

# ***2021 Service Plan***

*Rider Experience & Operations  
Committee*

*11/5/2020*

# *Why we are here*

## *2021 Service Plan*

- Overview of draft 2021 Service Plan
- Overview of key feedback themes
- Review proposed changes and proposed 2021 Service Plan
- Today we are here to inform today's decision on approval of major service changes for implementation in 2021

# ***Planning 2021 service***

## ***What we're assuming***

- Pandemic impacts will most likely continue through 2021
- Service levels designed to meet existing ridership while containing spending in a period of declining revenues
- Northgate Link opening will result in ST Express service restructure

## ***What we don't know***

- How ridership may change throughout the year
- How social distancing needs will change
- When major employers and schools will return in-person

## ***Flexibility is key***

- If ridership returns faster than anticipated, add budget and service

# *Restructure aligns with future plans*

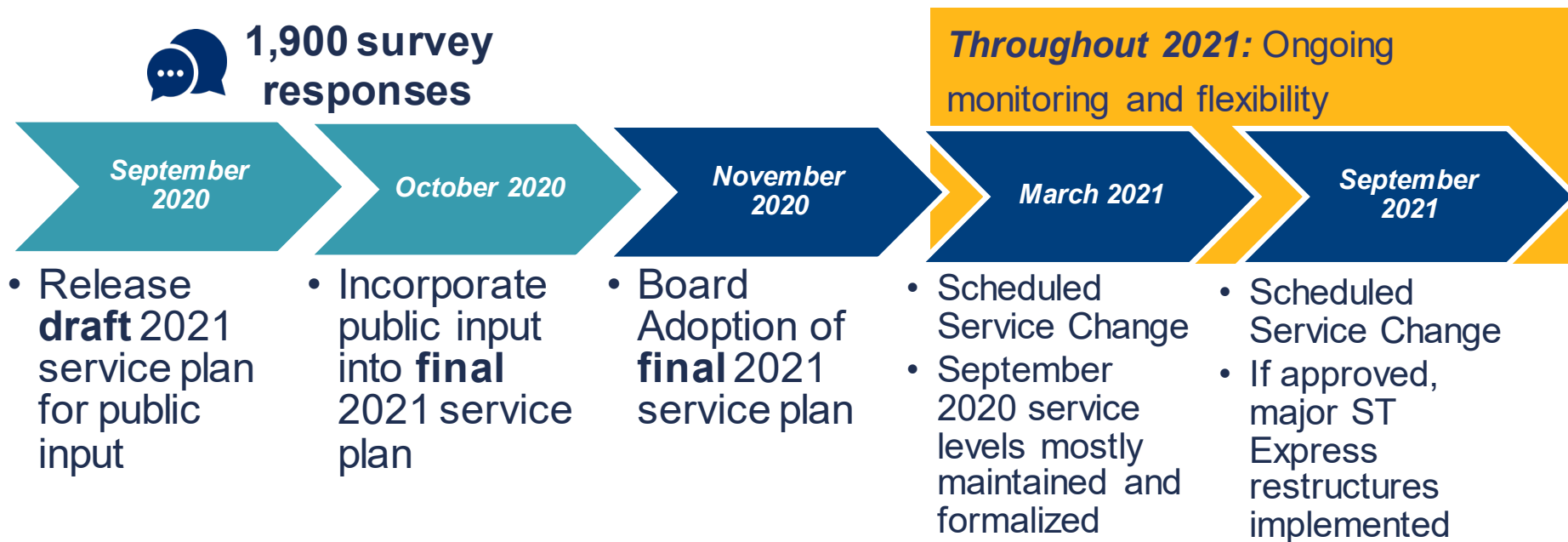
## *Upcoming ST Express changes build a more connected future network*

- Link & BRT completely or partially replace ST Express routes
- Creates new connections to reliable, high-capacity service
- ST3 plan funds existing service levels on remaining routes
- Northgate Link restructure interim condition until Lynnwood Link



