from a 30 - 35 minute express ride on a bus, to a train ride for 60 -70 minute train ride. Every minute counts when choosing public transit to get to work on time in downtown Seattle.  |
| 15 | <p>I am a frequent rider of 510, 512, and Light Rail from Northgate. I enjoy being able to use the transit system for both work and fun activities. I ride at a variety of times from early morning, during the afternoon and into late evenings and night and on the weekends. I use appreciate all of the choices I have where I can drive to a park and ride, ride my bike to the park and ride and use a bike locker, or take the bike with me. I've made made trips from Everett to Tacoma on Sound Transit.</p> <p>I am looking forward to seeing Lynnwood open for Light Rail. The proposed changes for Roytea 512 and 513 are great; however, the 510 Route should not be eliminated yet. Full service will not be available right away. Let's not overwhelm Lynnwood with Everett riders yet.</p> <p>Also, it may seem like a quick stop to drop off riders in Lynnwood, but it is not. It</p>   |

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|    |   |
|----|---|
|    | <p>causes significant delays to a riders commute.</p> <p>What is the backup plan when Light Rail is not in service? Service frequently goes down for routine maintenance. What about unforeseen issues? There needs to be an option for the Everett riders.</p> <p>All of the changes just don't make sense at this time. Let's wait for full service in Lynnwood before removing the 510.<br/>Maybe expand the frequency of the 510. Take some of the other service that is being canceled and offer service to where the 50 does pick up which will offer riders to transfer to the 510 instead of going to Lynnwood to transfer to Light Rail.</p> <p>There are many options to improve the Everett service instead of just canceling the 510.</p> <p>I've been riding transfer for a long time and am happy to help.</p>  |
| 20 | <p>I am very disappointed, because I work i between Seattle and Capital Hill so this route is great for me because I only have to take this bus my work . If I take the link it will be more time and money because will have to take 2 buses and the link</p>  |
| 21 | <p>Most important to me and those of us living in the bowl is frequent bus service from downtown Edmonds to Mountlake Terrace light rail. I would love to see frequent express non stop service from the train station. This would facilitate many condo dwellers in getting to airport in a timely manner as well as downtown corridor.</p>  |
| 22 | <p>I read the draft 2024 plan and fail to see any mention of service to Federal Way area. Currently Angle Lake Station provides some coverage but there is no discussion of opening the Kent Desmoines station which is nearing completion. The failure to adequately assess the problems with the line further South to Star Lake (S 272nd) which now require more engineering, construction time and further delays in access to Federal Way is not mentioned. We originally were supposed to have service to Federal Way in 2023 which now is delayed to 2026! Please give some consideration to opening the Kent Des Moines station earlier to give us better South Sound transit options.</p>  |
| 27 | <p>Regarding the 2024 Annual Service Plan: my comments pertain primarily to the North Subarea, and are general comments about existing service rather than the specific proposals.</p> <p>I am a city planner in the Puget Sound area but outside the area directly served by Sound Transit; rather I am served directly by Island Transit. I have MANY thoughts and supporting conjecture, but I am trying to remain relatively brief. I think there is a dire need to improve off-peak service, and routing that was originally designed to accommodate a pattern of commuting into downtown Seattle from the periphery. This applies generally, but in particular I think there is significant unrealized potential surrounding the Mukilteo Ferry Terminal.</p> <p>I realize from experience that buses queing at the terminal are frequently empty upon departure, and indeed, the pedestrian deck of the ferries themselves are often sparsely used. I think this is because most people do not view this transit nexus as particularly viable, due to the limited reach of service and poor frequency. I am not an expert on what is available, but from memory, upon unboarding the</p> |

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|    |   |
|----|---|
|    | <p>ferry, buses would be able to take someone to either Everett or Lynnwood. I think ridership will increase somewhat once the Link is operational to Lynnwood. It's disappointing that it is challenging to go directly downtown from here, but at peak times the service is ultimately pretty good, save for frequency extending the length of the trip which is already pretty uncompetitive with vehicle travel.</p> <p>The nightmare begins when someone would want to travel from Seattle to Mukilteo either in the morning, or at night. I remember 3 bus transfers trying to go from Pioneer Square to Mukilteo early in the morning (and all of those buses were well populated, I might add). The ferry operates quite late, but bus service is non-existent after 9PM, frequency is poor even prior to then, and it is mandatory to make a transfer in Everett, at a bus stop that is marked only by a sign and has no shelter. As a result, it is 100% infeasible for someone to use public transit from Island County (or Mukilteo for that matter) to consider a trip into the city that would extend into the evening. The Mukilteo terminal is THE SINGLE ACCESS point from Island County via public transit, representing a statistical area of around 100,000 people, and Island County holds up its end of the bargain with decent quality free bus transit covering all of Whidbey Island, and while they admittedly also challenge travel after 7pm, that may change in the near future.</p> <p>Cyclical commuting patterns into the center of the city will never return to pre-pandemic levels as a proportion of the population, and Sound Transit is behind the curve in responding to this fundamental demographic change. In my opinion, Seattle feels a lot more dead than it should be, and that's largely because the transit system accommodates people who (used) to commute into the city for work, and does not accommodate people who do not work downtown but would like to come, nor people who may live downtown and want to work elsewhere, isolating worksheds and encouraging greater vehicle use and ownership. Implementing viable 24-hour (or even 18-hour) service to, from, and between Mukilteo, Everett, and Seattle would integrate over 200,000 people--another Tacoma--who are largely isolated in terms of transit as of now, into the system, creating the cascading benefits I'm sure we're all collectively aware of by now.</p> |
| 29 | <p>I would love to see the N line schedule restored to its former schedule, or something similar. Based on my work schedule of 8 to 5, it leaves over an hour of wasted time in downtown Seattle, with me not arriving at home until 7pm or so. Not ideal.</p> <p>More train options is a must, especially when my other options are consistently canceled (425 bus) and delayed.</p>   |
| 31 | <p>I think u guys should restore full service to downtown Seattle give the rider a choice to ride light rail or not. Don't force them onto light rail if they don't want to. I think as passengers and tax payers we should have a choice witch type of service we want to ride on.</p>   |
| 34 | <p>If the proposed change to route 510 goes though as part of the Lynnwood link rail extension project, people taking 510 to go to Westlake Center in Seattle will be impacted. Are there alternatives being considered so that people can still connect to Westlake Center from Everett without much hassle ?</p>  |
| 35 | <p>Please do not change 510 route . It would be unviable to go from south Everett to link light rail station and make another change. Me and my wide would need to</p>  |

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|           | start using the car due to the extra time and change involved. It is already taking an hour  |
| <b>36</b> | Please don't remove 510, I (and many people) who work in SLU need this bus to commute to office everyday, ridership is always high on this bus. The 512 - 1 Line alternative will make our already long trip even longer, since 510 stop at SLU there is essentially 1 bus to go from home to work and vice versa. meanwhile if you do 512 - 1 Line, you'll need to use another bus to connect from the 1 Line station to SLU. That's 3 connections per trips versus 1, and it's always around 20-25m longer than what 510 is currently offering.  |
| <b>37</b> | <p>I ride 510 almost everyday from south everett station to Steward &amp; 7th and very much like the service.</p> <p>Problem with cancellation:<br/>This change will significantly increase my commute time from 35 to 45 minutes currently to more than an hour one way due to a change in bus needed. Given the size of Lynnwood station and Westlake station that change leads to significant overhead.</p> <p>If I choose to drive to Lynnwood, that will also not be easy since there is a lot of traffic from everett to lynnwood in office hours.</p> <p>Proposed solution:</p> <ol style="list-style-type: none"> <li>1. Increase the price of 510 service,</li> <li>2. reduce its frequency,</li> <li>3. ask for monthly commitment from commuters by having a card that can only be used on 510</li> </ol> <p>if it is becoming uneconomical to run this bus, run it as pilot and let people decide if they want to take that option. Similar options can be used for other such services being cancelled as well.</p> <p>There should still be enough commute on the lynnwood light rail to be considered a profitable project if there are concerns that the light rail may go unused if 510 or other such services continue.</p> <p>Thanks very much and please consider these options if you have not already.</p> |
| <b>38</b> | Just wanted to congratulate you on your future plans to continue increasing traffic on I-5. Cancelling the 510 will only increase the amount of cars on the road. If the light rail took is where we wanted to go in a timely manner, we would already have switched to it.  |
| <b>39</b> | Please allow a route leaving Everett Station direct to Seattle with NO transfer  |
| <b>40</b> | Please pass on my feedback to whoever is applicable. The plan to axe the Everett to downtown Seattle routes in 2024 is frankly the most harebrained idea I've heard. I ride the 510 2-3 days per week as part of my daily commute. My commute as well as many others are already long. I pick up the 510 from South Everett P&R and get off downtown where I take another bus to my office in SLU. My commute most days is about an hour and a half. I've had it be as long as 2.5 when traffic is backed up as it frequently is. I don't think you realize what affect this plan will have  |

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|    | <p>on Everett commuters. I will have two options if this plan takes affect next year: take the 512 from South Everett to Lynnwood, transfer to the light rail and take it downtown, and then transfer to the 70 to get to my office at Fred Hutch cancer center. Or I can hop on the freeway in rush hour morning traffic to drive a couple miles down the road to fight for parking at Lynnwood park and ride. Neither of those options are efficient and both will increase my commute drastically.</p> <p>Do you know what it's like to be gone for 12+ hours a day? It's awful. On days when I have to commute to the office I basically have no time to do anything but eat, maybe spend an hour with my family, and then go to bed. This change would eat up that single hour.</p> <p>I don't think the people who planned this realize just how big of a commuter city that Everett is. I've commuted out of multiple Everett park and rides (Ash way, South Everett, Swamp creek, and North Everett TC) and each one of them has had full buses during peak commuter hours. I have no idea how a yone decides that all those commuters from all these major park and rides can be combined onto one 512 bus. That won't work. Even if you doubled the frequency you'd still run up on full buses at the southern routes that have to turn riders away. Please have someone ride the 510 during peak commuter hours and tell me that they think this is a good idea.</p> <p>Please do everyone a favor and don't phase out the Everett commuter buses until we have link stops in Everett. Way too many of us rely on public transportation to get to our jobs to consider messing it up this bad.</p> |
| 42 | <p>I have been commuting to downtown Seattle from Ash Way Park and Ride and now South Everett Park &amp; Ride going on 14 years. I have always enjoyed the express busses that take you straight to Seattle without any transfer. You can make the commute in less than one hour from the South Everett Park and Ride even until today.</p> <p>Your plan to redirect express Seattle bound ST busses 510, 511 and 512 to Lynnwood Transit Center is a horrible and miscalculated planning!</p> <p>Why not do that once the light rail has made it to Everett? To do it in 2024 is premature.</p> <p>This plan will essentially require north end riders, riders that utilize the Everett Station, South Everett Park &amp; Ride and Ash Way Park &amp; Ride to get to downtown Seattle directly will now have to take a bus to Lynnwood Transit then transfer to the light rail. That's not efficient, I believe north end riders will more likely drive in to Downtown causing more traffic because of this inefficiency. What use to be a one hours commute Everett to Downtown will more than likely be one hour in a half and three hours round trip due to the multiple transfers!</p> <p>Again, it would make more sense for ST to suspend the direct busses from the north end to Seattle once the light rail construction has made it all the way to Everett.</p> <p>Please keep the direct ST busses 510, 511, 512 to from Everett to Downtown Seattle an available riders until the light rail has made to the everett station.</p>   |

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| 43 | <p>Hi there!</p> <p>Please don't cancel route 510. So many of us have a hard time standing to wait for a bus or have a heavy load to carry. Having to wait, then get on and situated and then get back off and wait and get on and resituated sounds like an awful lot. Many folks use their commute time to do some work or sleep, etc. and jostling around from bus to train and so on would be a real drag. Adding to that, the walk thru an increasingly unsafe feeling downtown from the transit tunnel (uphill for many folks) will be a hard obstacle. A lot of these things combined will cause me to quit riding transit and instead use the \$5 full-day parking that we are offered by empty downtown garages instead.</p>  |
| 48 | <p>Badly need plan to include some express service on Line 1 where some stops are skipped to decrease travel times between well travelled destinations. Line 1 is really long. And of course express service will be challenging with present schedule and tracking options and at grade sections but please make it happen. Will dramatically increase ridership from end to end which is needed as trips to and from city center are less prevalent with continued work from home.</p>   |
| 51 | <p>I think it's a terrible idea to get rid of route 510. Sure, it's nice to take the light rail to Seattle, however it's nicer to have direct service to downtown Seattle without the need to transfer.</p> <p>The double-decker buses have spectacular views from the front window of the top deck, while the light rail trains only has a tiny window at the operator door, which is covered 99% of the time (plus you aren't even supposed to stand there).</p> <p>Another thing is that it's nice to have a backup plan and alternative routes to get to the city, because if something goes wrong with the light rail, you get MASSIVE delays and nobody can get to the city in a reasonable amount of time.</p> <p>Remember April 11, 2023? (See attached photos) Suspicious package was discovered at Northgate Station and the whole line north of UW Station was shut. Mass confusion promptly ensued, and nobody knew where to go. If route 41 hadn't been cut, getting to downtown would have been easy, and would have only added about 3 minutes to the trip. But since it was cut, it took nearly an hour to get to downtown that day, as everyone was forced to use slow local routes that aren't meant for making such a trip.</p> <p>Yet another reason is that people don't tend to use public transit since it only goes in a certain place, and not anywhere like their car does. Having multiple routes that have the same destination (and a different route) restores this feeling of freedom, encouraging people to use public transit since they can take a different route every day, seeing new places that they wouldn't have seen if they'd have taken the same route every day.</p> <p>One more reason is terrorism.</p> <p>If you have only one major route into the city, that makes it an easy target for terrorists. One bomb in that tunnel and the whole transit system shuts down. And as we've learned from 9/11, the United States is not immune to terrorists.</p> |
| 53 | <p>Please don't eliminate route 510, it is a life saver for more than 100 members from our community alone in Everett commuting to Seattle Downtown everyday. Please leave the route untouched.</p>  |

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|            | <p>Increasing frequency to route 512 will not help us as it is only till Lynnwood and from there we have to catch the new link. Link is good for Lynnwood residents and nearby, but eliminating route 510 would only cause inconvenience and hassle for us in Millcreek, Everett and surrounding communities.</p> <p>Please please it is our humble request to not eliminate route 510. It's our only commuting savior for work.</p> <p>Thank you for considering our request and for your evergreen support! Have a great day.</p>  |
| <b>54</b>  | <p>Feedback on changing the 510 Express bus.</p> <p>As someone who commutes from Mount Vernon to Seattle, discontinuing the 510 routes and having it connect to Link at Lynnwood and having to go through every Link stop to get to 3rd and Senica would take my commute from Everett from 45-50 minutes to well over an hour to an hour and a half. Having an express route to Seattle without a million stops along the way for someone on the far North end is invaluable!!</p> <p>These changes could make it to where some will not be able to work in Seattle any longer.</p>  |
| <b>55</b>  | <p>I wanted to provide feedback on the proposed changes to transit next year. I am literally begging you not to eliminate the 510 bus route. I am forced into the office in seattle 3 times a week and my commute from Everett is already long. The one blessing is having to only take one single bus with no transfers from Everett all the way to outside of my office building. Please please do not get rid of the 510 - it is such a vital part of my life and the lives of so many snohomish county commuters.</p> <p>THANK YOU! ♡♡♡♡♡</p>  |
| <b>56</b>  | <p>With the proposed 513 route in 2024 will it go from Lynnwood transit center TO Seaway transit center in the MORNING?</p> <p>If not, could you considering having a few buses go TO seaway transit center in the morning?</p>  |
| <b>60</b>  | <p>This is a complaint about the inadequate parking facility at Northgate, there is not enough parking spaces when there are simultaneous games on in Seattle. We regularly attend sounder games &amp; when these coincide with a Mariners &amp;/or Kraken game the free car park at the station is filled. So you have to pay \$15 to park in the nearby car park, Sound transit did not make this car park big enough &amp; the pay car park should be free on match days. Please rectify charging for this other car parks in the same area.</p> <p>This may improve with expansion of line 1 , let's hope Sound transit has built enough capacity at other stations north of North gate.</p> |
| <b>61*</b> | <p>Will there be progressive openings or will all stations north of Northgate open at once?</p>  |

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|    | <p>Would be great if they opened progressively.</p> <p>Shoreline Resident</p>  |
| 62 | <p>Trains aren't safe, maybe as there are Marshall's on air transportation, same should apply on Link, and it would create jobs as well. Since at night trains decrease and stop running would be best time for 2 agents to be handy on a single train. Far to much crime on Link as media seems to be suggesting. More services more crimes.</p>  |
| 68 | <p>Hello! I am very excited to see in the current plan for 2024 that you were considering adding more options for N line passengers. One issue I would like to point out actually has to do with the bus system in Edmonds/North Shoreline area on the way to Edmonds Station.</p> <p>Frankly, there are just not very many bus options that go to Edmonds Station itself at appropriate times for the Sounder schedule, and for myself the 130 is the only option that takes me directly to Edmonds Station in the morning. The issue with the 130 is that it does not line up very well with the Sounder schedule. I either have the option of arriving 45 minutes prior to the 6:41am train, or 5 minutes after it leaves. Adding extra Sounder routes will be wonderful, but what would make it even better is if the bus schedule could be slightly adjusted to accommodate Sounder commuters.</p> <p>If this change could be made, I would be able to take the train every single day, making my commuting life so much easier (and comfier!).</p> <p>I appreciate you taking the time to hear me out on this issue, and if any changes are made in the future they will be greatly appreciated.</p> |
| 70 | <p>Obviously an express bus will not connect Edmonds to light rail, but my ability to use light rail will depend on public bus transportation from Edmonds to the Lynnwood or Mountlake Terrace stations.</p>  |
| 74 | <p>Dropping the 510 in 2024 would be ok if ST security can keep the homeless and drug addicts off the light rail.</p>  |
| 75 | <p>I wanted to provide feedback for the North subaarea transit system.</p> <p>From a light rail link standpoint, I would like to recommend an express train that takes 3 stops at the maximum while going from Lynnwood to SeaTac airport.</p> <p>My expectation is that I am able to reach from Lynnwood to SeaTac airport within 36 minutes that will provide me the most value and influence me to use the train versus take the ride share or automobile as an option.</p> <p>Further this express rail should run twice in the morning, thrice in afternoon, thrice in evening and twice at night.</p>  |
| 76 | <p>On behalf of the nearly 1,000 members of Lake Forest Park's CORE organization, I want to register our serious complaints to Sound Transit regarding plans for Stride-3, explicitly the section that runs through Lake Forest Park on Bothell Way from our</p>   |

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|    | <p>Town Center to the intersection of 145th and Bothell Way.</p> <p>The portion of this project, building a 1.2-mile dedicated eastbound bus lane through Lake Forest Park, results in devastating impacts to our community and is a shameful waste of taxpayer money especially when other proven options are available.</p> <p>When I say, "other proven options," I mean using the same design Sound Transit Stride-3 has planned for 145th from the South Shoreline Light Rail Station to the intersection with Bothell Way: transit q-pass bus lanes coupled with signalized lights. Based on Sound Transit data obtained through public records request this design accounts for 62% of the total bus transit time saved over the 9 miles of Stride-3 (comparing build Vs. no-build" scenarios). Lake Forest Park's 1.2 miles accounts for just 15% of the total bus transit time saved. Again, using your data, even if the bus slows as planned from 13.3 MPH through the Lake Forest Park section to 12.0 MPH (the speed the bus travels based on your plans on 145th), utilizing transit q-pass lanes and signalized lights only adds 48 seconds to the bus transit through Lake Forest Park.</p> <p>Worse yet, future bus service plans you and Metro are considering call for only two buses to transit this 1.2-mile section through Lake Forest Park; Sound Transit's 522 and Metro's 322, which does not terminate at the South Shoreline Light Rail station. Yet you plan to build 2 double-length bus stations in Lake Forest Park to avoid the situation where more than one bus is at the same bus stop at the same time.</p> <p>Given the recently announced \$330 MM increase in the authorized project allocation for Stride-3, the delay of the start of service for Stride-3 to Q3 2028, coupled with the recent announcement of a shortfall of nearly 100 LVRs and the lack of storage place for them, shorter Link trains and less frequent headway, the delayed opening of the East Link Extension, community issues with CID, West Seattle, and Everett, on top of a multi-billion dollar "affordability gap" at what point do you start looking for ways to cut costs while minimizing impacts to transit riders? How about RIGHT NOW?</p> |
| 77 | <p>Would sound transit consider keeping Route 510 during rush hour to offload the light rail until the Line2 light rail becomes operational? Commuting between Everett and Seattle would effectively require 2-3 segments in 2024 (ST 512, Line 1 Light Rail, King County Bus). I can see this resulting in a 2 hr commute (1-way) at all times of the day or night. Driving could appear more attractive if a 2 hour 1-way commute becomes the norm between Everett and Seattle.</p>   |
| 78 | <p>I am a resident of Lake Forest Park. My comment is really more of a question...Regarding Sound Transit's future changes for the 522 bus line that runs from Lake Forest Park Town Center to 145th, why does Sound Transit refuse to consider transit Q-Pass Lanes and Signalized Lights, instead of building/adding a new dedicated eastbound lane? It makes absolutely no sense whatsoever. The cost for this reconstruction of this very small stretch of 522, is an extremely expensive endeavor (getting more expensive by the month), and will cost the taxpayer mightily. The current project plan is extremely egregious regarding the 2 years of construction; the removal of 900 tons of dirt, cutting down up to 400 trees, noise pollution, dust pollution, and more importantly - the property loss that many people will experience who live along this corridor. All of this (using ST's data, and</p>   |

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|    | using ST's current very destructive and expensive plan, instead of even considering the Q-Pass lanes and signalized lights) to save 48 seconds per bus run!  |
| 79 | You have asked for feedback regarding your 2024 service plans for the north Subarea. My wife and I have lived in Lake Forest Park for 40+ years and we are very concerned about your current plans for our area. There was never any consideration for the use of Q Pass lanes and signalized lights, as is being use along the 145th corridor, and is a proven time saving design. This alternative would not require the destruction of private property, would cost much less and also save significant time to complete, all things the tax payers would very much appreciate you taking into account. Why this alternative has not been considered is beyond me. Your current plan is exceedingly destructive and costly, all to gain less than 1 minute for the bus riders traveling through LFP. Also, your current plan would be environmentally devastating to our community with the removal of hundreds of beautiful trees and replacing them with concrete walls and unnecessary sidewalks, creating substantially more noise and dust pollution. Given the fact that these projects are significantly delayed and over budget already, it seems to me that taking the time to do this the correct way makes even more sense and would provide to the riders the efficient connections they desire. The bus riders are not the only people significantly effected by your design plans. Please consider all parties effected when making these decisions. After all, we're paying the bills. |
| 80 | This is a very popular and efficient route for those of us who work on the 5th Ave corridor and for City of Seattle employees. Traffic is rarely an issue. It minimizes problems for those of us with mobility issues dealing with hills and transfers.<br><br>I was nearly attacked by a man who appeared to be having a mental episode the one time I did take 512 and then the light rail to the Cherry/3rd (Pioneer Square) station. My boyfriend and I were the only people who got off the train, and the man came charging at us. When I ran to the escalator, he hit the "emergency button" and made the escalator stop. Luckily my boyfriend is a big dude and the guy backed off. I don't know what would have happened if I were alone.<br><br>Please don't eliminate 510!!!! The lightrail stations are terrifying in some areas of Seattle and this proposed route will make my day much longer.  |
| 82 | Your email regarding service changes in connection with the planned light rail connection to points north (Shoreline, etc.) references my most-used route, the 75. Yet, when I follow the links provided in your email, there seems to be no reference to changes for route 75. Will it be impacted, or not?   |
| 84 | I would ride the sounder train every day if there were a stop by the Helix Pedestrian Bridge or the Olympic Sculpture Garden. As it is, it's too much of a pain to get from Pioneer Square up to my office in Lower Queen Anne.  |
| 85 | I am writing this email down to have a voice in the 2024 Service Plan for North Subarea. I am a resident of Everett and I take bus 510 from South Everett Freeway Station at 7:50am in the mornings, I get off at 9th and Stewart, at an average this route takes me 45 mins(faster on Mondays and Fridays and slower on rest of the days). I have got several concerns for cancellation of 510 and they are as follows:<br><br>1. If you cancel 510, I would have to take 512 till Lynnwood City Center and wait for  |

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|    | <p>10 mins (fairly) to get train which will take me to Westlake Station in about 30 mins (or more than that) I'd imagine. Existing time taken by train from Northgate Station to Westlake Station takes 16 mins (official records: <a href="https://www.soundtransit.org/ride-with-us/routes-schedules/1-line">https://www.soundtransit.org/ride-with-us/routes-schedules/1-line</a>), since you are adding 3-4 stops in between Lynnwood City Center and Northgate, give or take it will take another 15 mins making the route 31 mins long. Now my commute time will look something like this:</p> <p>South Everett Freeway Station 7:50 am (starting point)<br/> Lynnwood City Center 8:05 am (15 mins)<br/> Get off the bus and take train -- 10 mins<br/> Lynnwood City Center 8:15 am<br/> Westlake Center 8:46am</p> <p>Now if you look at the timeline, it is approximately taking me an hour to reach to the office and same to get back to home. Now I am spending 2 hours in commute (2 way), which used to take me 1 hour 30 minutes(2 way). If I calculate per week, I am spending 2.5 more hours on road for nothing.</p> <p>2. My concern is we are yet not sure how train will be able to perform during morning peak office hours, I would suggest to keep 510 running at least for a year till we have more datapoints on how trains are running, since these are new trains never seen the amount of ridership, I am sure initially it will run into a lot of issues, something that no one will be able to predict right now. It would make more logical sense, to keep 510 running as it is right now for an additional year (2024) and once we have all the datapoints for train, we can come back here and decide if it makes sense to cancel 510.</p> <p>3. 510 is running ONLY during office hours, Southbound during morning hours and Northbound during evening hours, these buses are taking huge number of people to the downtown Seattle and take them back home in one go. I have seen a lot of people sleeping in the bus, taking some rest before starting their work, it will cause a lot of stress to the people who catch up on sleep in the bus or relax before or after hectic work. Cancellation of buses would be a problem for all of these people.</p> <p>Being a tax payer, I appreciate being involved in the decision making process of our transit, making it greener, more efficient both for the people and the nature.</p> <p>Thanks for reading! Have a wonderful day</p> |
| 87 | <p>I commute from Lake Stevens to Seattle. I know a few more who also commute the same way. The last bus from Lakestevens transit center to Seattle is at 7 AM. So, we go to Everett station to take the 510 8:20 am bus to Seattle and it is difficult with US-2 trestle traffic.</p> <p>Can we have more direct buses from LakeStevens Transit center to Seattle extending until 8:30 - 9 AM. Also, when 510 is removed with extension of 1 line to Lynnwood transit center, can we have more buses from LakeStevens Transit center to Lynnwood transit center.</p>   |
| 88 | <p>I suspect if the 510 is removed, then all of the regular rush our riders getting on at Everett station or the south everett park and ride would simply drive. Due to the number of stops on the 512 between everett station and south Lynnwood, I</p>  |

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|  | suspect it will become a 2 hr ride minimum between everett seattle all day everyday. For regular 510 riders it will definitely get worse. |
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## Appendix C: East Subarea Demographic Data

Table 42: East Subarea demographic responses

| Would you be willing to provide demographic information? <sup>8</sup> |         |       |
|---|---------|-------|
| Value   | Percent | Count |
| Yes   | 70.5%   | 110   |
| No  | 29.5%   | 46    |
|   | Totals  | 156   |

Figure 17: East Subarea age groups

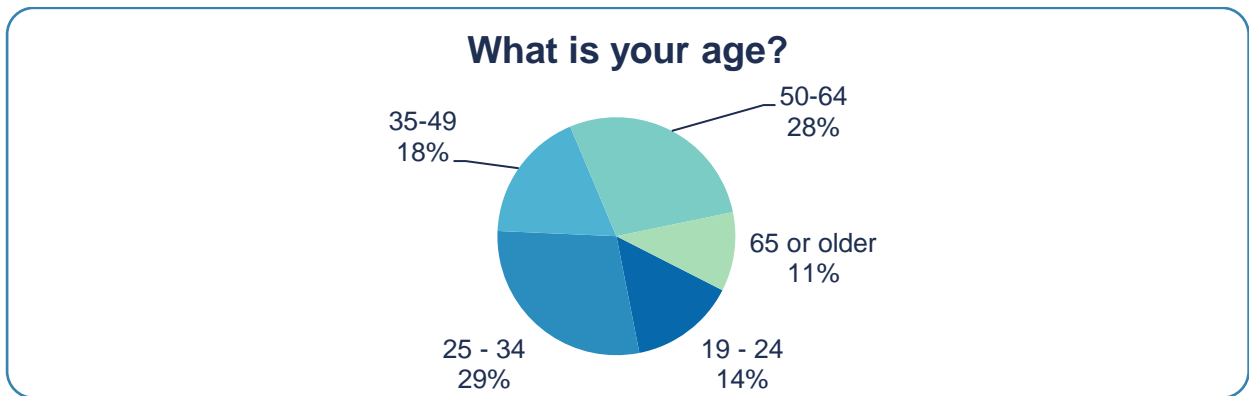


Table 43: East Subarea age groups

| Value       | Percent | Count |
|-------------|---------|-------|
| Under 19    | 1.4%    | 2     |
| 19 - 24     | 14.2%   | 20    |
| 25 - 34     | 28.4%   | 40    |
| 35-49       | 17.7%   | 25    |
| 50-64       | 27.7%   | 39    |
| 65 or older | 10.6%   | 15    |
|             | Totals  | 141   |

<sup>8</sup> Not all participants agreed to provide their demographic information. As a result, there is a possibility that the data presented in the demographics section does not reflect the full demographic indicators of all survey participants.

