



 **SOUNDTRANSIT**

# 2025 Service Plan

**DRAFT**

October 2024 | For Board Consideration



# Table of Contents

<b>2025 Service Plan Overview</b>	3
<b>Proposed Major Service Change</b>	8
2 Line to Downtown Redmond	9
<b>Title VI Service Equity Analysis Summary</b>	12
<b>Public Engagement Summary</b>	16
<b>Planning for System Expansion Continues</b>	19
<b>Appendix</b>	22

# 2025 Service Plan

## Introduction

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 to meet FTA requirements and inform Sound Transit's operating budget.

The 2025 Service Plan document includes proposed service changes, a Title VI Service Equity Analysis, results from public engagement, and planning context that informed the developments of proposed changes. Requested action from the Board of Directors will formalize one major service change included in the plan:

- The extension of the 2 Line to operate between Downtown Redmond and South Bellevue Station in Spring 2025.

## Service Plan Contents

- **Service Context** – Building on a significant year of expanding high-capacity transit to the region in 2024, system expansion continues in 2025 with more Link service. This section also explains continued efforts to right-size ST Express service to operate reliably within available staffing levels.
- **Major Service Changes** – For 2025, one proposed change to service was identified as a major service change requiring a Title VI service equity analysis, public engagement, and Board adoption. This section summarizes the key details the planning process that shaped our recommendations.
- **Title VI Equity Analysis** – This important section documents the service equity analysis completed consistent with Title VI policies defined by the Federal Transit Administration (FTA) and policies defined by the Sound Transit Board of Directors. A full analysis is included in the appendix.
- **Public Engagement** - Draft service changes were presented for public comment from August 5 to August 26, 2024. The public outreach focused on informing the public about draft service changes and collected input from riders about their future service restoration priorities. A full report is included in the appendix.
- **Planning for the Future:** An early preview of in-progress planning work preparing for exciting system changes in 2026.

# Timeline

Spring  
2024

## Develop Draft Service Changes & Annual Budget

- Collaborate with operating partners to understand staffing levels evaluate service level scenarios
- Set planned service levels within affordability targets

Summer

## Release Draft Service Changes

- Present to Rider Experience & Operations Committee
- Share draft major service changes and Title VI service equity results
- Engage with passengers and public to collect input

Fall

## Incorporate Public Input & Board Priorities

- Review input from public engagement process
- Revise plans to align with Board priorities & any emerging operational information

## Recommend for Board Approval

- Publish draft Service Plan with recommended service changes for 2025
- Present to Rider Experience & Operations Committee
- Request recommendation for Board approval

Spring & Fall  
2025

## Implement Service Changes

- At regionally coordinated scheduled service changes in spring and fall, implement approved service changes
- Monitor ridership, service performance, and passenger feedback





# More Link service arrives in 2025

## 12 New Stations Opened in 2024

In 2024, Sound Transit achieved exciting milestones delivering new Link service for the first time to the Eastside and Snohomish County.

On April 27, 2024 the initial 2 Line segment opened from South Bellevue Station to Redmond Technology Station. The 2 Line between South Bellevue Station and Redmond Technology Station expands people's options to explore dining, shopping, housing, and work opportunities that are now accessible by light rail for the first time on the Eastside.

In another exciting first, the 1 Line extended into Snohomish County with four new stations between Northgate and Lynnwood City Center on August 30, 2024. People who have had to contend with the notoriously crushing traffic on I-5 will soon have an option to leave their cars behind and reach destinations throughout the region on Link light rail.

## More 2 Line Service on the Way

Next year will bring more 2 Line stations. By Spring 2025, the 3.4 mile Downtown Redmond Link Extension is anticipated to open adding two new stations at Marymoor Village and Downtown Redmond. Trains will operate every 10 minutes weekdays, Saturdays and Sundays for approximately 16 hours per day.

The I-90 segment of East Link is anticipated to extend across the floating bridge, connecting the 2 Line to the 1 Line in downtown Seattle in late 2025. As more information becomes available, we will include the full 2 Line in a future service plan.



# Plans to restore ST Express service

## Temporary Service Reductions in 2024

In Spring 2024, a 10% reduction on Pierce Transit operated service was implemented due to ongoing staffing challenges consistent with the temporary service reductions approved by the Board in Motion No. M2023-113. Through this motion, the Board set 2024 service levels for ST Express, operated by Pierce Transit, until the Board adopts the 2025 Service Plan.

In January 2024, staff shared additional information about temporary service reductions to be implemented with the March 2024 service change with the Board.

### The temporary changes included two major service changes.

- Route 580 (South Hill – Puyallup): suspend route.
- Route 590 (Tacoma – Seattle): suspend downtown Tacoma segment between 10th & Commerce and Tacoma Dome Station and suspend approximately half of weekday trips between Tacoma and Seattle.
- The temporary reductions also included a number of minor changes on Routes 577, 578, and 594 including suspending midday, evening, and weekend trips

The temporary service reductions on Route 580 and 590 qualify as major service changes and would have required Board approval to formalize them, if they were to remain in place for more than one year. Following Board policy and FTA guidelines, this year’s planning process prepared to make the temporary reductions permanent by sharing draft service major service changes and draft Title VI Service Equity analysis results during the summer public engagement process.

## Resource Identified to Restore Service in March 2025

Throughout the year, Sound Transit worked closely with our operating partners to monitor staffing levels and determine the potential of restoring recent reductions. While Pierce Transit had faced challenges hiring and retaining critical staff, they recently informed Sound Transit that they will have enough personnel to restore the temporary service reductions made in March 2024. As a result, these reductions are no longer included in the 2025 Service Plan and Title VI analysis, as they will not become permanent.

Sound Transit and Pierce Transit will work collaboratively to restore service effective at the next scheduled service change in March 2025.

- Sound Transit will provide oversight and monitor readiness for the implementation of the March 2025 service improvements.
- Until the trips are restored, we are addressing crowding by adjusting schedules and using high-capacity buses when ridership is highest.
- We will continue to find opportunities to invest in south corridor service and track to Board established targets.

### Restore Service – March 2025

<b>590*</b> (Tacoma - Seattle)	Downtown Tacoma stops and ~1/2 weekday trips suspended
<b>580*</b> (South Hill - Puyallup)	Route Suspended
<b>577</b> (Federal Way - Seattle)	All midday trips and most Sunday trips suspended
<b>578</b> (Puyallup - Seattle)	Some evening trips suspended
<b>594</b> (Lakewood - Seattle)	Some low ridership weekday and Sunday trips suspended

\*Major service change; would have required Board action if projected to remain for more than 1 year



# 2025 System




## Spring 2025 Proposed Major Service Changes

**2 Line (Downtown Redmond Station to South Bellevue Station):** extend service to add two new stations at Marymoor Village and Downtown Redmond with trains operating every 10 minutes weekdays, Saturdays and Sundays for approximately 16 hours per day.

## Fall 2025 Service Change

Staff will continue to work closely with operating partners at Community Transit, King County Metro, and Pierce Transit to monitor operational capacity and service performance. If necessary, staff will return for Board approval of any major service changes for implementation in Fall 2025.

### ST Express Bus

-  **512** Frequent all day service  
Approx. every 15 min on weekdays or better
-  **535** All day service  
Approx. every 30 min on weekdays or better
-  **517** Peak hour service  
Peak hours on weekdays only

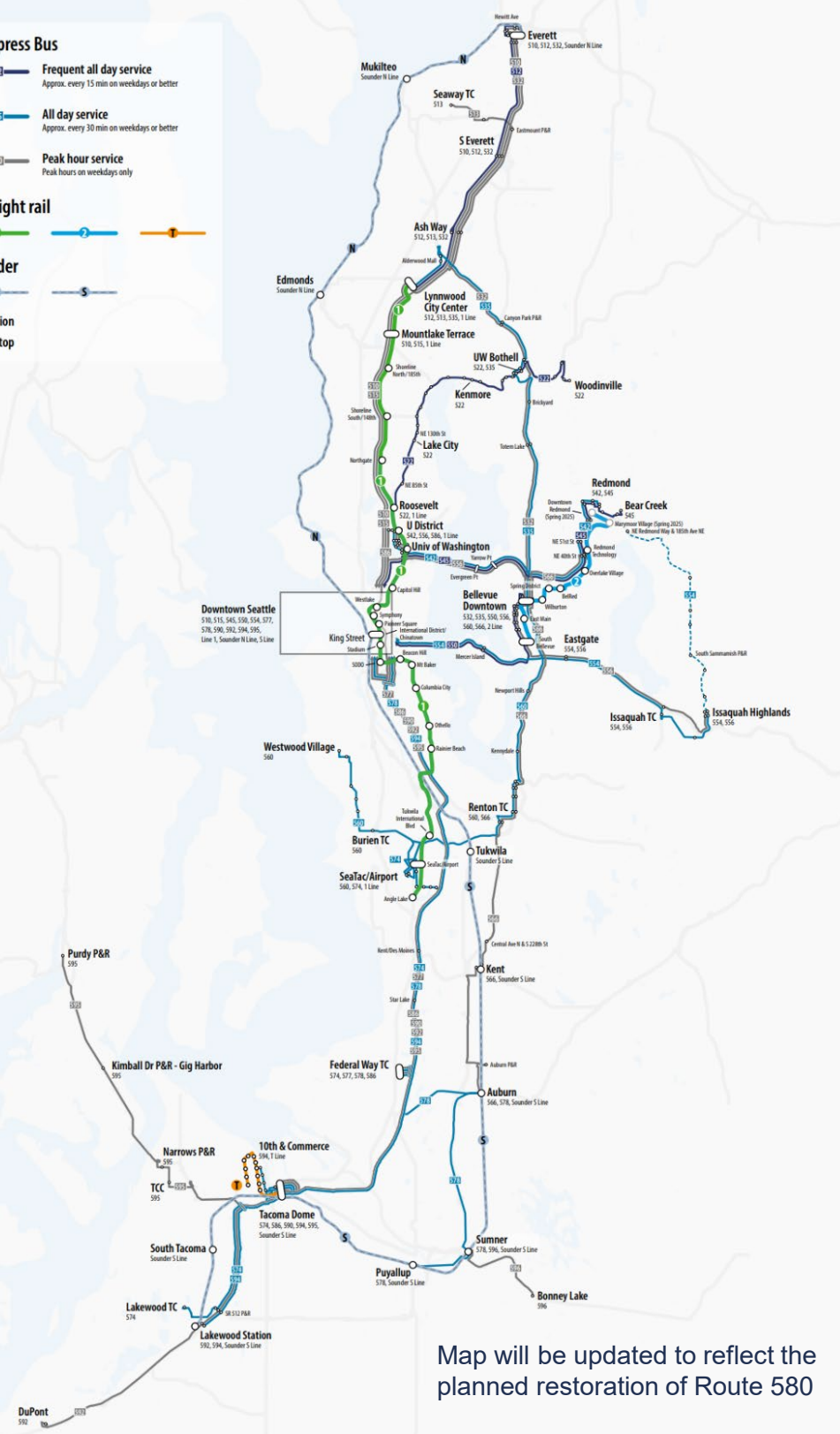
### Link light rail

-  **1**
-  **2**
-  **3**

### Sounder

-  **N**
-  **S**

-  Station
-  Bus stop



Map will be updated to reflect the planned restoration of Route 580

# Proposed Major Service Change

## Board policy defines major service change process

In 2022, the Board 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.

For the 2025 Service Plan, one change to Link service was identified as major service change, requiring a Title VI service equity analysis, public engagement, and Board adoption.

Draft service changes were presented for public comment from August 5 to August 26, 2024. The public outreach focused on informing the public about draft service changes and collected input from riders about their service restoration priorities.

## What we're recommending for Board approval

Effective Spring 2025, we're recommending the following major service change to Link:

- **2 Line (Downtown Redmond Station to South Bellevue Station):** extend service to add two new stations at Marymoor Village and Downtown Redmond with trains operating every 10 minutes weekdays, Saturdays and Sundays for approximately 16 hours per day.

*The following section will provide additional detail.*

## What is a 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, and/or
- 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.





### 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 2 Line South Bellevue – Redmond Technology	Proposed 2 Line South Bellevue – Downtown Redmond
<b>Weekdays, Saturday, Sunday</b>	<b>5:30AM - 9:30PM</b>	<b>5:30AM - 9:30PM</b>
Early AM	10 min.	10 min.
AM Peak	10 min.	10 min.
Midday	10 min.	10 min.
PM Peak	10 min.	10 min.
Evening	10 min.	10 min.
Late Evening	10 min.	10 min.
<i>Frequencies and proposed span are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs.</i>		

### No ST Express changes in 2024

No changes to service are planned for the ST Express Routes that serve East King County (Routes 542, 545, 550, 554, and 556) in 2024.



### 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
Sound Transit District	40.5%	19.8%
Existing 2 Line Service Area	45.7%	12%
New 2 Line Service Area	45.3%	12%
Difference between new and previous Service Area	-0.4%	-
Difference between New Service Area and District	4.83%	-7.8%
<b>Threshold</b>	5.0%	5.0%
<b>Conclusion</b>	<b>No disparate Impact</b>	<b>No disproportionate Burden</b>

### Public engagement summary

In August 2024, Sound Transit conducted community engagement to inform the public about the proposed service changes in the 2025 Service Plan, including planned service levels for the two new stations on the Downtown Redmond Link extension. No comments were received about the 2 Line. Previous engagement results for the 2 Line showed strong support for additional service.

# Title VI Service Equity Analysis

## Summary

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 of Directors.

The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed 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.*

Consistent with Sound Transit's newly adopted Disparate Impact and Disproportionate Burden policy (Board Resolution No. R2022-19), a Title VI analysis was completed at two levels of analysis for proposed major service changes to ST Express bus service proposed in coordination with the 1 Line extension to Lynnwood.

- **Individual route analysis:** evaluates each of the four proposed major service change individually.
- **Systemwide analysis:** evaluates the impacts of service reductions and benefits of service additions on all routes and lines occurring over multiple years.

