

2023 Service Plan

Board of Directors

10/27/22

Why we are here

- Summary of current service delivery performance
- Overview of draft 2023 service plan and public feedback
- Request approval of major service changes

2022 Service Plan approach

- Prioritize improvements in S. King and Pierce County to improve service equity
- Prioritize all-day frequency and use limited operator resources by delaying restoration of certain peak-oriented ST Express routes
- Board resolution approved major service restorations, budgeted for increased service levels, and flexible implementation

ST Express service delivery

- Planned 2022 service improvements in South King and Pierce County delayed
- Emergency reductions began in Nov 2021 and continued across the system throughout year
- Now operating at approximately 90% of budgeted service levels across all three partners
- Board policy requires adoption of emergency reductions after one year

Rail modes delivering planned service

Continue current service levels in 2023

1 **Link** operating with a mix of 3 & 4-car trains (8 min peak; 10 min midday, evening, weekends; 15 min early morning/late evening)

S **Souder South** restored to full service of 13 roundtrips

N **Souder North** remains at 2 roundtrips

Improved service levels in 2023

T When **Tacoma Link** Hilltop extension opens, increase frequency to 10 min weekday & Saturday and 20 min Sunday

Major service changes

Route	Approved Service Levels in 2022 Service Plan	Reduced Service Levels requiring formalization
Frequency Changes		
566 (Auburn-Redmond)	15 min peak	20-40 min peak
590 (Tacoma-Seattle)	8 min peak, 15 min midday	10 min peak, 30 min midday
592 (DuPont-Seattle)	20 min peak	30 min peak
Alignment Changes & Frequency Changes		
580 (Puyallup Sounder Connector)	12 trips replaced with PT Route 400 & discontinue low ridership Lakewood-South Hill segment	

Title VI equity analysis

Analysis Level	Results	Mitigations
Individual Route <i>Reviews each major service change individually</i>	Equity findings identified on each proposed change	Completed: Moved route between partners to avoid further reductions & restored S Line trips early In-progress: Recruit and train new operators to allow service restoration
Systemwide (New) <i>Compares benefits and impacts over multiple years</i>	No findings identified	None required

Outreach results

- Online open house, survey and in-person at transit hubs, included materials in multiple languages
- Unpredictable trip cancellations, longer travel times are frustrating for riders
- Rider priorities for future service restoration:
 - 44% peak hour service
 - 56% off-peak and weekend

 **318** survey responses

2023 Service Plan actions

- Board resolution reaffirms commitment to service equity in South Corridor
- Approves major service reductions until restorations can occur
- 2023 budget allows for some restoration of service as staffing allows
- Working closely with partners to monitor trends as they recruit and train new operators

Addressing operator staffing

- Regional challenge reflecting national trends
- Will take up to two years to reach required staffing levels
- Variety of job-related factors are driving challenges in recruitment and retention
- We are meeting with partners monthly to review effectiveness of current recruitment strategies
- ST Operations is continuing to provide oversight and collaboration to support partner recruitment efforts

Next Steps

- Publish Final 2023 Service Plan
- Board adoption of 2023 budget funds service levels
- Ongoing – Continue to work with our partners and respond to emerging conditions, and restore and expand service as conditions allow

Thank you.



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