Figure 18: East Subarea gender identity

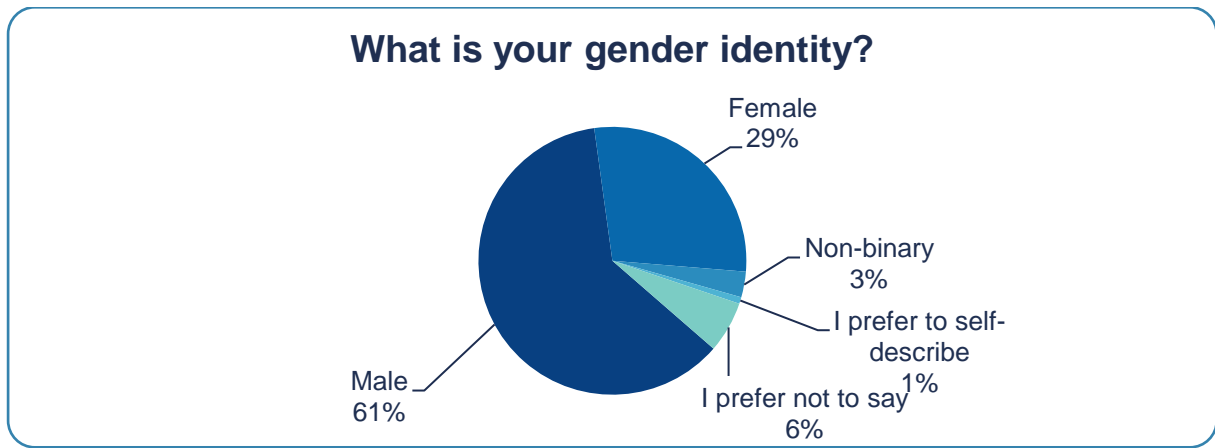


Table 44: East Subarea gender identity

| Value                     | Percent | Count |
|---------------------------|---------|-------|
| Male                      | 61.5%   | 80    |
| Female                    | 28.5%   | 37    |
| Non-binary                | 3.1%    | 4     |
| I prefer to self-describe | 0.8%    | 1     |
| I prefer not to say       | 6.2%    | 8     |
| Totals                    |         | 130   |

Figure 19: East Subarea work status

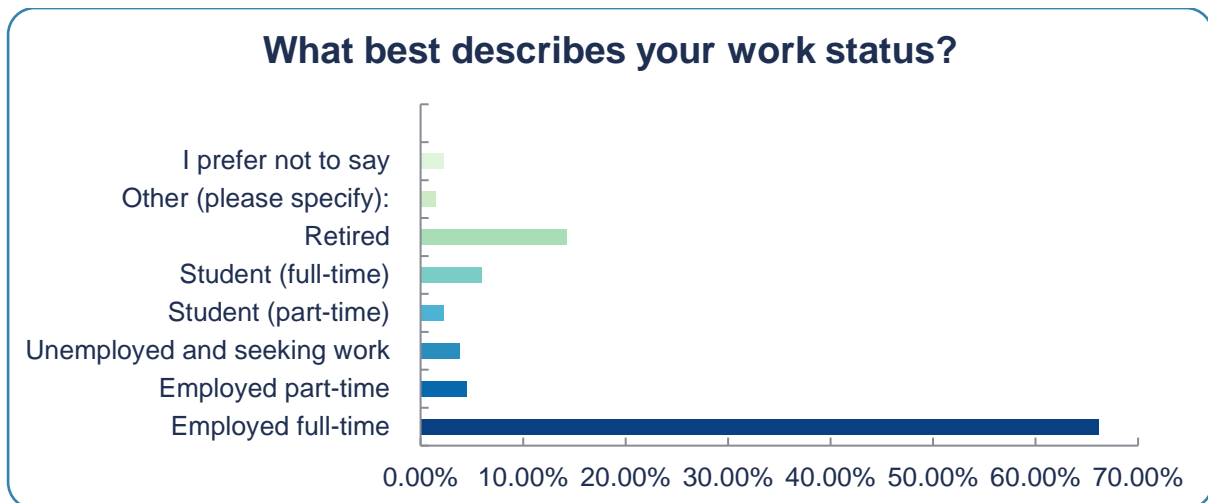


Table 45: East Subarea work status

| Value                       | Percent | Count |
|-----------------------------|---------|-------|
| Employed full-time          | 66.2%   | 88    |
| Employed part-time          | 4.5%    | 6     |
| Unemployed and seeking work | 3.8%    | 5     |
| Student (part-time)         | 2.3%    | 3     |
| Student (full-time)         | 6.0%    | 8     |

|                               |       |    |
|-------------------------------|-------|----|
| Retired                       | 14.3% | 19 |
| Unable to work                | 1.5%  | 2  |
| Other (please specify):       | 2.3%  | 3  |
| <i>Self-Employed</i>          |       | 1  |
| <i>Unemployed (student)</i>   |       | 1  |
| <i>Self-employed creative</i> |       | 1  |
| I prefer not to say           | 4.5%  | 6  |

Figure 20: East Subarea motor vehicle access

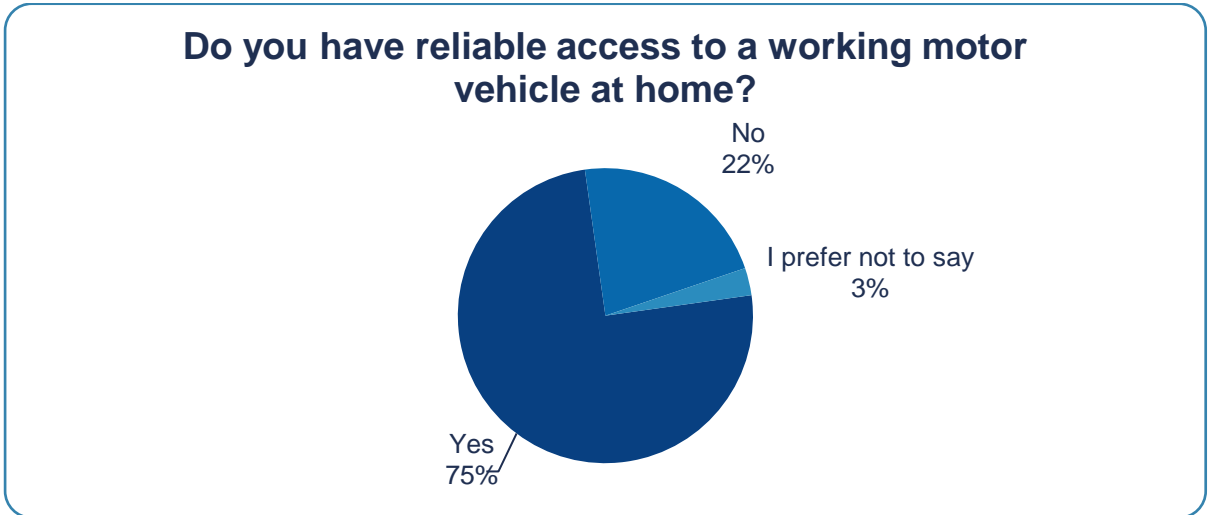


Table 46: East Subarea motor vehicle access

| Value               | Percent | Count |
|---------------------|---------|-------|
| Yes                 | 75.0%   | 99    |
| No                  | 22.0%   | 29    |
| I prefer not to say | 3.0%    | 4     |
| Totals              |         | 132   |

Figure 21: East Subarea Latino/a/x

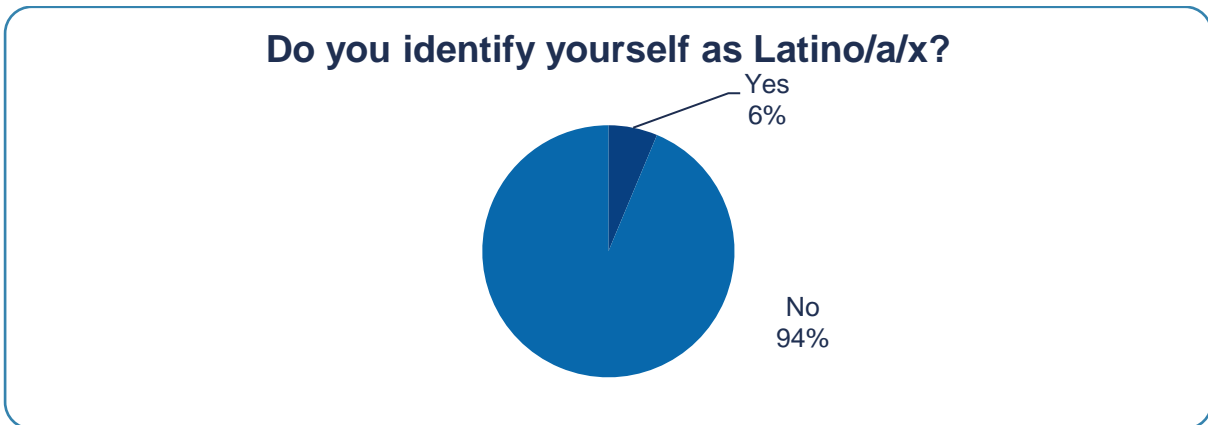


Table 47: East Subarea Latino/a/x

| Value | Percent | Count |
|-------|---------|-------|
|-------|---------|-------|

|     |        |     |
|-----|--------|-----|
| Yes | 6.3%   | 8   |
| No  | 93.7%  | 119 |
|     | Totals | 127 |

Figure 22: East Subarea race/ethnicity

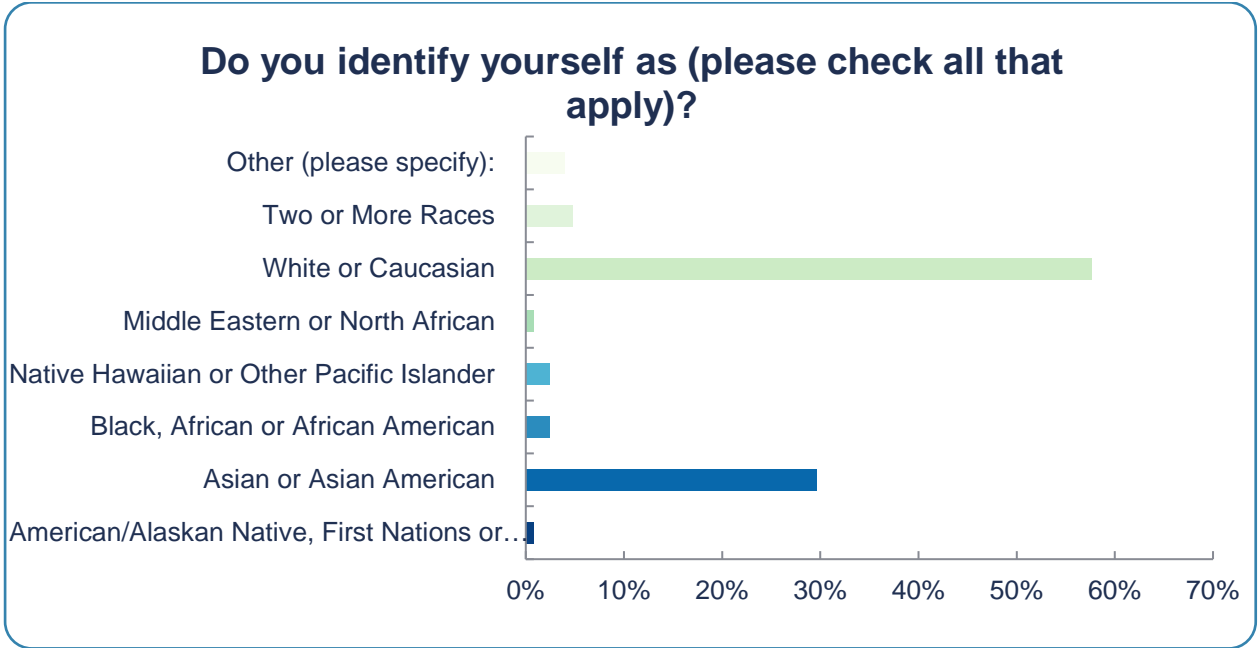


Table 48: East Subarea race/ethnicity

| Value   | Percent | Count |
|---|---------|-------|
| American/Alaskan Native, First Nations or Other Indigenous Heritage | 0.8%    | 1     |
| Asian or Asian American   | 29.6%   | 37    |
| Black, African or African American                                  | 2.4%    | 3     |
| Native Hawaiian or Other Pacific Islander                           | 2.4%    | 3     |
| Middle Eastern or North African                                     | 0.8%    | 1     |
| White or Caucasian  | 57.6%   | 72    |
| Two or More Races   | 4.8%    | 6     |
| Other (please specify):   | 4.0%    | 5     |
| Decline   |         | 1     |
| Irish & Slovenian   |         | 1     |
| Lord do I hate these questions.                                     |         | 1     |
| declined to do demo questions                                       |         | 1     |
| prefer not to answer  |         | 1     |
| Unknown or unsure   | 3.2%    | 4     |

Figure 23: East Subarea languages spoken at home

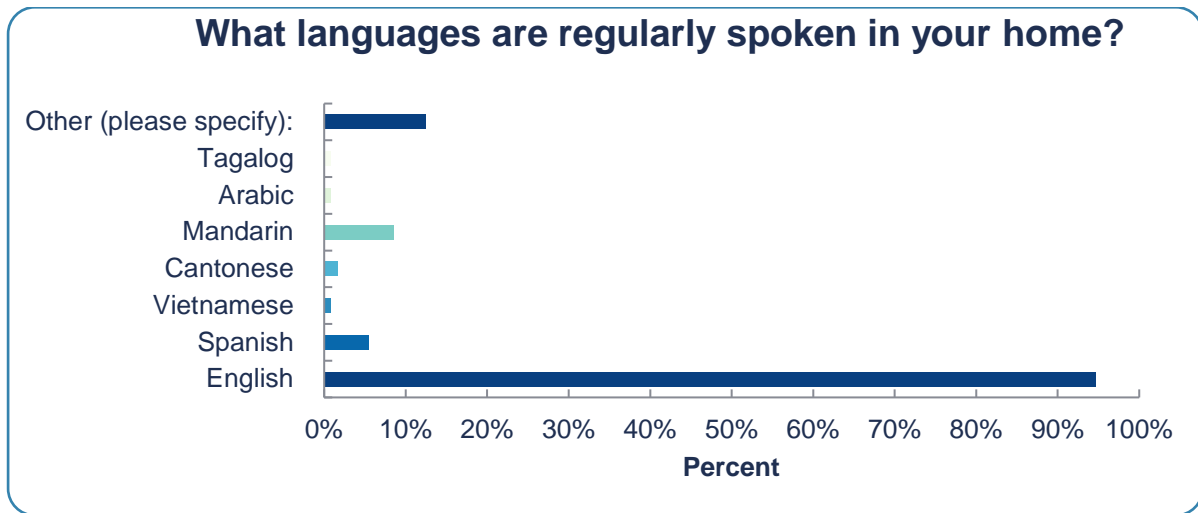


Table 49: East Subarea languages spoken at home

| Value                   | Percent | Count |
|-------------------------|---------|-------|
| English                 | 94.6%   | 122   |
| Spanish                 | 5.4%    | 7     |
| Vietnamese              | 0.8%    | 1     |
| Cantonese               | 1.6%    | 2     |
| Mandarin                | 8.5%    | 11    |
| Arabic                  | 0.8%    | 1     |
| Tagalog                 | 0.8%    | 1     |
| Other (please specify): | 12.4%   | 16    |
| <i>Japanese</i>         |         | 3     |
| <i>Decline</i>          |         | 1     |
| <i>French</i>           |         | 1     |
| <i>Indian</i>           |         | 1     |
| <i>Indonesian</i>       |         | 2     |
| <i>Khmer</i>            |         | 1     |
| <i>Malayalam</i>        |         | 1     |
| <i>Malayalam, Hindi</i> |         | 1     |
| <i>Nepali</i>           |         | 1     |
| <i>Polish</i>           |         | 1     |
| <i>Portuguese</i>       |         | 1     |



Figure 24: East Subarea English languages proficiency

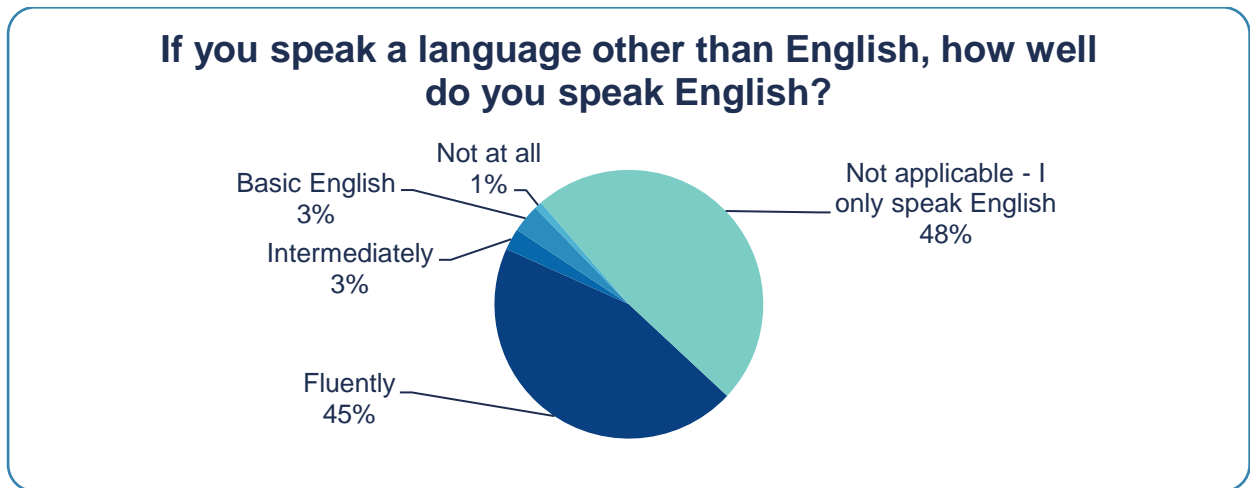


Table 50: East Subarea English languages proficiency

| Value                                 | Percent | Count |
|---------------------------------------|---------|-------|
| Fluently                              | 44.8%   | 52    |
| Intermediately                        | 2.6%    | 3     |
| Basic English                         | 3.4%    | 4     |
| Not at all                            | 0.9%    | 1     |
| Not applicable - I only speak English | 48.3%   | 56    |
| Totals                                |         | 116   |

Figure 25: East Subarea household income

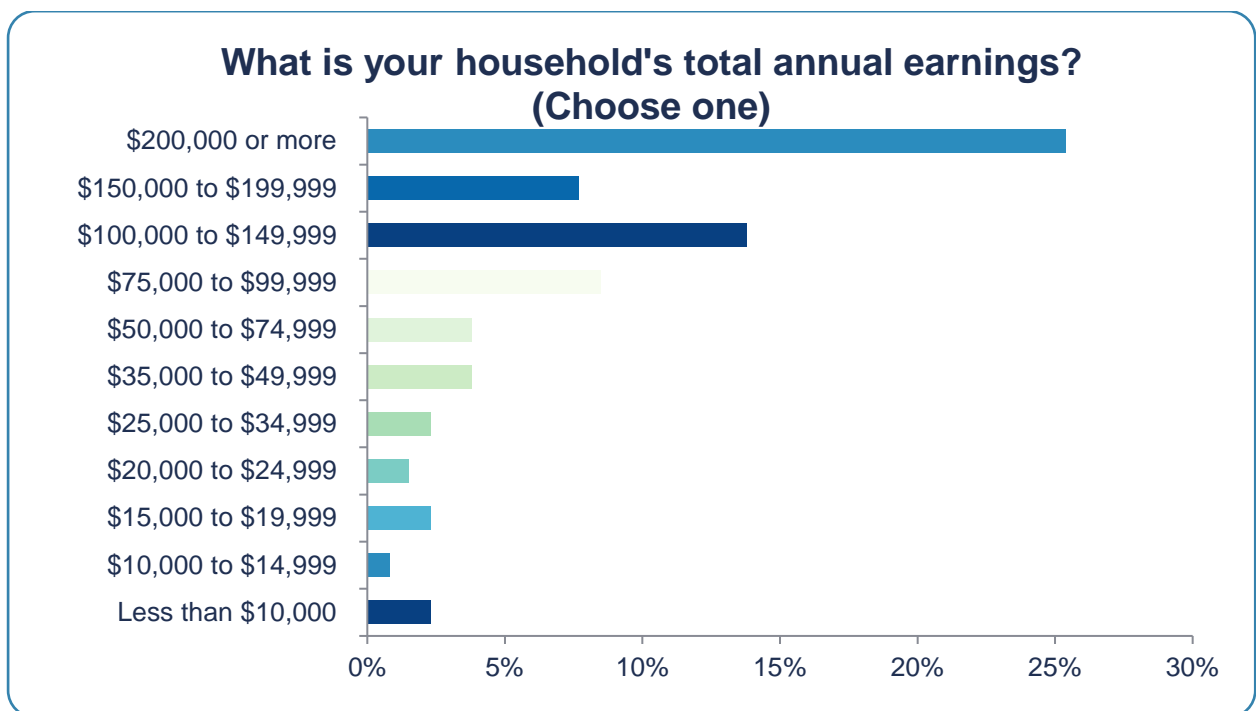


Table 51: East Subarea household income

| Value                  | Percent | Count |
|------------------------|---------|-------|
| Less than \$10,000     | 2.3%    | 3     |
| \$10,000 to \$14,999   | 0.8%    | 1     |
| \$15,000 to \$19,999   | 2.3%    | 3     |
| \$20,000 to \$24,999   | 1.5%    | 2     |
| \$25,000 to \$34,999   | 2.3%    | 3     |
| \$35,000 to \$49,999   | 3.8%    | 5     |
| \$50,000 to \$74,999   | 3.8%    | 5     |
| \$75,000 to \$99,999   | 8.5%    | 11    |
| \$100,000 to \$149,999 | 13.8%   | 18    |
| \$150,000 to \$199,999 | 7.7%    | 10    |
| \$200,000 or more      | 25.4%   | 33    |
| I prefer not to say    | 27.7%   | 36    |
|                        | Totals  | 130   |

Figure 26: East Subarea household size

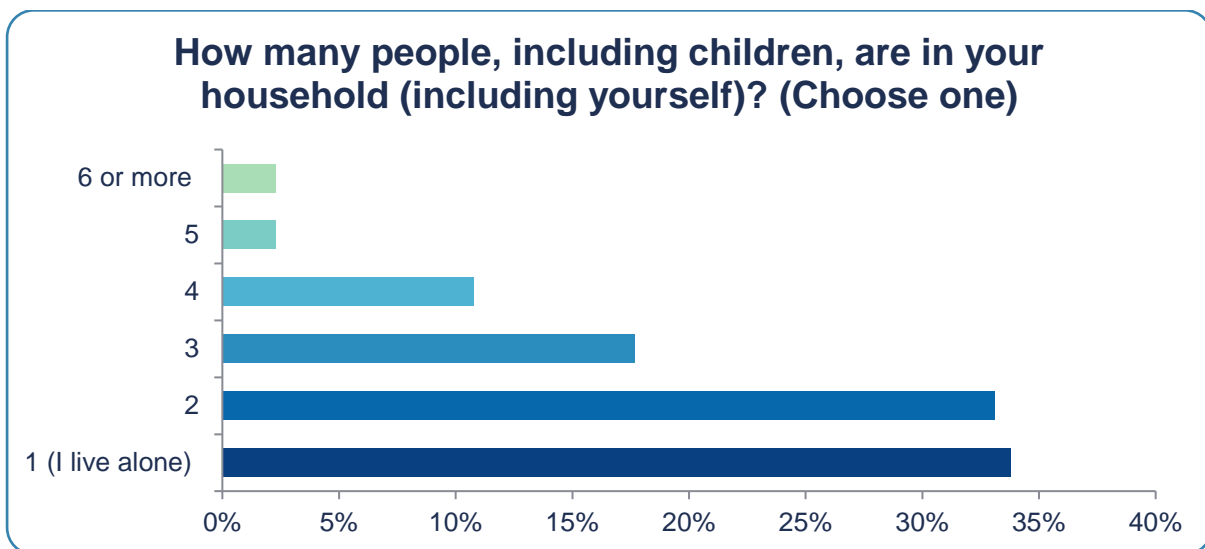


Table 52: East Subarea household size

| Value            | Percent | Count |
|------------------|---------|-------|
| 1 (I live alone) | 33.8%   | 44    |
| 2                | 33.1%   | 43    |
| 3                | 17.7%   | 23    |
| 4                | 10.8%   | 14    |
| 5                | 2.3%    | 3     |
| 6 or more        | 2.3%    | 3     |
|                  | Totals  | 130   |

Figure 27: East Subarea disability status

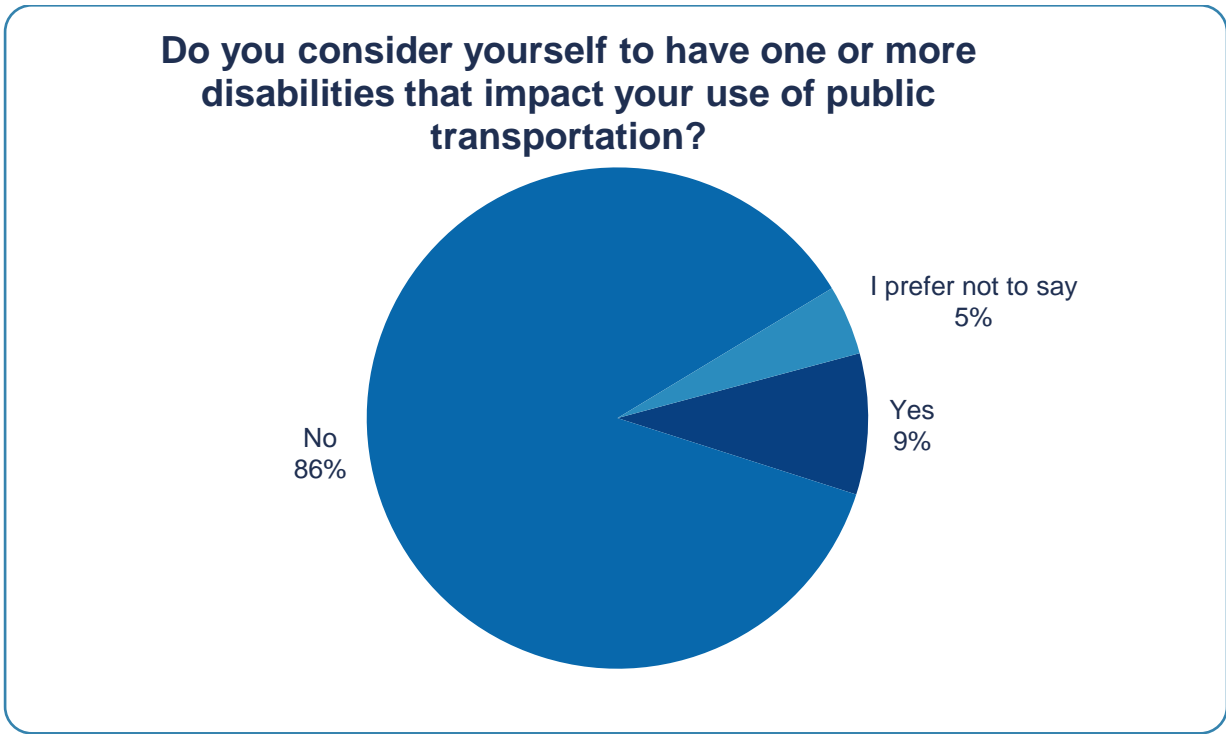


Table 53: East Subarea disability status

| Value               | Percent | Count |
|---------------------|---------|-------|
| Yes                 | 9.1%    | 12    |
| No                  | 86.4%   | 114   |
| I prefer not to say | 4.5%    | 6     |
|                     | Totals  | 132   |