## Definitions

**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.

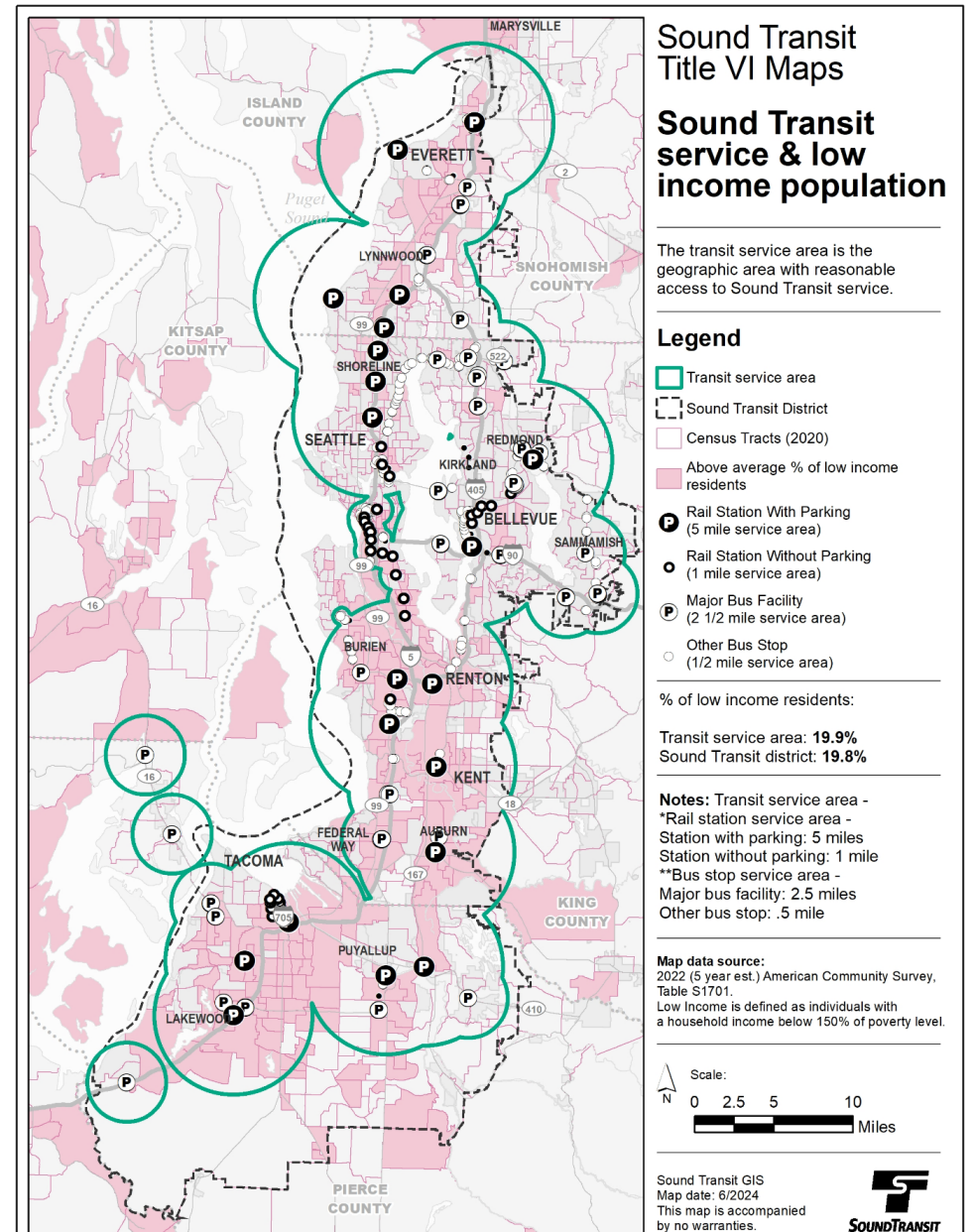
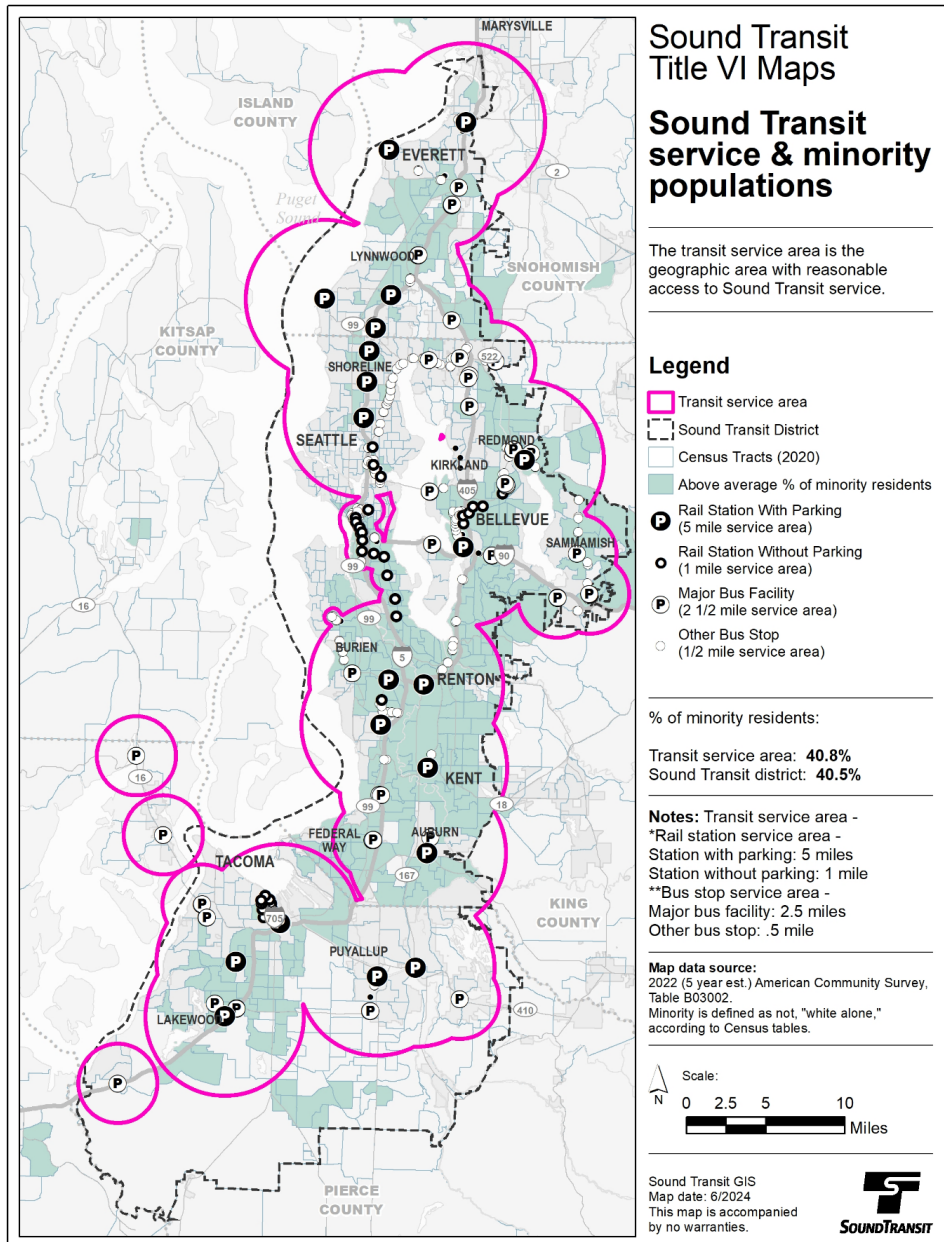
**Minority population:** A population who self-identifies as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino, and/or Native Hawaiian/Pacific Islander.

**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.

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

# Title VI Maps of Sound Transit District





# Individual Major Service Change Analysis

## Summary of Conclusions

The individual route analysis evaluates each major service change on a route-by-route basis. The individual route analysis found that the extension of the 2 Line to Downtown Redmond does not result in adverse effects or a finding of a disparate impact or disproportionate burden. No mitigations are required.

**2 Line** (South Bellevue - Downtown Redmond): Extend line to Downtown Redmond, adding service at Marymoor Village and Downtown Redmond Stations.

- Adverse Effects: N/A
- **No Disparate Impact**
- **No Disproportionate Burden**
- Mitigations: N/A

	Minority Population	Low-Income Population
Sound Transit District	40.5%	19.8%
Existing 2 Line Service Area	45.7%	12%
New 2 Line Service Area	45.3%	12%
Difference between new and previous Service Area	-0.4%	-
Difference between New Service Area and District	4.83%	-7.8%
<b>Threshold</b>	<b>5.0%</b>	<b>5.0%</b>
<b>Conclusion</b>	<b>No disparate Impact</b>	<b>No disproportionate Burden</b>

## Updates to Analysis

During the development of the 2025 Service Plan, draft Title VI Service Equity results were shared during the public engagement period for potential to permanently adopt temporary major service reductions on Routes 580 and 590 due to staffing challenges.

In September 2024, the operator of Routes 580 and 590, Pierce Transit, notified Sound Transit that they identified the resources necessary to restore the temporary service reductions, including the potential major service changes to Routes 580 and 590, by March 2025.

As a result, the major service changes to Route 580 and 590 will not become permanent and have been removed from the Title VI Service Equity Analysis for the recommended 2025 Service Plan as service will be restored in March 2025.

# Systemwide Analysis

## Systemwide Service Additions Conclusions

The systemwide analysis determined that the protected populations that may benefit from service additions is greater than 80% of the non-protected population count. Therefore, the systemwide analysis **did not identify disparate impacts or disproportionate burdens** on protected populations from the benefits of cumulative service additions between September 2022 and September 2025.

### Disparate Impact

	Population Benefiting
Minority Population	55.4%
Non-Minority Population	55.5%
Ratio Comparison	55.4% ÷ 55.5%
Result of Ratio Comparison	99.8%
Threshold	80% or less
<b>Conclusion</b>	<b>No disparate Impact</b>

### Disproportionate Burden

	Population Benefiting
Low-Income Population	54.1%
Non-Low-Income Population	55.8%
Ratio Comparison	54.1% ÷ 55.8%
Result of Ratio Comparison	97%
Threshold	80% or less
<b>Conclusion</b>	<b>No disproportionate burden</b>

## Systemwide Service Reductions Conclusions

For service reductions, the analysis determined that the protected population that may experience adverse impacts was less than 20% of the non-protected population count. Therefore, the systemwide analysis **did not identify disparate impacts or disproportionate burdens** on protected populations from the impacts of cumulative service reduction between September 2022 and September 2025.

### Disparate Impact

	Population Adversely Affected
Minority Population	29.4%
Non-Minority Population	30.2%
Ratio Comparison	29.4% ÷ 30.2%
Result of Ratio Comparison	- 2.6% <sup>1</sup>
Threshold	+20% or greater
<b>Conclusion</b>	<b>No disparate Impact</b>

### Disproportionate Burden

	Population Adversely Affected
Low-Income Population	28.1%
Non-Low-Income Population	30.3%
Ratio Comparison	28.1% ÷ 30.3%
Result of Ratio Comparison	- 7.3% <sup>1</sup>
Threshold	+20% or greater
<b>Conclusion</b>	<b>No disproportionate burden</b>

<sup>1</sup>In order to compare with the policy threshold the ratio calculation is shown as the difference from 100%.

# Public Engagement

## Engagement

The 2025 Service Plan Engagement was an effort to engage ST Express bus riders in the South King and Pierce Counties about their preferences for ST Express service restoration. Sound Transit's operating partners continue to face pandemic-related workforce challenges, leading to temporary service reductions in March 2024 for the following Pierce Transit-operated ST Express routes in Pierce County and South King County, including:

- Route 590: Suspension of downtown Tacoma segment between 10th Ave & Commerce St and Tacoma Dome Station.
- Route 580: Suspension of service.
- Route 590: Reduction of approximately half of weekday trips.
- Routes 577, 578, and 594: Select trip reductions.

Sound Transit invited riders to give feedback through a variety of in-person and online engagement activities. The 2025 Service Plan survey was conducted between August 5 and August 26, 2024. Riders were asked to indicate their preference for restored route coverage or route frequency and comment on how potential service restoration affects their ability to ride ST Express.

We received 370 completed surveys during this period. The survey was offered in multiple languages – English, Simplified Chinese, Traditional Chinese, Russian, Spanish, and Tagalog – but all responses were submitted in English.

 **370** survey responses

Read the full report for both engagement phases & all responses in the appendix of this document.



# Summary of Survey Responses



The majority of respondents (70%) said that they use Routes 594 and 590 but over 1/3 (37%) of respondents said that 577/78 was their primary route.



Respondents said that they mainly ride these routes on Tuesdays, Wednesdays and Thursdays (17-18% each day), with slightly less (about 15%) ridership reported on Mondays and Fridays.

79% of respondents said restoring service would have a very or extremely positive impact to their trip.



Respondents who said they were impacted by service reductions were most likely to take Sounder (28%), not take their trip (25%), and take other ST Express routes (21%) as alternatives.



41% of respondents were between 25 and 44 years old while 9% of respondents were between 65 and 74 years old and 8% between 18 and 24 years old.

45% of riders identified as male and 45% identified as female.

59% of respondents identified as white and 12% identified as Asian.

75% of respondents reported that they work full time.



67% of respondents said that did not have a disability, while the most common disability reported by riders was a mobility or physical disability (7%).

78% of respondents said it was very important to restore service while 23% said it was very important to restore stops.



The most common times respondents ride ST Express routes are 5 to 9 am (29%) and 3 to 7 pm (27%).



# ST Express Service Restoration Preferences

Riders showed a strong preference for restoring service:



**78%**

of respondents said it was very important to restore service

said it was very important to restore stops

**23%**

Riders said that restoring service would have a positive impact:



**79%**

of respondents said restoring service would have a **very or extremely positive impact** on their trip.

Riders use all routes:

**70%** said that they use Routes 594 and 590

**37%** said that **577/578** was their primary route

Mid-week riders use:

**17-18%** mainly ride these routes Tuesday, Wednesday and Thursday

**15%** Mondays and Fridays

Riders most commonly use ST Express during morning and afternoon commute times:



**29%**  
5-9am



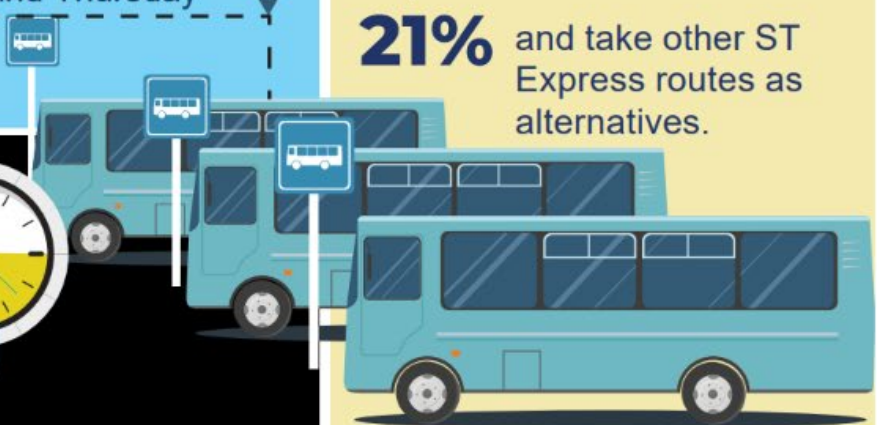
**27%**  
3-7pm

Riders sought out a variety of alternatives to ST Express Service:

**28%** Respondents who said they were impacted by March 2024 service reductions were most likely to take Sounder

**25%** not take their trip

**21%** and take other ST Express routes as alternatives.



# Planning for System Expansion Continues

## Light rail extensions opening soon will complete the ST2 buildout

Looking ahead to the complete ST2 Link system, we will connect riders to the north, south, and east throughout the region. The map shows existing service in solid lines and planned Link expansion shown with hatched lines, highlighting the scale of service that will be delivered with the ST2 build-out.

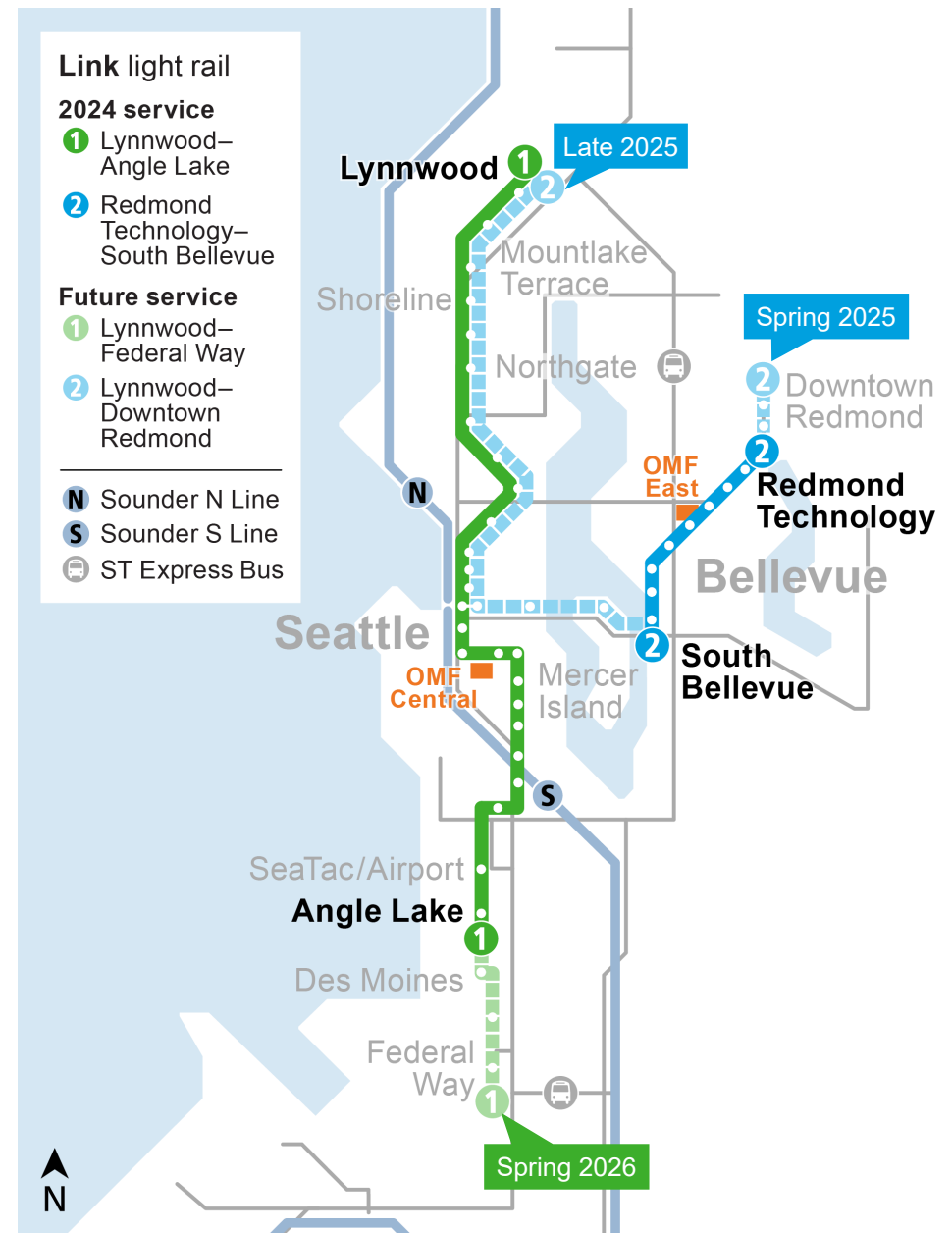
After Downtown Redmond Link opens, two more openings will complete the ST2 Link system:

- The 2 Line connecting with the 1 Line in Downtown Seattle and all the way to Lynnwood
- The 1 Line extending to Federal Way

Consistent with past Link extensions, similar to Northgate, Lynnwood, and the 2 Line, we will seek Board approval for Link service plans in advance of the openings as we learn more about project completion timelines. The service plans will include information about frequency, hours of service, travel times, projected ridership and capacity on our light rail vehicles.



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





## ST2 build-out delivers a connected transit system

With the full ST2 Link system, riders will experience significant improvements to mobility and access across the region:

- Frequency will be improved between downtown Seattle and Lynnwood, where ridership is highest.
- New Link service will allow riders to more reliably complete trips.
- Connections between Link and bus service will provide access to new destinations across the region, either directly or with one transfer.