# 2021 Service Plan timeline

## Current phase: incorporating outreach results



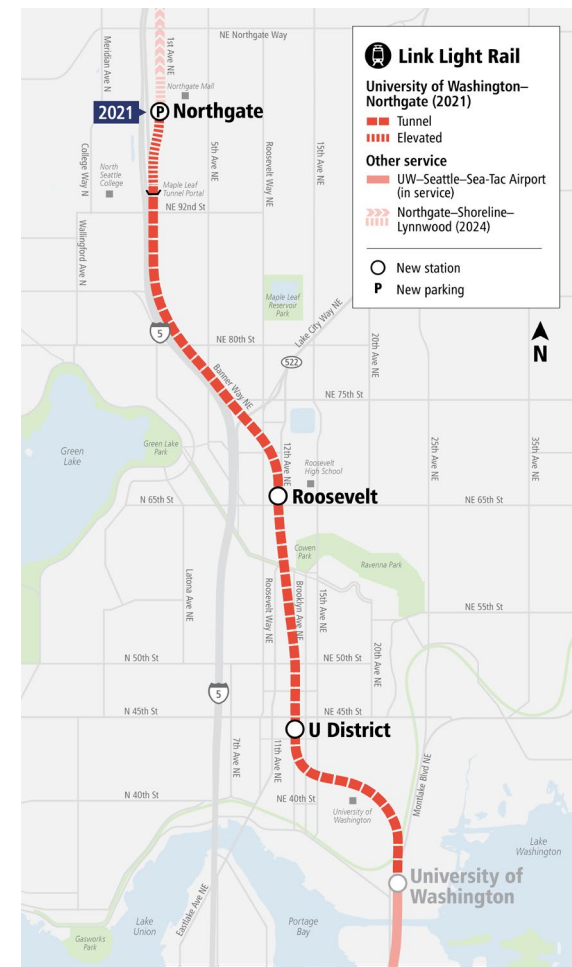
# *Overview of Draft 2021 Service Plan*

## *Draft Plan shared for public outreach in September*

- Northgate Link opens adding 3 new stations
- ST Express routing changes from Snohomish and North King County to feed expanded Link system
- Link arrives every 8 mins during rush hour; every 15 mins midday, weekends; 30 mins evenings
- Sounder north and south lines operate partial service
- Continued suspension of some rush-hour ST Express routes
- Prioritize equitable, reliable all-day service for riders who depend on transit

# Draft Link service levels

- Trains arrive every 8-minutes rush hour, 15-minutes midday & weekend, 30-minutes late night.
- Service begins to Northgate in September 2021 adding new stations at U District, Roosevelt, and Northgate.



# *Survey results for draft Link service levels*

- Reduced off-peak service frequency reduces usefulness of Link, particularly when making transfers.
- Link needs to be frequent all-day, not designed to only provide minimum necessary capacity.
- Trains should arrive every 10 minutes off-peak, 15 minutes late night.



# *How we are responding*

## *Draft Proposal*

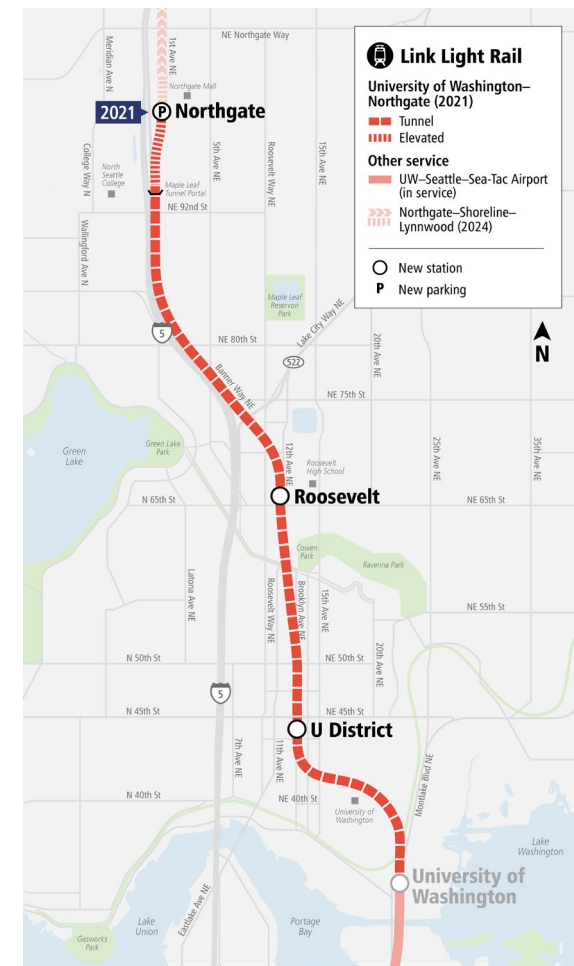
- Trains arrive every 8-minutes rush hour, 15-minutes midday & weekend, 30-minutes late night.

## *Revised Proposal*

- Improve mid-day and weekend Link headways to every 10 minutes.
- Improve late evening headways to every 15 minutes.