## Appendix D: East Subarea Open Ended Comments

Table 54: East Subarea open-ended comment themes

| Open Ended Comment Themes    | East Subarea |                                   |                    |                                  |
|------------------------------|--------------|-----------------------------------|--------------------|----------------------------------|
|                              | Q1 – 2 Line  |                                   | Q2 – SAFE Analysis |                                  |
|                              | Count        | Percent of total comments (n=168) | Count              | Percent of total comments (n=79) |
| Location                     | 59           | 35%                               | 2                  | 1%                               |
| Home                         | 1            | 1%                                | 0                  | 0%                               |
| School                       | 1            | 1%                                | 0                  | 0%                               |
| Geographic Equity            | 9            | 5%                                | 2                  | 1%                               |
| Work                         | 10           | 6%                                | 0                  | 0%                               |
| Late Night                   | 1            | 1%                                | 0                  | 0%                               |
| Early morning                | 0            | 0%                                | 0                  | 0%                               |
| Weekend                      | 0            | 0%                                | 0                  | 0%                               |
| Peak Commute                 | 3            | 2%                                | 0                  | 0%                               |
| Outdoor Recreation           | 0            | 0%                                | 0                  | 0%                               |
| Connection to other routes   | 24           | 14%                               | 1                  | 1%                               |
| Events                       | 1            | 1%                                | 0                  | 0%                               |
| Visiting Family/Friends      | 0            | 0%                                | 0                  | 0%                               |
| Airport                      | 1            | 1%                                | 0                  | 0%                               |
| Specific routes              | 27           | 16%                               | 0                  | 0%                               |
| Time                         | 20           | 12%                               | 1                  | 1%                               |
| Support                      | 119          | 71%                               | 16                 | 10%                              |
| Opposition                   | 10           | 6%                                | 1                  | 1%                               |
| COVID Impacts                | 0            | 0%                                | 0                  | 0%                               |
| Safety                       | 2            | 1%                                | 2                  | 1%                               |
| Transit facilities/amenities | 7            | 4%                                | 2                  | 1%                               |
| Equity                       | 4            | 2%                                | 8                  | 5%                               |
| Fares                        | 1            | 1%                                | 10                 | 6%                               |
| Regional impacts             | 17           | 10%                               | 0                  | 0%                               |
| Ridership volume             | 5            | 3%                                | 0                  | 0%                               |
| Project Implementation       | 44           | 26%                               | 2                  | 1%                               |
| Other                        | 12           | 7%                                | 51                 | 30%                              |

Table 55: East Subarea Line 2 comments

| <b>Question 1. Do you have any comments or feedback to share with us on the proposal to open the 2 Line segment between South Bellevue Station and Redmond Technology Station as soon as spring 2024?</b> |   |
|---|---|
| ResponseID  | Response  |
| 22  | Please do it. Some service is better than 0 service.  |
| 23  | Information is vague on whether ST routes between Mercer and Downtown Seattle, South Bellevue and Bellevue will be reduced while Phase 2 is under construction. Phase 2 estimated completion date is not provided either. Please clarify if direct routes between Issaquah/Sammamish/Factoria to Bellevue/Downtown Seattle will no longer be direct commuter routes, rather a transfer between the bus and the 2 Line? This is extremely inconvenient for all the Eastside residents. |
| 24  | It would be good to start getting some value from our real estate taxes by opening (part) in 2024. I would also suggest prioritizing the i90 fix between mercer island  |

|    |  |
|----|--|
|    | and south bellevue to allow that portion of the line to be added to the expansion a little earlier if possible.....  |
| 26 | I'd say launch the service even with the reduced timeframe to get the stations open and get the service utilized and have a purpose from the OMF East.   |
| 27 | YES  |
| 28 | Increased connections to major Bellevue hubs (Crossroads, Eastgate/BC) is important. Same with access to Seattle-bound ST bus routes.  |
| 29 | This would be good for when I travel between the stops listed but that isn't common for me. Most of my trips are to and from Seattle. If this runs every 10 minutes, will you increase frequency of the 550 bus to Seattle which runs about every 20 - 30 minutes (some as scheduled and some due to the daily cancellation list?) I would not want to take Link to last stop and then need to wait 20-30 minutes to continue the trip to Seattle on the 550.  |
| 30 | Move forward with this plan  |
| 31 | I would ride the starter service on Line 2   |
| 32 | Yes, I am in favor of starting service on this line, even if it isn't a full opening   |
| 33 | i like it  |
| 34 | Excited to hear about it   |
| 35 | This would be amazing for us, but only if the proposed metro bus route 222 is started. We live in the Cottage Lake area of Woodinville, and since the cancellation of the metro route 931 and the suspension of Metro route 232(really cancellation since it hasn't run in well over a month) we have no practical way to get into downtown Redmond or Bellevue except by car. If the Metro route 222 were initiated the 2 line would connect us to work in Bellevue and downtown Seattle. Answers below are contingent on Metro 222, otherwise we have no practical way to get to the 2 Line. |
| 36 | Express busses will connect the Seattle segment with South Bellevue?   |
| 37 | The starter line wouldn't be very useful without Downtown Redmond, so it's not worth delaying Lynnwood. If there are further delays on the I-90 segment, then I would support a DT Redmond to S Bellevue starter line in 2025.   |
| 38 | Adding a stop at South Bellevue to the 554 would make the starter line easier to use   |
| 39 | Please do, the starter line would be a great introduction for rail to the east side and a boost for regional mobility and connections  |
| 40 | I think that this a good idea to implement. Should the Eastside 2 Line get approved, I'm also not against a bus bridge connection between Chinatown/ID Station, i90/South Rainier, Mercer Island and South Bellevue Station.   |
| 41 | I think this is a great idea to get some ridership out of the partial line, and provide rapid transit service for the East side corridor between Bellevue and Redmond  |
| 42 | Please keep Redmond-Seattle 545 buses running until the full 2 line opens.   |
| 43 | I am only in favor of this if it does not add more time to getting the full East Link line open.   |
| 44 | yes  |
| 45 | For 2 Line starter. Would you use a combination of Series 1 & 2 trains? There may be almost 100 Series 2 LRVs in service by the time Redmond Starter is ready for operation. For peak hours only suggesting to use eight 3-car sets and four 2-car sets of either "Series".  |
| 46 | Opening the starter line makes complete sense to me: It mitigates risk, provides value to the community, reduces strain on the rest of the system, and includes a ribbon cutting event. What's not to like?  |
| 47 | Please make sure that Bellevue Buses and Light Rail work together. It's a pain to get to Kirkland.   |
| 48 | I sent lengthy comments via email from jlenoxusa@gmail.com. (Suggesting you increase the reach of Line 2 by including a spur to MI station.)   |
| 49 | According to your organization's original plan from 2019, Mercer Island was supposed to become the endpoint for many westbound routes that currently run all   |

|    |  |
|----|--|
|    | the way into Seattle. I believe this plan is flawed, because the area around the Mercer Island station has neither sufficient infrastructure nor physical capacity to be an effective terminal for multiple bus lines. Secondly, the proposed Eastlink stub line from Redmond would stop one station short of Mercer Island, at South Bellevue. Furthermore, the South Bellevue station area has better infrastructure and far greater capacity (four level parking garage, a large bus layover plaza- Mercer Island has neither of those). For the above reasons, I believe South Bellevue station should become the western terminal for inbound routes, instead of Mercer Island station. |
| 50 | I'm excited to see the Redmond-South Bellevue link open as soon as possible, but ONLY if it doesn't further delay the opening of the section that extends to downtown Seattle  |
| 52 | I feel like the East Link starter line would not be very useful or obtain high ridership and is not worth delaying Lynnwood Link for   |
| 53 | Would use it every weekday as soon as it opens.  |
| 54 | This is great! Please consider truncating the 550 at S Bellevue: The 550 loses much time in the slog up through Bellevue.  |
| 55 | I don't think it would be very useful to have a "starter line" for the 2 Line unless it were operating from Downtown Redmond to South Bellevue Station. Current bus service can fulfill the service needs between Redmond Technology and South Bellevue. Additionally, I'm concerned about the impacts the starter line would have on the Lynnwood extension of the 1 Line.  |
| 56 | Having some of this line working is better than none.  |
| 57 | The earlier the better right?  |
| 58 | New signage of Sound Transit's pictograms are upcoming for the Eastside Link Starter Line.   |
| 59 | I think Line 2 Starter is good idea because it will bring benefit and service of light rail so as possible. I think sound Transit shouldn't delay more. The starter should operate at least 19 hours per day for it to be usable and reliable. 19  |
| 60 | Good! Should also consider rebranding 550 connecting bus to "Line 2 Shuttle" and time accordingly so that riders can start adjusting their commutes.   |
| 61 | 1. The price need to be lower than the bus. 2. Adding the accessibility services. 3. Adding different language on the trainline , map and ticket machine : English, Japanese, Spanish, Chinese Simplfy   |
| 62 | Do it!   |
| 64 | seems only worth doing if you can provide a reliable "bus bridge" from S Bellevue to Seattle until the I90 portion is complete   |
| 65 | If the only reason the full 2-Line isn't opening in 2023 are bad plinths on I-90, and the fact that the starter line has to wait another year on top of that, why does the Downtown Redmond section have to wait another year as well to 2025? Couldn't DT Redmond open as planned in 2024, just with the starter line instead of the full line? DT Redmond didn't have any publicly known delay factors so I'd like to know why more delays are thrown around for what seems to outsiders like no reason?   |
| 66 | The sooner the better! Please open up what you can, even if it is not the full line.   |
| 67 | Please open the 2 line segment in 2024. The sooner we can get any part of the train service up and running the better!   |
| 68 | if there isn't staffing to open the line more than possibly 14 hours, who will be staffing this when it's all up and running? The proposed early open section is in an area that could use help with traffic mitigation - that said, I would still drive because the time saved will be minimal if any, and my car is more convenient  |
| 70 | Please open 2 Line to UW as soon as you can!   |
| 71 | Please please do! This would eliminate our need for car based commute, since the bus option we currently use is almost 2 hours round trip each day.  |
| 72 | Please open the 2 Line segment between South Bellevue and Redmond Technology Station as soon as possible.  |
| 73 | Get on with it! Go go go!  |

|     |   |
|-----|---|
| 74  | Open the line! It will help me get between my job and Bellevue and everywhere inbetween. It's already built, it already runs, so why not use it?  |
| 75  | Please open the parking garage at Redmond Technology Station sooner for bus riders.   |
| 76  | About time  |
| 77  | I believe opening up the line in 2024 would only help people on the eastside get around easier.   |
| 78  | I'm curious how you'll physically get the trains into service, without the tracks across Lake Washington in service yet. Will the rail cars be transported on flatbed trucks to be loaded onto the new tracks in Bellevue?  |
| 79  | get it open!  |
| 81  | No, just thanks for keeping us informed   |
| 82  | Yes, I'll believe it when I see it. Your schedules have been completely unreliable so far, why will this be any different?  |
| 83  | Sounds like a good plan. Wont be able to take it to work but could be nice when visiting downtown bellevue  |
| 85  | I'm all for this opening. Make it so!   |
| 86  | ASAP please, it's about fucking time  |
| 87  | Please do it.   |
| 88  | Yes please, do it as soon as possible!  |
| 89  | There should be connections from Seattle to South Bellevue Station for bring more access to the starter line.   |
| 90  | I live on Vashon Island and you definitely need to open up the light rail that is completed! You have a duty to provide as much service as possible. Bellevue and Redmond have so much going on! They should be able to have access to as much transit as possible.   |
| 91  | Do it! The sooner the better!   |
| 92  | I would love to see the portions of the East Link project that are ready, up and operational as soon as possible.   |
| 93  | I love the proposal to open the first segment earlier   |
| 94  | As a resident of Redmond, it would be great to have an option to go to Bellevue near year   |
| 95  | please open asap  |
| 96  | It is hard to imagine hat such a limited line could be useful for anyone more than a handful of people. Why waste the operating expenses, just to superficially lessen the failure of opening the line on schedule. J don't spend any more of our tax dollars until you can put together service that actually goes somewhere useful.   |
| 97  | I would try to open something as soon as possible. It would generate energy and demonstrate value   |
| 98  | I think there is benefit to expose riders in this area to the benefits of the rapid train   |
| 99  | The sooner the better so we can see how it helps with the traffic.  |
| 100 | I currently take the 566 bus between bellevue transit center and overlake, and would greatly appreciate a service like this as soon as possible.  |
| 101 | Excellent idea! We are retirees who minimize driving, and opening this segment in 2024 would allow us far better access to our medical services at Overtake Hospital and the Kaiser Permanente clinic.  |
| 103 | yes, this is a great way to start getting eastside ready for light rail!  |
| 104 | Please get it opened ASAP.  |
| 106 | Please run the Eastside starter line. I know some have questioned how useful it would be but this would still by far be the best transit service eastside has seen. Even just the swift connection between Bellevue and Redmond tech will significantly help move people around the area and access the larger transit hubs in Bellvue and Redmond Tech. Opening early also allows more time to start building a rider base for when the whole line opens later. Overall i think the benefits far |

|     |  |
|-----|--|
|     | outweigh the risks and there is a great deal of benefit to running the Eastside starter line.  |
| 107 | Open it as soon as possible. While the line won't reach its full potential before it crosses the lake, there is still significant value in connecting Redmond to Bellevue.   |
| 108 | Agree with this Proposal   |
| 109 | I'm very glad to hear that this interim solution is being put in place after the delays.   |
| 110 | Please please please open the 2 Line as soon as possible!!! Even though it won't connect to Seattle yet, it should significantly alleviate traffic and the number of car trips along SR520 between Bellevue and Redmond every day!   |
| 112 | Would someone be able to analyze the intersection coming out of the Redmond Tech Station to get on the exit to 520 West? It frequently backs up and I feel that the lights at the intersection don't adjust accordingly to the flow of traffic at peak hours. In addition, a three way-stop should be implemented at the intersection of 176th AVE NE and NE 70th. Traffic from NE 70th St. is blind to those from 176th.        |
| 113 | Please open this Starter Line!   |
| 114 | Yes. I am IN FAVOR of opening the 2 Line in a phased fashion. In particular, it would be valuable to start running trains between South Bellevue and the Redmond Technology Station. Even if service to Seattle does not happen immediately due to engineering challenges along the I-90 corridor, this line is SORELY NEEDED to get people to and from Bellevue and Redmond.  |
| 115 | Open the line 2 asap please. Add marymoor and redmond asap, too.   |
| 116 | Make it happen.  |
| 117 | Please open it as soon as possible!  |
| 118 | It would make my commute to downtown Bellevue from the Spring District much more convenient!   |
| 119 | Please heavily prioritize the connection between Eastside and Westside   |
| 120 | anything to get cars off the (over-filled) roads would be a help, this is a common route & would alleviate traffic   |
| 121 | Agree with this proposal. Will provide service through the very heavily trafficked Redmond>Bellevue corridor, which is necessary right now. In addition, opening this segment early will afford the opportunity to troubleshoot and work out operational issues on the open portion of the line now; this will decrease the volume of unexpected issues that need to be dealt with once the entire line opens a few years later. |
| 122 | Yes, open up what is ready to go!  |
| 123 | Opening the segment would benefit me greatly. I live in Redmond and have to commute through Bellevue for work on public transit. Opening the line could shave 40 minutes off my commute.   |
| 124 | I would love to see this happen  |
| 125 | Open it!   |
| 127 | I don't want to have any light rail on the east side.  |
| 128 | A starter 2 Line absolutely needs to be opened ASAP to restore voters' trust in the agency. However, a Link Shuttle should be in place between the CID and the South Bellevue stations for seamless transfers to and from the starter line.  |
| 129 | No   |
| 130 | Secure, preventative disabling capability, maintained, monitored camera to prevent vandalism, littering, graffiti, random acts of violence   |
| 131 | Please make it happen.   |
| 132 | Please open these as soon as possible, we need more people taking transit sooner   |
| 133 | NIMBY, BANANA  |
| 134 | Need to add the Downtown Redmond station ASAP as well  |
| 135 | As an enthusiast of rail transit, I would welcome and embrace opening this segment. However:   |



|     |   |
|-----|---|
| 137 | Has ST considered having a new line connecting S. Bellevue to Seattle, one bus per every train arrival? 550 from Bellevue Library frequency could be cut in half to accommodate this. Perhaps partner with Metro to provide this service  |
| 138 | As an enthusiast of rail transit, I would love to see the "starter line" from Redmond to South Bellevue open as soon as possible. However: (1) I would likely use it now and then for the "novelty" of it, but truth be told I would have little actual "organic" reason to use it. (2) I'd like to see Sound Transit consider a NONSTOP "bus bridge" from the South Bellevue Station to whatever station on the "1" line would enable the quickest and most feasible "connection point". This would perhaps make it an attractive option for transportation to/ from the airport. (3) I worry the trains on such a "partial line" would be nearly empty, and this would be bad PR for Sound Transit and, at a broader level, for the concept of rail transportation in the Puget Sound region. |
| 139 | After opening Line 2 to S Bellevue Station, I suggest a new bus line connecting S Bellevue directly with ID Station in Seattle, no stop at MI. Because this is a short distance, frequency could also take keep up with the 10 minute spacing between trains. This would allow cutting back frequency of the full 550.  |
| 140 | Operating an East Side only 2 Line seems like a waste of resources when every agency in this region is strapped for operators. Deploying those operators to other ST Express routes would provide a far better benefit than serving some high income communities on the East Side.  |
| 141 | I'm all in favor. Every 10 minutes makes it a better option than the bus. I'd mainly use for getting to work during the day but also for special events in downtown Bellevue.   |
| 142 | Open it as soon as possible.  |
| 143 | No it does not pertain to me  |
| 145 | That would be useful for me.  |
| 146 | N/A   |
| 147 | Please provide great transportation to the Kirkland area.   |
| 148 | Sounds like a good idea! It will provide needed service, plus bring in some revenue.  |
| 149 | This would be great! Our son will depend on this resource to get to high school. I plan to use it to visit my mom. We are a one car household and transit is a key piece of our mobility.   |
| 150 | I live near Redmond High School. I'd like to see the 2 Line open in spring 2024, primarily to work through any kinks before the 2025 opening from downtown Redmond into Seattle. But as I primarily ride buses 542 and 545, I likely wouldn't ride the 2 Line from Technology Center to S Bellevue very often in 2024.  |
| 151 | Open it as soon as possible. We've been waiting (and paying) for years and the line is ready to go. It shouldn't sit idle. The line should open to Mercer Island as the construction issue is on the I-90 bridge.   |
| 152 | Well I don't think it will be very useful on such a short stretch of line but go for it I guess. It won't really help me until the entire line opens.   |
| 153 | It is a good idea to open the segment in 2024.  |
| 154 | I think this it's a really good idea to open the Eastside line ASAP. A lot of Eastside people commute by car or bus to Bellevue and Redmond, so this will really benefit the Eastside even if the I-90 portion isn't finished yet.  |
| 155 | Hopefully it doesn't get delayed any longer.  |
| 156 | Please open as soon as possible. At least open the Redmond Technology park & ride this year.  |
| 157 | I don't need this and would not ride it. The whole point of the line is to cross the lake. Don't bother opening it until it crosses the lake.   |
| 158 | It would be great to open this segment as soon as possible so that it is easier to get around town. Better connections to Downtown Bellevue also allow more connections to bus routes.  |
| 159 | I think it's a good idea.   |

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| 160 | Good proposal. Having something started is better than waiting till the whole line is ready. Maybe can run shuttles btw south bellevue and seattle or update the 550 route.   |
| 161 | I support this proposal as this would alleviate lot of the traffic congestion as people are returning to work.  |
| 162 | As an Eastside resident who travels throughout the Eastside frequently. It is important to move forward with the proposal as soon as possible and minimize all future delays.   |
| 163 | YES! Do it ASAP   |
| 164 | I personally don't see a lot of value in this particular route. If there would be significant cost savings for delaying opening until the full line is available to connect with the rest of the transit system, then I would propose the operating cost savings be applied to cost overruns associated with opening the I-90 portion of the 2 Line   |
| 165 | Any light rail is better than no light rail - but I would prefer opening the 1 line extension to Lynnwood sooner over opening the starter 2 line.   |
| 166 | See if you can stagger the arrivals of the train and the 550 where they overlap   |
| 168 | Exciting. Will make my commute between Seattle and Bellevue easier and quicker.   |
| 169 | Currentky dont have concerns for the opening for Bellevue-Redmond segment, but I am concerned that when 2 line is fully opened, all I-90 buses will divert to either S Bell P/R or Mercer, and will have no buses running on I-90 floating bridge. Since 2 line is also running to Lynnwood, the schedule will have to cooperate with 1 line and that makes a limited trips available per hour. I would like to see at least have one or two buses continue to run on I-90 to Downtown Seattle to help relief the congestion on the train, as well as the passengers on the trains, consider the number of bus routes running on I-90 today. I would recommend to have ST 554 to run to Downtown Seattle during peak hour and to Mercer Island on other times, as said route runs to Issaquah which won't have trains until 2041, and the bus would allow direct service to Downtown Seattle. |
| 170 | I support opening Line 2 in Bellevue/Redmond sooner than later. I am super angry that Line 2 is so delayed across I90!  |
| 172 | Nope  |
| 173 | looking forward to the 2 line opening, and especially the extension into Seattle which will help with traffic on 520 and I90  |
| 174 | Run the lines after the bars close or you'll have a ton of people driving drunk on their way back out of Seattle I know from personal experience  |
| 175 | This sounds like a really good plan. Do it.   |
| 176 | I strongly support the addition of the 2 line and will use it frequently when it's in service.  |
| 177 | Yes open it as soon as you can  |
| 178 | Hope it opens soon and hope the full capacity comes soon as well.   |
| 179 | Hoping to see the light rail starts operating asap. Totally in favor of opening RTS in spring 2024  |
| 180 | For worker transit between Bellevue and Redmond this is huge! The current public transit system via busing was slow or infrequent, I would definitely like the option of using light rails as transportation option for work. It's a huge boon for me.  |
| 181 | It would be great to see it open partially in 2024, as long as there is no service changes or reductions to the 545 and other ST Express buses  |
| 182 | I think it is actually a very smart idea to open the line in parts if it will speed up getting reliable rapid transit to East King County. I am looking very forward to riding it when I go to Seattle after it opens.  |
| 183 | I am in favor of the proposal; it would allow me to visit locations in Bellevue more easily and I expect to do so more often if the segment is opened up.   |
| 185 | Let's make it happen.   |
| 186 | I think that y'all should follow Atlanta's MARTA train boarding. No one swipes to get on here.  |
| 188 | I think if given a choice, it makes since to open the north line before a partial east link   |

|     |   |
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| 189 | I would love to see this section of the 2 Line open early! I think it will help alleviate traffic in the region and give the public assurance on voting for these bills so many years ago.  |
| 190 | I am commuting by taking Sounder train Seattle - Lakewood and 545 bus every day to work. 2 Line would be a good option to avoid the daily heavy back-up approaching Seneca Street for the bus 545 route (Redmond - Seattle). I would then have to catch 550 to King street station. However, I currently do not find any suitable bus stop using 550 as using 545..   |
| 191 | Yes, I would like to start using the line to get to Bellevue.   |
| 193 | Is this every 10 minutes 24 hours per day, or will there be fewer trains in the middle of the night? People in the neighborhood have to sleep during the night.   |
| 194 | I think this proposal is a great idea and that it will really help transportation in the region.  |
| 195 | Yes I would love to see ANY part of the service start running as soon as possible. I don't feel like I have had ANY return on the tax levy we agreed to back in...2018 was it?  |
| 196 | Opening the starter line would not be worth it. The projected ridership for the starter line is low and would likely not be worth the cost of operating until the full connection to Seattle is complete. In the mean time there are existing bus alternatives available for most trips that the starter line would provide. It would be best to wait until the entire line is ready to open to avoid the potential staffing constraints that could effect other projects and services. However, should Sound Transit choose to go forward with the starter line, they should adjust the bus schedules to allow for timed transfers between the 2 Line and the 542/545 and 550. The 566 could then be truncated at Bellevue to improve service since riders could transfer to continue to Redmond Technology. |
| 197 | As someone who uses the bus system almost daily and experiences fairly frequent delays and early departures of the bus that cause me to miss the bus, I would prefer an earlier opening of the 2 line segment to provide a different way to travel that is more frequent, more consistent (hopefully) and has a separate track.   |
| 198 | I'm very excited to see the 2 line opening up in the near future! Would love to see it open as soon as possible   |
| 199 | Open the 2 Line segment as soon as possible, give Eastside more options to get around   |
| 200 | Will there be any place to park our vehicles while we use the train?  |
| 201 | This is amazing infrastructure. Waiting for it.   |
| 202 | We want it to open as soon as possible :-)  |
| 203 | Hope this gets to service soon.   |
| 204 | Get it done! Transit between Redmond and Bellevue is incredibly important. Current 5XX service to downtown Seattle is sufficient in the near-term, but especially Redmond suffers terribly from car traffic   |
| 205 | Please connect the 1 line in Seattle to Mercer island and the 2 line to Kirkland  |
| 206 | Opening the ELSL will put the T in TOD. It will help connect growing neighborhoods on the eastside that have been planning for high capacity transit. It will help build ridership for a full East Link opening while putting the stations and OMF-E to use   |

Table 56: East Subarea SAFE analysis comments

| <b>Question 2. Do you have any comments or feedback to share with us on the Service and Fare Equity (SAFE) analysis?</b> |                                    |
|--|------------------------------------|
| <b>ResponseID</b>  | <b>Response</b>                    |
| 26   | None at this time.                 |
| 27   | YES                                |
| 32   | N                                  |
| 34   | n/a                                |
| 43   | You wasted time and money on this. |

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|-----|---|
| 47  | N/A   |
| 49  | No comment.   |
| 53  | n/a   |
| 58  | Mercer Slough to Redmond Microsoft Team in the minutes of Travel Time.  |
| 59  | there should low flat fare since it only stater line  |
| 61  | 1.The price need to be lower than the bus. 2. Adding the accessibility services. 3. Adding different language on the trainline , map and ticket machine : English, Japanese, Spanish, Chinese Simplfy   |
| 62  | Nope  |
| 72  | Thank you for the SAFE analysis. I agree with the findings and support the recommendations.   |
| 73  | A 35 page PDF? Do you know the phrase 'tldr'? If, in the end, it allows junkies to ride for free and forever, then I'm against it. But who am I kidding, this train (ha pun!) is already rolling.       |
| 74  | It checks out.  |
| 79  | not sure  |
| 81  | Appreciate the Senior Citizen discount, keep that up  |
| 82  | Equity would be scaling back car tabs.  |
| 85  | Not now.  |
| 97  | I would prioritize great service over low fares. Fares can be lowered and accommodations offered. Bad service cannot be fixed and you will lose support. I think the current decision is the right one. |
| 98  | Even when this is open a bus route to the UW from Redmond will need to exist. I have significant concerns about eliminating the 542 or 545 if it again stopped at Mountlake                             |
| 101 | We are very please that you include this analysis as part of the decision making process. Well done.  |
| 110 | I understand the SAFE process is important, but please do not delay opening service to complete the study. Fare changes can be made after the line is already running!                                  |
| 114 | No.   |
| 117 | Looks good  |
| 130 | Don't know anything about it, where collected, who did the analysis - return on investing on data collection and analysis - purpose?  |
| 131 | No.   |
| 133 | Dollar bills with wings. I do not foresee using this transit.   |
| 136 | Everyone who uses the service should pay. there should be no more "campers" allowed, especially during busy commute times. Dangerous, unsanitary.   |
| 137 | Squeeze automobiles harder and lower transit fares across the board   |
| 139 | Make the service convenient, and people will come, allowing for future rate reductions  |
| 140 | While no thresholds were crossed to have a finding, the spirit of equitable service would suggest that other ST Express routes are in much greater need of service.                                     |
| 142 | What does minority have to do with low income? You are talking about Bellevue and high tech on the Eastside.  |
| 146 | N?A   |
| 147 | N/A   |
| 150 | None  |
| 157 | It seems way more equitable to serve Lynnwood than rich people who need to get between...Bellevue and Redmond?  |
| 158 | The analysis seems logical and the results make sense. This seems to support the plan to open the 2 Line since it does not burden any group.  |
| 160 | No comments   |
| 161 | Sounds good   |
| 168 | I have no issue with a fare increase and I think current fare prices are reasonable.  |
| 171 | Still no improvements for the NE quadrant (Kirkland, Kenmore, Bothell). We get to pay, but we don't get to play!  |
| 172 | -   |

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|-----|---|
| 174 | Feels weird that they do this by race as a Latino guy   |
| 179 | Happy to see there's no concerns  |
| 182 | I'm glad to see that Sound Transit is taking this stuff into consideration. i think though the best way to handle this is to make Transit free for everyone. It can be funded by the government, taxes and advertisements on buses and LRT.   |
| 186 | N/A. Maybe enforce paying at all times & not occasionally have security (it's needed)   |
| 188 | That's good to know. If that means that the north stations will open on schedule and not be impacted, then by all means, open line 2  |
| 189 | It would be great to see sound transit move towards a free system, but I understand this would be far in the future.  |
| 190 | Thank you!  |
| 191 | No comment.   |
| 193 | The inbound 542 needs to start at Bear Creek transit because there is no parking available at Redmond Transit Center. Reserved parking is taking away ground floor Redmond Transit Center parking that is needed by senior citizens during the day. The 542 needs to stop directly across from the main entrance to UW Medicine PACific St. rather than at the sports stadium. Despite Title VI, it seems that the athletics is privileged over disabled and blind people entering the hospital. All along the 1500 block of Pacific St, in front of UW Medicine, there is a ditch between the building and the sidewalk, and the sidewalk is narrow. A wheelchair or walker could easily go into the ditch. It is a long ditch all along the street from the crosswalk all the way to the construction. A blind person could stumble and fall. |
| 202 | More parking spaces at the stations please  |
| 203 | Please keep the system accessible for all.  |
| 206 | I'm looking forward to seeing how East Link Connections will help to enhance equitable access to transit, which is currently not reflected in the SAFE analysis   |

