

Resolution No. R2024-21

2025 Service Plan

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	10/03/2024	Recommend to Board	Russ Arnold, DCEO Service Delivery
Board	10/24/2024	Final action	Marie Olson, Executive Director Passenger Experience Brian de Place, Director of System and Service Planning

Proposed action

Adopts the 2025 Service Plan, which includes the major service change of extending 2 Line service to Downtown Redmond.

Key features summary

- The 2025 Service Plan formalizes major service changes associated with the extension of the 2 Line to operate between Downtown Redmond and South Bellevue Station in Spring 2025 and restores service on ST Express routes that was temporarily cut in March 2024.
- Through Motion No. M2023-113, the Board set 2024 service levels for ST Express, operated by Pierce Transit, until the Board adopts the 2025 ST Express 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. Temporary major service changes included: 1) Route 580 (South Hill – Puyallup): suspend route and 2) 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.
- 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.
- Staff worked closely with Pierce Transit to monitor staffing levels and determine the potential of restoring recent reductions. While Pierce Transit has faced challenges hiring and retaining critical staff, they recently informed Sound Transit that they will have enough personnel to restore the temporary service reductions. The temporary service reductions on two routes qualify as major service changes and would have required Board approval to formalize to remain for more than one year. Pierce Transit requires instructions by December 16, 2024, in order to meet the March 2025 implementation and Sound Transit will provide instructions to restore the temporary reductions.
- Draft service changes, including making the temporary changes permanent, were presented for public comment from August 5, 2024 and 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.
- The Service Plan includes the following major service changes, as defined by the Board adopted Disparate Impact and Disproportionate Burden Policy (Resolution No. R2022-19) which defines

when a change to service requires Board approval and how a Title VI Service Equity Analysis should be conducted:

Spring 2025

- **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.

Background

Sound Transit evaluates service every year and proposes changes to improve performance, respond to ridership trends, and optimize resources. The annual Service Plan defines the following year's changes to how ST Express, Sounder, and Link will operate considering changes in ridership, operating conditions, and restructures of service in response to new high-capacity transit. The Service Plan is also the vehicle for the Board to approve any "major service changes" as defined by Sound Transit-adopted policy to meet FTA requirements and inform Sound Transit's operating budget.

On April 27, 2024, the initial 2 Line segment opened from South Bellevue Station to Redmond Technology Station. In Spring the 3.4-mile Downtown Redmond Link Extension is anticipated to open adding two new stations at Marymoor Village and Downtown Redmond.

In December 2023, the Board adopted Motion No. M2023-113 authorizing the chief executive officer to execute temporary service reductions on ST Express to respond to staffing shortages. The temporary reductions of approximately 10% were implemented in March 2024 and included major service changes to Route 580 (South Hill – Puyallup) and Route 590 (Tacoma – Seattle). These reductions were only authorized until the Board adopted the 2025 Service Plan and would have to formally adopted by the Board if Pierce Transit could not restore service.

In response to rider feedback and service monitoring, adjustments to Route 590 schedule and high-capacity bus assignments were implemented with the Fall 2024 service change to better match trip-times with high ridership demand. Staff continued to work closely with regional operating partners, and Pierce Transit recently informed Sound Transit that they have determined that they have enough personnel to restore the temporary service reductions. The service reductions on two routes qualify as major service changes and would have required Board approval to formalize to remain for more than one year.

The draft service changes, including making the temporary major service changes permanent, were presented for public comment from August 5, 2024 and 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.

Staff will continue to develop service plans for future ST2 Link extensions and in coordination with transit partners analyze opportunities for ST Express to connect to the future transit system. Staff will continue to update the Board as information about future service becomes available and proposed the 2026 Service Plan in October 2025.

Fiscal information

The 2025 Service Plan is funded by the transit mode budgets for each operating service – Link, Sounder, ST Express, and Tacoma Link. Those budgets are included in the Proposed 2025 Budget scheduled for Board consideration in November 2024. Budget authority will be granted with the adoption of the 2025 Budget, subject to any changes made by the Board.

The Proposed Budget for each mode is shown below (in thousands).

Modal Budget	2025 Proposed Budget (\$000)
Link	\$433,965
Sounder	115,810
ST Express	186,609
Tacoma Link	23,558
Total	\$759,942

Disadvantaged and small business participation

Not applicable to this action.