# Northgate Link opening drives bus service restructure

- Integrated planning between Sound Transit, King County Metro and Community Transit.
- Planning and public outreach began in 2019.
- Proposed routing changes to ST Express routes from Snohomish and North King County.
- Connect ST Express Routes 511, 512, 513, 522, 542, 555, 556 to expanded Link system.
- KCM & CT also planning coordinated changes.



# Snohomish County draft route adjustments

- Route 510 & CT 400-series continue to directly serve downtown Seattle.
- Routes 511 & 513 re-routed to Northgate station during rush hour.
- Route 512 re-routed to Northgate station midday, evenings, and weekends.



# *Survey results Snohomish County proposals*

## *394 responses – 56% responded “Meets Travel Needs”*

- Request for increased frequency & improved weekend service.
- Excitement about Northgate Link opening.
- Some support/understanding for bus-rail transfers.
- Some concern about new transfers, including changes in travel time, the experience of transferring and fare differences.
- Preference to keep direct rush hour service to Seattle.

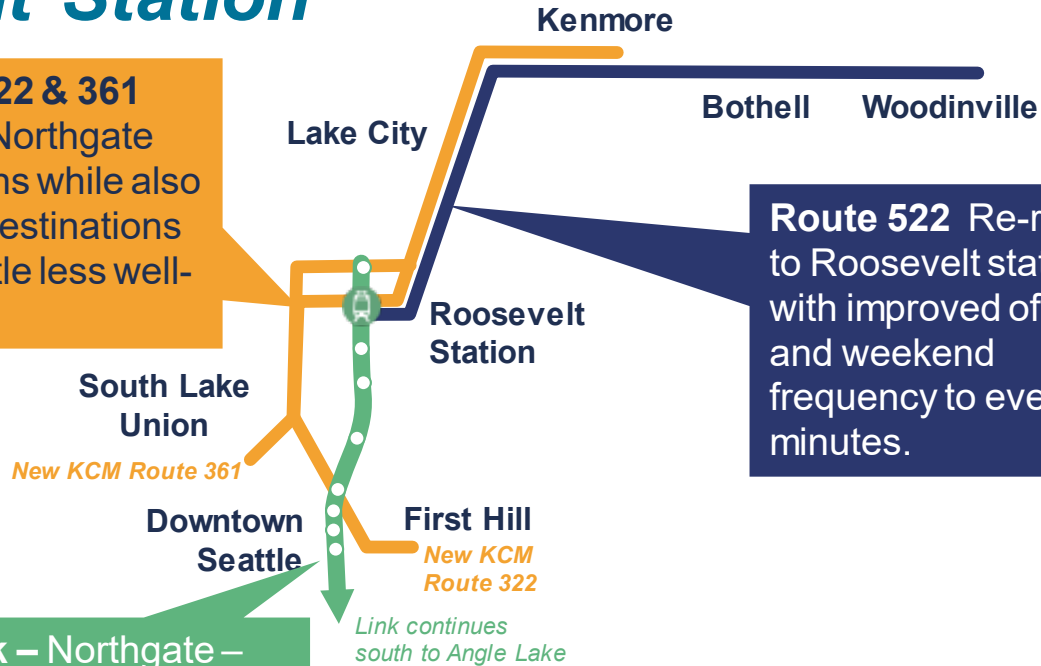
# *How we are responding*

## *No changes to Draft Proposal*

- Rider input shaped draft proposal during previous outreach phases in 2019.
- Route 510 will continue direct service to downtown Seattle; Routes 511, 512, and 513 will truncate at Northgate Station.
- Community Transit 400-series routes offer direct service option to downtown Seattle.
- Improved Link frequency results in better transfer experience.

# Draft North King connections to Roosevelt Station

**New KCM Routes 322 & 361** connect with Link at Northgate and Roosevelt stations while also providing access to destinations near downtown Seattle less well-served by light rail.



**Route 522** Re-routed to Roosevelt station with improved off-peak and weekend frequency to every 15 minutes.

**Link – Northgate – Downtown Seattle – Angle Lake**

# *Survey results for Draft North King connections to Roosevelt Station*

***108 responses – 63% responded “Meets Travel Needs”***

- Many supported reliability benefits and increased frequency with transfer.
- Some preference for direct service to downtown Seattle.
- Preference for more frequent Link service to make connection at Roosevelt Station.
- Some concern about new transfers, including changes in travel time, the experience of transferring and fare differences.