Table 57: East Subarea emailed comments

| <b>Emailed Comments (East)</b> |  |
|--------------------------------|--|
| <b>ResponseID</b>              | <b>Response</b>  |
| 3                              | Hello Sound Transit here are my comments -<br><br>DO NOT EVER REPLACE EXPRESS BUS ROUTE 556 AS PROPOSED<br>I WORK IN BELLEVUE AT AMAZON EVEREST AND NEED 556 EVERY DAY.<br>PLEASE RESPOND confirming no replacement - ever   |
| 4                              | I LIVE IN ISSAQUAH AND WORK IN BELLEVUE AT AMAZON EVEREST AND NEED 556 EVERY DAY FOR A TRIP BOTH WAYS BETWEEN THE ISSAQUAH TRANSIT CENTER TO THE BELLEVUE TRANSIT CENTER.<br>THE PROPOSED REPLACEMENT OF 556 AND USE OF 554 WITH A TRANSFER FROM ROUTE 554 TO LINE 2 AT SOUTH BELLEVUE STATION IS NOT ACCEPTABLE. I AM DISABLED AND COULD NOT MAKE THE TRANSFER.   |
| 9                              | Please concentrate resources on Line 1 to Everett rather than opening a portion of line 2.   |
| 10                             | Please make an early opening happen. It doesn't just affect light rail users, but it affects infrastructure built in tandem, such as the pedestrian and bike bridge at Overlake Station which has been ready for use for 2 years, and yet we can't use it because it remains fenced off! That's just dumb and if it were made for cars, drivers would never be made to wait so long for the benefit and convenience of the bridge.<br><br>So open the segment line.<br><br>ASAP! |

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| 11 | I am writing to tell you that I strongly support starting operation of Eastlink between the South Bellevue and Redmond Tech Campus stops at the highest level of service feasible. This seems like a great opportunity to boost ridership. This corridor is ready for more public transit options. I see no reason to postpone opening this segment as soon as it is ready.  |
| 12 | While I understand that Sound Transit wants to make light rail easier to use, extending the two line to Lynnwood City center does not make sense. Instead end the two line at International District/Chinatown and have passengers transfer to the 1 line there. It makes more sense to do that than to extend the 2 line all the way to Lynnwood, and it makes the system much simpler in the grand scheme of things.   |
| 13 | <p><b>Starter Line and Lynnwood Link "Benefits"</b></p> <p>The previous post detailed why Sound Transit and the Board needed to do a cost/benefit analysis of the Everett Link extension before proceeding with plans to implement the extension in 2037. This post details why Sound Transit plan to implement an East Link Starter Line and Lynnwood Link extension in 2024 will demonstrate problems with Sound Transit’s approach to providing the benefits.</p> <p>The cost part of the problem is Sound Transit budgets light rail car operating costs as ~\$30 per mile, \$60 per mile for each car for the round trip. The 7-mile Starter Line will cost \$420 per car for the trip.</p> <p>The June 8th Sound Transit Expansion Committee detailed plans for Starter Line operation of 2-car trains with 10-minute headways, for 14, and potential 16 hours, 84-96 round trips. Thus, in 2024, the Starter Line debut will add \$70,560, and potentially \$80,640 per day to operating costs.</p> <p>The June 8th meeting also detailed Sound Transit’s plan for the 8.5-mile Lynnwood extension in 2024. That a mix of 3 or 4 car trains, would be routed every 8 minutes for 20 hours. The 150 round trips will add between \$229,500-\$306,000 to daily Line 1 Link operating costs.</p> <p>Sound Transit’s problem is the lack of benefits. For example, Starter Line access, except for parking at Redmond T/C and Bel-Red/130th station, is limited to those within walking distance of 5 stations along route. A fraction of the number of stops for access along Rabid Route B into Bellevue and on ST550 to South Bellevue P&amp;R.</p> <p>Sound Transit compounds that problem by forcing Starter Line riders to transfer to ST550 for the commute into and out of Seattle. Thus, any benefit from adding Starter Line from Redmond T/C to Bellevue will be limited at best. The lost access in Bellevue and the need to transfer to and from bus routes at South Bellevue are a strong disincentive to even ride transit.</p> <p>The Lynnwood Link “benefit” is limited by the fact it only increases access by adding 500 new parking stalls at the Lynnwood T/C and North and South Shoreline Stations. (It does include spending \$240B for a NE130th St Infill Station by 2026 within walking distance as it doesn’t include any parking.) Instead choosing to require commuters with access to bus routes to transfer to light rail for the commute into and out of Seattle.</p> <p>It’s the same approach Sound Transit used for the Northgate extension. They terminated ST512 and 513 at Northgate, ST522 at Roosevelt, and replaced KCM41 into the city. However, they continued to route ST510 into Seattle during the peak commute with an additional stop at Montlake Terrace.</p> <p>Still, Sound Transit, relying on those with “non-motorized access (i.e. Parking) predicted the extensions three stations would add between 41,000-49,000 riders.</p> |

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|    | <p>However, Sound Transit refuses to release quarterly Service Provided Performance Reports with the results of the October 2021 Northgate debut.</p> <p>It would have “likely” included data showing riders added by each of the Link’s three stations was a fraction of projections. How many riders chose ST512, ST513, and ST522 routes that require they transfer compared to ST510 that continued into and out of Seattle.</p> <p>Ridership on both the Starter Line and Lynnwood extension will depend on the disincentive to transfer. Starter Line riders will be forced to transfer to ST550 at South Bellevue P&amp;R for the commute into and out of Seattle. The Lynnwood extension operation will require all ST510 and Snohomish Community Transit SCT400 riders to transfer to the link for the commute into and out of Seattle.</p> <p>The bottom line is Sound Transit has limited “benefits” by failing to add parking for access. The Northgate Link demonstrated the “benefits” of ridership, even for those with access, are diminished by the need to transfer between bus routes and trains. Next year the Starter Line and Lynnwood extensions will “likely” confirm that result, negating much of the purported “benefits”.</p> |
| 14 | <p>Hello Sound Transit Board,</p> <p>Thank you for the opportunity to comment on the System Expansion Plan for the Sound.</p> <p>My general feeling about Sound Transit is, you can never have too many routes, too many parking areas, too many transit oriented development opportunities, or maintenance bases.</p> <p>Every mile of track helps the Puget Sound stay clean and green, moves our economy at a faster pace and represents an additional sustainable wage job.</p> <p>I was especially excited about the Redmond ST expansion, the transit-oriented development opportunities which include walkable/affordable housing and services at a transit hub, and the expanded service to Everett and south of Lakewood.</p> <p>I remember driving these routes 10 years ago and sitting in long lines of traffic at weekends to get to Olympia or even Everett. The expansion plan is offering a clean, safe, fast alternative to these beautiful areas.</p> <p>Keep up the great work, Sound Transit!</p>   |
| 18 | <p>The proposed 2024 service changes for the East Side seem very reasonable given the constraints. Thank you for not changing ST Express service on the East Side until the full 2 Line opens up.</p>   |
| 25 | <p>As a resident of downtown Redmond with family in downtown Bellevue around Main Street, I would use the 2 Line once the Redmond extension is available - even if the portion across to Seattle wasn't completed yet.</p> <p>However, other than using it once just for the sake of using it, I don't think I'd use a 2 Line that only goes up as high as the Redmond Technology Center.</p>   |
| 26 | <p>Please consider some changes to your East King County network in 2024 to reduce waits and better integrate with Link. Link is key to our transit future.</p> <p>Routes 542 and 545<br/>Please delete Route 545 and absorb into Route 542 extended to Bear Creek with very short headway. The UW Link station is available; it opened in March 2016.</p>  |

|                  |  |
|------------------|--|
|                  | <p>The I-5 general purpose lanes were congested before Covid and will be congested again. SDOT has taken lanes from both 4th (2020) and 5th (2019) making them slower for Route 545. Intra East King County trips will have shorter waits. The ST hours and operators would be better and more intensively used on a consolidated Route 542. Better service would be provided to the UWMC, the UW, and the U District.</p> <p><b>Route 544</b><br/>Please implement Route 544 with the interim Link line; do not wait for East Link. Please find a better pathway. When the reversible lane opens, Route 544 should use it. The pathway selected for 2020 includes a deviation to South Kirkland; this would make the route unattractive to riders from/to Overlake. Please consider a Bellevue terminal; the SR-520 center access ramps can be accessed via 112th Avenue NE. Overlake riders may use Link to reach Route 544.</p> <p><b>Route 566</b><br/>Please include Route 566 in the East Link project. Please truncate it at BTC with the interim line. Route 566 would duplicate Link between BTC and RTS. The truncated Route 566 could also serve stop pairs it skips that are served by Route 560 (e.g., Kenndale, Newport Hills). Route 560 is only a few minutes slower. Note that Stride1 is several years away.</p> <p><b>Interim East Link line</b><br/>Please consider and test five-minute headway service and not just 10-minute service. This would reduce waits and make the service more attractive. You might use one-car trains.</p> <p><b>1 Line without East Link</b><br/>Good luck with the LRV storage issue. Please consider shifting away from four-car trains. Please consider using three-car trains with a six-minute headway. That headway was used before Covid. It would reduce waits and make the service more attractive and integration easier. The capacity (LRV per hour) provided would be the same: <math>(60/8) \times 4 = 30 = (60/6) \times 3</math>. The shorter trains would save two LRV on your gap trains (six instead of eight). If turnback variants are considered, please test SODO to Lynnwood as well as SODO to Northgate.</p> <p>Thank you for considering this note.</p> |
| <p><b>28</b></p> | <p>I am sharing feedback as encouraged on the website. I would LOVE to see the partial Line 2 open in spring 2024. I live in downtown Bellevue and work at Microsoft HQ in Redmond. I would use Line 2 to commute, contributing to fewer cars on the road. As long as the service is running between the hours of about 7am and 7pm it would be suitable for me.</p> <p>Thank you for pressing ahead with opening Line 2 as soon as possible!</p> <p>Downtown Bellevue Resident</p>  |
| <p><b>32</b></p> | <p>I really applaud your consideration of opening Line 2 of the Light Rail in Bellevue next year.</p> <p>I am hopeful that you will instead consider including the Mercer Island Station as a spur of the partial opening of that line. (Understand that you likely want the actual terminus in S. Bellevue for the trains to sidetrack overnight.)</p> <p>I am a long-time MI resident who can't drive any longer and having Light Rail access to the Eastside would cut down on the number of buses I need to take to get places. I often need to take 3-4 buses. The Light Rail from MI to the Eastside stops would reduce that to 1 bus + the train.</p>   |



|    |   |
|----|---|
|    | <p>Please do consider this option of having MI be a spur for those of us on the Island. I know we have to wait to get full service to Seattle, but it would be nice to at least be included for one direction (East).</p> <p>As a plus, you would probably increase ridership, as the transfer from 550 and 554 runs to/from Seattle and on to/from the Light Rail at the MI station is exceptionally easy and makes more buses to/from Seattle work with Light Rail in Bellevue, plus it would make the main Bellevue line available to riders from Eastgate and Issaquah (albeit, they would be traveling slightly out of their way, but likely really saving on time and bus transfers, otherwise).</p> <p>This is a good option. Please do consider extending a spur to MI station for this partial Line 2 opening.</p> |
| 44 | <p>I am IN FAVOR of opening the 2 Line in a phased fashion. In particular, it would be valuable to start running trains between South Bellevue and the Redmond Technology Station. Even if service to Seattle does not happen immediately due to engineering challenges along the I-90 corridor, this line is SORELY NEEDED to get people to and from Bellevue and Redmond.</p>   |
| 49 | <p>I don't think the ridership would be there to support profitable operation if it's not self sustaining, don't open it I also hope a whole bunch of people have been fired due to the construction quality failures.</p>  |
| 57 | <p>I am disappointed that the ST 522 is not going to connect at the shoreline 148th station when that station opens in 2024. It doesn't make sense to me why that service change has to wait for the 2 line to open (for a while extra year). Continuing the connection at Roosevelt station will extend the length of time that commuters will have to be on a bus, which is subject to frequent stops, traffic, and less consistent timing than if we could get on the light rail at an earlier point.</p>  |
| 63 | <p>Just wanted to say that I love the proposals to expand light rail service to shoreline/Lynnwood as well as Redmond and Bellevue.</p> <p>There's currently so much traffic on the freeways and in cities. I hope a robust public transit system will alleviate that.</p> <p>I live in Redmond and work in Northgate currently, and often go into Bellevue. It'd be nice if service expands into the Sammamish area soon, but I understand if that's not yet feasible.</p>   |
| 64 | <p>Please delay opening line 2 until the full line is operational between tech station and Seattle. Please use resources to complete line 1 to Lynnwood.</p>  |
| 65 | <p>Please tell me why the Eastside. Sub plan doesn't use the Mercer Island station as a terminus rather than South Bellevue. I thought the errors were just related to the floating segment. Also, is there an option for driverless trains, e.g. Vancouver B.C., San Francisco Airport? Thanks.</p>  |
| 66 | <p>Not worth the expense of opening South Bellevue to Redmond Technology until I-90 portion opens.</p>  |
| 67 | <p>My comment: Too little too late. I cannot use even the limited East Link as I live in Issaquah, so it is of little use to me.</p>  |
| 81 | <p>I would use this light rail every single day. You should open the light rail service for these 8 stations. Part of the reason I have just bought a car is unreliable bus service in these areas and the delay of the light rail. I just got tired of using busses that were late all of the time or disappeared. Please open this. Thanks!</p>   |

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| <p><b>83</b></p> | <p>Chair Constantine, Members of the Board, and CEO Timm,</p> <p>On behalf of my esteemed colleagues, attached please find our letter expressing support for Sound Transit's 2024 Service Plan Proposal. We respectfully urge your adoption.</p> <p>Sincerely,<br/>         Angela Birney (she/her/hers)<br/>         Mayor, City of Redmond</p>   |
| <p><b>86</b></p> | <p>Please move forward with the proposed '2 Line' opening in Spring 2024. The lengthy delays in the Eastlink opening have been very frustrating and people I talk to are losing confidence in Sound Transit. Opening the 2-Line would demonstrate meaningful progress and would be a start to showing the benefits that Eastlink light rail will eventually bring to the greater Eastside.</p> <p>Please move forward. No more delays.</p> |

## Appendix E: Comment Code Themes and Definitions

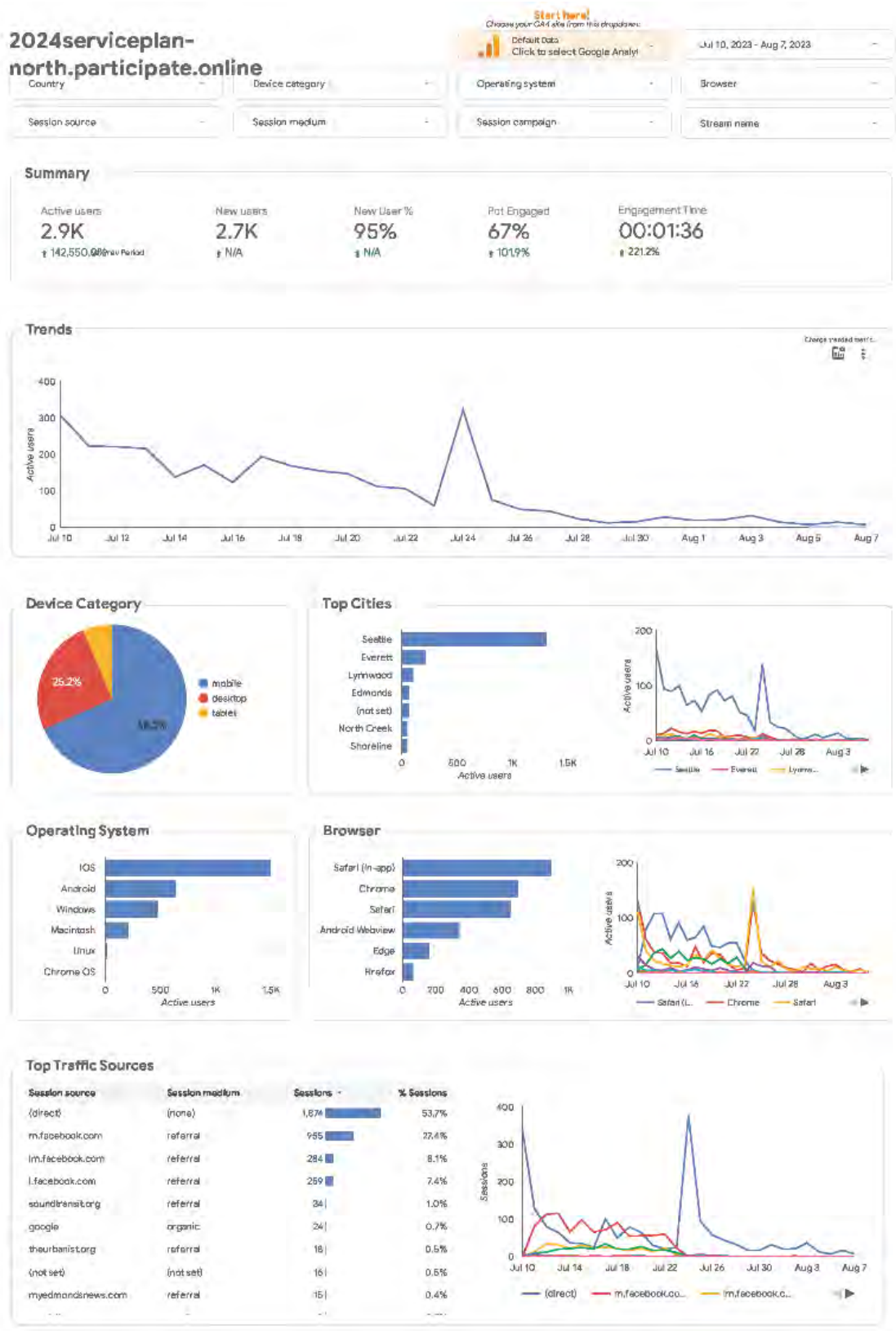
Table 58: Comment code themes and definitions

| <b>Code</b>                       | <b>Guidance</b>  |
|-----------------------------------|--|
| <b>Location</b>                   | Comments about connections between neighborhoods to specific locations, cities, destinations etc. Includes access to housing, connectivity to other transit agencies, jobs, medical services, universities, airports, etc. This code theme should cover neutral comments about location. |
| <b>Home</b>                       | Comments mentioning home as a destination, includes comments about distance to nearest transit stop.   |
| <b>School</b>                     | Comments mentioning school as a destination including comments about distance to nearest bus stop, or lack of transfer options from home to school or work to school.  |
| <b>Geographic Equity</b>          | Comments mentioning lack of connection to a specifically mention community. These comments could be positive or negative, comments about overserving or underserving a location.   |
| <b>Work</b>                       | Comments mentioning lack of transit to respondents' place of employment, including constraints related to location, shift start and end time, frequency and reliability to get to work on time.  |
| <b>Late night</b>                 | Comments about lack of access to various destinations due to limited service during the evenings and late at night.  |
| <b>Early morning</b>              | Comments about lack of access to various destinations due to limited service during the early morning.   |
| <b>Weekend</b>                    | Comments about lack of access to various destinations due to limited service during the weekend.   |
| <b>Peak Commute</b>               | AM or PM commute hours   |
| <b>Outdoor Recreation</b>         | Comments mentioning lack of access to parks, natural areas, beaches, forests, hiking, etc.   |
| <b>Connection to other routes</b> | Comments about transfers including transfer times, wait times, distance between transfers, or suggestions for route connections.   |
| <b>Events</b>                     | Comments mentioning desire to attend sporting events, music events, cultural events, or other cultural or recreational destinations.   |
| <b>Visiting friends/family</b>    | Comments mentioning lack of access to transit lines to visit family, friends, or other social/community-oriented trips.  |
| <b>Airport</b>                    | Comments including mention of Sea-Tac or other regional/local airports.  |
| <b>Specific routes</b>            | Comments mentioning a specific route – depending on # of comments we may further tabulate this by route.   |
| <b>Time</b>                       | Comments about general time of day, frequency, on time service, timing of connections, reliability, service delays, time spent in transit. Comments referring to perception of time as it relates to traffic, congestion along the route, cancellations, or distance.                    |

|                                     |   |
|-------------------------------------|---|
| <b>Support</b>                      | <p>Comments in support of the proposal. Include comments stating supportive preference for bus or rail, or comments stating support or approval for the transit investments.</p> <p>Examples: “I’m excited for these changes.” “I prefer to ride the train.” “I’m glad Sound transit is investing in better service.”</p>                                     |
| <b>Opposition</b>                   | <p>comments in opposition to the proposal. Include comments with stating a negative preference for transit, or comments stating disapproval for transit investments.</p> <p>Examples: “This plan is terrible.”, “I hate taking transit.” “What a waste of taxpayer dollars.”</p>  |
| <b>COVID impacts</b>                | <p>Comments related to service and ridership impacts due to COVID, safety concerns specific to COVID, mask enforcement, cleanliness, and public health.</p>   |
| <b>Safety</b>                       | <p>Comments about lighting, traffic safety, criminal activity at on or around transit facilities, comments about lack of police presence on transit or at transit centers.</p>  |
| <b>Transit facilities/amenities</b> | <p>Comments about park and ride, transit centers, bike parking, bus stop amenities including a seat or shelter, access amenities such as stairs, elevators, and escalators.</p>   |
| <b>Equity</b>                       | <p>Consideration of transit dependent, low-income, essential workers, service workers, swing shift or late-night workers. Could include mention of fare enforcement discrimination, police presence on transit. Could also include mention of service to historically marginalized communities. Includes accessibility needs of people with disabilities.</p> |
| <b>Fares</b>                        | <p>Increasing/decreasing fares, peak and off-peak fares, fee for bags, etc.</p>   |
| <b>Regional impacts</b>             | <p>comments about population growth, development, economic factors, labor force, location of major employers. Could also include mention of other high profile infrastructure projects like the West Seattle High Bridge, other link extensions, etc.</p>   |
| <b>Ridership volume</b>             | <p>Comments mentioning the quantity or volume of riders on transit vehicle, at a transit stop, or at a time of day. Could include comments about too many riders, too few riders and/or crowded or empty vehicles, stops, platforms, etc.</p>   |
| <b>Project Implementation</b>       | <p>Comments referring to new services, service changes, project timeline, construction timeline, etc.</p>   |
| <b>Other</b>                        | <p>Comments unrelated or irrelevant to the questions in the survey. Comments that are unclear in meaning or sentiment.</p>  |

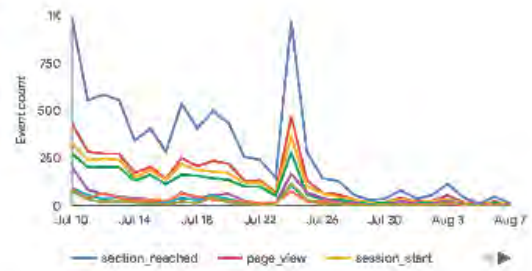
# Appendix F: Google Analytics Reports

## North Subarea Site



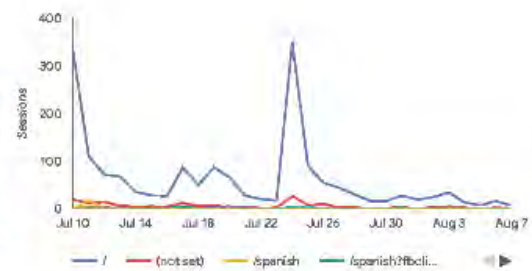
### Top Events

| Event name      | Event count | % Events | Active users |
|-----------------|-------------|----------|--------------|
| section_reached | 8,298       | 37.2%    | 2,673        |
| page_view       | 4,031       | 18.1%    | 2,847        |
| session_start   | 3,386       | 15.2%    | 2,762        |
| first_visit     | 2,702       | 12.1%    | 2,700        |
| user_engagement | 1,186       | 5.3%     | 907          |
| scroll          | 734         | 3.3%     | 596          |
| click           | 727         | 3.2%     | 545          |
| form_start      | 522         | 2.3%     | 338          |
| file_downloaded | 406         | 1.8%     | 332          |



### Landing Pages

| Landing page              | Sessions | % Sessions | Bounce rate |
|---------------------------|----------|------------|-------------|
| /                         | 2,801    | 60%        | 27.1%       |
| /spanish                  | 487      | 14%        | 45.0%       |
| (not set)                 | 161      | 5%         | 68.8%       |
| /index.html               | 16       | -0%        | 31.3%       |
| /simplified-chinese       | 11       | -0%        | 36.4%       |
| /traditional-chinese.html | 5        | -0%        | 80.0%       |
| /traditional-chinese      | 2        | -0%        | 50.0%       |
| /usle                     | 1        | -0%        | 100.0%      |



### Sections Reached



# East Subarea Site

## 2024serviceplan-east.participate.online

[Start here!](#)  
 Choose your GA4 site from this dropdown:  
 Default Data  
 Click to select Google Analyt...