Title VI compliance

Routes	Major Service Change	Title VI Protected Populations	Analysis Results	Mitigations
2 Line	<ul style="list-style-type: none"> Extend line to Downtown Redmond, adding service at Marymoor Village and Downtown Redmond Stations. 	<ul style="list-style-type: none"> Minority Population: ST District average: 40.5% Existing 2 Line Service Area: 45.7% New 2 Line Service Area: 45.3% Low Income: ST District average: 19.8% Existing 2 Line Service Area: 12% New 2 Line Service Area: 12% LEP (Limited English Proficiency): ST District average: 10.3% Existing 2 Line service area: 11.9% New 2 Line service area: 11.7% 	<ul style="list-style-type: none"> No disparate impact No disproportionate burden 	<ul style="list-style-type: none"> n/a

Public involvement

In August 2024, the project team presented the draft 2025 Service Plan to the public on the Annual Service Plan website. The website included an ST Express survey to collect public feedback about rider preferences for the potential restoration of ST Express service in the South corridor. The website text and survey were available in English, Spanish, Vietnamese, Russian, Chinese (Traditional), and Chinese (Simplified). The ST Express survey received a total of 370 survey responses.

To promote the 2025 Service Plan and increase feedback on the ST Express survey, the Social Media team placed paid, geographically targeted ads online in English and Spanish from August 5-

26. The Public Information Officer published a press release on the day the ST Express survey went public. The Engagement team published an article in the August edition of the Hilltop Action Journal, and local transit advocacy groups Downtown on the Go and Tacoma Mobility provided additional social media coverage. Riders subscribed to SMS/Email Rider Alerts for the affected routes received two Rider Alerts on August 5 and 19, inviting them to learn about the 2025 Service Plan and take the ST Express survey.

The Engagement distributed a stakeholder toolkit to several Community Based Organizations (CBOs) in the project area, who were also offered a briefing from the project team. The toolkits contained project key messages, images and sample captions for social media, FAQs, and a schedule of upcoming Ambassador survey dates and engagement events for riders to speak with project staff in person. 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.

Additionally, the Engagement team dispatched ST staff Ambassadors in pairs at eight locations across the project area on August 6, 7, 14, and 15. Ambassadors surveyed riders at Tacoma Dome Station, Puyallup Station, Federal Way Transit Center, and three downtown Seattle locations. Ambassadors were tasked with informing riders at high-traffic transit centers and stations about the 2025 Service Plan and the opportunity for the public to share feedback on the ST Express Survey. Ambassadors engaged approximately 250 ST Express riders in person.

Time constraints

Delaying approval of the 2025 Service Plan past November 14, 2024, may impact the anticipated extension of 2 Line service between Downtown Redmond and South Bellevue Stations in Spring 2025.

Prior Board/Committee actions

Resolution No. R2024-31: Adopted the second phase of the 2024 Service Plan, which includes major service changes to ST Express routes serving Snohomish County when the 1 Line service extends to Lynnwood in Fall 2024.

Motion No. M2023-113: (1) Authorized the chief executive officer to execute temporary service reductions on ST Express to respond to staffing shortages based on the criteria established by this motion, to go into effect with the March 2024 service change, and (2) directed the CEO to report the details of the service reduction at the January Rider Experience and Operations Committee meeting.

Resolution No. R2023-31: Adopted the first phase of the 2024 Service Plan, which includes major service changes of opening 2 Line service between Redmond Technology and South Bellevue Stations, extending 1 Line service to Lynnwood and restoring two daily round trips on Sounder N Line.

Environmental review – EG 9/16/24

Legal review – MT 9/26/24



Resolution No. R2024-21

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting the 2025 Service Plan, which includes the major service change of extending 2 Line service to Downtown Redmond.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008, and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, express bus, commuter rail and light rail service will be implemented in phases, providing a program for route implementation and service increases over time which meet the commitments in Sound Move, Sound Transit 2, and Sound Transit 3; and

WHEREAS, Motion No. M2023-113 approved temporary service reductions to ST Express Route 580 and portions of Route 590 beginning in March 2024, and further 10 percent reduction in Pierce Transit-operated service in Spring 2024 because of operator shortages; and

WHEREAS, Pierce Transit has informed Sound Transit they will have enough personnel to restore the temporary service reductions to Routes 590 and 580, so the temporary service reductions authorized by Motion No. 2023-113 are not included in the 2025 Service Plan; and

WHEREAS, public outreach on the draft service changes took place between August 5, and August 26, 2024 to collect public feedback and learn about rider priorities for service restoration; and

WHEREAS, the proposed service changes included in the 2025 Service Plan are consistent with the proposed 2025 Agency Budget and Long-Range Financial Plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that the 2025 Service Plan is adopted, and the chief executive officer is authorized to implement the 2025 service changes included in the plan as described below:

Spring 2025

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.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on October 24, 2024.



Dow Constantine
Board Chair

Attest:



Kathryn Flores
Board Administrator