## Complete ST2 System



# ST Express connections to new ST2 transit system

## Bus Restructures anticipated in 2026

New extensions of the Link system create opportunities for Sound Transit to review and recommend changes to the ST Express bus network. After we have determined Link service levels, we will request Board input and approval for how the regional bus service can be restructured to connect riders to new light rail extensions. At this time, we anticipate proposing and asking for Board approval of bus restructures in 2025, followed by implementation of those restructures in 2026.

## Working to deliver a regional system

We're continuing to design a new transit system that connects more people to more places, improving regional connectivity and access with a combination of bus and Link service. As part of our future planning process, we will provide information about **routing, frequency, duration of service, travel time and transfer experience.**

Drawing on these five core elements of service design, we'll work to develop a system that is responsive to the needs of our passengers and work to communicate clearly and transparently to ensure our communities understand the proposed changes.

**Restructure plans will include details to show how service will work**

Routing



Access to destinations

Frequency



Wait for next bus or train

Service Span



When service is available

Travel Time



Duration of journey

Transfers



Number of vehicles boarded

# *Appendix*

**Public Engagement Report**

**Title VI Service Equity Analysis**



# 2025 Service Plan Engagement Summary Report



# TABLE OF CONTENTS

<b>Executive Summary</b> .....	<b>1</b>
Overview .....	1
Feedback Summary .....	1
Background .....	2
<b>Engagement Activities Overview</b> .....	<b>2</b>
Survey Responses .....	3
Quantitative Survey Data .....	4
Qualitative Survey Responses .....	10
Qualitative Theme Insights .....	11
<b>Appendix A: South Corridor Language Analysis Data</b> .....	<b>12</b>
<b>Appendix B: Emailed Comments</b> .....	<b>13</b>
<b>Appendix C: Comment Code Themes and Definitions</b> .....	<b>18</b>
<b>Appendix D: Virtual and In-person Engagement Report</b> .....	<b>20</b>
<b>Appendix E: Media Coverage</b> .....	<b>21</b>

# Executive Summary

## Overview

The 2025 Service Plan Engagement was an effort to engage ST Express bus riders in the South King and Pierce Counties about their preferences for ST Express service restoration. Sound Transit’s operating partners continue to face pandemic-related workforce challenges, leading to service reductions in March 2024 for the following Pierce Transit-operated ST Express routes in Pierce County and South King County:

- **Route 590:** Suspension of downtown Tacoma segment between 10th Ave & Commerce St and Tacoma Dome Station.
- **Route 580:** Suspension of service.
- **Route 590:** Reduction of approximately half of weekday trips.
- **Routes 577, 578, and 594:** Select trip reductions.

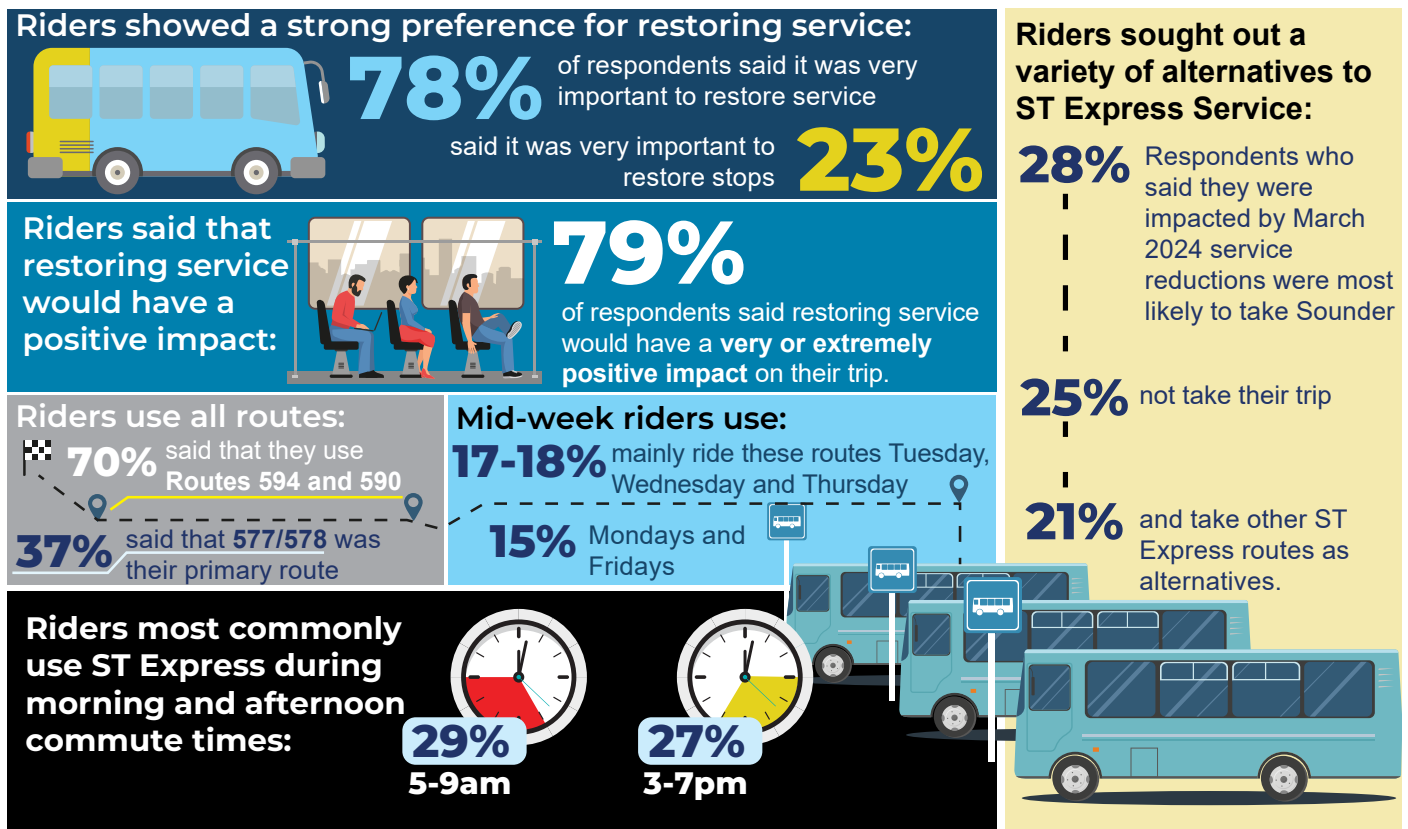
Sound Transit invited riders to give feedback through a variety of in-person and online engagement activities. The 2025 Service Plan survey was conducted between August 5 and August 26, 2024. Riders were asked to indicate their preference for restored route coverage or route frequency and comment on how potential service restoration affects their ability to ride ST Express.

We received 370 completed surveys during this period. The survey was offered in multiple languages – English, Simplified Chinese, Traditional Chinese, Russian, Spanish, and Tagalog – but all responses were submitted in English.

## Feedback Summary

### ST Express Service Restoration Preferences

The ST Express survey asked riders to indicate their preferences for service restoration in the South corridor. Below are several highlights from the ST Express survey:



## Background

The project team provided the following background context to participants who visited the 2025 Service Plan website and survey:

*“Sound Transit is currently facing industry-wide workforce challenges related to the pandemic, resulting in service reductions for our operating partner Pierce Transit. Due to Pierce Transit’s staffing outlook, the Sound Transit Board authorized service reductions on specific routes in the South Corridor implemented in March 2024. These reductions impact the following routes operated by Pierce Transit in Pierce County and South King:*

- **Route 590:** Suspension of downtown Tacoma segment between 10th Ave & Commerce St and Tacoma Dome Station.
- **Route 580:** Suspension of service.
- **Route 590:** Reduction of approximately half of weekday trips.
- **Routes 577, 578, and 594:** Select trip reductions.

### Potential service restoration

*Sound Transit is committed to equitable restoration of ST Express service once staffing levels allow. In Summer 2024, Sound Transit collaborated with its operating partners to determine if we can restore these recent reductions, subject to current operating constraints and staffing levels. We are seeking public input about service restoration priorities. However, if restoration is unachievable, Sound Transit will request Board authorization for continued service reductions.”*

## Engagement Activities Overview

Sound Transit planned for a variety of outreach, communications, and engagement tactics to inform and seek feedback from ST Express riders in the South corridor about the potential for bus service restoration. These engagement activities included both in-person and online engagement in August 2024.

To promote the 2025 Service Plan and gather feedback on the ST Express survey, System Engagement led various teams on a multi-channel outreach effort from August 5-26.

Social Media	Public Information Officer	Rider Information
Placed geographically targeted ads in English and Spanish.	Published press release on survey launch date.	Sent two SMS/Email Rider Alerts to subscribers to news alerts on the affected routes.
Engagement		
Published article with QR code linking to ST Express survey in Hilltop Action Journal.		
<ul style="list-style-type: none"> <li>• Social media promotion with partner CBOs</li> <li>• Staffed in-person events such as Hilltop Street Fair.</li> <li>• Provided a comprehensive stakeholder toolkit to several CBOs, including Pierce Transit and UW Tacoma, which contained key messages, social media resources, FAQs, and a schedule of upcoming events where riders could interact with project staff.</li> <li>• Deployed 22 ST staff Ambassadors to eight locations, including Tacoma Dome Station and downtown Seattle, on August 6, 7, 14, and 15, to inform and survey riders about the 2025 Service Plan, engaging approximately 350 ST Express riders in person.</li> </ul>		

A full report of engagement activities can be found in [Appendix C](#).



## Survey Responses

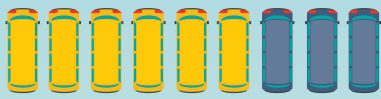
The table on the next page provides a summary of the number of surveys completed for the South corridor from Aug. 5 – 26. A survey response is counted as complete when a participant makes it all the way through the end of the survey. All survey respondents completed the entire survey.

*ST Express survey engagement across translated sites*

Response Quantity	Total
All responses	370
In-language responses	0

### Summary of Survey Response Findings

The project team drew the following from the ST Express survey results:



The majority of respondents (70%) said that they use Routes 594 and 590 but over 1/3 (37%) of respondents said that 577/78 was their primary route.



Respondents said that they mainly ride these routes on Tuesdays, Wednesdays and Thursdays (17-18% each day), with slightly less (about 15%) ridership reported on Mondays and Fridays.

79% of respondents said restoring service would have a very or extremely positive impact to their trip.



Respondents who said they were impacted by service reductions were most likely to take Sounder (28%), not take their trip (25%), and take other ST Express routes (21%) as alternatives.



41% of respondents were between 25 and 44 years old while 9% of respondents were between 65 and 74 years old and 8% between 18 and 24 years old.

45% of riders identified as male and 45% identified as female.

59% of respondents identified as white and 12% identified as Asian.

75% of respondents reported that they work full time.



67% of respondents said that did not have a disability, while the most common disability reported by riders was a mobility or physical disability (7%).

78% of respondents said it was very important to restore service while 23% said it was very important to restore stops.



The most common times respondents ride ST Express routes are 5 to 9 am (29%) and 3 to 7 pm (27%).

## Quantitative Survey Data

Figure 1: Survey question one responses: transit routes

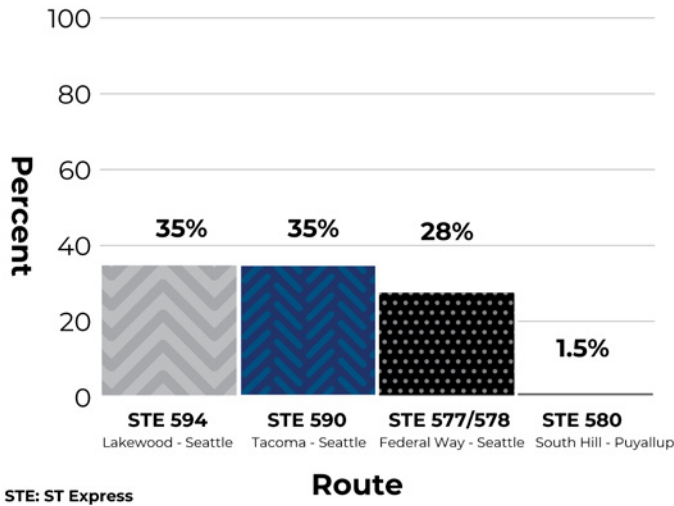


Table 1: Survey question one responses: transit routes

Value	Percent	Count
ST Express 594 (Lakewood - Seattle)	35.2%	211
ST Express 590 (Tacoma - Seattle)	35.2%	211
ST Express 577/578 (Federal Way - Seattle)	28%	168
ST Express 580 (South Hill - Puyallup)	1.5%	9
<b>TOTAL</b>	<b>100%</b>	<b>599</b>

Figure 2: Survey question two responses: Primary route

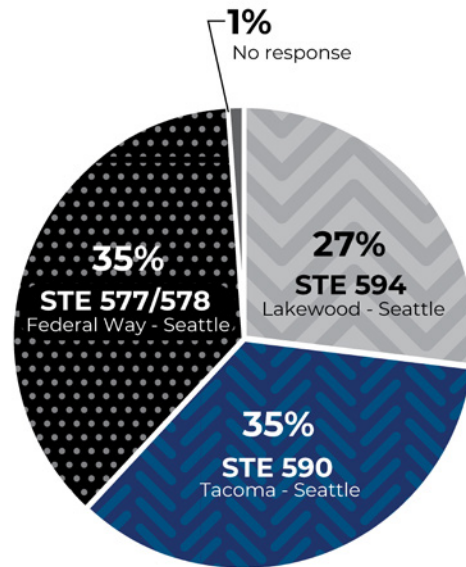


Table 2: Survey question two responses: Primary route

Route	Percent	Count
ST Express 577/578 (Federal Way - Seattle)	37.3%	138
ST Express 590 (Tacoma - Seattle)	34.6%	128
ST Express 594 (Lakewood - Seattle)	26.8%	99
No response	1.4%	5
<b>TOTAL</b>	<b>100%</b>	<b>370</b>

Figure 3: Survey question three responses: Days riding ST Express (select all that apply)

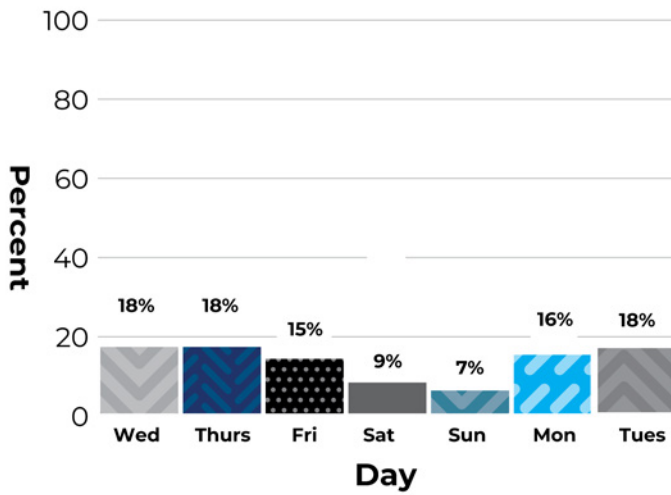


Table 3: Survey question three responses: Days riding ST Express

Day	Count	Percent
Wednesday	278	18.0%
Thursday	277	17.9%
Tuesday	270	17.5%
Monday	244	15.8%
Friday	231	15.0%
Saturday	131	8.5%
Sunday	114	7.4%
<b>TOTAL</b>	<b>1545</b>	<b>100.0%</b>

Figure 4: Survey question four responses: Times of day riding ST Express (select all that apply)

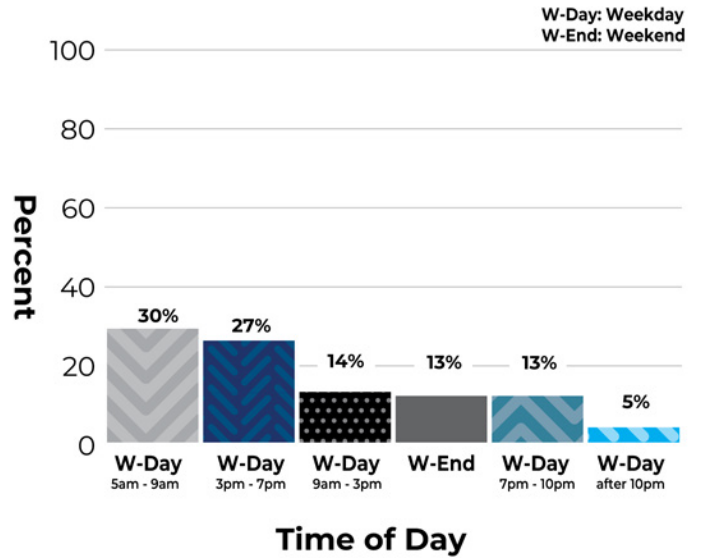


Table 4: Survey question four responses: Times of day riding ST Express

Time of day	Count	Percent
Weekdays 5 am – 9 am	262	28.6%
Weekdays 3 pm – 7 pm	245	26.7%
Weekdays 9 am – 3 pm	126	13.7%
Weekends	123	13.4%
Weekdays 7 pm – 10 pm	115	12.5%
Weekdays after 10 pm	46	5.0%
<b>TOTAL</b>	<b>917</b>	<b>100.0%</b>

Figure 5: Survey question 5a responses: Restore more frequent service (select one)