Jul 10, 2023 - Aug 7, 2023

Country: [Dropdown] Device category: [Dropdown] Operating system: [Dropdown] Browser: [Dropdown]

Session source: [Dropdown] Session medium: [Dropdown] Session campaign: [Dropdown] Stream name: [Dropdown]

### Summary

|   |                                   |                                   |                                       |   |
|---|-----------------------------------|-----------------------------------|---------------------------------------|---|
| Active users<br><b>1.8K</b><br>↑ 87700.0% Prev Period | New users<br><b>1.5K</b><br>↑ N/A | New User %<br><b>84%</b><br>↑ N/A | Pot Engaged<br><b>59%</b><br>↓ -11.3% | Engagement Time<br><b>00:01:04</b><br>↓ -1.7% |
|---|-----------------------------------|-----------------------------------|---------------------------------------|---|

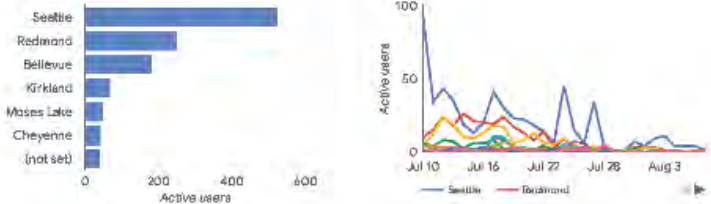
### Trends



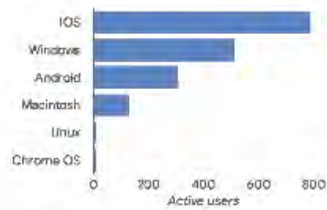
### Device Category



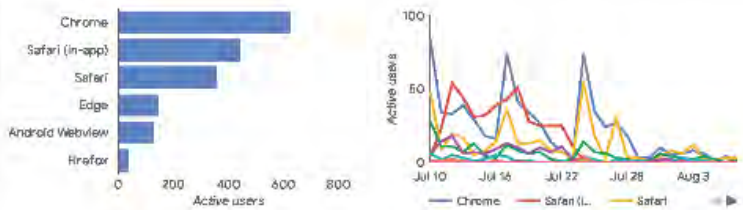
### Top Cities



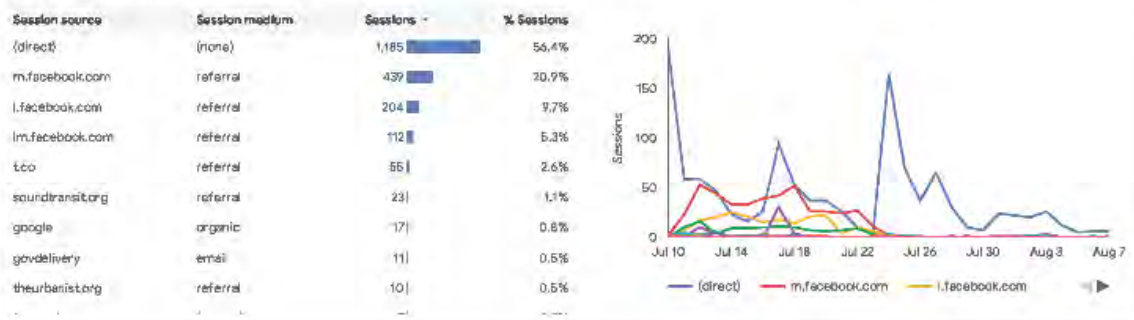
### Operating System



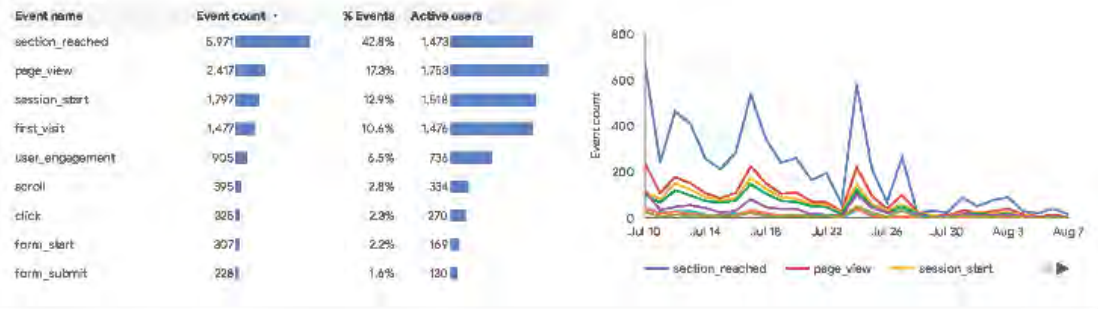
### Browser



### Top Traffic Sources



### Top Events



### Landing Pages



### Sections Reached





# South Subarea Site

## 2024serviceplan-south.participate.online

Start Here!  
 Choose your GA4 site from this dropdown:  
 Default Data  
 Click to select Google Analytics

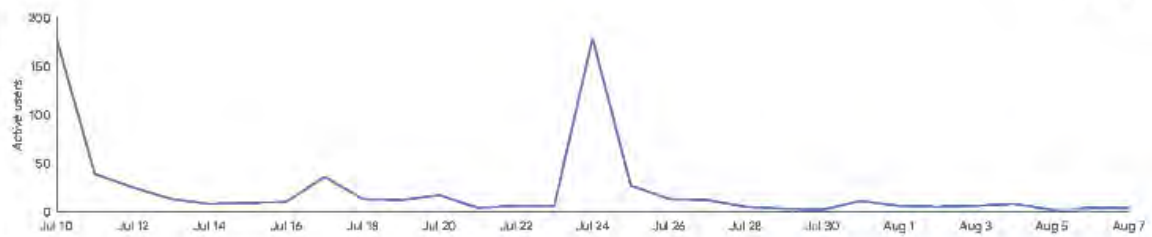
Jul 10, 2023 - Aug 7, 2023

|                |                 |                  |             |
|----------------|-----------------|------------------|-------------|
| Country        | Device category | Operating system | Browser     |
| Session source | Session medium  | Session campaign | Stream name |

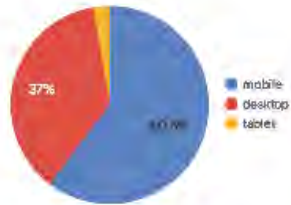
### Summary

|   |  |                                     |                                     |  |
|---|--|-------------------------------------|-------------------------------------|--|
| Active users<br><b>622.0</b><br>↑ 20,633.3% Prev Period | New users<br><b>378.0</b><br>↓ 37,700.0% | New User %<br><b>61%</b><br>↓ 82.3% | Pot Engaged<br><b>50%</b><br>↓ 0.3% | Engagement Time<br><b>00:00:31</b><br>↓ -25.8% |
|---|--|-------------------------------------|-------------------------------------|--|

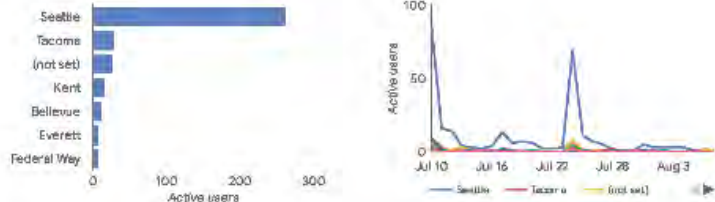
### Trends



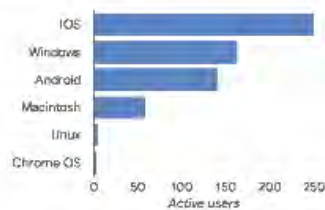
### Device Category



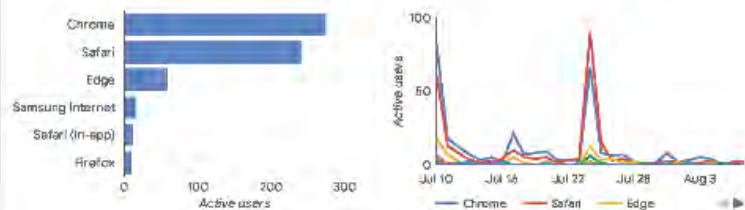
### Top Cities



### Operating System

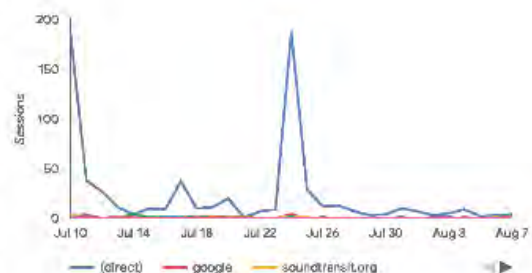


### Browser

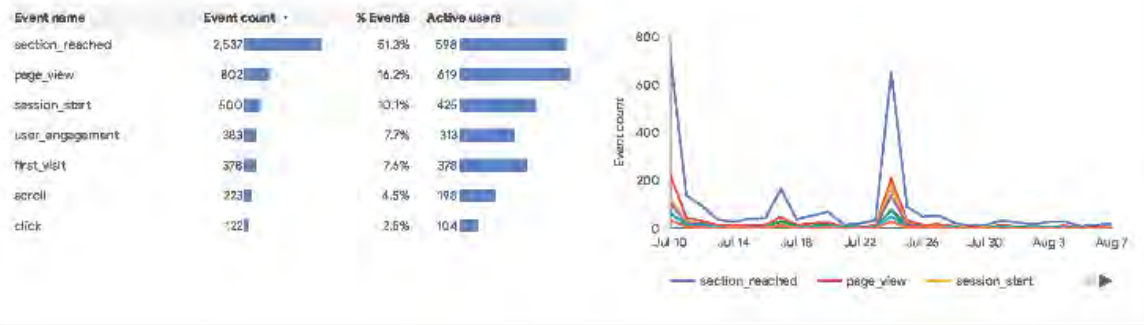


### Top Traffic Sources

| Session source                | Session medium | Sessions | % Sessions |
|-------------------------------|----------------|----------|------------|
| (direct)                      | (none)         | 678      | 91.4%      |
| google                        | organic        | 15       | 2.0%       |
| soundtransit.org              | referral       | 14       | 1.9%       |
| theurbanist.org               | referral       | 9        | 1.2%       |
| tco                           | referral       | 6        | 0.8%       |
| govdelivery                   | email          | 4        | 0.5%       |
| baidu                         | organic        | 3        | 0.4%       |
| obh-wsblink-spanish-stagin... | referral       | 3        | 0.4%       |
| (not set)                     | (not set)      | 2        | 0.3%       |



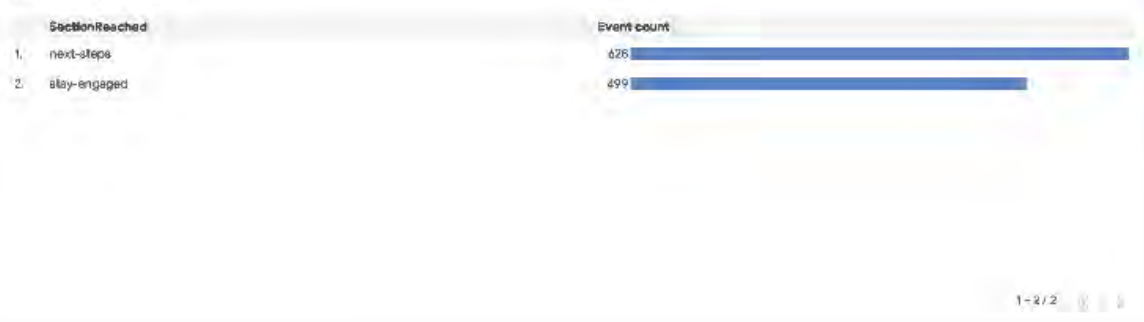
### Top Events



### Landing Pages



### Sections Reached



## Appendix G: Virtual and In-person Engagement Report

### Virtual Information Sessions

The System Engagement team held two Virtual Information Sessions for the public to share feedback and ask questions directly to the Service Plan project team. The meetings were held on Zoom, with no advance registration required to ensure greater ease of access to the public. The information sessions and their Zoom links were published on the 2024 Service Plan website, the Sound Transit Events Calendar, in two SMS/email Passenger Notices, and in a Sound Transit Press Release. Additionally, geo-targeted paid ads were placed on Facebook in English, Spanish, and Simplified Chinese.

The first information session took place Monday, July 17, from 6 - 7 p.m. Fourteen attendees joined the Zoom meeting. The prominent themes in attendee questions and comments were:

- Link project timelines
- Partner agency service connections to Lynnwood
- Peak time service on ST Express
- Why were there no changes to South King Co. Service?

The second information session took place on Wednesday, July 26 from 6 - 7 p.m. Sixteen members of the community attended the second information session. The general themes of their questions included the above themes as well as:

- ST Express service and connections with Link
- Station security
- Parking availability at new Link stations
- Additional service in Issaquah

### Ambassadors

The System Engagement team dispatched Sound Transit staff Ambassadors to seven locations across the North and East project areas in July. On the North side, Ambassadors were placed in pairs at Everett Station, S. Everett Park & Ride, Ash Way Park & Ride, Lynnwood Transit Center, and Northgate Station. On the East side, Ambassadors were sent to Bellevue Transit Center and two locations near the future Redmond Technology Station area.

Ambassadors were tasked with informing riders at high-traffic transit centers and stations about the 2024 Service Plan and the opportunity for the public to share feedback about the features of the Plan. This July, Ambassadors met with over 1,100 riders in person to encourage them to visit the Service Plan website and share their feedback.

### Social Media

The Social Media team placed geo-targeted advertisements in both the North and East project areas. The ads were placed online on Facebook from July 11 to 23. The ads were placed in English in both project areas, with Spanish ads in the North and Chinese ads placed in the East project area.

The ads performed well compared to ads from similar projects. The ads were shown over 137,000 times, with 52,034 people seeing them. Of these, 2,669 people clicked on the ads to visit the 2024 Service Plan project pages. The average cost per click of all the ads was under \$1. The standard to know if an English language ad is performing well is \$1 per click, so the fact that nearly all the translated ads averaged less than \$1 per click indicated a high level of engagement.

# 2024 Service Plan Phase One Service Equity Analysis

## Executive Summary

The 2024 Service Plan and the corresponding equity analysis examine the impacts of the proposal to open the 2 Line between South Bellevue Station and Redmond Technology Station, the proposal to open the 1 Line to Lynnwood, and the proposal to add two Sounder North (N) Line round trips. Consistent with Sound Transit's newly adopted *Disparate Impact and Disproportionate Burden* policy (Board Resolution No. R2022-19), a Title VI analysis will be completed at two levels of analysis. The first individual route analysis, covered in this document, evaluates each major service change individually. The second systemwide analysis compares the benefits and impacts to Title VI protected & non-protected populations on all routes and lines, with proposed changes occurring over multiple years. The systemwide analysis will be included in the 2024 Service Plan Phase Two document, which will be published in early 2024 and will include the 2024 bus service restructure proposals.

The **individual route analysis** found that none of the major changes requiring Sound Transit Board of Directors (Board) formalization had a disparate impact and/or disproportionate burden. The opening of the 2 Line between South Bellevue Station and Redmond Technology Station, the opening of the 1 Line extension to Lynnwood, and adding two Sounder N Line round trips, result in benefits, such as increased service coverage, and no adverse effects. Mitigations are not required. The **systemwide analysis** will be included in the 2024 Service Plan Phase Two, which will be completed in early 2024.

As part of the annual Service Plan, Sound Transit conducts a service equity analysis to ensure that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration (FTA) and policies defined by the Board. The FTA is responsible for ensuring that federally-supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

This section of the Service Plan provides an assessment of potential impacts on minority, low-income, and limited English-speaking communities associated with the proposed change.

Table 1 summarizes the results of the Title VI equity analysis in the 2024 Service Plan Phase One. Additional details are included in the following document.

Table 1: Summary of 2024 Service Plan Phase One Title VI Service Equity Analysis

| Route  | Service Change  | Title VI Protected Populations   | Adverse effects | Disparate impact <sup>1</sup> | Disproportionate burden <sup>2</sup> | Mitigations |
|--|---|--|-----------------|-------------------------------|--------------------------------------|-------------|
| <b>2 Line (South Bellevue Station to Redmond Technology Station)</b> | <p>Open the 2 Line in spring 2024 between South Bellevue and Redmond Technology Link Stations before the opening of the full East Link Extension and the Downtown Redmond Link Extension.</p> <p>ST would open eight new stations: South Bellevue, East Main, Bellevue Downtown, Wilburton, Spring District/120<sup>th</sup>, Bel-Red/130<sup>th</sup>, Overlake Village, and Redmond Technology.</p> | <ul style="list-style-type: none"> <li>• <b>Minority:</b> Sound Transit District average: 42.7%; 2 Line service area: 46.9%</li> <li>• <b>Low-Income:</b> Sound Transit District average: 20.7%; 2 Line service area: 11.9%</li> </ul>   | No              | No                            | No                                   | N/A         |
| <b>1 Line</b>  | <p>Extend 1 Line service to Lynnwood in late 2024.</p> <p>ST would open four new stations: Shoreline South/148th Station, Shoreline North/185th Station, Mountlake Terrace Station, and Lynnwood City Center Station.</p>   | <ul style="list-style-type: none"> <li>• <b>Minority:</b> Sound Transit District average: 42.7%; 1 Line service area: 46.9% before the change in routing, 43.4% after the change in routing.</li> <li>• <b>Low-Income:</b> Sound Transit District average: 20.7%; 1 Line service area: 22.7% before the change in routing, 21.2% after the change in routing.</li> </ul> | No              | No                            | No                                   | N/A         |
| <b>N Line</b>  | <p>Add two trips in the AM peak and two trips PM peak.</p>  | <ul style="list-style-type: none"> <li>• <b>Minority:</b> Sound Transit District average: 42.7%; Sounder N Line service area: 37.5%.</li> <li>• <b>Low-Income:</b> Sound Transit District average: 20.7%; Sounder N Line service area: 22.4%</li> </ul>  | No              | No                            | No                                   | N/A         |

<sup>1</sup> If the route's service area changes with the service change, the analysis compares the District average to the service area percentage before and after the change to see if there are findings of disparate impact. All the disparate impact findings were the same for service areas before and after the service change.

<sup>2</sup> If the route's service area changes with the service change, the analysis compares the District average to the service area percentage before and after the change to see if there are findings of disproportionate burden. All the disproportionate burden findings were the same for service areas before and after the service change.

## Policies and Definitions

The section below describes Sound Transit's approved policies for conducting and identifying major service changes, as well as for assessing their impacts on Title VI populations to ensure that changes to transit service are consistent with the Civil Rights Act of 1964, DOT Title VI regulations, FTA 4702.1B and policies defined by the ST Board.

The FTA is responsible for ensuring that federally-supported transit services and related benefits are distributed by recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

**Disparate impact:** A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin pursuant to FTA guidelines.

**Disproportionate burden:** A policy or practice that disproportionately affects low-income populations more than non-low-income populations pursuant to FTA guidelines.

**Low-income population:** A population whose household income is at or below the poverty guidelines set by the Department of Health and Human Services level utilized by the regional transit fare program to determine low-income reduced fare eligibility.

**Minority population:** A population who self-identifies as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino, and/or Native Hawaiian/Pacific Islander.

## Major service change

Any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly revenue service hours, permanently move the location of a bus stop by more than a quarter mile, or rail station by more than a half mile and/or close or eliminate a bus stop or rail station without a replacement of any kind within a quarter mile for bus stops or a half mile for rail stations. A major service change excludes:

- Replacement of an existing transit service by a different route, mode, or contractor providing a service with the same headways, fare, transfer options, span of service, and stops, so long as an analysis is completed that provides evidence that the replacement level service is equal to or better than the existing ST service; or
- Changes to route numbers without any other changes to the route characteristics; or
- Changes to service or new services are considered to be temporary, where temporary is defined as less than 12 months in duration.

The agency conducts an equity analysis of all proposed major service changes to determine adverse effects and equitable distribution of benefits. For major service changes:

- **Adverse effects** are a geographical or time-based reduction in service, which includes, but is not limited to, the span of service changes, frequency of service changes, route segment elimination, and rerouting or route elimination.
- **Benefits** are a geographical or time-based addition of service, which includes, but is not limited to, an increase in span, frequency, and service coverage.

## Changes to a Single Line or Route

When a proposed major service change to a single line or route creates a potential adverse effect, a disparate impact or disproportionate burden occurs when the percentage of the adversely affected minority or low-income population in the service area of the line or route exceeds the percentage of the minority or low-income population within the Sound Transit District by at least five percentage points (e.g., 15 percent of the population adversely affected is low-income compared to a District average low-income population of 10 percent).

## Systemwide Service Reductions

When a systemwide potential adverse effect occurs due to major service changes on more than one line or route, the agency determines if the collective service reductions create a disparate impact or disproportionate burden by comparing the percentage of the service area's minority or low-income population adversely affected by the major service reductions to the percentage of the District's non-minority or non-low-income population adversely affected.

1. If the percentage of the minority or low-income population adversely affected is 20 percent or greater than the percentage of the non-minority or non-low-income population adversely affected (e.g., 12 percent or more of the minority population is adversely affected while 10 percent or less of the non-minority population is adversely affected), the reductions create a disparate impact or disproportionate burden.
2. Collective service reductions include both service reductions under consideration for the next year and implemented service reductions in the past two years, both major and minor service changes.

## Systemwide Service Additions

When a systemwide potential adverse effect occurs due to major service changes on more than one line or route, the agency determines if the collective service additions create a disparate impact or disproportionate burden by comparing the percentage of the minority or low-income population who benefit from the major service additions to the percentage of the District's non-minority or non-low-income population who benefits from the service additions.

1. If the percentage of the minority or low-income population benefited is 80 percent or less than the percentage of the non-minority or non-low-income population benefited (e.g., eight percent or less of the minority population benefits while 10 percent or more of the non-minority population benefits), the changes create a disparate impact or disproportionate burden.
2. Collective service additions include both service additions under consideration for the next year and implemented service additions in the past two years, both major and minor service changes.

## Public Involvement Policy

ST conducts public outreach regarding major service changes, fare changes, and maintenance facility location selections, including the agency's steps to avoid, reduce, or mitigate any adverse effects and modify proposals to determine if potential effects were removed or lessened.

## Definitions and Data Analysis

The following sections describe the data definitions and methodologies used by ST to develop estimates for Title VI populations within the ST service area.

### Demographic Analysis Methodology and Title VI Data Definitions

Sound Transit uses census demographic data to identify Title VI communities (minority, low-income, and limited-English proficiency (LEP)) for service equity analysis and calculates the systemwide or mode-specific average representation of these communities within the general population. Only minority or low-income statuses are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying LEP residents helps Sound Transit to ensure that outreach efforts reach diverse customers. Sound Transit uses the 2010 designated census tracts as the geographic basis for assessing the Title VI populations. However, Title VI population averages were calculated from the more recent American Community Survey five-year estimates 2021 dataset.

Sound Transit uses the most recent five-year demographic estimates available from the American Community Survey (ACS). The following sections describe the methodology for identifying each of the Title VI populations for the annual service equity analysis.

### Service Area Methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment. The radial distance varies depending on the type of stop (see Table 2).

Table 2: Service area definitions

| Stop Type                 | Service Area in Miles |
|---------------------------|-----------------------|
| Bus stop without parking  | 0.25                  |
| Rail stop without parking | 1.0                   |
| Bus facility with parking | 2.5                   |
| Rail station with parking | 5                     |

### ST Title VI Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for Title VI populations for the Sound Transit service area are identified by census tract and the Sound Transit District<sup>3</sup> overall. Table 3 shows Title VI population averages for the Sound Transit District using the American Community Survey five-year estimates 2021 dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine if

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<sup>3</sup> The Sound Transit District is the geographic area that contributes tax revenue to fund Sound Transit services while the Sound Transit service area is defined by set radial distances from Sound Transit stops. While these two geographies mostly overlap, there are parts of the service area that extend beyond the District boundaries and parts of the District that are not served by transit stops.



mitigation must be considered, while LEP averages help to advise the outreach strategy. The maps below show census tracts with minority and low-income populations above the Sound Transit District average and LEP.

*Table 3: Sound Transit District population percentage of Title VI protected populations*

| Title VI Protected Populations | Percentage of District Populations |
|--------------------------------|------------------------------------|
| Minority                       | 42.7%                              |
| Low-Income                     | 20.7%                              |
| Limited English Proficiency    | 10.4%                              |

The maps below (Figures 1-3) show the Sound Transit stops and census tracts in the Sound Transit District and Sound Transit service area that have above-average percentages of minority, low-income, and Limited English Proficiency (LEP) populations. The individual and systemwide service equity analyses use the **Sound Transit District averages for each protected population**, not the transit service areas, to compare the percentage of these populations in the individual route's service areas. The transit service area buffer illustrates how Sound Transit service and stops are sometimes outside of the District area.

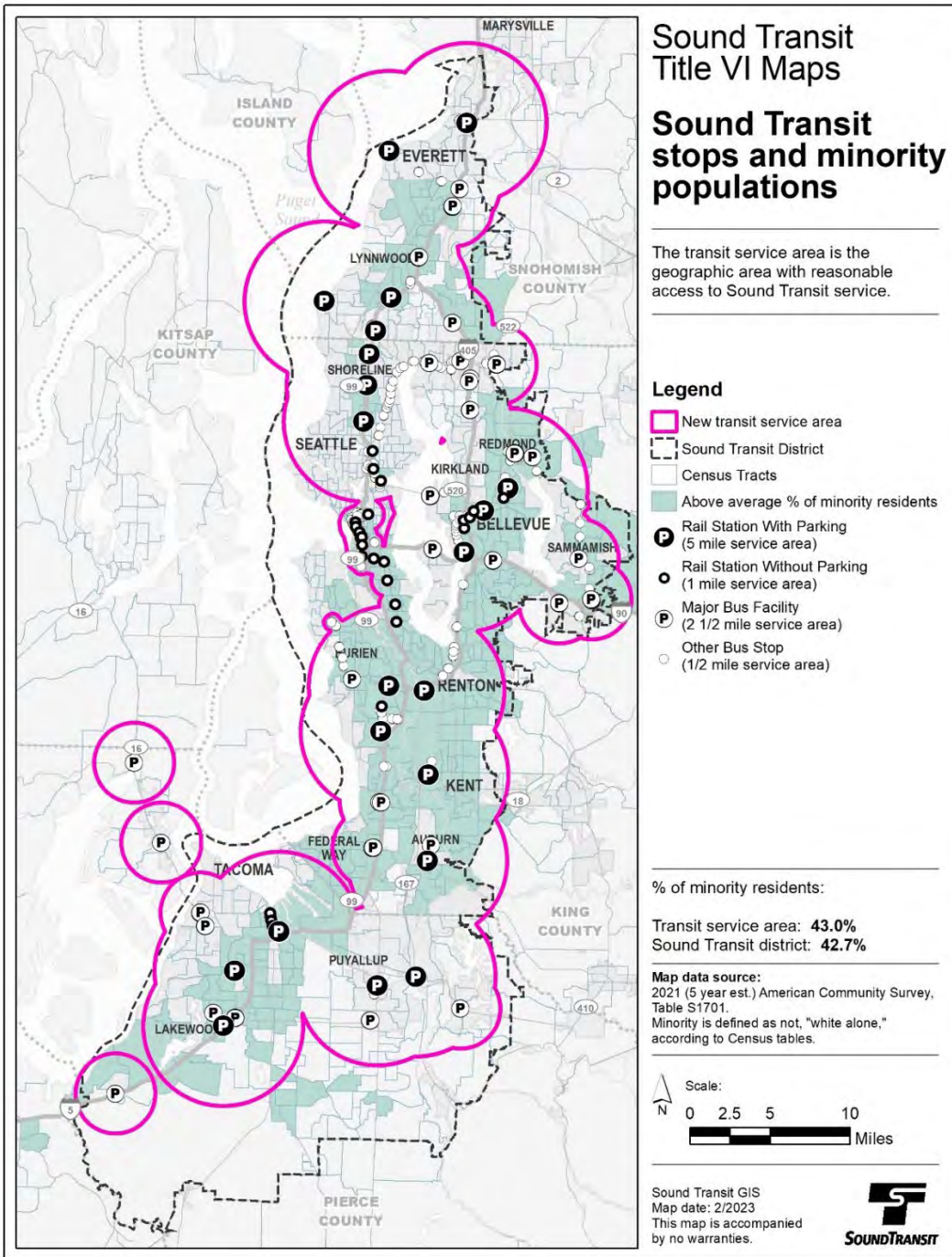


Figure 1: Map of Title VI minority Population for Sound Transit service area

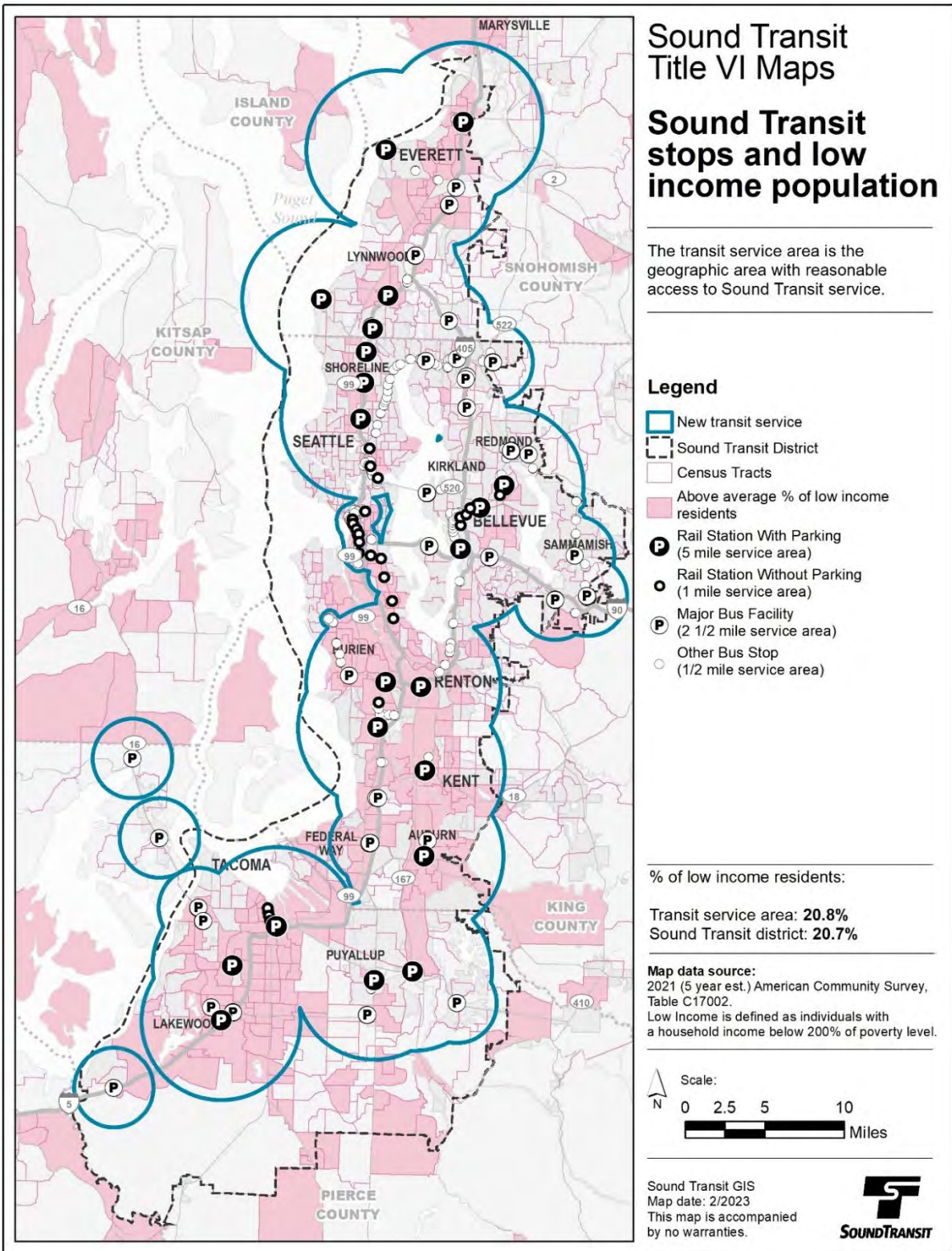


Figure 2: Map of Title VI low-income population for Sound Transit service area

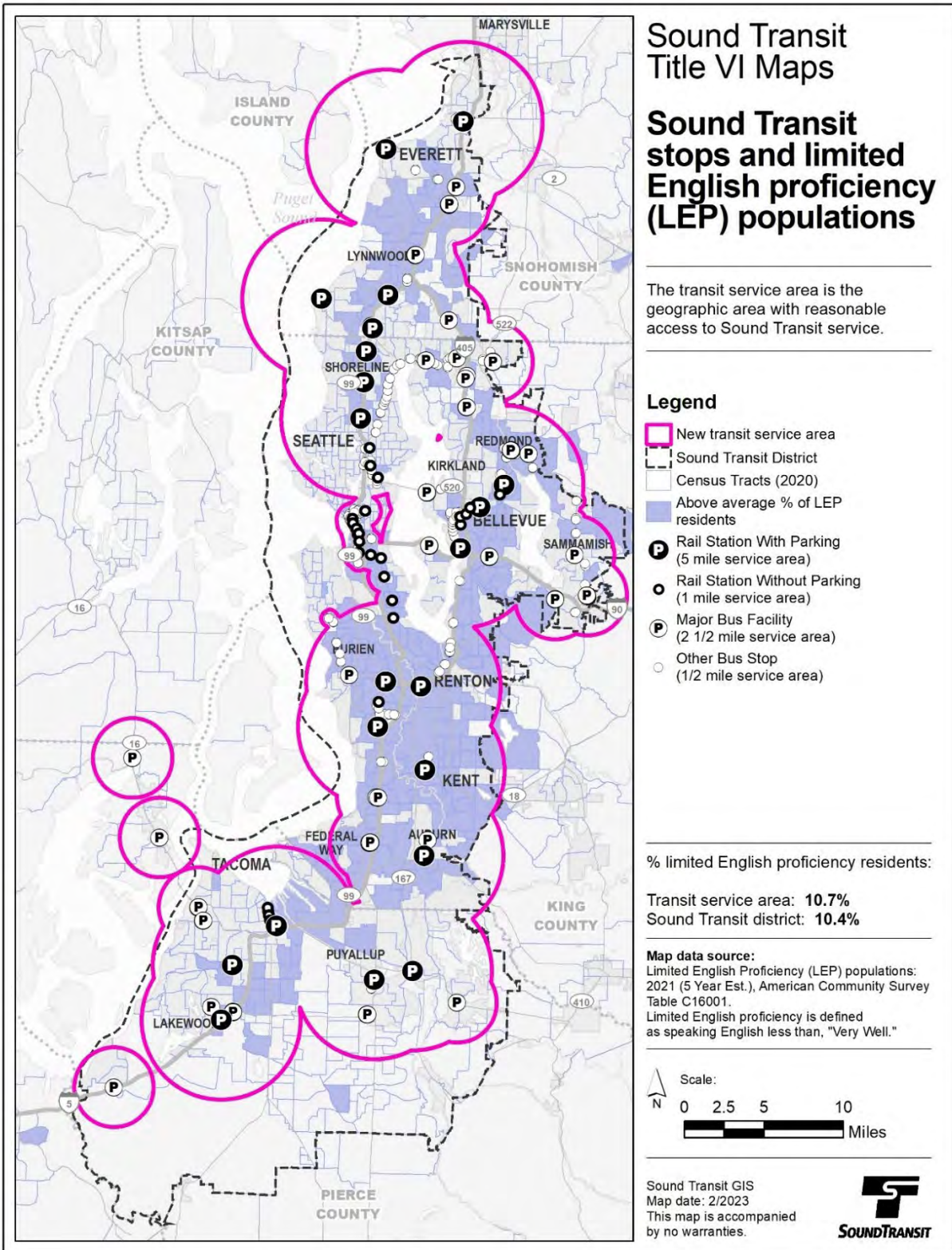


Figure 3: Map of Title VI Limited English Proficiency (LEP) population for Sound Transit service area

## Title VI Protected Populations by Route

Table 4 below displays the Title VI protected populations by route for each of Sound Transit's service types. For example, on Route 510, 40.7% of the population living within a half mile of a stop without parking and within 2.5 miles of a stop with parking identifies as a minority. Title VI protected routes are highlighted when they are five percentage points greater than the District Title VI population average (42.7%). Additional population data is available in the appendix.

