



2019 Service Implementation Plan

Board Meeting

November 15, 2018

Service Implementation Plan manages ST services

- **Regular process of managing ST's regional network**
- **Adopts major service changes**
- **Reports on service performance and quality**
- **Preliminary plans for the next five years**
- **Opportunity for public input**

2019 Service Outlook

- **Link:** Improved reliability in rail-only Downtown Seattle Transit Tunnel (DSTT)
- **Tacoma Link:** no changes planned
- **Souder:** no changes planned
- **ST Express:** major changes necessary

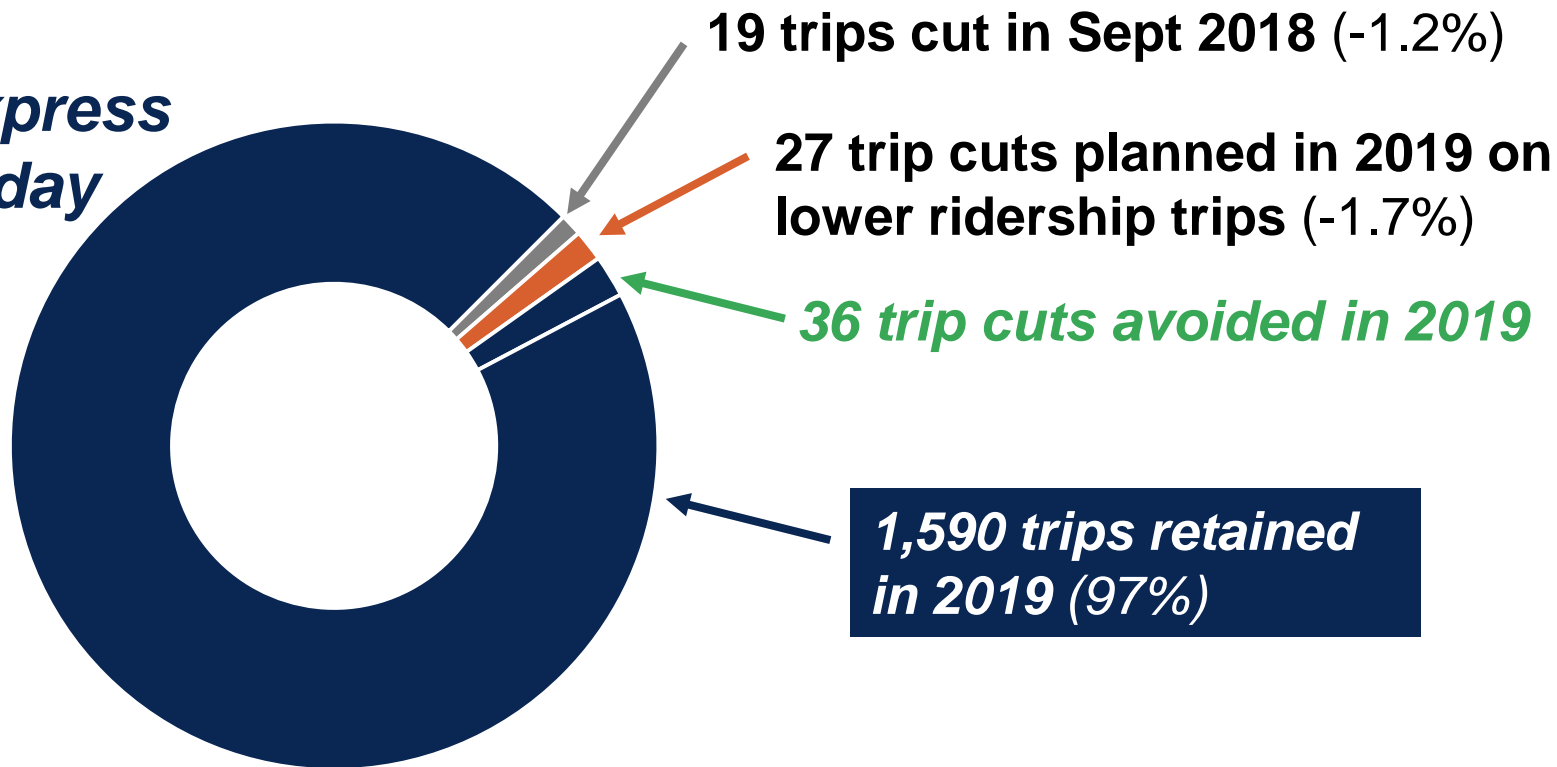
Major changes to ST Express necessary

The challenge for ST Express in 2019:

- **Growing regional congestion impacting service quality**
- **Construction and congestion impacts in 2019:**
 - Alaskan Way Viaduct demolition (January 2019)
 - Downtown Seattle Transit Tunnel rail-only (March 2019)
 - WSDOT closes Montlake Freeway Station (March 2019)
 - Convention Center construction (on-going)
- **Slower speeds require more buses to maintain existing service**
- **Limited regional bus base capacity available to respond**

2019 SIP: Taking action to minimize trip reductions

***ST Express
Weekday
Trips***



SIP Action 1: Adopt service plan in two phases



SIP Action 2: Add buses and service hours

Grow fleet by 19 buses by September 2019

Activate 19 reserve buses:



 + 5 to CT

 +14 to PT



Outreach Summary



60,000 people reached on social media



40 ambassadors distributed **2400** cards to riders on all affected routes, summarizing proposed changes



Coach posters onboard buses summarized changes



Personal responses from service planning or outreach staff to all e-mails and phone calls received



Summary of SIP on website with a survey on proposals



Route 550: New routing on surface streets

Respond to DSTT conversion to rail-only

- As DSTT becomes rail-only, operate on 2nd & 4th Avenues
- Add buses and service hours to mitigate longer travel times
- 10,700 weekday customers will need to use different stops



Route 550: Public Outreach Summary

48 comments:

14

concerned about
congestion on surface
streets

16

concerned about longer
walks to stops and
transfers

18

Other questions or
suggestions

Montlake Freeway Station Closes; Add New Trips

Respond to construction impacts

- SR 520 construction will close Montlake Freeway Station
- Add new evening and weekend service on Route 542 until September 2019
- 350 customers maintain service with a transfer (3% of existing Route 545/555 riders)



Montlake: Public Outreach Summary

13 comments:

7

Questions to clarify how a proposal would affect a commute

4

Request for early morning mitigation service

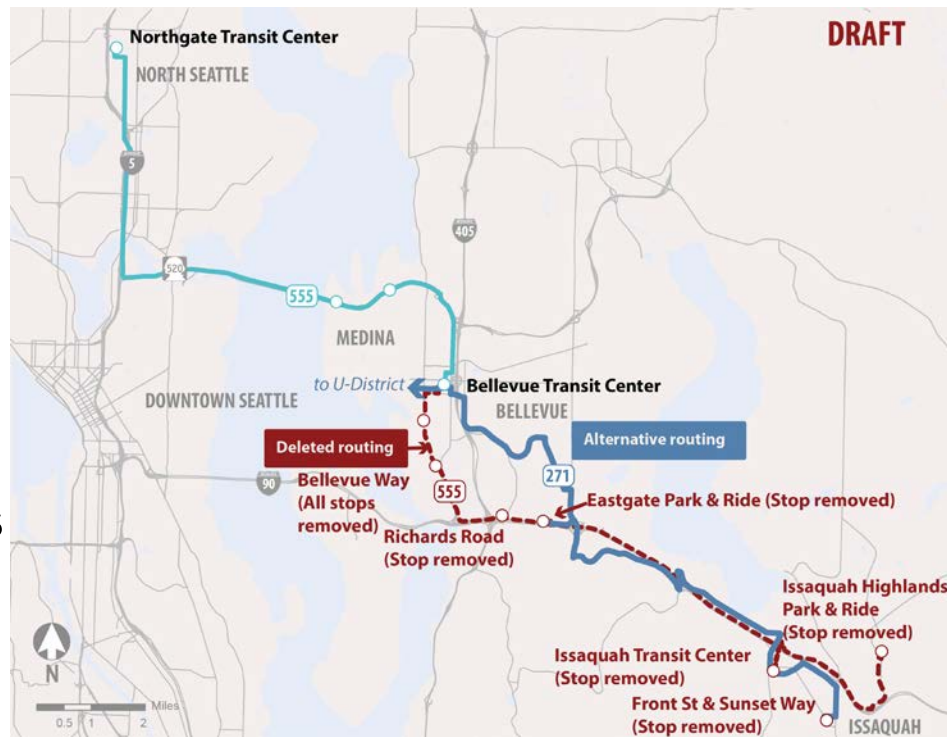
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In favor of extended Route 542 service