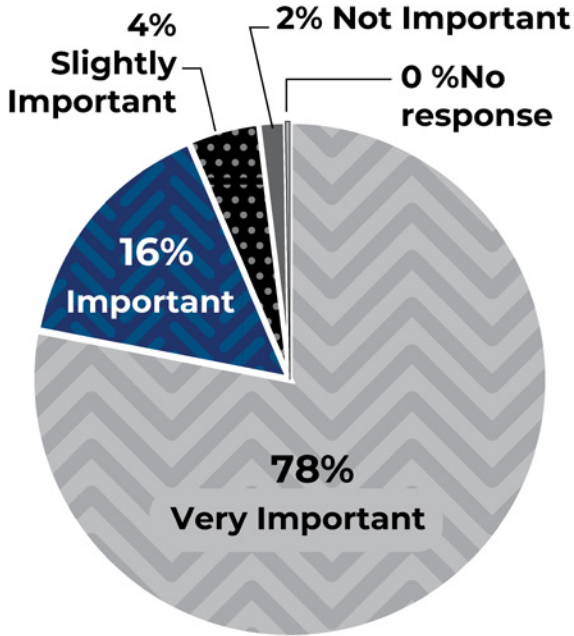


Figure 6: Survey question 5b responses: Restore stops (select one)

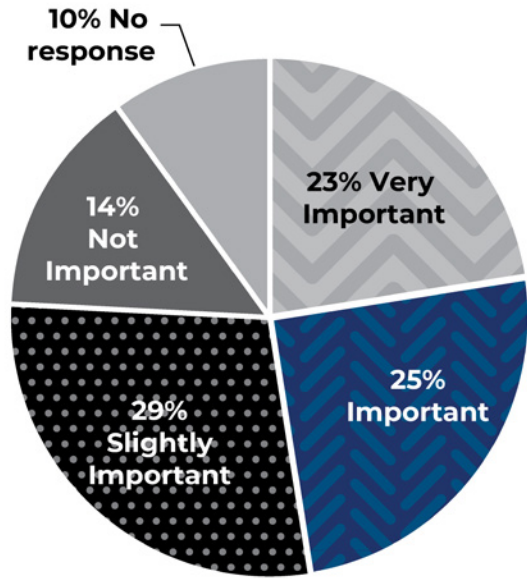


Table 5: Survey question 5a responses: Restore more frequent service

Level of importance	Count	Percent
Very important	289	78.1%
Important	58	15.7%
Slightly important	16	4.3%
Not important	6	1.6%
No response	1	0.3%
<b>TOTAL</b>	<b>370</b>	<b>100.0%</b>

Table 6: Survey question 5b responses: Restore stops

Level of importance	Count	Percent
Slightly important	105	28.4%
Important	92	24.9%
Very important	84	22.7%
Not important	53	14.3%
No response	36	9.7%
<b>TOTAL</b>	<b>370</b>	<b>100.0%</b>



Figure 7: Survey question 6 responses: Restoring service impacts (select one)

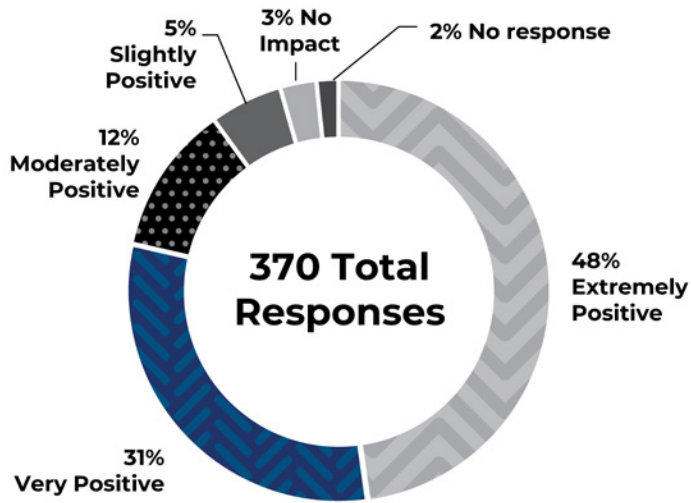


Table 7: Survey question 6 responses: Restoring service impacts

Level of Impact	Count	Percent
Extremely positive	177	47.8%
Very positive	114	30.8%
Moderately positive	43	11.6%
Slightly positive	20	5.4%
No impact	10	2.7%
No response	6	1.6%
<b>TOTAL</b>	<b>370</b>	<b>100.0%</b>

Figure 8: Survey question 7 responses: Trip alternatives (select all that apply)

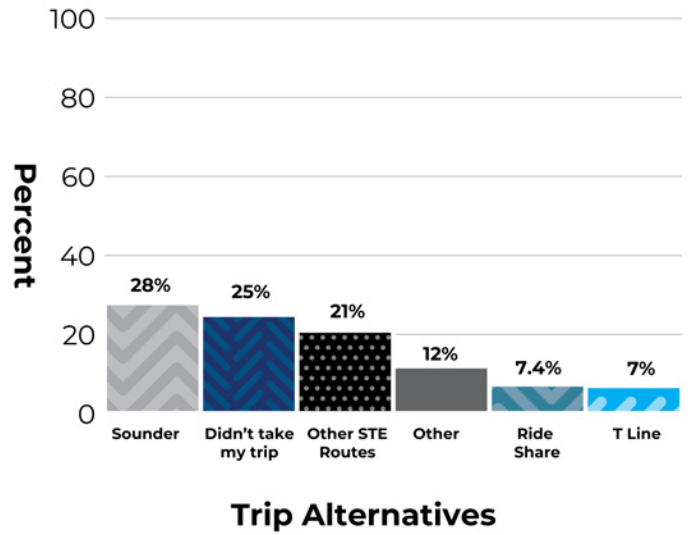


Table 8: Survey question 7 responses: Trip alternatives

If you were impacted by service reductions, what alternatives did you use to complete your trip?	Count	Percent
Sounder	119	27.5%
Didn't take my trip	109	25.2%
Other ST Express routes	91	21.0%
Other	51	11.8%
Ride Share	32	7.4%
T Line	31	7.2%
<b>TOTAL</b>	<b>433</b>	<b>100%</b>

Figure 9: Survey question 8 responses: Age (select one)

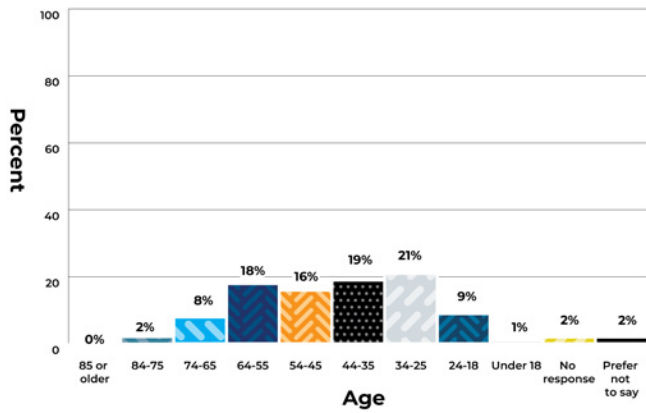


Table 9: Survey question 8 responses: Age

How old are you?	Count	Percent
25 - 34	78	21.1%
35 - 44	73	19.7%
55 - 64	67	18.1%
45 - 54	58	15.7%
18 - 24	32	8.6%
65 - 74	31	8.4%
No response	9	2.4%
Prefer not to say	8	2.2%
75 - 84	8	2.2%
Under 18	5	1.4%
85 or older	1	0.3%
<b>TOTAL</b>	<b>370</b>	<b>100%</b>

Figure 10: Survey question 9 responses: Gender (select one)

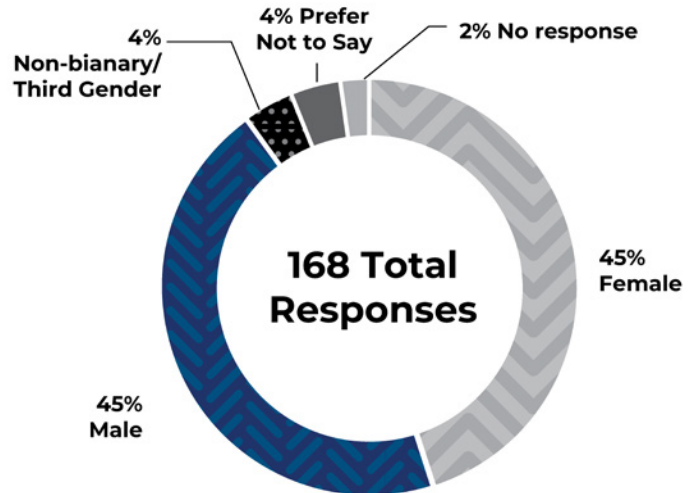


Table 10: Survey question 9 responses: Gender

What gender do you identify as?	Count	Percent
Female	168	45.4%
Male	166	44.9%
Nonbinary/Third gender	15	4.1%
Prefer not to say	13	3.5%
No response	8	2.2%
<b>TOTAL</b>	<b>168</b>	<b>100%</b>

Figure 11: Survey question 10 responses: Race (select one)

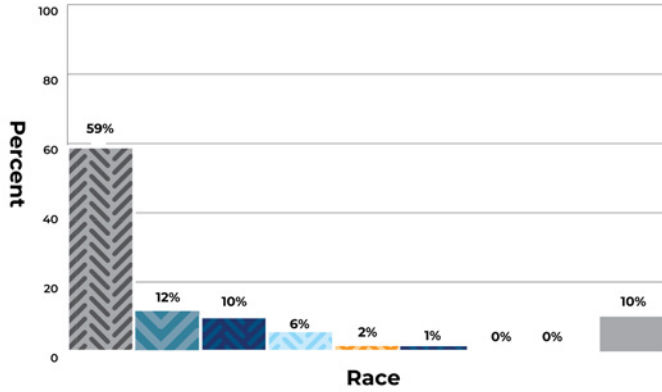


Figure 12: Survey question 11 responses: Employment Status (select one)

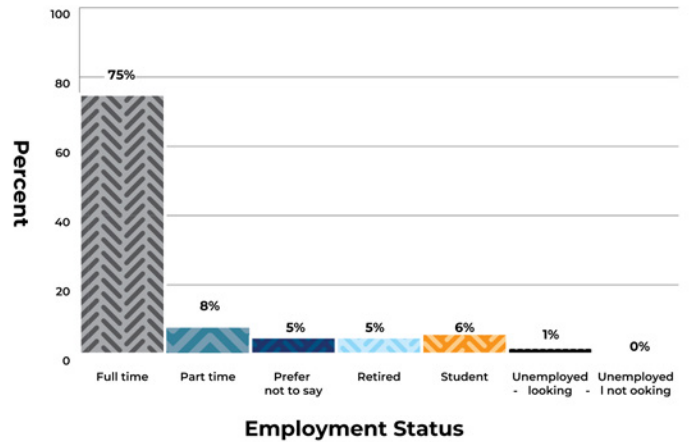


Table 11: Survey question 10 responses: Race

What race/ethnicity do you identify as?	Count	Percent
White	227	58.8%
Asian	46	11.9%
Prefer not to say	38	9.8%
Black or African American	38	9.8%
Hispanic or Latinx	21	5.4%
American Indian or Alaska Native	8	2.1%
Native Hawaiian or Pacific Islander	6	1.6%
Middle eastern	1	0.3%
Filipino Norwegian	1	0.3%
<b>TOTAL</b>	<b>386</b>	<b>100%</b>

Table 12: Survey question 11 responses: Employment Status

Which of the following best describes your current employment status?	Count	Percent
Employed, full time	285	74.6%
Employed, part time	30	7.9%
Prefer not to say	18	4.7%
Retired	19	5.0%
Student	21	5.5%
Unemployed, looking for work	8	2.1%
Unemployed, not looking for work	1	0.3%
<b>TOTAL</b>	<b>382</b>	<b>100%</b>

Figure 13: Survey question 12 responses: Disability (select one)

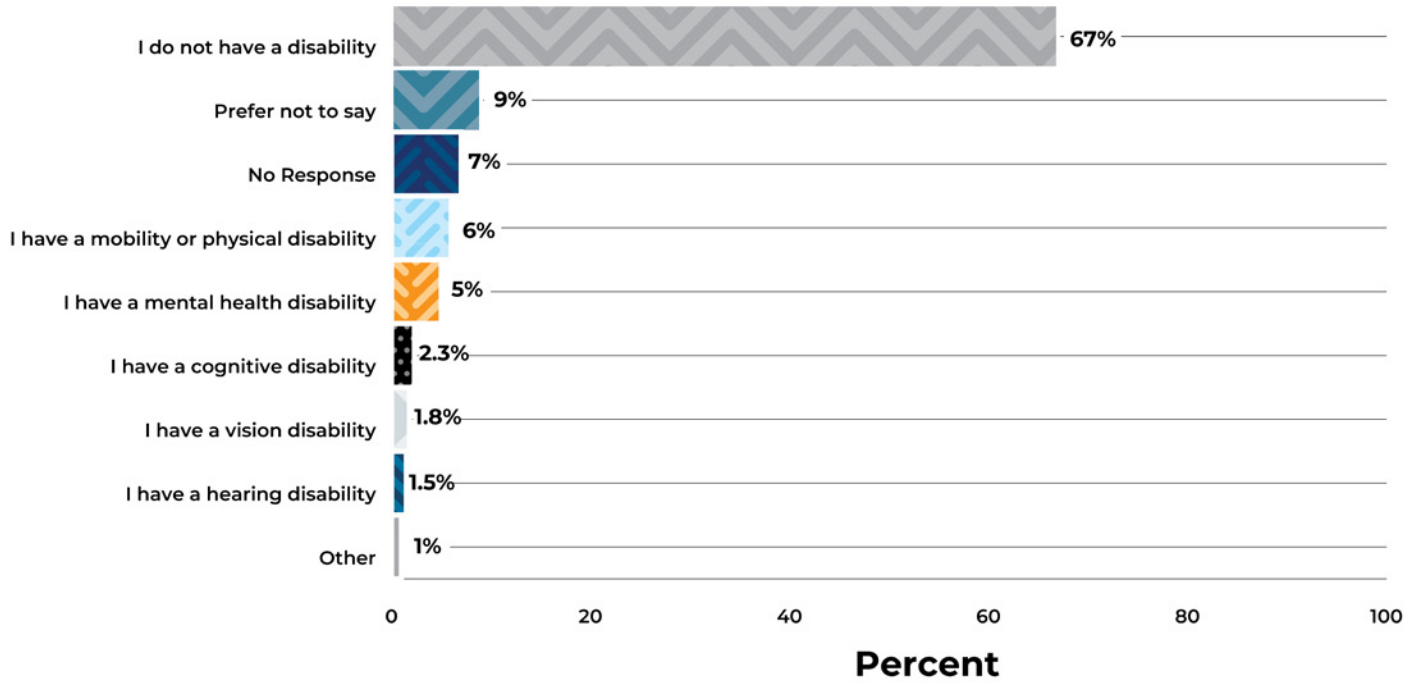


Table 13: Survey question 12 responses: Disability

Do you have a disability that impacts your ability to use Sound Transit?	Count	Percent
I do not have a disability	260	66.7%
Prefer not to say	36	9.2%
No Response	26	6.7%
I have a mobility or physical disability	23	5.9%
I have a mental health disability	19	4.9%
I have a cognitive disability	9	2.3%
I have a vision disability	7	1.8%
I have a hearing disability	6	1.5%
Other	4	1%
<b>TOTAL</b>	<b>390</b>	<b>100%</b>

### Qualitative Survey Responses

The section below details the feedback that has been received through the Service Planning email. The comments have been reviewed and coded according to some common themes. The full list of nine (9) emailed comments is included in Appendix B of this report. The comment theme code book is included in Appendix C.

Throughout the 2025 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.

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 can be found in Appendix B.



## Qualitative Theme Insights

Table 14: Comment themes

Comment Code Themes	Count	Percent of total comments (n=9)
Location	4	44
Home	1	11
Geographic Equity	4	44
Work	2	22
Late Night	1	11
Peak Commute	5	56
Connection to other routes	3	33
Weekend Service	1	11
Specific routes	6	66
Time/Delays	5	56
Support	3	33
Opposition	1	11
Regional impacts	1	11
Ridership volume	5	56

Respondents in the South corridor expressed overwhelming **support** (3 comments) for restoring service to the 590 and 594, with only 1 response voicing **opposition**. Survey participants acknowledged the significance of **time** (5 comments,) with several comments lamenting **delays**, the increased amount of **wait time** for buses and the **high passenger volume**, particularly during **peak commute**.