*Note about Low-Income Population Percentages:* Sound Transit previously defined household income below 150 percent poverty level as low-income. In 2022, the agency updated the definition of low-income to a household income below 200 percent of the poverty level. The updated 200 percent is in line with the evaluation ORCA (region fare payment) uses to evaluate households that qualify for reduced fare payment.

Table 4: Title VI protected population by route<sup>4</sup>

| Route  | Minority Population | Low-Income Population | Limited English Proficiency (LEP) |
|--|---------------------|-----------------------|-----------------------------------|
| <b>Express Bus</b>                                     |                     |                       |                                   |
| 510  | 40.7%               | 23.2%                 | 11.1%                             |
| 511  | 37.1%               | 18.8%                 | 10.2%                             |
| 512  | 41.9%               | 23.6%                 | 13.0%                             |
| 513  | 43.6%               | 23.2%                 | 14.2%                             |
| 522  | 32.7%               | 13.7%                 | 7.8%                              |
| 532  | 42.3%               | 20.9%                 | 12.5%                             |
| 535  | 39.4%               | 15.9%                 | 11.0%                             |
| 542  | 44.6%               | 18.0%                 | 10.8%                             |
| 545  | 48.5%               | 14.5%                 | 11.4%                             |
| 550  | 47.3%               | 17.5%                 | 10.2%                             |
| 554  | 46.1%               | 15.4%                 | 9.8%                              |
| 556  | 43.1%               | 15.4%                 | 9.4%                              |
| 560  | 56.9%               | 24.0%                 | 18.7%                             |
| 566  | 56.3%               | 23.3%                 | 16.5%                             |
| 574  | 55.2%               | 33.4%                 | 14.3%                             |
| 577  | 53.0%               | 26.3%                 | 13.2%                             |
| 578  | 45.3%               | 24.6%                 | 11.1%                             |
| 580  | 27.0%               | 18.0%                 | 5.0%                              |
| 586  | 51.1%               | 33.6%                 | 12.4%                             |
| 590  | 46.0%               | 29.0%                 | 8.3%                              |
| 592  | 52.6%               | 31.7%                 | 9.5%                              |
| 594  | 50.2%               | 32.6%                 | 9.3%                              |
| 595  | 37.9%               | 24.4%                 | 6.2%                              |
| 596  | 21.5%               | 15.6%                 | 3.1%                              |
| <b>Commuter Rail</b>                                   |                     |                       |                                   |
| N Line   | 37.5%               | 22.4%                 | 10.4%                             |
| S Line   | 48.6%               | 26.3%                 | 12.3%                             |
| <b>Light Rail</b>                                      |                     |                       |                                   |
| 2 Line (South Bellevue to Redmond Technology Stations) | 46.9%               | 11.9%                 | 11.8%                             |

<sup>4</sup> Protected population statistics for the 1 Line are for the service area after the service change.

|                         |              |              |              |
|-------------------------|--------------|--------------|--------------|
| 1 Line                  | 43.4%        | 21.2%        | 11.4%        |
| <b>Street Car</b>       |              |              |              |
| T Line                  | 44.0%        | 27.4%        | 8.6%         |
| <b>District Average</b> | <b>42.7%</b> | <b>20.7%</b> | <b>10.4%</b> |

# Individual Route Analysis of Major Service Changes

## Overview

The **individual route analysis** evaluates each major service change on a route-by-route basis, and it found that no service change proposals have adverse effects. The proposed changes, including the 2 Line opening between South Bellevue Station and Redmond Technology Station, the 1 Line extension to Lynnwood, and the two additional Sounder North (N) Line round trips only result in benefits, such as increased service coverage.

To determine if protected populations will experience disparate impacts or disproportionate burdens, the individual route analysis also compares the Sound Transit District average percentages for minority populations and low-income populations to the route’s service area percentages for these populations. If a service area changes with the service change (stations or stops were added or removed, etc.), the analysis compares the District average to the protected populations’ percentage for the service area **before and after the service change**. **The individual route analysis found that none of the major service changes resulted in a disparate impact or a disproportionate burden.** Therefore, no mitigations are required. The service change analysis is summarized in Table 5 below.

Table 5: Service change analysis summary

| Major Service Change Analysis Summary                  |   |                |                 |                               |                                      |
|--|---|----------------|-----------------|-------------------------------|--------------------------------------|
| Route  | Proposed Change   | Type of Change | Adverse Effects | Disparate Impact <sup>5</sup> | Disproportionate Burden <sup>6</sup> |
| 2 Line (South Bellevue to Redmond Technology Stations) | Open the 2 Line between South Bellevue and Redmond Technology Link Stations in spring 2024 before the opening of the full East Link Extension and the Downtown Redmond Link Extension.<br><br>ST would open eight new stations: South Bellevue, East Main, Bellevue Downtown, Wilburton, Spring District/120 <sup>th</sup> , Bel-Red/130 <sup>th</sup> , Overlake Village and Redmond Technology. | Major          | No              | No                            | No                                   |
| 1 Line   | Extend 1 Line service to Lynnwood in late 2024.<br><br>ST would open four new stations: Shoreline South/148 <sup>th</sup> Station, Shoreline North/185 <sup>th</sup> Station, Mountlake Terrace Station, and Lynnwood City Center Station.  | Major          | No              | No                            | No                                   |
| Sounder N Line   | Add two trips in the AM peak and two trips PM peak.   | Major          | No              | No                            | No                                   |

<sup>5</sup> If the route’s service area changes with the service change, the analysis compares the District average to the service area percentage before and after the change to see if there are findings of disparate impact. All the disparate impact findings were the same for service areas before and after the service change.

<sup>6</sup> If the route’s service area changes with the service change, the analysis compares the District average to the service area percentage before and after the change to see if there are findings of disproportionate burden. All the disproportionate burden findings were the same for service areas before and after the service change.

## Methodology

When a proposed major service change to a single line or route creates a potential adverse effect, a disparate impact or disproportionate burden occurs when the percentage of the adversely affected minority or low-income population in the service area of the line or route exceeds the percentage of the minority or low-income population within the Sound Transit District by at least five percentage points (e.g., 15 percent of the population adversely affected is low-income compared to a District low-income population of 10 percent).

## Identifying Major Service Changes

A major service change is defined as:

- Any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly revenue service hours, permanently move the location of a bus stop by more than a quarter mile or rail station by more than a half mile and/or close or eliminate a bus stop or rail station without a replacement of any kind within a quarter mile for bus stops or a half mile for rail stations.

Table 6 compares the weekly revenue hours of each route that is undergoing a service change compared to the baseline and determines whether the service change is major or minor.

Table 6: Major service change weekly revenue hours compared to baseline<sup>7</sup>

| Service Change   | March 2023 Weekly Revenue Hours | September 2024 Weekly Revenue Hours | Percentage Change | Type of Change  |
|--|---------------------------------|-------------------------------------|-------------------|---|
| 2 Line (South Bellevue to Redmond Technology Stations) | 0                               | 638                                 | N/A               | Major (new route with new stops)                                      |
| 1 Line   | 2,190                           | 2,469                               | 13%               | Major (new stop locations)  |
| N Line   | 26                              | 53                                  | 100%              | Major (adds more than 25 percent of the route's weekly revenue hours) |

The following section evaluates each route-level major service change for adverse effects, disparate impacts, and disproportionate burdens.



## 2 Line (South Bellevue Station to Redmond Technology Station)

### East Link Extension Context

Fourteen miles long, the East Link Extension (2 Line) includes 10 stations from Seattle's International District to Judkins Park, across I-90 to Mercer Island and South Bellevue, and through Downtown Bellevue and the Bel-Red area to Redmond Technology Station (Figure 4). The extension was originally scheduled to open in mid-2023, with 2 Line service extending to Downtown Redmond (Downtown Redmond Link Extension) in 2024. Due to construction quality issues and necessary repair work on the I-90 portion of the project, Sound Transit delayed the schedule for both the East Link Extension and the Downtown Redmond Link Extension.



Figure 4: East Link Extension map

### 2 Line Proposal Context

Sound Transit is proposing to open a 6.3-mile segment of the East Link Extension (2 Line) between South Bellevue Station and Redmond Technology Station before the opening of the full East Link Extension. This segment is scheduled to be completed in spring 2024 and would have direct access to Operations & Maintenance Facility (OMF) East, where staff can clean, maintain, and store Link vehicles every night. When the full 2 Line opens, this new Eastside facility will supplement Sound Transit's existing Link OMF Central in Seattle's SODO neighborhood.

In January 2023, Sound Transit presented the 2 Line (South Bellevue Station to Redmond Technology Station) to the Board for their consideration and comment, and the Board instructed Sound Transit to move forward with the analysis. This action authorized up to six million dollars to complete activities, paid for by the Sound Transit East King subarea. In August 2023, the Board instructed Sound Transit to move forward with the proposal to open this segment of the 2 Line. In

October 2023, following the completion of the analysis required for the 2024 Service Plan, including Title VI service equity analysis, the Board will consider action to authorize the opening of passenger service on the 2 Line.

### Benefits of Opening the 2 Line and Proposed Service Details

Sound Transit's expansion of the existing Link network will enhance transit access, speed, and reliability for the diverse neighborhoods along the new and existing corridor. The segment of the 2 Line between South Bellevue Station and Redmond Technology Station will bring new service to South Bellevue, Downtown Bellevue, Bel-Red, and Overlake. The 2 Line will operate within an area historically dense with transit service operated primarily by King County Metro. In addition, the Bellevue Downtown Station is adjacent to the current Bellevue Transit Center, which is served by both King County Metro and Sound Transit Express bus service. Service on the 6.3-mile line would run every 10 minutes, for approximately 16 hours, seven days a week. Given staffing constraints, service will operate fewer hours a day than the current 1 Line.

### No Bus Changes until Full 2 Line, Not Planned for 2 Line (South Bellevue Station to Redmond Technology Station)

No bus restructures are planned with the proposed 2 Line (South Bellevue Station to Redmond Technology Station) opening. In anticipation of the opening of the East Link and Downtown Redmond Link Extensions, King County Metro and Sound Transit collaborated on the East Link Connections process to plan a coordinated restructure on the Eastside. Since the East Link Extension's opening was delayed and many of the service changes depend on connections in Seattle, Bellevue, and Downtown Redmond, implementation of the bus restructure has been delayed to when the full 2 Line opens. King County Metro and Sound Transit will work together to finalize these service changes closer to its opening. The partners will also develop a Service and Fare Equity Analysis (SAFE) to support this planning effort.

## Service Change Proposal

The 2 Line will open as early as spring 2024. This segment of the 2 Line would include eight new Link light rail stations: South Bellevue, East Main, Bellevue Downtown, Wilburton, Spring District, Bel-Red, Overlake Village, and Redmond Technology (Figure 5). The 2 Line will open with a 10-minute headway, operating 16 hours a day, seven days a week (Table 7).

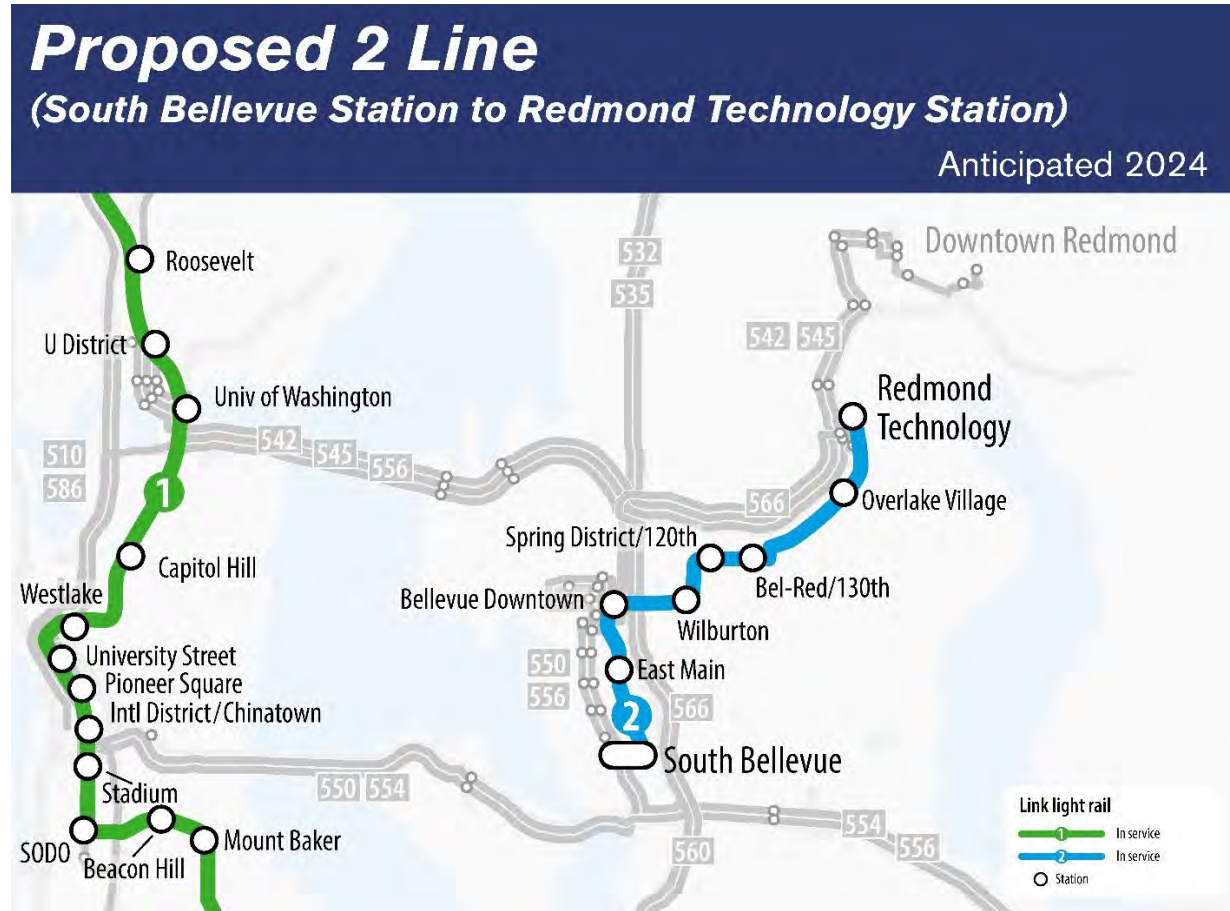


Figure 5: 2 Line, eight new stations, and the ST Express Eastside network

Table 7: Approximate frequencies

### Approximate Frequencies

|                 | Current 2 Line Redmond Technology Station - South Bellevue Station | Proposed 2 Line Redmond Technology Station - South Bellevue Station |
|-----------------|--|---|
| <b>Weekdays</b> |  | 5:30 AM – 9:30 PM   |
| All Day         | No Service   | 10 min.   |
| <b>Saturday</b> |  | 5:30 AM – 9:30 PM   |
| All Day         | No Service   | 10 min.   |

|               |                   |
|---------------|-------------------|
| <b>Sunday</b> | 5:30 AM – 9:30 PM |
| All Day       | No Service        |
|               | 10 min.           |

*Frequencies are approximate and may vary by direction*

The 2 Line service change adds service and opens regional access to high-capacity transit sooner than the opening of the East Link Extension. It expands travel options for existing and future passengers with a service area population of approximately 400,000 people. Riders would have increased access and potentially more efficient connections to local jobs, education, health care, food, shopping, and recreation. Riders could conveniently travel between South Bellevue, Downtown Bellevue, Bel-Red, Overlake, and the Redmond Technology Center. The 2 Line does not result in any local or regional service restructures. The planned East Link Connections bus restructure will occur when the full 2 Line opens.

The projected opening timeline for the remainder of the East Link Extension from South Bellevue to the International District/Chinatown is 2025. The full extension will provide a connection to the 1 Line. The opening of the 2 Line prior to the entire East Link Extension required a SAFE analysis as it was funded using Capital Improvement Grant (CIG) funding from the FTA.

The proposed 2 Line will have 638 weekly revenue hours (Table 8).

*Table 8: Weekly revenue hours for 2 Line proposed service*

|                      | Current 2 Line Service | Proposed 2 Line service (South Bellevue to Redmond Technology Station) | Percent Change |
|----------------------|------------------------|--|----------------|
| Weekly revenue hours | 0                      | 638  | N/A            |

*Adverse Effects*

This analysis determined no adverse effects (Table 9). The East Link Connections bus restructure will not occur with this 2 Line opening but will be implemented with the full 2 Line opening in 2025. Therefore, there are no time-based or geographical-based impacts.

*Table 9: Adverse effects evaluation for 2 Line (South Bellevue to Redmond Technology Station)*

|                           | Proposed Change | Coordinated Changes                         |
|---------------------------|-----------------|---|
| <b>Time-Based</b>         |                 |   |
| Span of Service           |                 |   |
| Frequency of Service      |                 |   |
| <b>Geographical-Based</b> |                 |   |
| Rerouting                 |                 | No bus restructure until full 2 Line opens. |
| Route Segment Elimination |                 | No bus restructure until full 2 Line opens. |

|                   |  |   |
|-------------------|--|---|
| Route Elimination |  | No bus restructure until full 2 Line opens. |
| Service Coverage  |  | No bus restructure until full 2 Line opens. |

*Benefits*

The 2 Line is a new route, so it has a new span of service, operating approximately 16 hours a day, and headway, 10 minutes for all times of day, seven days a week (Table 10). It increases service coverage between South Bellevue and Redmond Technology Station/Overlake.

*Table 10: Benefits evaluation for the 2 Line (South Bellevue to Redmond Technology Station)*

|                           | Proposed Change   | Coordinated Changes |
|---------------------------|---|---------------------|
| <b>Time-Based</b>         |   |                     |
| Span of Service           | New route with a new span of service.                           |                     |
| Frequency of Service      | New route with newly adopted frequency.                         |                     |
| <b>Geographical-Based</b> |   |                     |
| Rerouting                 |   |                     |
| Route Segment Elimination |   |                     |
| Route Elimination         |   |                     |
| Service Coverage          | Increased service coverage between South Bellevue and Overlake. |                     |

*Title VI Analysis*

The minority population in the 2 Line service area (46.9%), is greater than in the Sound Transit District as a whole (42.7%), however, it is less than the five-percentage point threshold (Table 11). Therefore, the minority population will not be adversely affected by any reduction of service and the 2 Line proposed service change does not result in a disparate impact. The low-income population, in the 2 Line service area (11.9%) is smaller than the Sound Transit District average (20.7%) and will also not be adversely affected by a reduction of service. As such, there is no disproportionate burden. The LEP population is slightly higher in the 2 Line service area (11.8%) than the Sound Transit District average (10.4%).

*Table 11: Title VI Populations in the Sound Transit District and the 2 Line service area*

|                        | Minority Population | Low-Income Population | Limited English Proficiency (LEP) Population |
|------------------------|---------------------|-----------------------|--|
| Sound Transit District | 42.7%               | 20.7%                 | 10.4%  |

|   |       |       |       |
|---|-------|-------|-------|
| 2 Line service area   | 46.9% | 11.9% | 11.8% |
| Difference  | 4.2%  | -8.8% | 1.4%  |
| Exceeds percentage of the protected population within the District by at least five percentage points | No    | No    | No    |

The benefits would flow to a greater percentage of minority and LEP communities than what is reflected in the Sound Transit District average. Therefore, a relatively high proportion of minority and LEP communities would receive the benefits. However, since the low-income population is lower in the 2 Line service area than in the Sound Transit District, a relatively low proportion of low-income communities would accrue benefits.

See Figures 9-11 for maps of protected populations in the 2 Line service area.

*Mitigations*

Mitigations are not necessary given no finding of a potential disparate impact or disproportionate burden.

*Public Input*

Outreach was conducted over the summer of 2023 on the proposed changes in the 2024 Service Plan. The 2 Line Title VI Service & Fare Equity (SAFE) Analysis was also available for public comment during this engagement period. Overall, there was support for the opening of the 2 Line and the results of the Title VI analysis.

*Conclusion*

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Sound Transit’s 2024 Service Plan process served as the public engagement element to inform the public and solicit input on proposed changes.

# 1 Line Lynnwood Link Extension

## Lynnwood Link Extension Planning Context

As early as fall 2024, Link light rail will extend 8.5 miles from Northgate into Snohomish County, serving four new stations: Shoreline South/148th, Shoreline North/185th, Mountlake Terrace, and Lynnwood City Center (Figure 6). An additional infill station will open at NE 130th Street in 2026.

Service to Lynnwood was originally planned to open as an extension of both the 1 Line (Lynnwood–Angle Lake) and the 2 Line (Lynnwood–Redmond), with both lines servicing new stations. However, due to construction delays on the I-90 bridge delaying full 2 Line service into 2025, service to Lynnwood will initially operate as an extension of the 1 Line only.

Until the I-90 segment of East Link Extension opens and trains can cross Lake Washington to access the Operations and Maintenance Facility (OMF) East in Bellevue, service to Lynnwood will be less frequent due to the limited storage capacity of the Central OMF in Seattle. This second OMF in Bellevue is needed for the additional storage and maintenance space for our expanding light rail network to ensure light rail cars are serviced and tested for frequent use.



Figure 6: Lynnwood Link Extension

## Service Change Proposal

Sound Transit will extend 1 Line light rail service to Lynnwood (Figure 7). This extension will add four new stations, with service connecting Lynnwood to Angle Lake. The 2 Line light rail service will also extend to Lynnwood with the completion of the full 2 Line in 2025. This analysis only focuses on the 1 Line extension to Lynnwood, not the full 2 Line.

The span of service for 1 Line will not change under this service change proposal (Table 12). For frequency, this analysis is based on the assumption that trains will run up to every 8 minutes during peak hours and every 10 minutes midday, evenings, and weekends, and every 15 minutes early morning and late at night. The frequency for 1 Line, however, may be subject to a possible decrease due to vehicle availability and storage constraints since the full 2 Line will not be open yet and the 1 Line service will not have access to the OMF East facility. Sound Transit will continue to evaluate how often trains will run on the 1 Line when the four new stations open and will develop a specific service plan for the 1 Line Lynnwood Link Extension.



Figure 7: 1 Line extension to Lynnwood service change proposal



Table 12: Approximate span and frequencies of 1 Line current and proposed service<sup>8</sup>

| Approximate Frequencies |  |                                      |
|-------------------------|--|--------------------------------------|
|                         | Current 1 Line, Northgate - Angle Lake | Proposed 1 Line, Lynnwood-Angle Lake |
| <b>Weekdays</b>         | <b>5:00 AM - 1:30 AM</b>               | <b>5:00 AM - 1:30 AM</b>             |
| Early AM                | 15 min.                                | 15 min.                              |
| AM Peak                 | 8 min                                  | 8 - 10 min.                          |
| Midday                  | 10 min.                                | 10 min.                              |
| PM Peak                 | 10 min.                                | 8 - 10 min.                          |
| Evening                 | 10 min.                                | 15 min.                              |
| Late Evening            | 15 min.                                | 15 min.                              |
| <b>Saturday</b>         | <b>5:00 AM - 1:30 AM</b>               | <b>5:00 AM - 1:30 AM</b>             |
| Day                     | 10 min.                                | 10 min.                              |
| Evening                 | 10 min.                                | 10 min.                              |
| Late Evening            | 15 min.                                | 15 min.                              |
| <b>Sunday</b>           | <b>5:30 AM - 12:30 AM</b>              | <b>5:30 AM - 12:30 AM</b>            |
| Day                     | 10 min.                                | 10 min.                              |
| Evening                 | 10 min.                                | 10 min.                              |
| Late Evening            | 15 min.                                | 15 min.                              |

*Frequencies are approximate and may vary by direction*

With the opening of the Lynnwood Link Extension (1 Line), 1 Line weekly revenue hours increase by 13% (Table 13).

Table 13: Weekly revenue hours for 1 Line current and proposed service

|                      | Current 1 Line | Proposed 1 Line | Percent change |
|----------------------|----------------|-----------------|----------------|
| Weekly revenue hours | 2,190          | 2,469           | 13%            |

*Adverse Effects*

No time-based or geographical-based adverse effects were found for the 1 Line service change. The span of service and frequencies of the 1 Line are not subject to change (Table 14). The route is on a fixed guideway, so it is not being rerouted. The frequency of service may be subject to a possible decrease depending on the planned 1 Line Lynnwood Link Extension Service.

<sup>8</sup> Frequencies of the proposed 1 Line are subject to change.

Table 14: Adverse effects evaluation for the 1 Line

|                           | Proposed Change   | Coordinated Changes |
|---------------------------|-------------------|---------------------|
| <b>Time-Based</b>         |                   |                     |
| Span of Service           | No change         |                     |
| Frequency of Service      | Possible decrease |                     |
| <b>Geographical-Based</b> |                   |                     |
| Rerouting                 | No change         |                     |
| Route Segment Elimination | No change         |                     |
| Route Elimination         | No change         |                     |
| Service Coverage          | No change         |                     |

Benefits

Benefits of the 1 Line service change include increased route coverage from four additional stations north of Northgate Station (Table 15). This service change will also introduce a new route segment of the 1 Line between Northgate Station and Lynnwood City Center Station.