Route 555: Eliminate low-performing segment

Reallocate lower-performing service

- Bellevue-Eastgate-Issaquah segment eliminated due to lower ridership.
- Reallocate saved resources to avoid trip reductions on Route 554.
- 175 of 740 (24%) use KCM Routes 271 or 241



Route 555: Public Outreach Summary

19 comments:

15

concerned about longer
travel time

2

Questions about related
routes

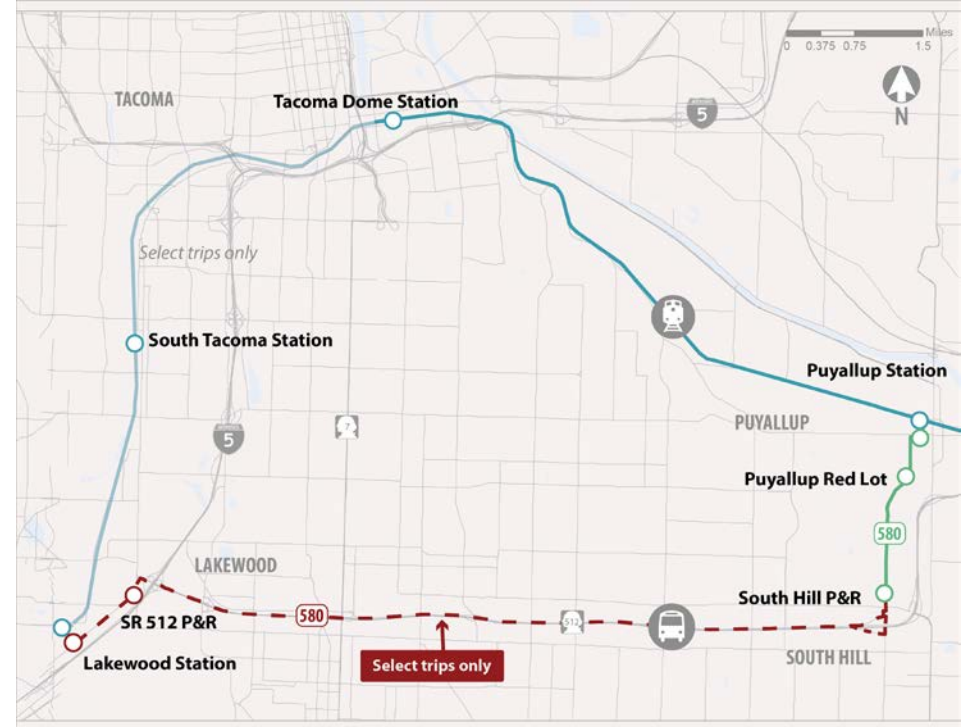
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In favor or request for
more service

Route 580: Reduce low-performing segment

Reallocate lower-performing service

- Reduce service between Lakewood Station and South Hill when duplicated by Sounder
- Reallocate saved resources within Pierce County
- 35 of 560 (6%) weekday customers use Sounder or PT Route 4 between Lakewood & Puyallup



Route 580: Public Outreach Summary

1 comment:

1

Opposed to elimination of
reverse-peak trips



Route 513: Start at new Seaway Transit Center

Integrate service with partners

- Move start of route to Seaway Transit Center
- Evergreen Way & 79th PI customers would shift to new stops on Casino Rd & Evergreen Way
- Provide connections to Everett Transit, Community Transit, and other services
- 66 of 636 (10%) weekday riders will need to use a different stop



Route 513: Public Outreach Summary

13 comments:

8

Opposed to deletion of
Evergreen Way & 79th
stop

1

In favor of serving Seaway
Transit Center

4

Other comments or
suggestions

Major service change Title VI analysis

Higher than average minority or low-income population:

- Route 550 mitigation: additional buses and service hours added to route to avoid eliminating trips.
- Route 580 mitigation: outreach to riders online, in person, and via signage; resources reallocated to Route 592 serving Lakewood
- Route 513 mitigation: outreach to riders online, in person, and via signage

Not higher than average minority or low-income population:

- Route 555
- Montlake Freeway Station

Next steps

- **Today, requesting adoption:**
 - Major service changes for March 2019
 - 2019 Service Implementation Plan
- **Early 2019**
 - Return with proposed service changes for Sept 2019