*“Schedule is so far off...30 to 40 min **delayed**...595 from tacoma dome at 630 is so **overloaded** with standing room only.” (Respondent 2)*

*“I take the 590 and 595 daily from the Tacoma Dome to and from Seattle. The reduction of available buses really really sucks. People do not stop working or commuting during the Summer. Getting on a **packed bus** at **0600AM or 1700** - possibly **standing for the 1+hr commute** back to Tacoma - really makes me rethink public transportation entirely. At the bare minimum, **please expand these routes** to the double/long busses. For instance, by the time the 595 get to Tacoma it frequently can be **standing room only or wait for another bus**.” (Respondent 4)*

Several comments mentioned **location, geographic or regional equity** (4 comments):

*“Pierce Transit and Sound Transit need to ensure the regions **second largest city** and states third isn't **disadvantaged at a time when our downtown has seen a massive investment** in housing and pedestrian infrastructure. As much as the link light rail is a great way to move through our beautiful city it should not be an **added transfer** to a morning commute...” (Respondent 6)*

*“Asking to continue to have **access transport to Seattle**. The easy drive is essential to workers that work in the City. Im one of the passionate riders to Seattle. I appreciate this service tremendously.” (Respondent 8)*

*“The ability to have **direct downtown to downtown service is invaluable** in terms of linking the **two largest cities and central business districts of the puget sound**. In the past year I have experienced 590/594 **standing room only** on countless occasions making this hour long journey very trying. In addition to S Line Sounder being standing room often in the 3p-5pm window as well. **The two largest cities of the Puget Sound deserve better connectivity, frequency, and reliability.**” (Respondent 9)*

## Appendix A: South Corridor Language Analysis Data<sup>1</sup>

### GIS Language Analysis for Translations

Languages exceeding 1.0% of corridor population with Limited English Proficiency are highlighted in yellow. Language exceeding 1.5% population with LEP are highlighted in green. **Languages chosen for translation were those exceeding the 1.0% threshold: Spanish, Chinese (Traditional), Chinese (Simplified), Vietnamese, Russian, and Tagalog.**

Table 14: Riders with Limited English Proficiency (LEP)

Limited English Ability	577	578	590	594
Total Population	155,460	273,730	152,880	238,610
Speak only English	66.0%	71.6%	75.8%	74.8%
<b>Spanish</b>	3.0%	3.4%	2.1%	3.1%
French, Haitian, or Cajun	0.5%	0.3%	0.3%	0.2%
German or other West Germanic languages	0.0%	0.0%	0.0%	0.0%
<b>Russian, Polish, or other Slavic languages</b>	1.9%	1.6%	0.4%	0.4%
Korean	0.7%	0.6%	0.4%	0.3%
<b>Chinese (incl. Mandarin, Cantonese)</b>	1.5%	1.0%	0.6%	0.9%
<b>Vietnamese</b>	2.4%	1.5%	2.2%	1.5%
<b>Tagalog (incl. Filipino)</b>	1.0%	0.8%	0.9%	1.0%
Arabic	0.5%	0.5%	0.3%	0.5%

<sup>1</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.

## Appendix B: Emailed Comments

Table 15: East Subarea emailed comments

ID	Response
1	<p>Hi. This is -----, a KCM rider and occasionally on ST Express. As I emailed earlier this year, Route 535 (Bellevue-Bothell-Lynnwood) has had a great need for years to gain better service (especially Sunday) since it currently does not have Sunday service. Sunday service on this Route has been imperative for some time, especially it could have been a great help with the Lynnwood Link Extension, to cut down on peak bus service on 510, 532 and more, and instead reorient trips for Sunday service (even hourly service is really helpful, to pair up with Saturday's current hourly service). But now as DT Redmond Link extension is about to wrap up, 535 can have more decent service by adding hours on Sunday, to connect with local CT service in Lynnwood, and many KCM routes in the corridor in Bothell, Totem Lake and DT Bellevue. I really do hope changes like this really happen and are long needed, as many riders and I often struggle with more than 2 transfers at times in the area (getting from Lynnwood to South Kirkland or I didn't finish last paragraph sorry. Ok, so Lynnwood to South Kirkland or Bellevue can get more than 2 transfers already. Sunday service is going to be really vital if it comes to fruition when it opens with DT Redmond Link. I appreciate this time with you, hope a reply back, but specially, would love to see by the end of this year, a "proposed Sunday service on 535". Have a good week.</p>
2	<p>What are the chances of bringing back the 565 from Federal Way to Overlake ran by PT?</p>
3	<p>Not sufficient service Schedule is so far off 30 to 40 min delayed 595 from tacoma dome at 630 is so overloaded with standing room only Very disappointed with the current service I a ride since 2019 -----</p>

ID	Response
4	<p>Good Morning, I take the 590 and 595 daily from the Tacoma Dome to and from Seattle. The reduction of available buses really really sucks. People do not stop working or commuting during the Summer. Getting on a packed but at 0600AM or 1700 - possibly standing for the 1+hr commute back to Tacoma - really makes me rethink public transportation entirely. At the bare minimum, please expand these routes to the double/long busses. For instance, by the time the 595 get to Tacoma it frequently can be standing room only or wait for another bus. Thank you for listening and have a great weekend!</p> <p>----- RN Swedish/Cherry Hill</p>
5	<p>In regards to Sept.2024 service changes. It would be nice if Sounder 1514 and/or 1516 could start at Lakewood station(like earlier trains) instead of Tacoma dome? The large gap between 6:46 am and 10:15am trains is too large.</p> <p>Respectfully, -----</p>



ID	Response
6	<p>Good afternoon and thank you for the chance to comment on the July 2024 draft 2025 Service Plan.</p> <p>My name is -----, I am an urban planner and resident living in Tacoma. I have lived both on the West End near TCC and Downtown not far from 10th and Commerce. Transit is extremely important to me and greatly affects my quality of life.</p> <p>The significant reduction of 590 service and late night/weekend 594 service two things are most notable from the decisions.</p> <ol style="list-style-type: none"> <li>1. A divestment from Tacomas downtown. The reduced service during rush hour requires an extra transfer from the Tacoma Link which does not run as early as the 590 buses once did. Significantly so (over 4 hours a day at a minimum 2 in the morning and 2.5+ in the evening). It is very hard to get to Tacoma Dome Station at early times and generally at all, without a transfer or 10 minute walk on the less than desirable stretch of Puyallup Ave. Residents with better access to downtown (all of us) will be incentivized to drive to the park and ride rather than just bus to 10th and Commerce which 90% of city buses run through. If reducing congestion, carbon, and parking are our long term goals this ignorance to our existing assets is troublesome.</li> </ol> <p>That said I believe there was some duplicity in the schedule and the better alignment with S Line will help. But please also look at the \$ saved on service hours to increase the use of the T Link in the morning and at night to better get people to TDS.</p> <ol style="list-style-type: none"> <li>2. Again if the duplicity of some of many buses originally running from Downtown Tacoma in the morning is inefficient those service hours would be greatly appreciated at the end of the day. Not everyone works 9-5pm and it's important to service night owls leaving Seattle after a shift or a show. The last bus passing downtown Seattle at 1145 when a majority of of both King County Transit and Sound Transits other ST express lines run from midnight or later. Pierce County deserves better considering we will be one of the last served by a 90 minute light rail ride not for another decade. There are saved costs with all these reductions we should see some benefit not just impacts. Please review the ridership of the 1145pm bus headed south since the reductions took place. There is only one bus after 1045. It is always very full and performs better than many other times. If we lost 22 trips we could replace a few of those in the back end, which ridership data would support.</li> <li>3. Pierce Transit and Sound Transit need to ensure the regions second largest city and states third isn't disadvantaged at a time when our downtown has seen a massive investment in housing and pedestrian infrastructure. As much as the link light rail is a great way to move through our beautiful city it should not be an added transfer to a morning commute. Regarding both the eventual Seattle connection, and our bus routes to keep us tethered in the meantime no further divestment in our historic downtown. We deserve a multi modal station in place of our grade level parking lots along major bus lines.</li> </ol> <p>I have communicated the same to Tacoma City Council without any response, when some on that council advocate for transit and serve on boards with that advisory power. The Dome is a fantastic place with a bright future, our downtown is an existing jewel begging for help.</p> <p>Best, -----</p>

ID	Response
7	<p>Hello,            Question- as you are not going to restore DT Tacoma stops for 590, are you going to adjust Tline schedule to coordinate with 590 departure from TD?            Right now it works only in theory. In reality, in the morning, I need to wait for 20 min for a Tline to get to Tacoma Dome and will miss 590 by 1 min. It really adds about 40 min to already long commute, and it looks like it is going to be worse. I wish you restored 590 for working crowd and reduced 594 if you have to for people who don't travel on a regular basis. I also wish ST officials went from downtown Tacoma to and from Seattle during early morning / late PM commute to taste it in real life. I would love to hear a feedback from that trip.</p> <p>Sincerely,            -----</p>
8	<p>Hello.            Sending my comment on 577/578 express to Seattle. Asking to continue to have access transport to Seattle. The easy drive is essential to workers that work in the City. Im one of the passionate riders to Seattle. I appreciate this service tremendously.            I hope this message adds to your consideration.            Kindly,            -----</p>
9	<p>I would like to advocate for the restoration of 590 service through downtown Tacoma. I am a resident of downtown Tacoma and previous to ST express service changes I was able to walk 5 mins to the central Commerce Street Transit Center and hop on directly on a bus to Seattle for work. This is was part of my reason in choosing to live in downtown Tacoma and not the Dome district which is desolate, auto oriented and has no nearby services within the catchment/ walkshed of the station.</p> <p>Currently, I must make a Pierce County Bus or T-Line transfer to get to Tacoma Dome in order to make it to work on time as 594 service to Commerce St. doesn't begin until 8:53am. This has added an additional 20-30 mins to my daily commute and countless other passengers I used to ride with from there.</p> <p>The ability to have direct downtown to downtown service is invaluable in terms of linking the two largest cities and central business districts of the puget sound. In the past year I have experienced 590/594 standing room only on countless occasions making this hour long journey very trying. In addition to S Line Sounder being standing room often in the 3p-5pm window as well. The two largest cities of the Puget Sound deserve better connectivity, frequency, and reliability.</p> <p>Thank you,            -----</p>

## Appendix C: Comment Code Themes and Definitions

Table 16: Comment code themes and definitions

Code	Guidance
<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>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>Connection to other routes</b>	Comments about transfers including transfer times, wait times, distance between transfers, or suggestions for route connections.

Code	Guidance
<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>Regional impacts</b>	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.
<b>Ridership volume</b>	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.

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

In August 2024, System Engagement launched the online and in-person engagement program for the 2025 Service Plan. This was presented to the public via our Annual Service Plan website, which included an ST Express survey. Available in six languages—English, Spanish, Vietnamese, Russian, Traditional Chinese, and Simplified Chinese—the survey was designed to gather important rider feedback on the potential restoration of ST Express service in the South corridor.

The ST Express survey received an impressive 370 responses, a significant increase from the 319 survey responses recorded during the 2023 Service Plan! This strong level of participation reflects the public's investment in the ST Express bus system and their willingness to share insights that will help shape service improvements.

To help drive this high level of engagement, the Social Media team launched paid, geographically targeted ads in English and Spanish through the month of August. The Passenger Information team sent two SMS/Email Rider Alerts to rider subscribed to news alerts for the affected routes, inviting them to learn about the 2025 Service Plan and take the ST Express survey. These efforts, along with the launch day press release, an article in the Hilltop Action Journal, and social media coverage from transit advocacy groups like Downtown on the Go and Tacoma Mobility, helped ensure the survey reached a broad audience.

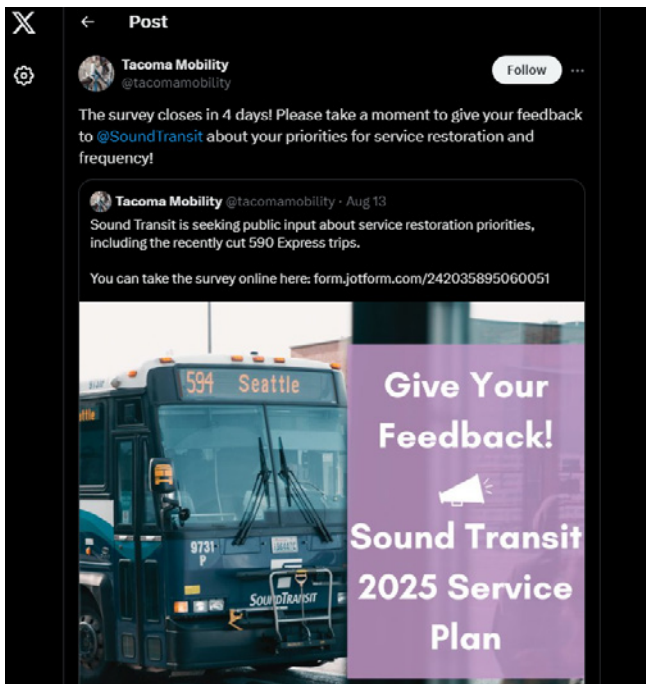
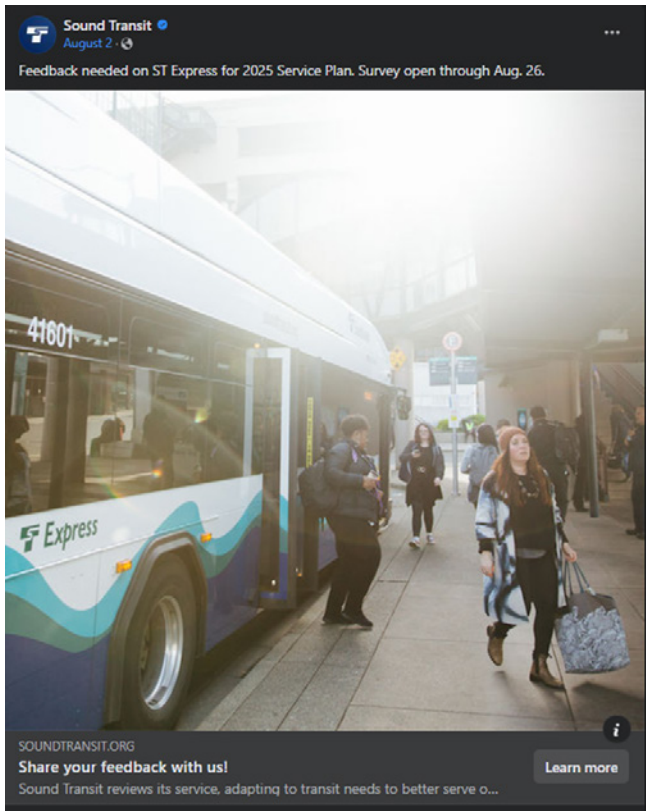
Over 16,482 people saw our paid, geo-targeted social media ads, which resulted in 438 visits to the survey. The average cost per click-through to the survey from all the ads was \$0.57. The standard to know if an English language ad is performing well is \$1 per click, so the average of less than \$1 per click indicated a high level of engagement.

Our staff Ambassadors were also on the ground at eight key transit stations or bus stops. Twenty-two Ambassadors engaged over 350 riders in person and shared information about the 2025 Service Plan. Engagement staff attended local events, speaking with hundreds of festival attendees at the Hilltop Street Fair, Federal Way Community Festival, and Downtown Tacoma Block Party. In addition, local community-based organizations (CBOs) received toolkits with everything they needed to boost the Service Plan's visibility, including project key messages, images and sample captions for social media, FAQs, and a schedule of upcoming survey dates and engagement events for riders to speak directly with project staff. The CBOs included Pierce Transit, Downtown on the Go, Hilltop Action Coalition, UW Tacoma, Puyallup Food Bank, Mi Centro, Auburn Area Roundtable, and South King Mobility Coalition.



# Appendix E: Media Coverage

Below are images of external media coverage:



October 2024

***Title VI Service Equity Analysis  
2025 Service Plan***

## Executive Summary

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 the Sound Transit Board of Directors.

During August 2024, this equity analysis was made available for public review and comment as part of the public engagement phase of the 2025 Service Plan. The 2025 Service Plan is scheduled to be proposed to the Sound Transit Board of Directors in October 2024.

The 2025 Service Plan service equity analysis evaluates the 2 Line extension to Downtown Redmond. Consistent with Sound Transit's adopted *Disparate Impact and Disproportionate Burden* policy (Board Resolution No. R2022-19), a Title VI analysis was completed with two levels of analysis.

The first level is the individual route analysis, which evaluates each major service change on a route-by-route basis. The second is the systemwide analysis, which compares the benefits and impacts to Title VI protected and non-protected populations on all routes and services over multiple years.

**The individual route analysis found that the extension of the 2 Line to Downtown Redmond would not have adverse effects or a finding of disproportionate burden, and thus no mitigations are required.**

The systemwide analysis determined that protected populations that may benefit from service additions is greater than 80% of the non-protected population count. For service reductions, the analysis determined the protected population that may experience adverse impacts was less than 20% of the non-protected population count. **Therefore, the systemwide analysis did not identify disparate impacts or disproportionate burdens on protected populations from September 2022 through September 2025.**

Table 1 summarizes the results of the Title VI service equity analysis in the 2025 Service Plan. Additional details are included in the following document.

### Updates to Analysis

During the development of the 2025 Service Plan, draft Title VI Service Equity results were shared during the public engagement period for potential to permanently adopt temporary major service reductions on Routes 580 and 590 due to staffing challenges.

In September 2024, the operator of Routes 580 and 590, Pierce Transit, notified Sound Transit that they identified the resources necessary to restore the temporary service reductions, including the potential major service changes to Routes 580 and 590, by March 2025.

As a result, the major service changes to Route 580 and 590 will not become permanent and have been removed from the Title VI Service Equity Analysis for the recommended 2025 Service Plan as service will be restored in March 2025.

Table 1: Summary of 2025 Service Plan 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
2 Line	Extend line to Downtown Redmond, adding service at Marymoor Village and Downtown Redmond Stations.	<ul style="list-style-type: none"> <li><b>Minority:</b> District <sup>3</sup> average: 40.5%; Existing 2 Line Service Area: 45.7%. New 2 Line Service Area: 45.3%</li> <li><b>Low Income:</b> District average: 19.8%; Existing 2 Line Service Area: 18.8%. New 2 Line Service Area: 12%</li> </ul>	No	No	No	N/A

<sup>1</sup> If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disparate impacts. All impact findings were the same for service areas before and after the service change.