Table 15: Benefits evaluation for the 1 Line

|                           | Proposed Change   | Coordinated Changes                              |
|---------------------------|---|--|
| <b>Time-Based</b>         |   |  |
| Span of Service           |   |  |
| Frequency of Service      |   | Increased N Line frequency to supplement 1 Line. |
| <b>Geographical-Based</b> |   |  |
| Rerouting                 |   |  |
| New Route Segment         | New route segment between Northgate Station and Lynnwood City Center Station. |  |
| New Route                 |   |  |
| Service Coverage          | Route coverage increases with four additional stations.                       |  |

Title VI Analysis

The minority population in the current and proposed 1 Line service area (45.1% in the current service area, 43.4% in the proposed service area), is greater than in the Sound Transit District as a whole (42.7%), however, it is less than the five-percentage point threshold (Table 16). Therefore, the minority population will not be adversely affected by any reduction of service and the 1 Line service change does not have a disparate impact. The low-income population in the current and proposed 1

Line service area (22.7% in the current service area, 21.2% in the proposed service area) is also greater than the Sound Transit District average (20.7%), however, it is less than the five-percentage point threshold. As such, the low-income population will not be adversely affected by any reduction of service and the 1 Line service change does not result in a disproportionate burden. The LEP population is slightly higher in the current and proposed 1 Line service area (11.6%, 11.4%) than the Sound Transit District average (10.4%).

The minority population, low-income population, and LEP population percentages decrease with the new 1 Line service area.

Table 16: Title VI populations in the Sound Transit District and the 1 Line service area

|  | Minority Population | Low-Income Population | Limited English Proficiency (LEP) Population |
|--|---------------------|-----------------------|--|
| Sound Transit District   | 42.7%               | 20.7%                 | 10.4%  |
| 1 Line service area (current)  | 45.1%               | 22.7%                 | 11.6%  |
| 1 Line service area (proposed)   | 43.4%               | 21.2%                 | 11.4%  |
| Difference (current vs. Sound Transit District)  | 2.4%                | 2%                    | 1.2%   |
| Difference (proposed vs. Sound Transit District)   | 0.7%                | 0.5%                  | 1.0%   |
| Differences exceed the percentage of the protected population within the District by at least five percentage points | No                  | No                    | No   |

The benefits would flow to a relatively high proportion of minority, low-income, and LEP communities than what is reflected in the Sound Transit District average.

See Figures 12-17 for maps of protected populations in the 1 Line service area.

*Mitigations*

Mitigations are not necessary given no finding of a potential disparate impact or disproportionate burden.

*Public Input*

In July 2023, Sound Transit conducted community engagement to inform the public about the proposed service changes in the 2024 Service Plan. The public was largely supportive of the 1 Line extension to Lynnwood.

*Conclusion*

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Sound Transit's 2024 Service Plan process served as the public engagement element to inform the public and solicit input on proposed changes.

# Sounder North (N) Line

## Service Change Proposal

To provide more travel options, Sounder N Line will return to full service, restoring two southbound trips in the AM peak and two northbound trips in the PM peak (Figure 8).



Figure 8: Sounder N Line map

Two round trips will be added to Sounder N Line service in 2024 (Table 17). There will be four southbound trips in the AM peak and four northbound trips in the PM peak.

Table 17: Proposed N Line service levels

| Approximate Frequencies   |                                   |                                    |
|---------------------------|-----------------------------------|------------------------------------|
|                           | Current N Line, Everett - Seattle | Proposed N Line, Everett - Seattle |
| <b>Weekdays</b>           | <b>2 Round Trips</b>              | <b>4 Round Trips</b>               |
| <i>Service to Seattle</i> |                                   |                                    |
| Southbound                | 6:15 AM, 7:15 AM                  | TBD                                |
| <i>Service to Everett</i> |                                   |                                    |
| Northbound                | 4:33 PM, 5:35 PM                  | TBD                                |

Note: Frequencies and span of services are approximate and may vary by direction. Certain periods may experience higher or lower frequencies than the ones listed.

#### Adverse Effects

No time-based or geographical-based adverse effects were found for the N Line service change (Table 18). The proposed span of service is to be determined.

Table 18: Adverse effects evaluation for the N Line

|                           | Proposed Change | Coordinated Changes   |
|---------------------------|-----------------|---|
| <b>Time-Based</b>         |                 |   |
| Span of Service           | TBD.            | Coordinated with 1 Line span of service to mitigate crowding. |
| Frequency of Service      |                 |   |
| <b>Geographical-Based</b> |                 |   |
| Rerouting                 | No change       |   |
| Route Segment Elimination | No change       |   |
| Route Elimination         | No change       |   |
| Service Coverage          | No change       |   |

#### Benefits

Benefits of the N Line service change include increased frequency (Table 19). The N Line will be running twice as much service, with four trips in the AM peak and four trips in the PM peak.

Table 19: Benefits evaluation for the N Line

|  | Proposed Change | Coordinated Changes |
|--|-----------------|---------------------|
|--|-----------------|---------------------|

|                           |                      |  |
|---------------------------|----------------------|--|
| <b>Time-Based</b>         |                      |  |
| Span of Service           | TBD.                 | Coordinated span of service with 1 Line. |
| Frequency of Service      | Increased frequency. |  |
| <b>Geographical-Based</b> |                      |  |
| Rerouting                 |                      |  |
| New Route Segment         |                      |  |
| New Route                 |                      |  |
| Service Coverage          |                      |  |

*Title VI Analysis*

The minority and low-income populations in the N Line service area do not exceed five percent points of the District’s populations (Table 20). Therefore, the N Line service change does not have a disparate impact or disproportionate burden, and minority and low-income populations will not be adversely affected by the service change.

*Table 20: Title VI populations in the Sound Transit District and the 1 Line service area*

|  | <b>Minority Population</b> | <b>Low-Income Population</b> | <b>Limited English Proficiency (LEP) Population</b> |
|--|----------------------------|------------------------------|---|
| Sound Transit District   | 42.7%                      | 20.7%                        | 10.4%   |
| N Line service area  | 37.5%                      | 22.4%                        | 10.4%   |
| Difference (N Line vs. Sound Transit District)   | -5.2%                      | 1.7%                         | 0%  |
| Differences exceed the percentage of the protected population within the District by at least five percentage points | No                         | No                           | No  |

See Figures 17-19 for maps of protected populations in the N Line service area.

*Mitigations*

Mitigations are not necessary given no finding of a potential disparate impact or disproportionate burden.

*Public Input*

In July 2023, ST conducted community engagement to inform the public about the proposed service changes in the 2024 Service Plan. The public is supportive of the N Line service change proposal.

*Conclusion*

The Title VI analysis found no adverse effects. There is also no determination of disparate impact or disproportionate burden. Sound Transit's 2024 Service Plan process served as the public engagement element to inform the public and solicit input on proposed changes.



## Conclusion of Individual Route Analysis

The **individual route analysis** evaluates each major service change on a route-by-route basis, and it **found that no service change proposals have adverse effects**. The proposed changes, including the 2 Line opening between South Bellevue Station and Redmond Technology Station, the 1 Line extension to Lynnwood, and the additional Sounder North (N) Line trips in the AM Peak and PM Peak, only result in benefits, such as increased revenue hours and service coverage.

**The individual route analysis found that none of the major service changes resulted in a disparate impact or a disproportionate burden.** Therefore, no mitigations are required.

## **Systemwide Service Analysis**

The systemwide analysis will be included in the 2024 Service Plan Phase Two.

# Appendix

## ST Service Area Title VI Routes and Population

Table 21: Title VI routes and population statistics (2023)<sup>9</sup>

| Route                          | Total Population        | Minority Population |       | Non-Minority Population | Limited English Proficiency (LEP) <sup>10</sup> |       | Low-Income Population <sup>11</sup> |       | Non-Low Income |
|--------------------------------|-------------------------|---------------------|-------|-------------------------|---|-------|-------------------------------------|-------|----------------|
| 1 Line                         | 1,276,600               | 553,672             | 43.4% | 722,928                 | 145,964   | 11.4% | 270,067                             | 21.2% | 1,006,533      |
| 2 Line                         | 393,539                 | 184,688             | 46.9% | 208,851                 | 41,900  | 10.2% | 46,634                              | 11.8% | 346,905        |
| 510                            | 330,000                 | 134,300             | 40.7% | 195,700                 | 58,600  | 10.7% | 76,500                              | 23.2% | 253,500        |
| 511                            | 409,600                 | 151,900             | 37.1% | 257,700                 | 55,100  | 11.1% | 76,900                              | 18.8% | 332,700        |
| 512                            | 322,700                 | 135,087             | 41.9% | 341,900                 | 41,823  | 13.0% | 76,129                              | 23.6% | 246,571        |
| 513                            | 270,000                 | 117,817             | 43.6% | 152,183                 | 38,288  | 14.2% | 62,528                              | 23.2% | 394,700        |
| 522                            | 129,800                 | 42,442              | 32.7% | 87,358                  | 10,162  | 7.8%  | 17,757                              | 13.7% | 112,043        |
| 532                            | 351,700                 | 148,800             | 42.3% | 202,900                 | 9,600   | 10.8% | 73,500                              | 20.9% | 278,200        |
| 535                            | 242,600                 | 95,600              | 39.4% | 147,000                 | 27,400  | 11.4% | 38,500                              | 15.9% | 204,100        |
| 542                            | 88,600                  | 39,600              | 44.7% | 49,000                  | 11,200  | 10.2% | 15,900                              | 17.9% | 72,700         |
| 545                            | 241,400                 | 117,000             | 48.5% | 124,400                 | 16,600  | 9.8%  | 35,000                              | 14.5% | 206,400        |
| 550                            | 110,000                 | 52,000              | 47.3% | 58,000                  | 12,600  | 9.4%  | 19,200                              | 17.5% | 90,800         |
| 554                            | 170,400                 | 78,600              | 46.1% | 91,800                  | 35,400  | 18.7% | 26,200                              | 15.4% | 144,200        |
| 556                            | 134,000                 | 57,700              | 43.1% | 76,300                  | 53,600  | 16.5% | 20,600                              | 15.4% | 113,400        |
| 560                            | 189,200                 | 107,600             | 56.9% | 81,600                  | 48,900  | 14.3% | 45,400                              | 24.0% | 143,800        |
| 566                            | 323,800                 | 182,200             | 56.3% | 141,600                 | 20,500  | 13.2% | 75,400                              | 23.3% | 248,400        |
| 574                            | 340,700                 | 188,200             | 55.2% | 152,500                 | 30,300  | 11.1% | 113,600                             | 33.3% | 227,100        |
| 577                            | 155,600                 | 82,500              | 53.0% | 73,100                  | 4,300   | 5.0%  | 40,900                              | 26.3% | 114,700        |
| 578                            | 273,600                 | 123,800             | 45.2% | 149,800                 | 23,400  | 12.4% | 67,300                              | 24.6% | 206,300        |
| 580                            | 85,400                  | 23,000              | 26.9% | 62,400                  | 12,700  | 8.3%  | 15,400                              | 18.0% | 70,000         |
| 586                            | 189,200                 | 96,700              | 51.1% | 92,500                  | 15,000  | 9.5%  | 63,500                              | 33.6% | 125,700        |
| 590                            | 153,200                 | 70,500              | 46.0% | 82,700                  | 22,300  | 9.3%  | 44,400                              | 29.0% | 108,800        |
| 592                            | 158,800                 | 83,500              | 52.6% | 75,300                  | 16,300  | 6.2%  | 50,300                              | 31.7% | 108,500        |
| 594                            | 238,500                 | 119,800             | 50.2% | 118,700                 | 2,000   | 3.1%  | 77,800                              | 32.6% | 160,700        |
| 595                            | 262,700                 | 99,600              | 37.9% | 163,100                 | 40,300  | 10.4% | 64,200                              | 24.4% | 198,500        |
| 596                            | 65,500                  | 14,100              | 21.5% | 51,400                  | 150,800   | 12.3% | 10,200                              | 15.6% | 55,300         |
| N Line                         | 388,300                 | 145,600             | 37.5% | 242,700                 | 4,700   | 12.4% | 86,800                              | 22.4% | 301,500        |
| S Line                         | 1,221,400               | 593,900             | 48.6% | 627,500                 | 186,500   | 11.9% | 321,000                             | 26.3% | 900,400        |
| T Line                         | 302,800                 | 133,100             | 44.0% | 169,700                 | 112,100   | 11.6% | 82,900                              | 27.4% | 219,900        |
| Sound Transit District Average | 3,306,990 <sup>12</sup> | 1,412,085           | 42.7% | 1,894,905               | 343,927   | 10.4% | 684,547                             | 20.7% | 2,622,443      |

<sup>9</sup> Statistics reflect service area after the service change.

<sup>10</sup> Limited English is defined as speaking English, "Less than very well."

<sup>11</sup> Low-Income is defined as a 200% poverty level and below.

<sup>12</sup> Published District total population estimate, 2022.

# Route-Level Title VI Population Maps

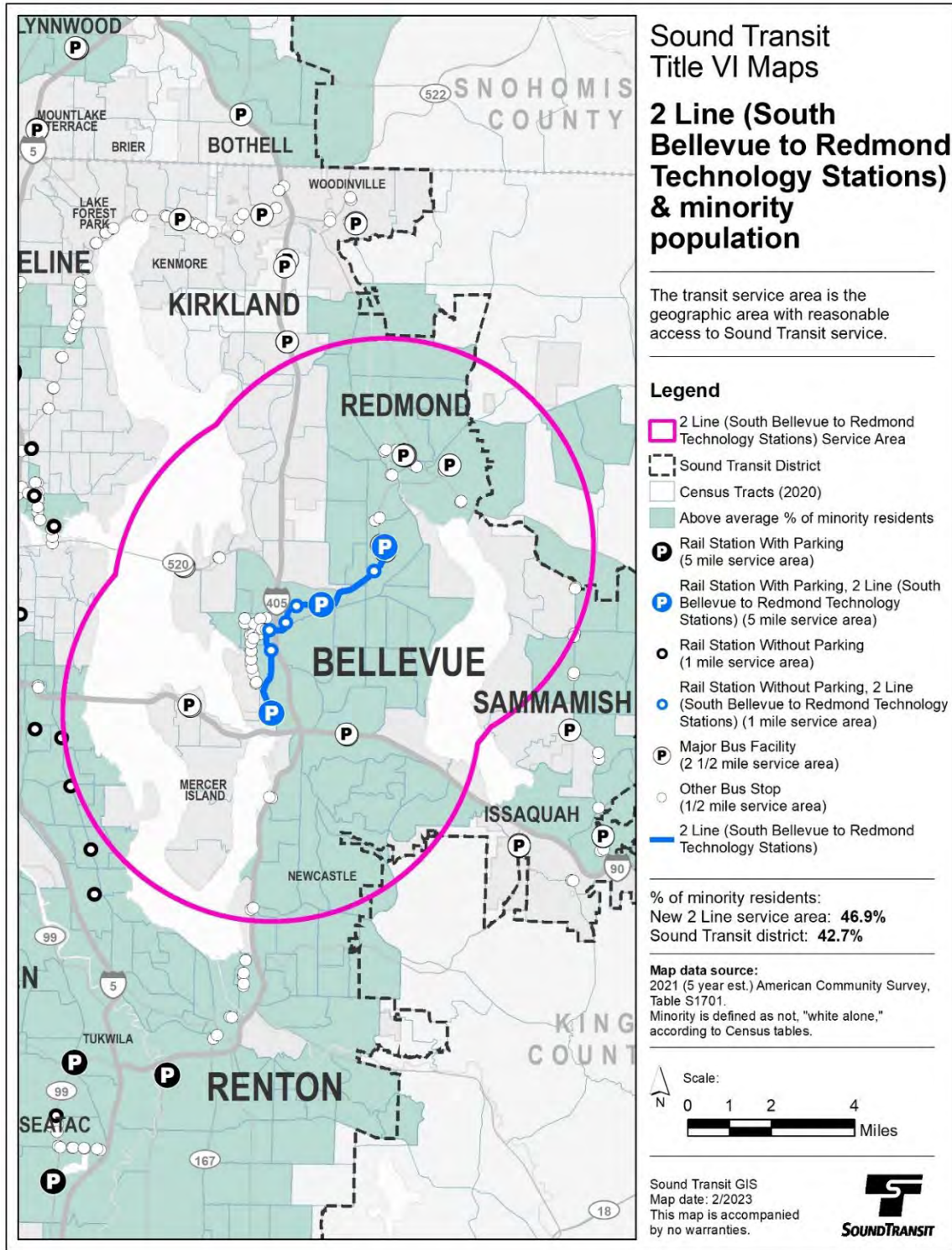


Figure 9: 2 Line stations and minority populations

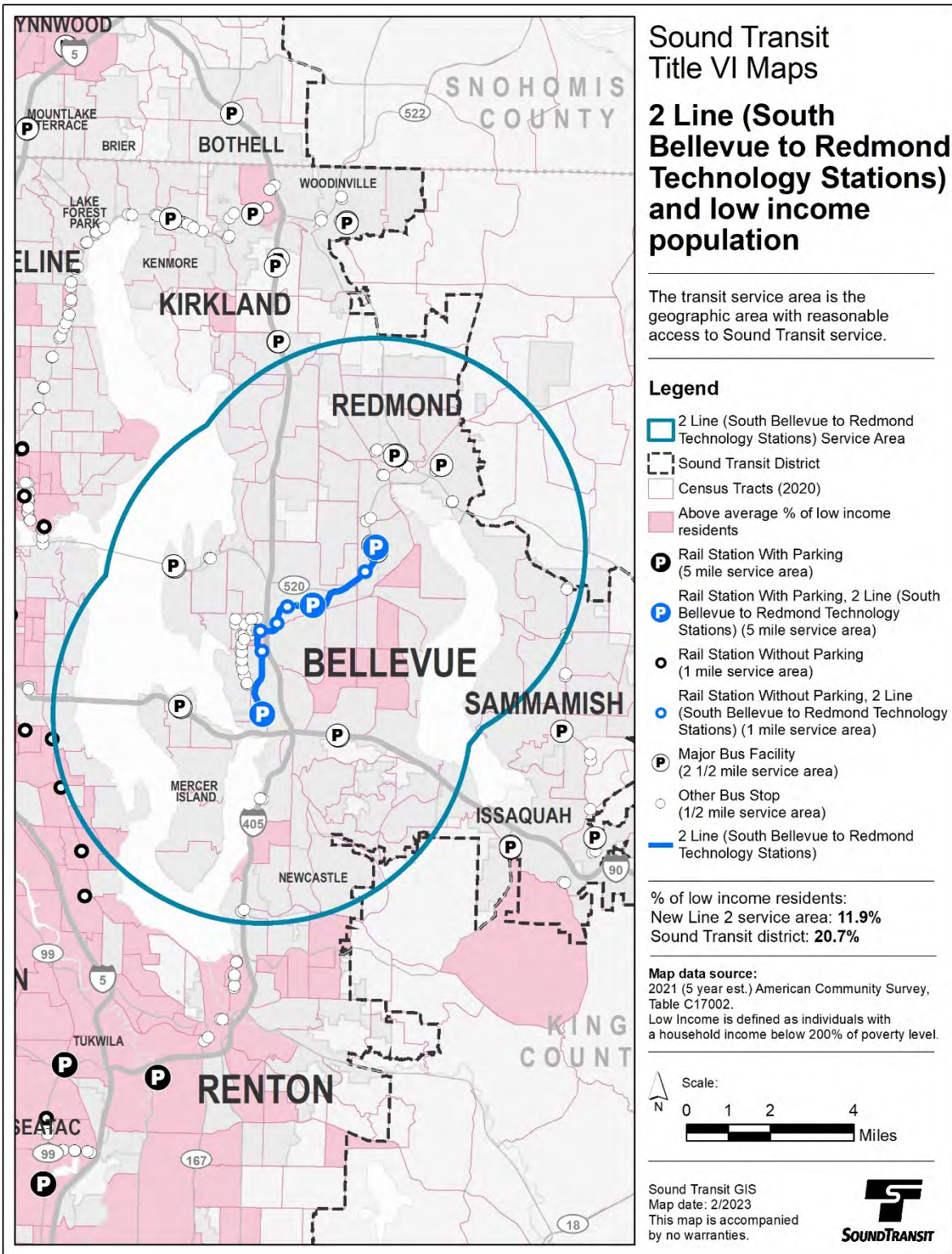


Figure 10: 2 Line stations and low-income populations

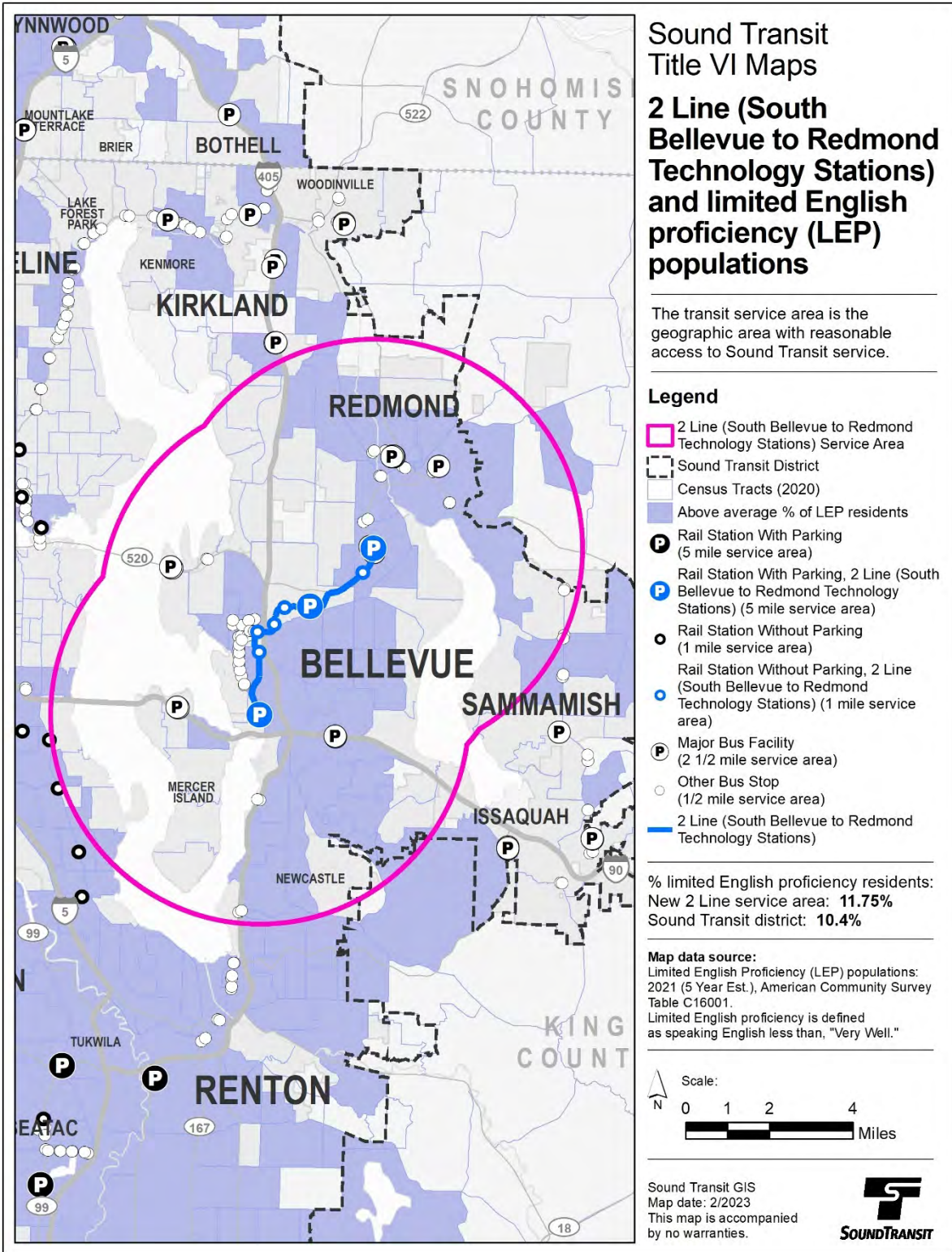


Figure 11: 2 Line stations and Limited English Proficiency (LEP) populations

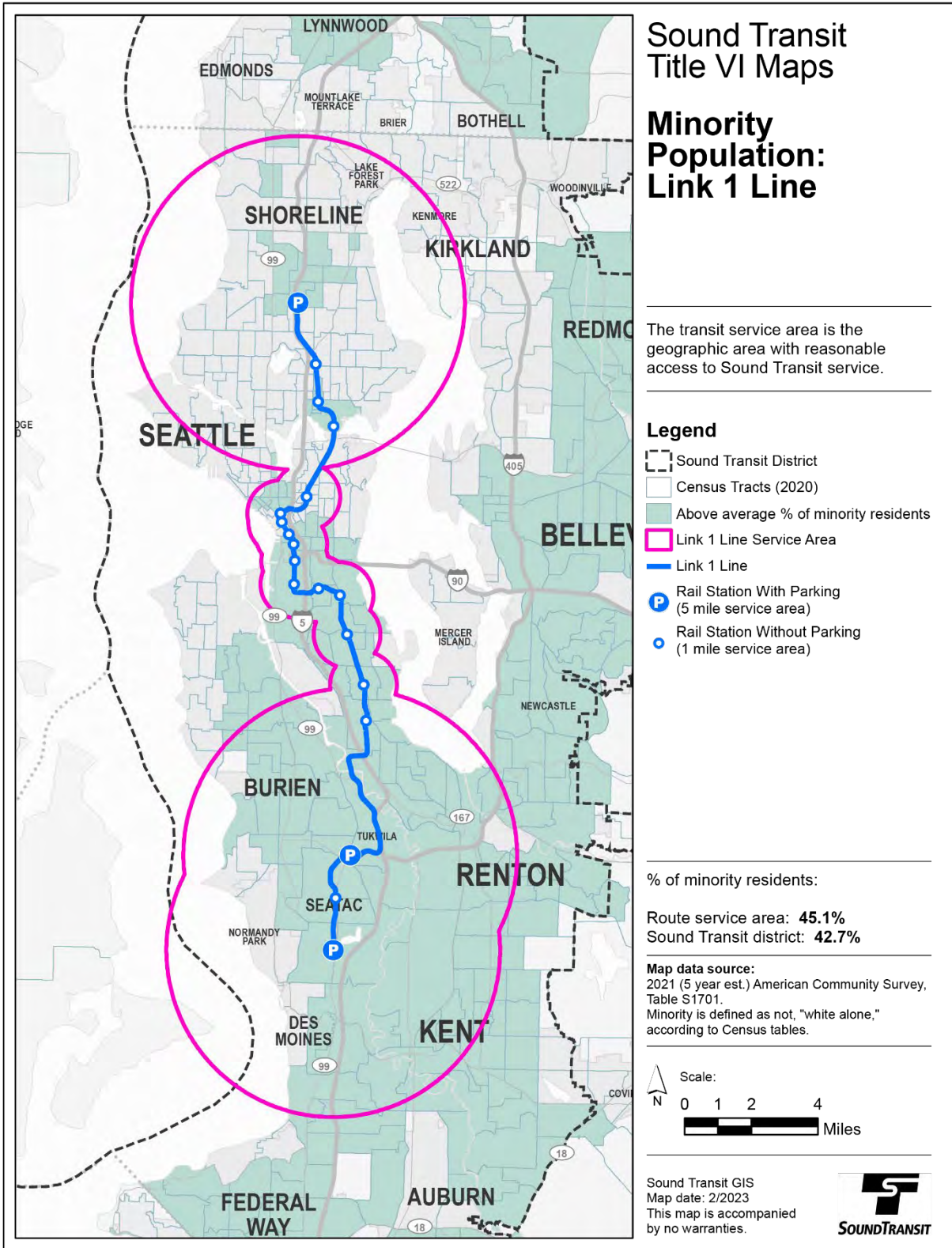


Figure 12: 1 Line stations and Link 1 Line minority populations before Lynnwood Link Extension opens