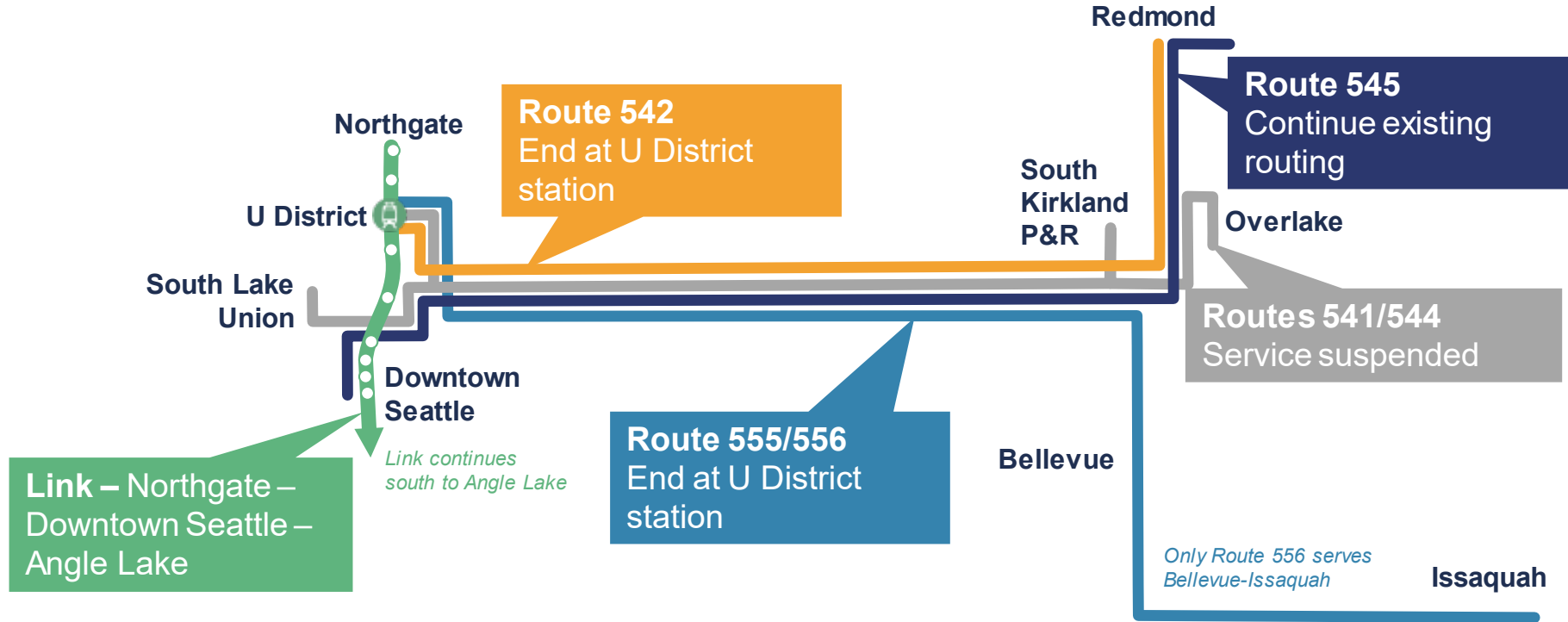
# *How we are responding*

## *No changes to Draft Proposal*

- Rider input shaped draft proposal during previous outreach phases in 2019.
- Route 522 will truncate at Roosevelt Station and increase service levels.
- Improved Link frequency results in better transfer experience.



# Draft East King SR 520 service changes



# ***Survey results for Draft East King SR 520 service changes***

***100 responses – 67% responded “Meets Travel Needs”***

- Preference to not change current service on SR 520.
- Concern about travel time, cost, and accessibility of transfers.
- Little feedback about Route 555 truncation; additional review highlighted similarity of proposed route with KCM Route 271 Bellevue to U District.