<sup>2</sup> If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disproportionate burden. All burden findings were the same for service areas before and after the service change.

<sup>3</sup> "District" refers to Sound Transit's District.

## ***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 Sound Transit 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 Sound Transit 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 an 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 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 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.

**October 2024**

## **Public Involvement Policy**

Sound Transit conducts public outreach regarding fare changes and major service changes as consistent with Sound Transit's newly adopted Public Comment on Fare Changes and Major Service Changes Policy (Board Resolution No. R2023-34).

Sound Transit implements permanent fare changes and major service changes only after providing the public with reasonable opportunity to provide formal comment. All public feedback gathered about a proposed fare change or major service change is shared with the Board before any final decisions or actions.

## Definitions and Data Analysis

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit 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 analyses and calculates the systemwide or mode-specific average representation of these communities within the general population. Only minority or low-income status are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying LEP residents helps Sound Transit ensure that outreach efforts reach diverse customers. Sound Transit uses designated census tracts as the geographic basis for assessing the Title VI populations, and the most recent five-year demographic estimates available from 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	0.5
Rail stop without parking	1.0
Bus facility with parking	2.5
Rail station with parking	5

### Sound Transit 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>4</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 a 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.

<sup>4</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.

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

Title VI Protected Populations	Percentage of District Populations
Minority	40.5%
Low-Income	19.8%
Limited English Proficiency	10.3%

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.

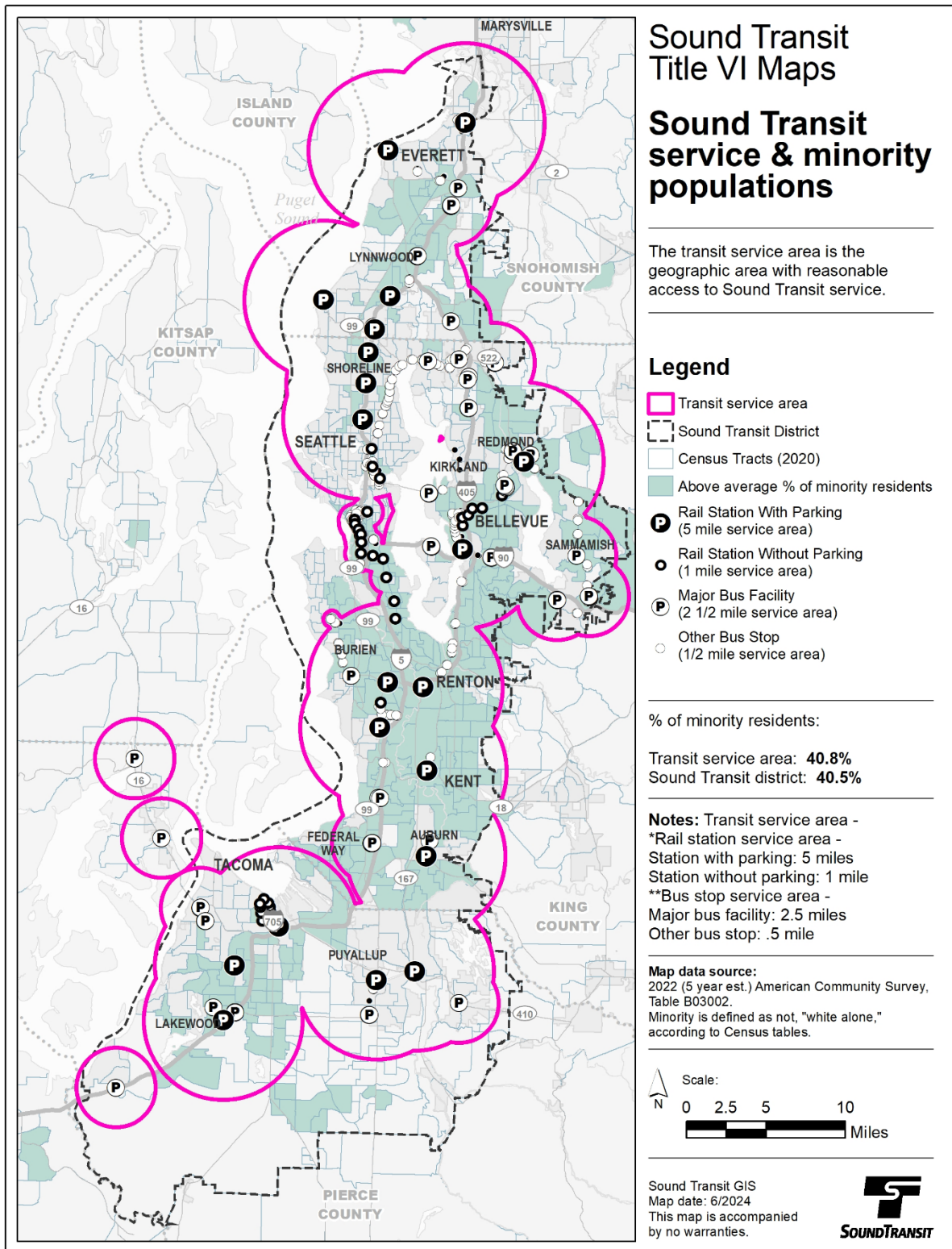


Figure 1: Map of Title VI minority Population for Sound Transit service area



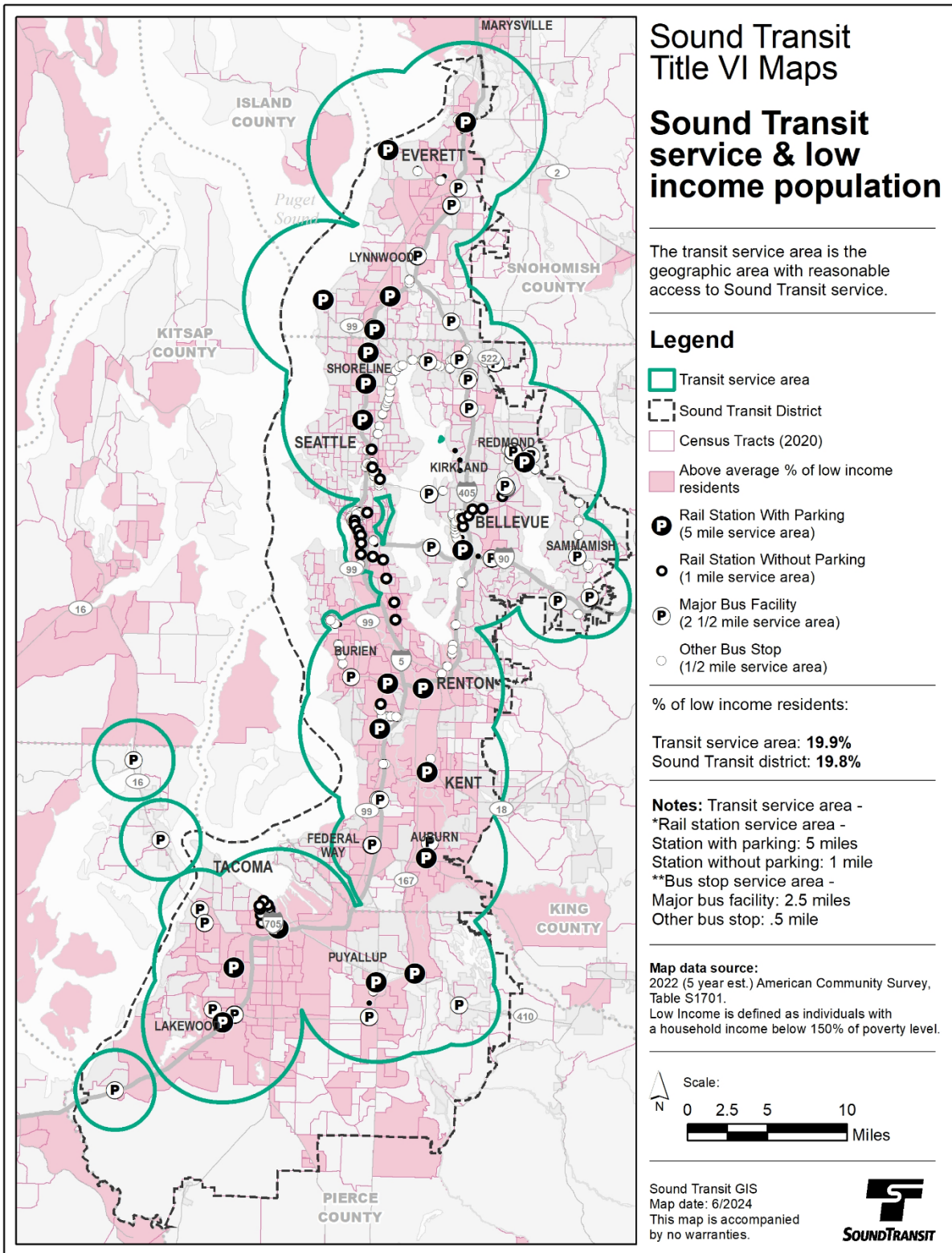


Figure 2: Map of Title VI low-income population for Sound Transit service area

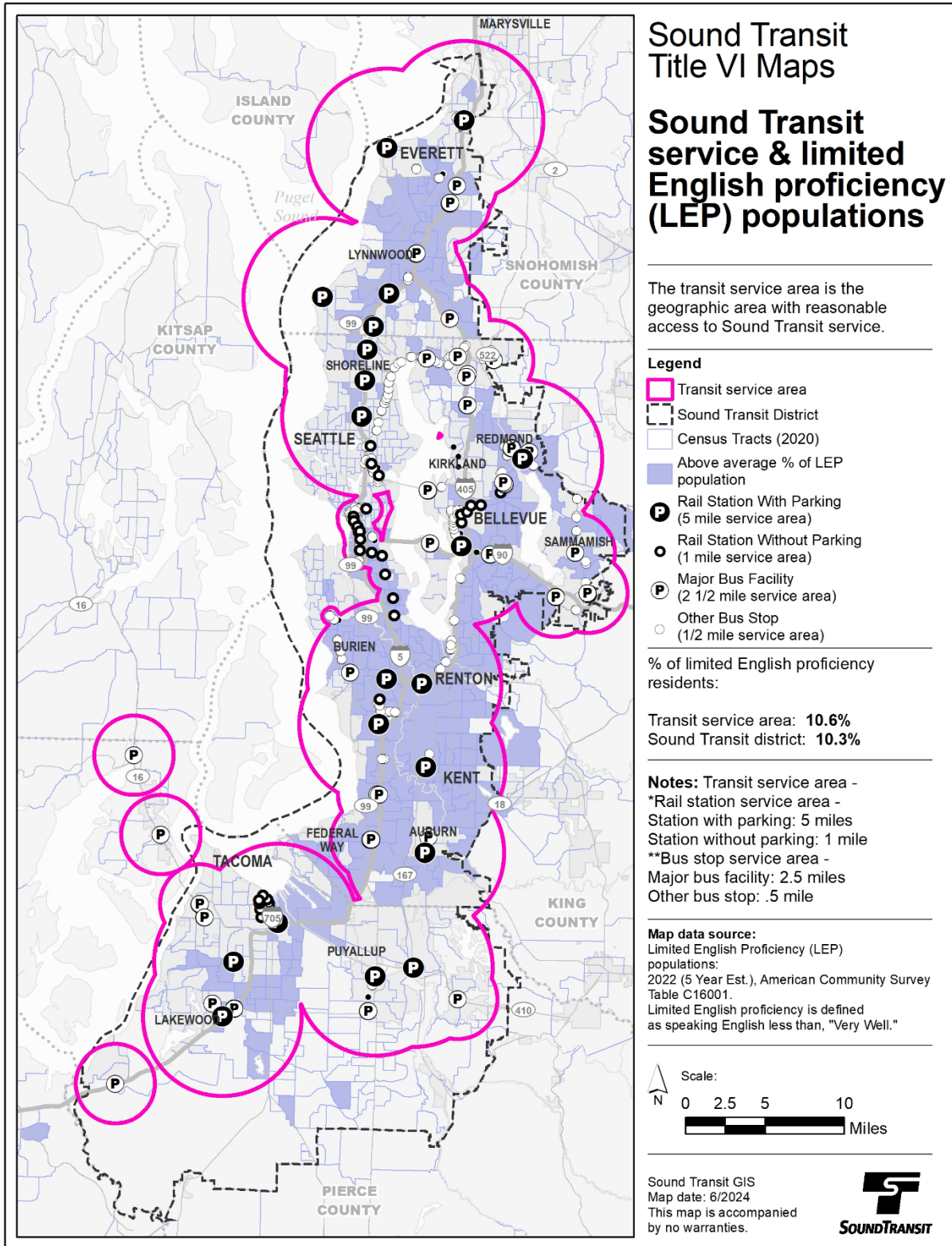


Figure 3: Map of Title VI Limited English Proficiency (LEP) population for Sound Transit service area

## 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. Title VI protected routes are highlighted when they are five percentage points greater than the District Title VI population average (entries in the last row of Table 4). 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>5</sup>

Route	Minority Population	Low-Income Population	Limited English Proficiency (LEP)
<b>ST Express Bus</b>			
510	38.5%	23.1%	11.2%
511	35.6%	18.2%	9.8%
512	35.9%	20.1%	10.5%
513	39.5%	13.8%	10.9%
515	40.6%	14.9%	9.9%
522	29.9%	14.3%	7.5%
532	40.7%	20.0%	12.9%
535	38.3%	15.3%	11.1%
542	47.5%	15.1%	12.3%
545	47.0%	15.2%	11.4%
550	48.6%	17.3%	12.0%
554	47.6%	15.4%	11.4%
556	45.7%	14.2%	11.3%
560	51.7%	22.9%	17.4%
566	57.9%	15.3%	16.4%
574	51.3%	32.0%	14.4%
577	51.3%	26.4%	13.7%
578	42.5%	24.4%	11.3%
580	24.5%	18.7%	4.9%
586	48.2%	32.2%	12.6%
590	43.4%	28.2%	8.1%
592	47.7%	31.0%	9.6%
594	46.3%	31.3%	9.5%
595	34.8%	22.9%	6.0%
596	18.8%	15.4%	3.4%
<b>Commuter Rail</b>			
N Line	34.9%	21.4%	10.6%
S Line	45.4%	25.2%	12.2%
<b>Light Rail</b>			
1 Line	41.7%	20.5%	11.1%
2 Line South Bellevue – Downtown Redmond	45.3%	12.0%	11.7%
<b>Street Car</b>			
T Line	40.2%	26.4%	8.4%
<b>District Average</b>	<b>40.5%</b>	<b>19.8%</b>	<b>10.3%</b>

<sup>5</sup> Protected population statistics for routes that have service area changes (Route 512, Route 513, and Link 1 Line) reflect the service area after the change.

## Individual Route Analysis of Major Service Changes

### Overview

The individual route analysis found that the extension of the 2 Line to Downtown Redmond would not have adverse effects or a finding of disproportionate burden, and thus no mitigations are required.

The service change analysis is summarized in Table 5 below, followed by a detailed evaluation of each change in the following section.

Table 5: Service change analysis summary

Major Service Change Analysis Summary					
Route	Proposed Change	Type of Change	Adverse Effects	Disparate Impact <sup>6</sup>	Disproportionate Burden <sup>7</sup>
2 Line	Begin revenue service to new Marymoor Village, and Downtown Redmond stations.	Major	No	No	No

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<sup>6</sup> If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disparate impacts. All impact findings were the same for service areas before and after the service change.

<sup>7</sup> If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disproportionate burden. All 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 an 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).

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.

## 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*

Service Change	Fall 2023 Weekly Revenue Hours	Spring 2025 Weekly Revenue Hours	Percentage Change	Stop Removal	Type of Change
2 Line Extension to Downtown Redmond	0	942	N/A	No	Service Addition

## Begin 2 Line Service to Marymoor Village & Downtown Redmond

### Description of Proposed Major Service Change

Extend the 2 Line from Redmond Technology station to Marymoor Village and Downtown Redmond stations. Service levels will remain constant, with trains operating as frequently as every 10 minutes all day, every day. (Table 7).

Table 7: Approximate span of service and headways of 2 Line current and proposed service

Approximate Frequencies		
	Current 2 Line South Bellevue – Redmond Technology	Proposed 2 Line South Bellevue – Downtown Redmond
<b>Weekdays, Saturday, Sunday</b>	<b>5:31AM - 9:34PM</b>	<b>5:31AM - 9:34PM</b>
Early AM	10 min.	10 min.
AM Peak	10 min.	10 min.
Midday	10 min.	10 min.
PM Peak	10 min.	10 min.
Evening	10 min.	10 min.
Late Evening	10 min.	10 min.
<p><i>Frequencies and proposed span are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs.</i></p>		

Table 8: Weekly revenue hours for 2 Line current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	817	942	+15%

The 2 Line would have 942 weekly revenue hours, an increase of 125 hours (Table 8).

**October 2024**

## **Adverse Effects & Benefits**

Addition of new stations qualifies as a major service change subject to Title VI Analysis. In this case, there are no adverse effects because service is improved. The service change improves access and revenue hours are increased to maintain current service levels while the length of the line increases.

### *Adverse Effects*

The extension of the 2 Line does not result in any adverse effects because it adds service.