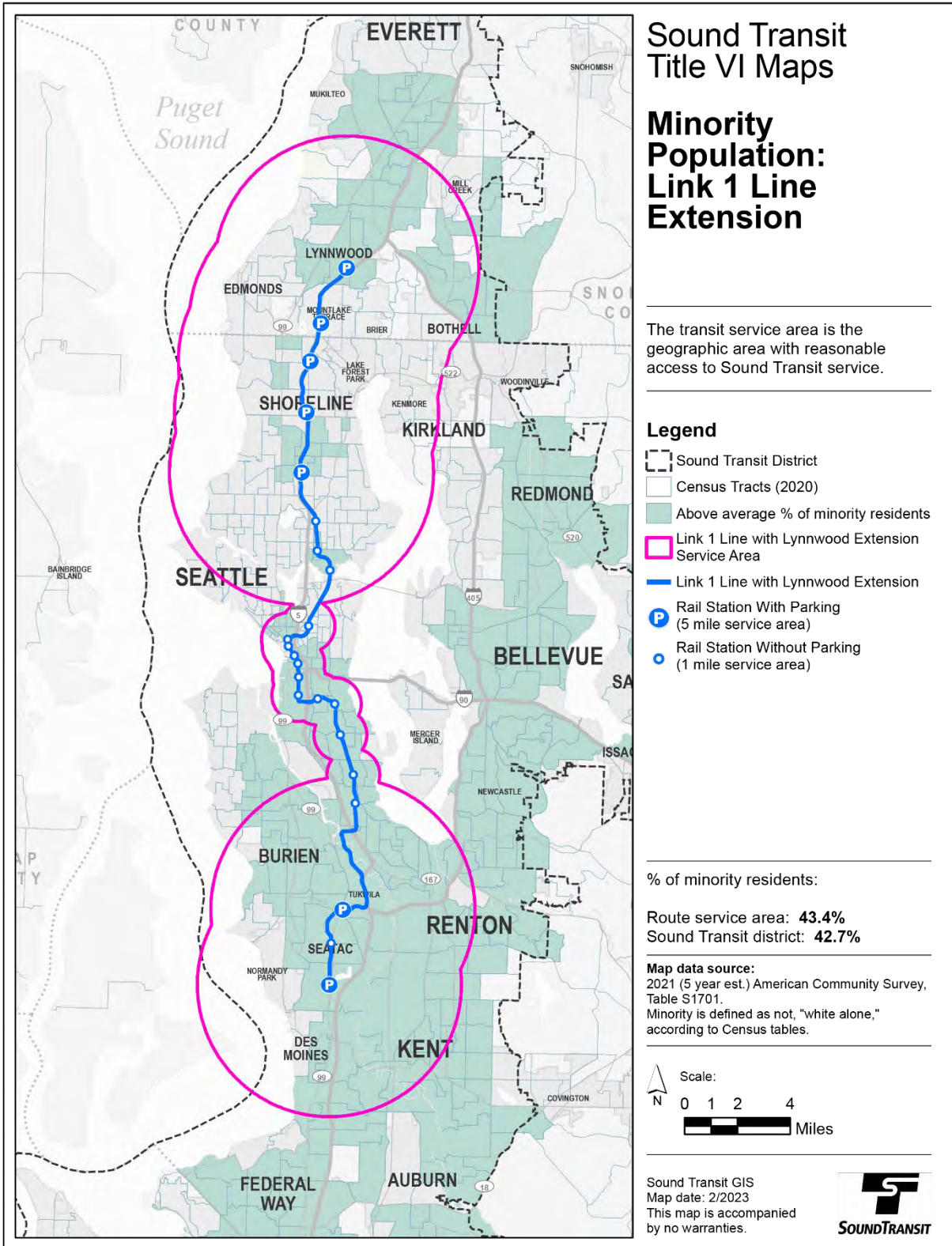


Figure 13: 1 Line stations and Link 1 Line minority populations after Lynnwood Link Extension opens



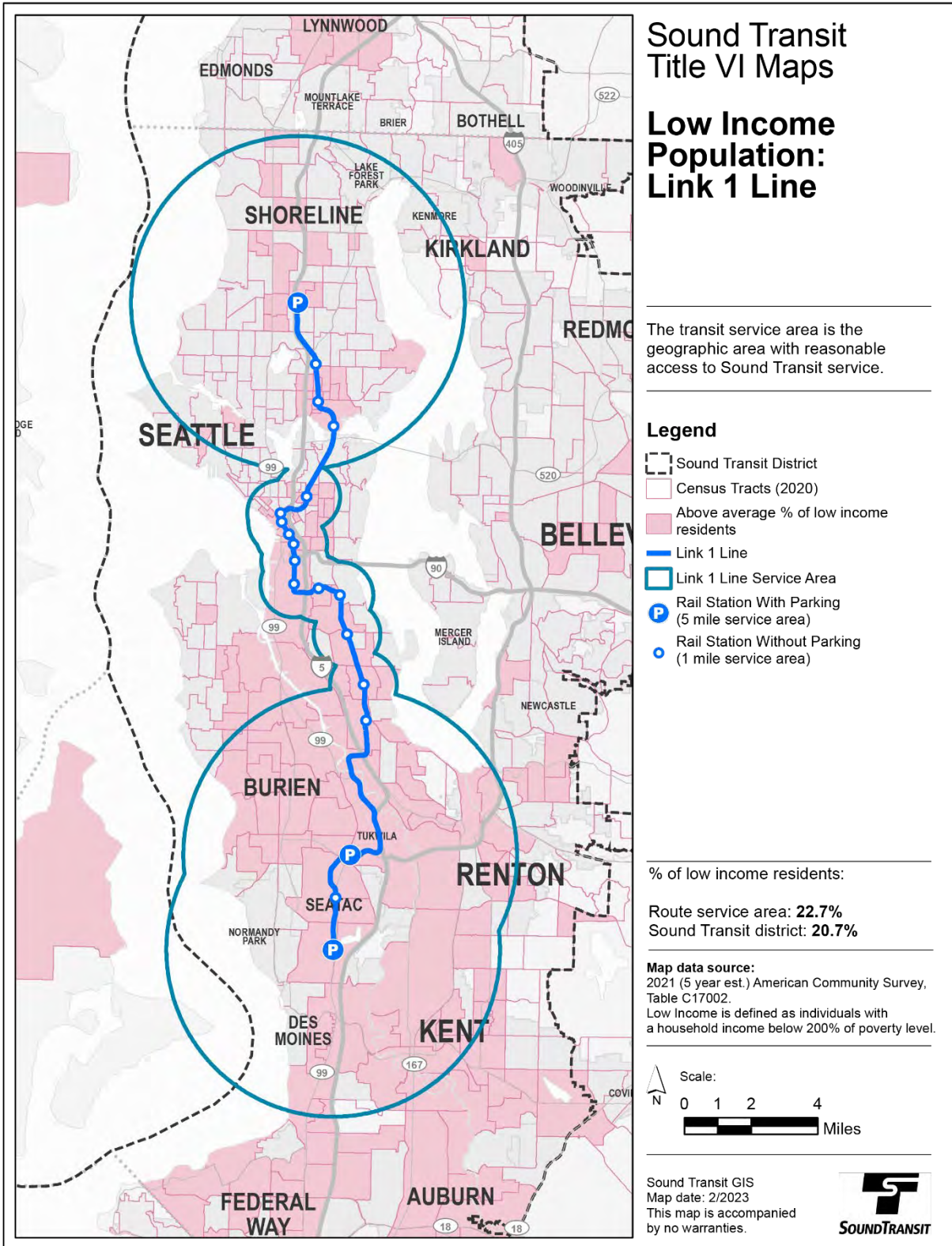


Figure 14: 1 Line stations and Link 1 Line low-income populations before Lynnwood Link Extension opens

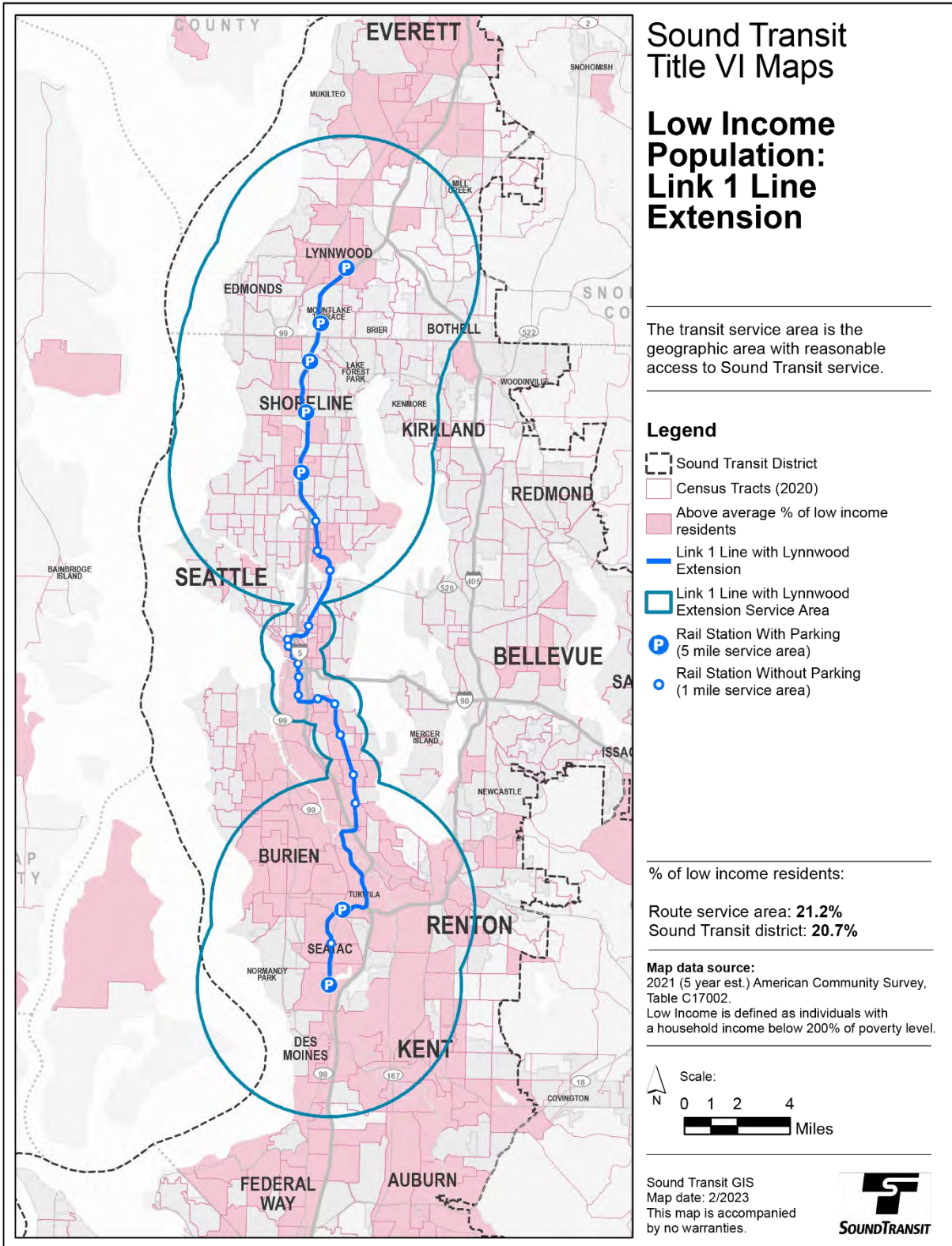


Figure 154: 1 Line stations and Link 1 Line low-income populations after Lynnwood Link Extension opens

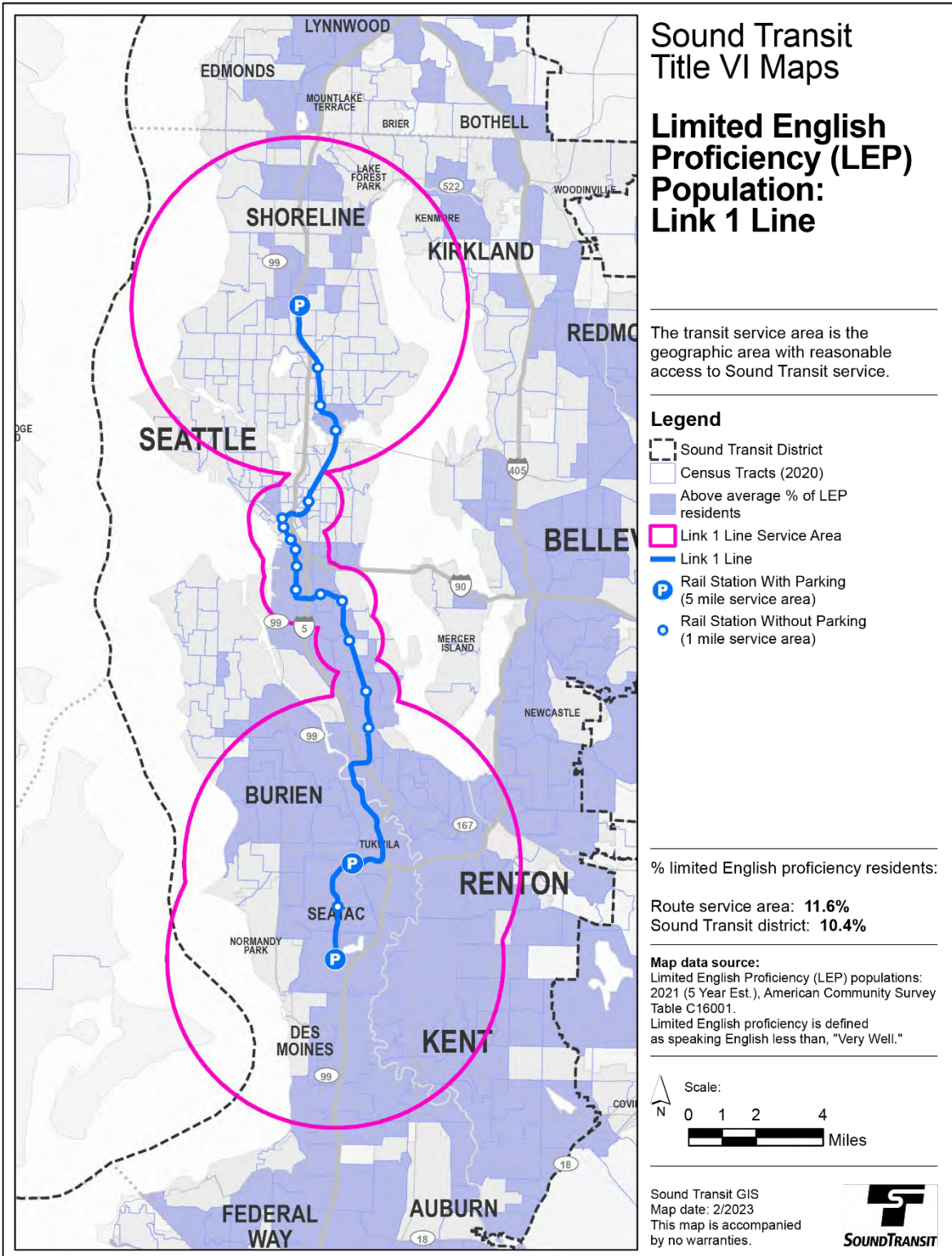


Figure 16: 1 Line stations and Link 1 Line Limited English Proficiency (LEP) population before Lynnwood Link Extension opens

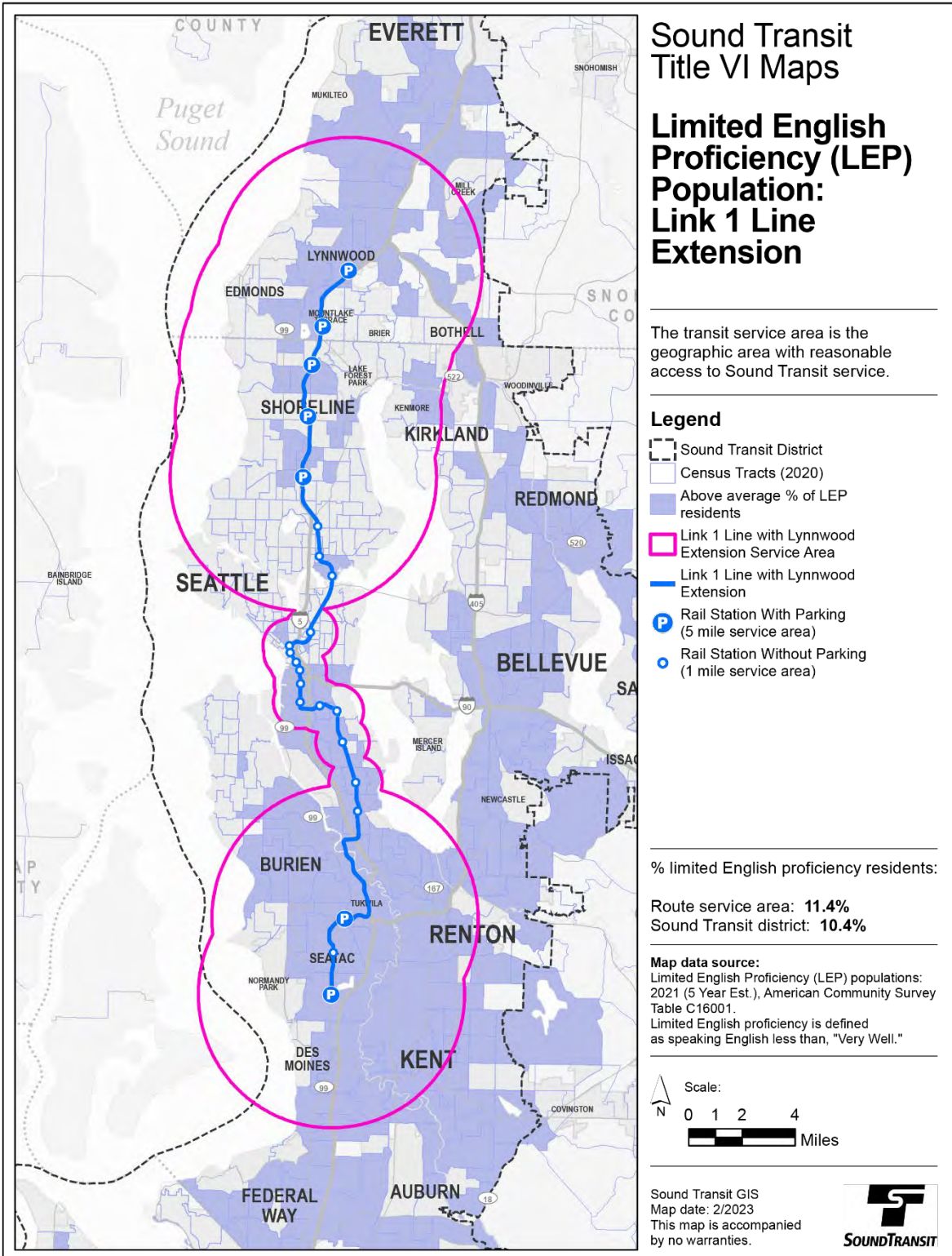


Figure 17: 1 Line stations and Link 1 Line Limited English Proficiency (LEP) population after Lynnwood Link Extension opens

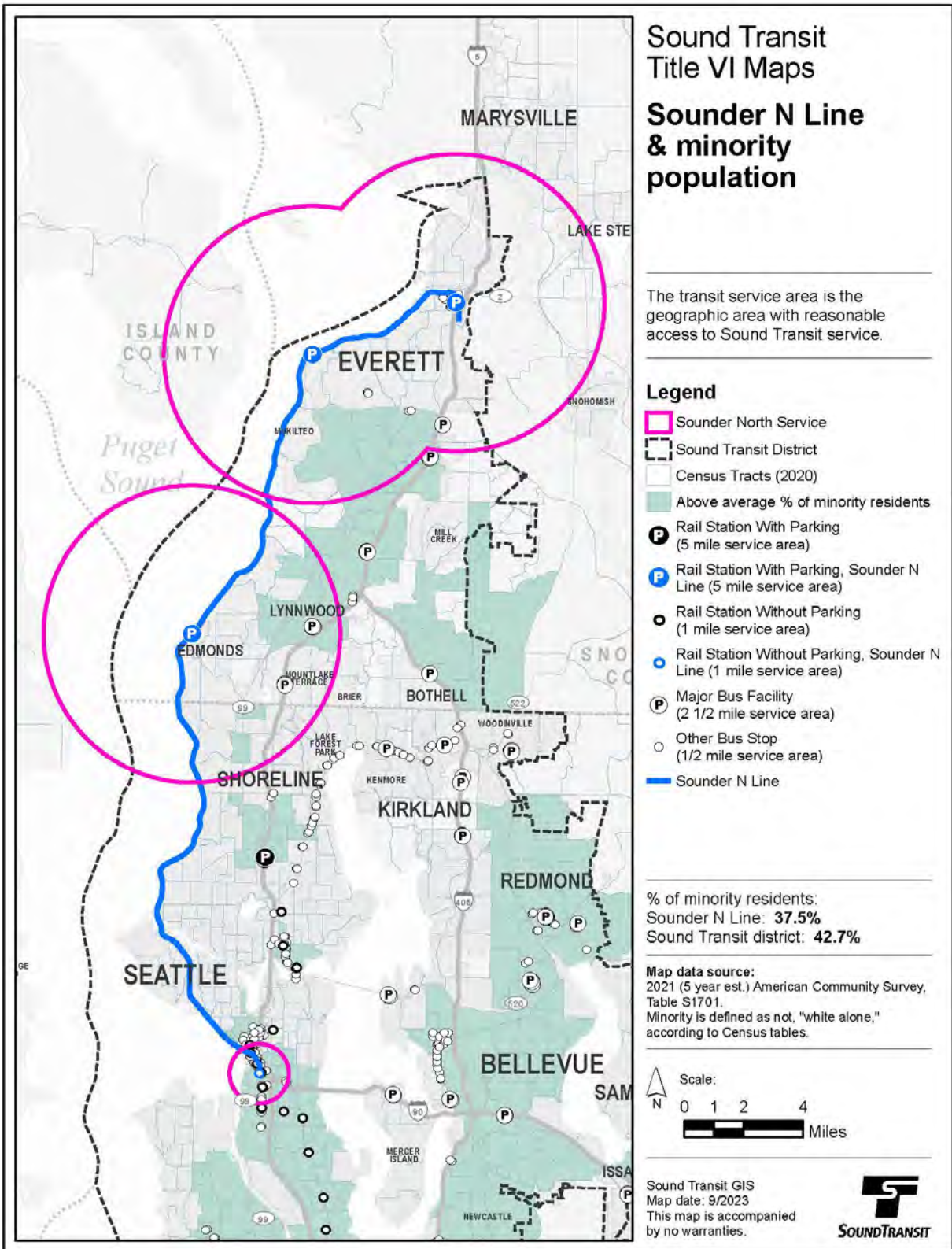


Figure 18: N Line stations and N Line minority population

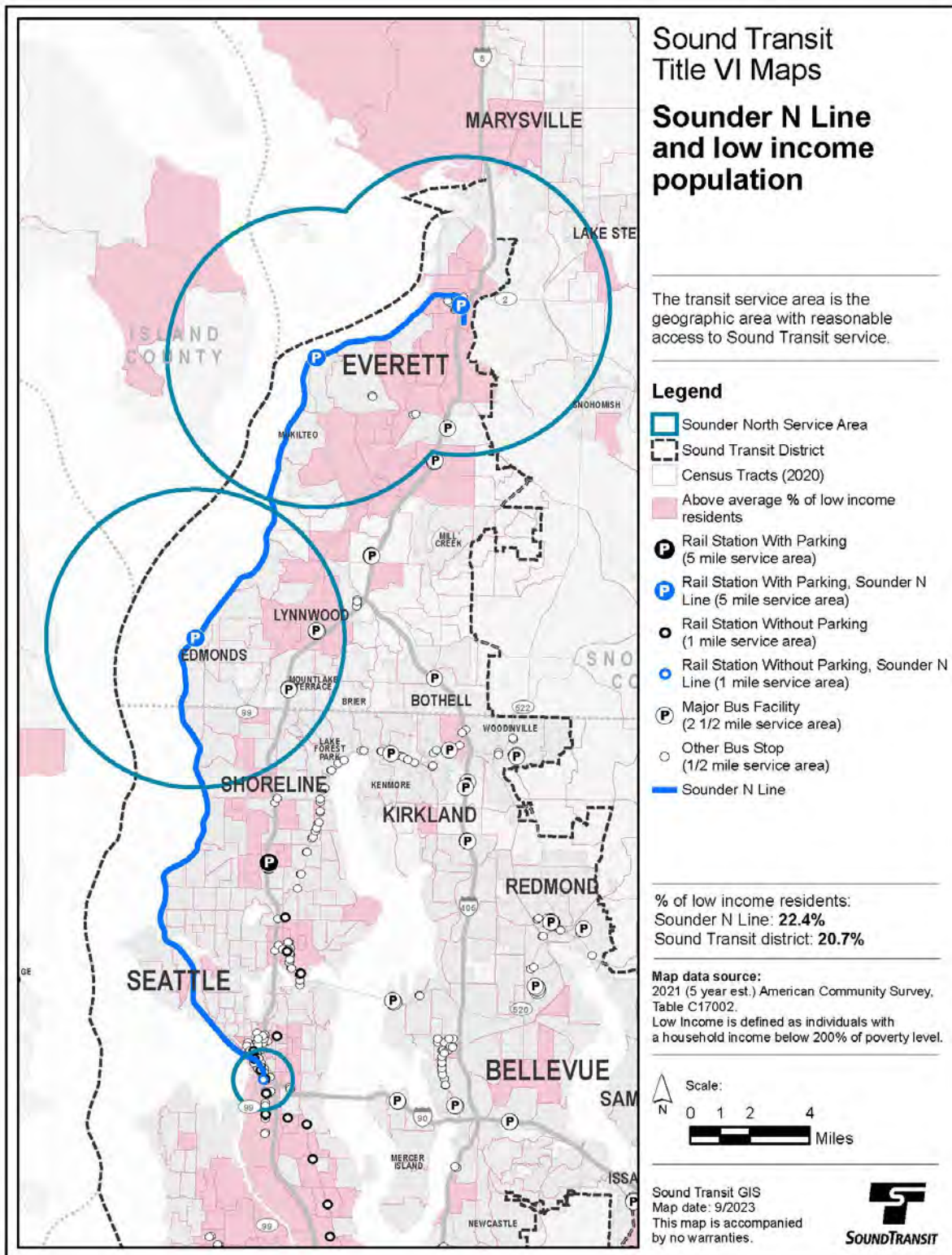


Figure 19: N Line stations and N Line low-income population

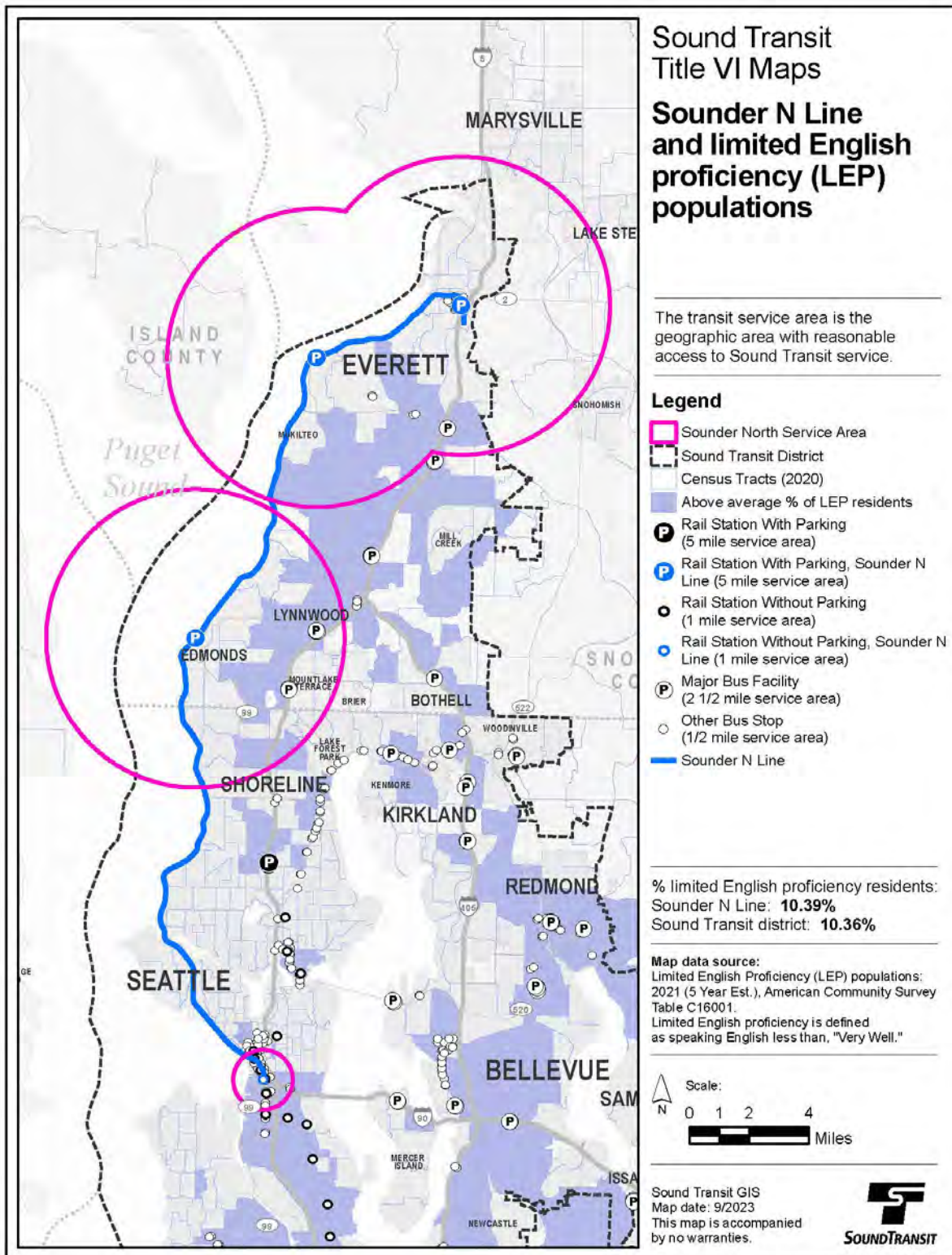


Figure 20: N Line stations and N Line Limited English Proficiency (LEP) population