

# ***Stride Bus Rapid Transit Program update and Start-up Activities***

*Rider Experience and Operations Committee*

*1/18/24*

# *Why we are here*

- Stride Bus Rapid Transit Program Update
- Start-Up and Operations
  - Structure
  - Operating Responsibilities
  - Next Steps

# Program status

## Capital program:

- Final design advancing
- Right of way acquisition underway

## Partnerships (WSDOT & others)

- Underway (\$650m+)
- Construction complete (~\$30m)

## 2024 procurements:

- Bus Base North construction
- S3 construction (multiple contracts)
- Contracted service provider



# *Stride Operating/Start-Up Goals*

## Active performance management

- Real-time control to ensure high quality service for our passengers

## Resource management

- Cost responsible operations

## Earliest reasonable opening of Stride service

- Ensure readiness for earliest possible service activation

## Adaptive management

- Ensure future flexibility to renegotiate contract terms or change operator as needed
- Allow for future expansion to accommodate ST Express services

# *Stride Operating Structure*

## Sound Transit to provide:

- Facilities – Under construction and upcoming procurements
- Fleet (all electric) – Awarded Q4 2023
- Bus Operating Technology systems – Award in Q1 2024

## Contracted Service Provider with Sound Transit oversight:

- Operators
- Maintenance/Mechanics
- Start-Up Support (systems and fleet testing, hiring/training, scheduling, standard operating procedures)
- **Release Request for Proposals in Q1 2024**

# ***Operating Responsibilities***

## ***Contracted Service Provider***

- Operating buses
- Scheduling vehicle and operator shifts
- Dispatch and administration of operations center
- Vehicle maintenance

## ***Sound Transit***

- Station and facility maintenance
- Oversight and management
- Onboard and station technology (IT) and passenger information
- Fare ambassadors and security

# *Contracted Service Provider Model*

- Ensure flexibility for service and operations adjustments
- Real-time access to performance data
- Sound Transit oversight and control to ensure focus on passenger experience
- Focused operations with operators and mechanics trained specifically to Stride's performance standards
- Allows direct and daily control over ST-owned systems and assets

# CSP Performance Metrics

## *Example Requirements Include:*

- On-time performance: *90% monthly*
- Missed/canceled service: *0 missed trips*
- Fleet and staff: *90% fleet availability, 100% staffing compliance*
- Maintenance: *All PM performed as scheduled*
- Cleanliness: *Bus cleaned daily, detailed every 21 days*
- Customer complaints: *Fewer than 3 per 1k boardings*
- Safety: *No more than 1 preventable accident per 125k miles*



# ***Contract Service Provider: Next Steps***

- **February 2024:** Release RFP
- **Q3 2024:** Notice to proceed
- **Q3 2024-Q4 2026:** Phase 1 Start-up
  - Start-up planning, train-the trainer, scheduling and runcutting, testing and commissioning support
- **Q4 2026-Q3 2028:** Phase 2 Ramp-up
  - Training, staffing, route familiarization
- **Q3 2028:** S1 and S3 service launch

*Thank you.*



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