### *Benefits*

The extension of the 2 Line benefits riders by increasing service coverage and introducing Link service to Redmond.

## Title VI Analysis

Adding new stations to a route qualifies as a major service change subject to Title VI analysis. In this case, there is no adverse effect because the added stations would improve service in the area by providing additional access for passengers travelling in and around the area.

- **No disparate impact:** The minority population of the 2 Line does not exceed the district average by at least five percentage points (Table 9).
- **No disproportionate burden** The low-income population of the 2 Line does not exceed the district average by at least five percentage points (Table 9).

Table 9: 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	40.5%	19.8%	10.3%
Existing 2 Line Service Area	45.7%	12%	11.9%
New 2 Line Service Area	45.3%	12%	11.7%
Difference between new and previous Service Area	-0.4%	-	-0.2%
Difference between New Service Area and District	4.83%	-7.8%	1.35%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	No

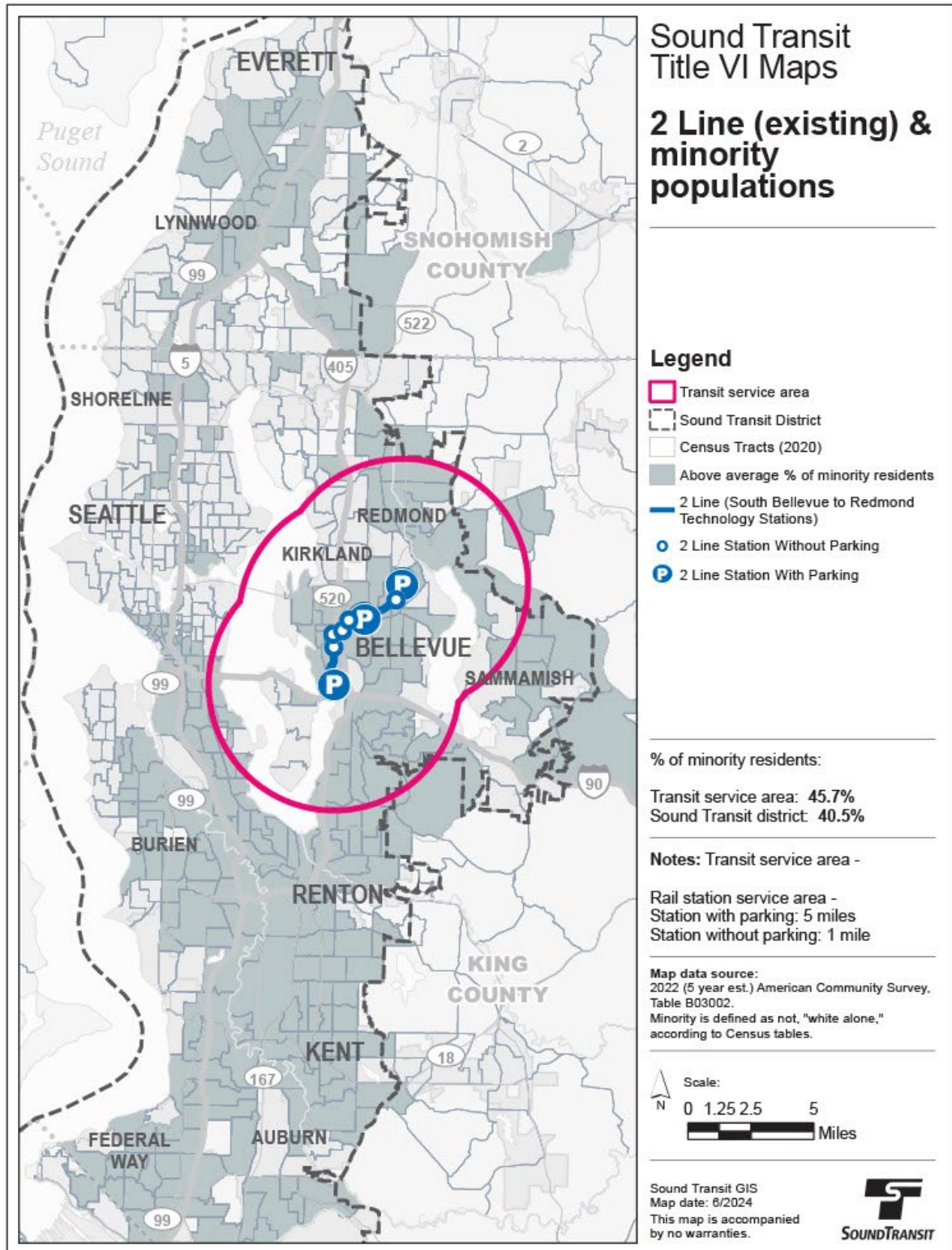


Figure 4: Map of Title VI Minority population of the existing 2 Line, prior to being extended.



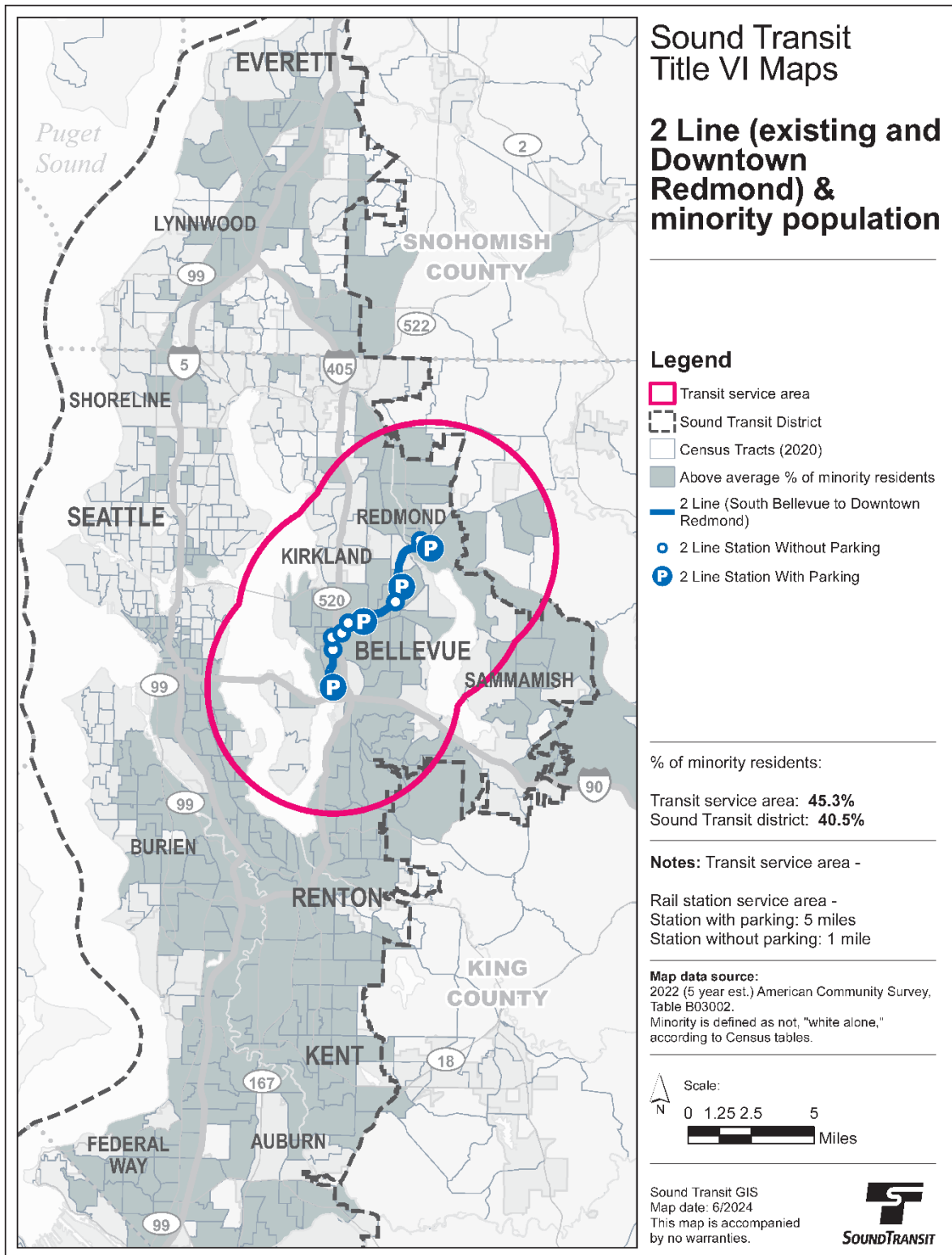


Figure 5: Map of Title VI Minority population for the Redmond Extension for the 2 Line.

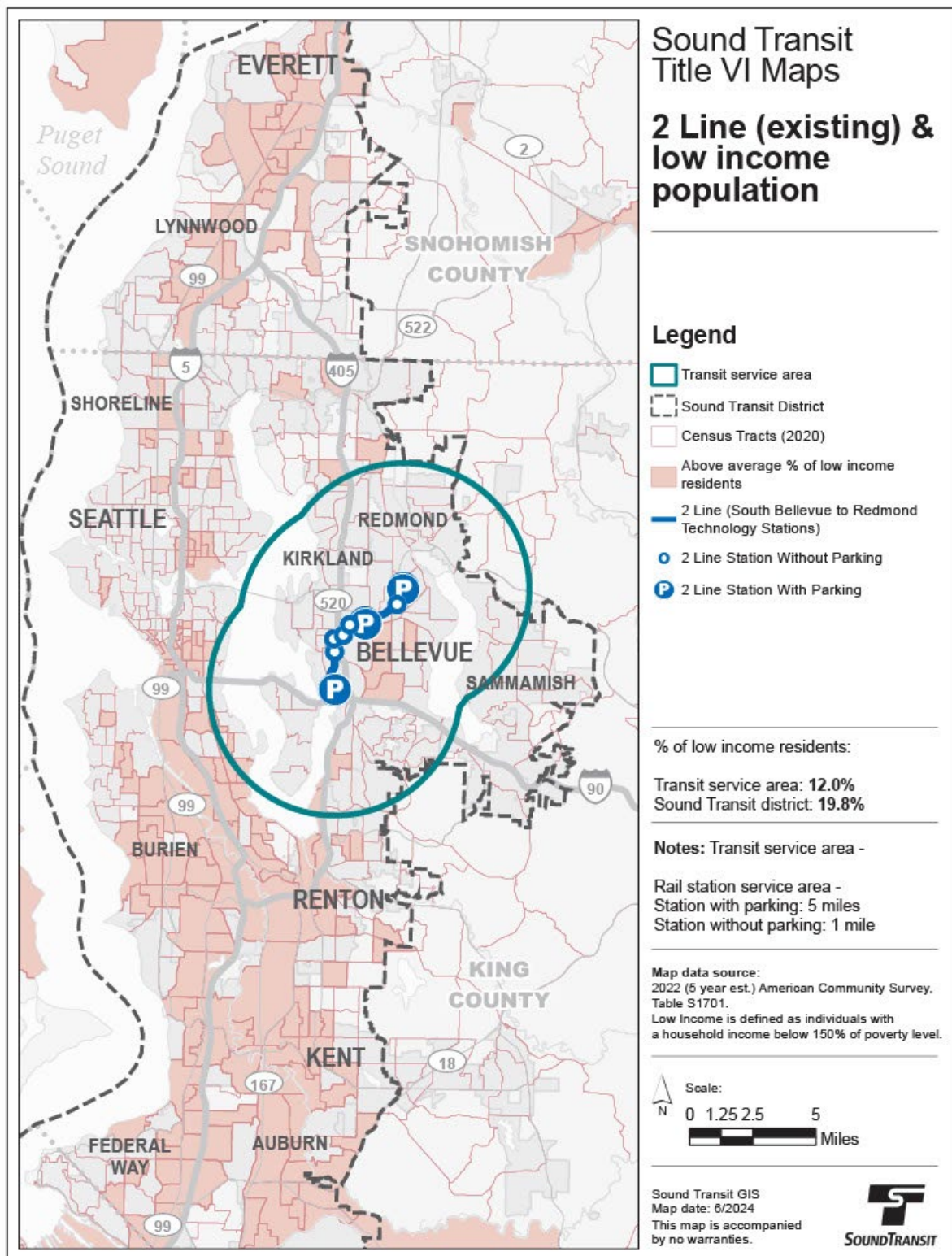


Figure 6: Map of Title VI Low Income population for the existing 2 Line, prior to the Redmond Extension.

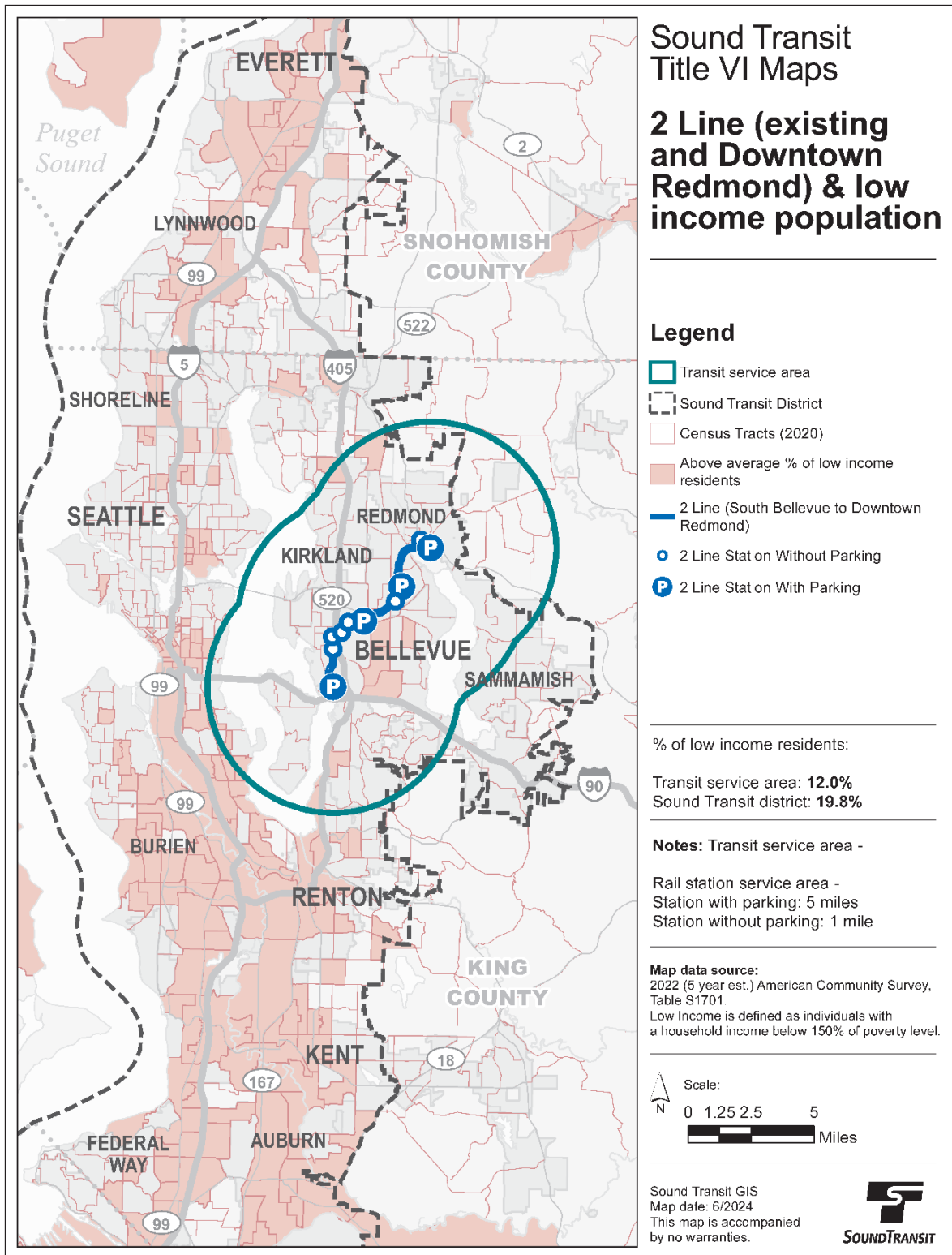


Figure 7: Map of Title VI Low Income population of the 2 Line, after the Redmond Extension.