# *How we are responding*

## *Draft Proposal*

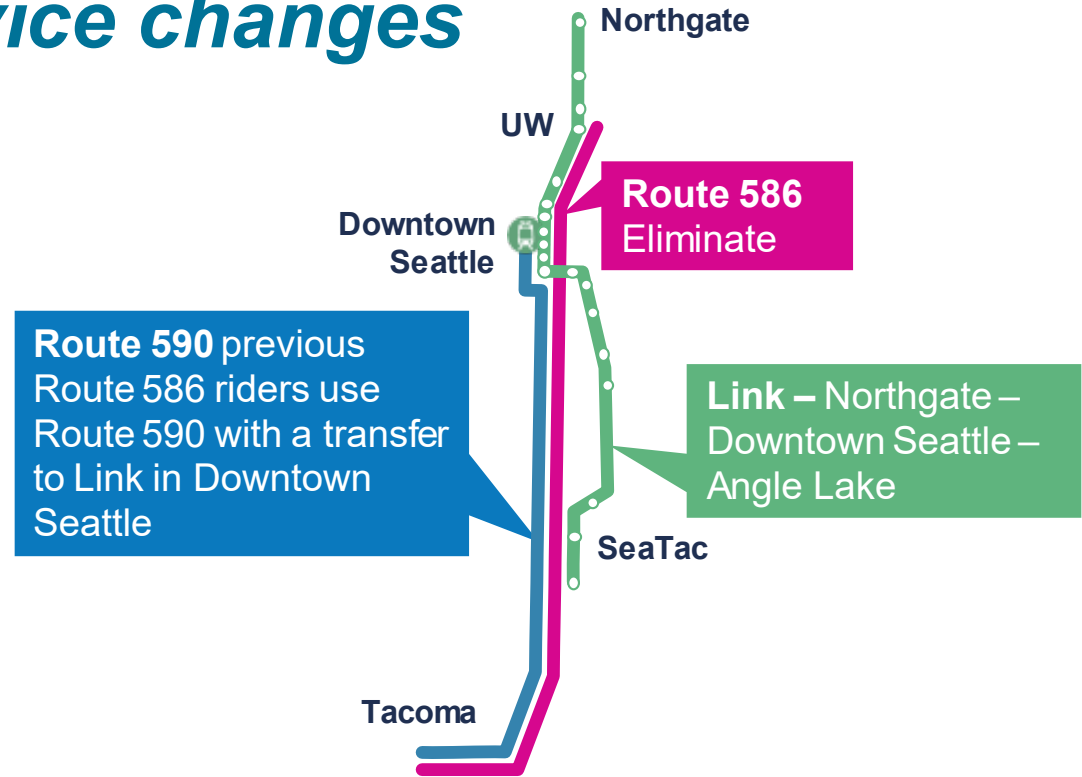
- Restore Route 555/556 between U District and Bellevue/Issaquah.
- End Routes 542 and 556 at U District Station.
- Continue suspension of Routes 541 & 544 .

## *Revised Proposal*

- Continue Route 555 suspension, with KCM Route 271 providing a nearly identical alternative.
- No changes to draft proposals on other routes.
- Improved Link frequency results in better transfer experience.

# Draft I-5 South service changes

- With the opening of Northgate Link, light rail will cover all areas in Seattle that Route 586 currently serves.
- Eliminating the duplicate coverage, allows investment to support higher ridership levels on I-5 South routes.



# Survey Results for Draft I-5 South service changes

**26 responses – 35% responded “Meets Travel Needs”**

- About 100 current daily riders on Route 586
- Feedback strongly against Route 586 elimination due to added travel time on an already long trip and concerns about transferring in downtown Seattle.
- Equity analysis identified disparate impact and disproportionate burden.
- Support for maintaining frequent service on Route 590.

# *How we are responding*

## *Draft Proposal*

- Eliminate Route 586.

## *Revised Proposal*

- Maintain Route 586, add stop at Federal Way TC to improve ridership and support regional travel on currently suspended KCM route.

# Revisions to Draft Plan Recommended

Initial Proposal	Summary of Public Feedback and Partner Coordination	Revised Proposal
<p><b>Link</b> 8-min rush hour, 15-min midday &amp; weekend, 30-min late night</p>	<p>Infrequent off-peak service does not meet travel needs, particularly when making transfers. As the regional transit spine, Link needs to be frequent all-day, not designed to only provide minimum necessary capacity.</p>	<p>Improve mid-day and weekend headways to every 10 minutes. Improve late evening headways to every 15 minutes.</p>
<p><b>555</b> (Bellevue-Northgate) Restore route &amp; truncate at U District Station</p>	<p>Little feedback on proposed restoration. Additional review highlighted similarity of proposed route with KCM Route 271 Bellevue to U District.</p>	<p>Continue suspension of Route 555, with KCM Route 271 providing a nearly identical alternative to which KCM recently improved capacity.</p>
<p><b>586</b> (Tacoma-U District) Eliminate Route with Northgate Opening</p>	<p>Feedback strongly against elimination of one-seat ride and new transfer in downtown Seattle, concern about capacity on alternative routes. Equity analysis identified disparate impact and disproportionate burden.</p>	<p>Maintain route, add stop at Federal Way TC to improve ridership and support regional travel on currently suspended KCM route.</p>

*Thank you.*



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