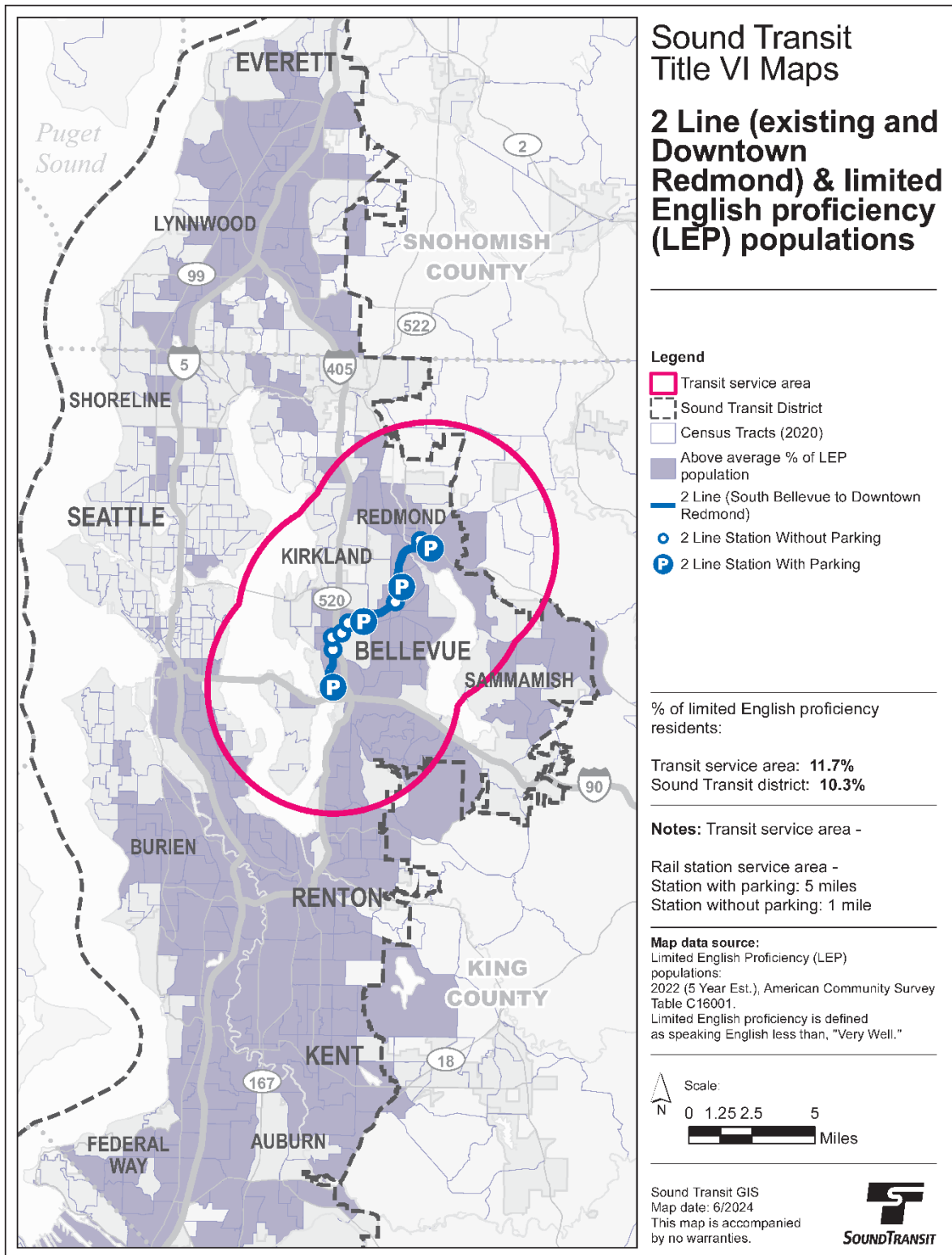


Figure 8: Map of Title VI Limited English Proficiency (LEP) population for the Redmond Extension of the 2 Line.

**October 2024**

## Mitigations

Mitigations are not required since there is no finding of disparate impact or disproportionate burden.

## Public Input

In August 2024, Sound Transit conducted community engagement to inform the public about the proposed service changes in the 2025 Service Plan, including planned service levels for the two new stations on the Downtown Redmond Link extension. No comments were received. Prior engagement regarding the 2 Line was supportive of opening the East Link Starter Line, a scenario similar to the extension to Redmond, as it would add more service to more places.

## Conclusion

The extension of the 2 Line does not have adverse impacts, nor is there a determination of disparate impact or disproportionate burden.



## Conclusion of Individual Route Analysis

The **individual route analysis** evaluates each major service change on a route-by-route basis. The **individual route analysis** found that the extension of the 2 Line to Downtown Redmond would not have adverse effects or a finding of a disparate impact or disproportionate burden. No mitigations are required.

## Systemwide Service Analysis

### Overview

The systemwide analysis compares benefits and impacts to Title VI protected & non-protected populations on all routes with changes over multiple years. The systemwide analysis follows the agency's Title VI policy, adopted by the Board of Directors in August 2022. **The systemwide analysis did not identify disparate impacts or disproportionate burdens on protected populations.**

The systemwide analysis evaluates service reductions and service additions separately. The analysis shows that the distribution of benefits to protected populations exceeds 80% for protected populations and the reduction of service to protected populations does not exceed 20% of the distribution. Therefore, the systemwide analysis did not identify any adverse effects on protected populations from September 2022 to September 2025. The following sections step through the process for each analysis.

### Methodology

In order to conduct the system wide analysis, the percentage of low-income and non-low-income populations impacted by the change are compared to the overall district using a ratio. The analysis begins by identifying the populations affected by service changes and summarizing into totals for people experiencing increased service and people experiencing reduced service. Then the total affected populations are compared to the total population to calculate a percentage. Next, the threshold test evaluates the population comparison percentage to test for equity impacts.

### Identifying Systemwide Service Additions & Reductions

The first step in the analysis identifies service reductions and additions by route. Table 16 shows the total change in scheduled weekly revenue hours between September 2022 and September 2025 for each route. When weekly revenue hours increased, this change is identified as an addition. When weekly revenue hours decrease, this change is identified as a reduction. In the following analysis steps, the totals for the routes in each group will be used to evaluate systemwide reductions and additions.

The changes in revenue hours reflect the on-going impact of staffing shortages which limit the amount of service that can be delivered.

October 2024

Route	Sept. 2022	Mar. 2023	Sept. 2023	Mar. 2024	Sept. 2024	Mar. 2025	Sept. 2025	Difference between Sept. 2022 & Sept. 2025	Percent Difference between Sept. 2022 & Sept. 2025	Addition or Reduction
1 Line	2,128	2,190	2,190	2,118	2,773	2,773	2,773	645	30%	Addition
2 Line	0	0	0	777	777	896	2,681	2,681	N/A	Addition
510	171	172	172	198	175	175	175	4	2%	Addition
511	95	0	0	0	0	0	0	-95	-100%	Reduction
512	898	922	922	939	733	733	733	-165	-18%	Reduction
513	116	96	96	104	80	80	80	-36	-31%	Reduction
515	0	0	0	0	210	210	210	210	N/A	Addition
522	978	974	975	1,019	1,019	1,019	1,019	41	4%	Addition
532	129	125	125	142	142	142	142	13	10%	Addition
535	406	398	398	431	431	431	431	25	6%	Addition
542	415	427	427	427	427	427	427	12	3%	Addition
545	1,080	1,077	1,077	1,071	1,071	1,071	1,071	-9	-1%	Reduction
550	885	883	883	903	903	903	903	18	2%	Addition
554	664	664	664	663	663	663	663	-1	0%	Reduction
556	108	108	108	105	105	105	105	-3	-3%	Reduction
560	673	673	673	623	623	623	623	-50	-7%	Reduction
566	194	196	196	200	200	200	200	6	3%	Addition
574	772	772	772	813	813	813	813	41	5%	Addition
577	287	274	274	209	209	274	274	-13	-5%	Reduction
578	706	708	708	704	704	708	708	2	0%	Addition
580	13	13	13	0	0	13	13	0	0%	No Change
586	120	126	126	111	111	111	111	-9	-7%	Reduction
590	329	329	329	176	176	329	329	0	0%	No Change
592	171	171	171	179	179	179	179	8	4%	Addition
594	862	861	861	781	781	861	861	-1	0%	Reduction
595	61	61	61	67	67	67	67	6	10%	Addition
596	42	42	42	36	36	36	36	-6	-14%	Reduction
N Line	26	26	26	26	53	53	53	27	104%	Addition
S Line	183	183	183	183	183	183	183	0	0%	No Change
T Line	191	191	480	480	480	480	480	289	151%	Addition

Table 10: Scheduled weekly revenue hours by service change from September 2022 - September 2025

## Systemwide Service Reductions Analysis

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.

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.

Table 11 shows the total change in weekly revenue hours between September 2022 and September 2025 for each route with a service reduction. The population columns then identify the total Title VI-protected and non-Title VI-protected populations affected by the service reduction for each route.

Table 11: Populations affected by service reduction September 2022 to September 2025

Route	Change in Weekly Revenue Hours	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
511	-95	418,642	148,928	269,714	76,009	342,633
512	-165	559,253	200,511	358,742	112,500	446,753
513	-36	503,500	198,883	304,617	69,483	434,017
545	-9	261,666	123,056	138,610	39,672	221,994
554	-1	233,043	110,829	122,214	36,005	197,038
556	-3	224,636	102,657	121,979	31,840	192,796
560	-74	117,314	60,625	56,689	26,888	90,426
577	-13	162,255	83,177	79,078	42,892	119,363
586	-9	191,826	92,423	99,403	61,712	130,114
594	-1	241,498	111,865	129,633	75,550	165,948
596	-6	66,014	12,402	53,612	10,140	55,874

## Analysis

If the percentage of the minority or low-income population adversely affected is more than 20 percent 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.

Using the data collected in the above table the following percentages were calculated for populations adversely affected by service reductions compared with the total population in the service area of all routes:

- Minority population adversely affected: 29.4%
- Non-Minority population adversely affected: 30.2%
- Low-Income population adversely affected: 28.1%
- Non-Low-Income population adversely affected: 30.3%

## Service Reductions Disparate Impact Test

To evaluate for a potential disparate impact, the percentage of the minority population adversely affected is compared to the percentage of the non-minority population adversely affected using a ratio (Table 12). **Because the result of -2.6% is not 20 percent or greater, no disparate impact was identified.**

Table 12: Service reduction disparate impact test

Minority Population Adversely Affected	Non-Minority Population Adversely Affected	Ratio Comparison	Threshold for Disparate Impact	Result
29.4%	30.2%	$29.4\% \div 30.2\% = -2.6\%$ <sup>1</sup>	20% or greater	No disparate impact
<sup>1</sup> In order to compare with the policy threshold the ratio calculation is shown as the difference from 100%.				



### Service Reductions Disproportionate Burden Test

To evaluate for a potential disproportionate burden, the percentage of the low-income population adversely affected is compared to the percentage of the non-low-income population adversely affected using a ratio (Table 13). **Because the result of -7.3% is not 20 percent or greater, no disproportionate burden was identified.**

Table 13: Service reduction disproportionate burden test

Low-Income Population Adversely Affected	Non- Low-Income Population Adversely Affected	Ratio Comparison	Threshold for Disproportionate Burden	Result
28.1%	30.3%	$28.1\% \div 30.3\% = -7.3\%^1$	20% or greater	No disproportionate burden

<sup>1</sup>In order to compare with the policy threshold the ratio calculation is shown as the difference from 100%.

## Systemwide Service Additions Analysis

When a systemwide 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 service area’s minority or low-income population benefiting from the major service additions to the percentage of the District’s non-minority or non-low-income population benefiting.

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.

Table 14 shows the total change in weekly revenue hours between September 2022 and September 2025 for each route with a service addition. The population columns then identify the total Title VI-protected and non-Title VI-protected populations benefiting from the service addition for each route.

Table 14: Populations benefited by service additions, September 2022 to September 2025

Route	Change in Weekly Revenue Hours	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
1 Line	645	1,298,120	541,936	756,184	265,916	1,032,204
2 Line	2,618	433,574	196,498	237,076	52,064	381,510
510	4	336,164	129,388	206,776	77,697	258,467
515	210	333,580	135,433	198,147	49,703	283,877
522	41	156,884	46,929	109,955	22,469	134,415
532	13	357,364	145,457	211,907	71,346	286,018
535	25	248,157	95,048	153,109	37,907	210,250
542	12	199,881	94,935	104,946	30,246	169,635
550	18	138,249	67,206	71,043	23,856	114,393
566	6	327,710	189,744	137,966	50,140	277,570
574	41	311,248	159,568	151,680	99,582	211,666
578	2	Benefit	278,113	118,311	159,802	67,934
592	8	Benefit	179,701	85,665	94,036	55,644
595	6	Benefit	278,780	96,889	181,891	63,738
N Line	27	396,128	138,230	257,898	84,872	311,256
T Line	289	267,573	107,591	159,982	70,561	197,012

## Analysis

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.

Using the data collected in the above table the following percentages were calculated for populations benefiting from service additions compared with the total population in the service area of all routes:

- Minority population benefiting: 55.4%
- Non-Minority population benefiting: 55.5%
- Low-Income population benefiting: 54.1%
- Non-Low-Income population benefiting: 55.8%

### Service Additions Disparate Impact Test

To evaluate for a potential disparate impact, the percentage of the minority population benefiting is compared to the percentage of the non-minority population benefiting using a ratio (Table 15).

**Because the result of 99.8% percent is greater than the 80 percent or less threshold, no disparate impact/disparate impact was identified.**

Table 15: Service additions disparate impact test

Minority Population Benefiting	Non-Minority Population Benefiting	Ratio Comparison	Threshold for Disparate Impact	Result
55.4%	55.5%	$55.4\% \div 55.5\% = 99.8\%$	80% or less	No disparate impact

### Service Additions Disproportionate Burden Test

To evaluate for a potentially disproportionate burden, the percentage of the low-income population benefiting is compared to the percentage of the non-low-income population benefiting using a ratio (Table 16). **Because the result of 95.7% percent is greater than the 80 percent or less threshold, no disproportionate burden was identified.**

Table 16: Service additions disproportionate burden test

Low-Income Population Benefiting	Non- Low-Income Population Benefiting	Ratio Comparison	Threshold for Disproportionate Burden	Result
54.1%	55.8%	$54.1\% \div 55.8\% = 97\%$	80% or less	No disproportionate burden

## Systemwide Analysis Conclusion

The systemwide analysis evaluates service reductions and service additions separately. For service additions, the analysis shows that the distribution of benefits to protected populations exceeds 80%. For service reductions, the adverse impacts to protected populations do not exceed 20%.

**Therefore, the systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected populations from September 2022 through September 2025.**

## Sound Transit Service Area Title VI Routes and Population

Table 17: Title VI routes and population statistics (2023)<sup>8</sup>

Route	Total Population	Minority Population		Non-Minority Population	Limited English Proficiency (LEP) <sup>9</sup>		Low-Income Population <sup>10</sup>		Non-Low Income
		Count	Percentage		Count	Percentage	Count	Percentage	
1 Line	1,298,120	541,936	41.7%	756,184	144,139	11.1%	265,916	20.5%	1,032,204
2 Line	433,574	196,498	45.3%	237,075	50,635	11.7%	52,064	12.0%	381,509
510	336,164	129,388	38.5%	206,776	37,694	11.2%	77,697	23.1%	258,467
511	418,642	148,928	35.6%	269,714	41,006	9.8%	76,009	18.2%	342,633
512	559,253	200,511	35.9%	358,742	58,906	10.5%	112,500	20.1%	446,753
513	503,500	198,883	39.5%	304,617	54,882	10.9%	69,483	13.8%	434,017
515	333,580	135,433	40.6%	198,147	33,024	9.9%	49,703	14.9%	283,877
522	156,884	46,929	29.9%	109,955	11,710	7.5%	22,469	14.3%	134,415
532	357,364	145,457	40.7%	211,907	46,024	12.9%	71,346	20.0%	286,018
535	248,157	95,048	38.3%	153,109	27,589	11.1%	37,907	15.3%	210,250
542	199,881	94,935	47.5%	104,946	24,568	12.3%	30,246	15.1%	169,635
545	261,666	123,056	47.0%	138,610	29,893	11.4%	39,672	15.2%	221,994
550	138,249	67,206	48.6%	71,043	16,538	12.0%	23,856	17.3%	114,393
554	233,043	110,829	47.6%	122,214	26,680	11.4%	36,005	15.4%	197,038
556	224,636	102,657	45.7%	121,979	25,303	11.3%	31,840	14.2%	192,796
560	117,314	60,624	51.7%	56,689	20,446	17.4%	26,888	22.9%	90,425
566	327,710	189,744	57.9%	137,966	53,744	16.4%	50,140	15.3%	277,570
574	311,248	159,568	51.3%	151,680	44,813	14.4%	99,582	32.0%	211,666
577	162,255	83,177	51.3%	79,078	22,252	13.7%	42,892	26.4%	119,363
578	278,113	118,311	42.5%	159,802	31,541	11.3%	67,934	24.4%	210,179
580	85,599	20,955	24.5%	64,643	4,157	4.9%	15,989	18.7%	69,609
586	191,826	92,423	48.2%	99,403	24,217	12.6%	61,712	32.2%	130,114
590	157,493	68,427	43.4%	89,065	12,802	8.1%	44,354	28.2%	113,138
592	179,701	85,665	47.7%	94,036	17,192	9.6%	55,644	31.0%	124,057
594	241,498	111,865	46.3%	129,633	23,029	9.5%	75,550	31.3%	165,948
595	278,780	96,889	34.8%	181,891	16,725	6.0%	63,738	22.9%	215,042
596	66,014	12,402	18.8%	53,612	2,272	3.4%	10,140	15.4%	55,874
N Line	396,128	138,230	34.9%	257,898	42,183	10.6%	84,872	21.4%	311,256
S Line	1,228,331	557,262	45.4%	671,069	150,153	12.2%	309,216	25.2%	919,115
T Line	267,573	107,591	40.2%	159,982	22,524	8.4%	70,561	26.4%	197,012
<b>District Average</b>			40.5%			10.3%		19.8%	

<sup>8</sup> Statistics reflect service area after the service change.

<sup>9</sup> Limited English is defined as speaking English, "Less than very well."

<sup>10</sup> Low-Income is defined as a 200% poverty level and below.