



Resolution No. R2024-03

2024 Service Plan Phase Two

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	03/07/2024	Recommend to Board	Don Billen, PEPD Executive Director
Board	03/28/2024	Final action	Brian de Place, Director of System and Service Planning

Proposed action

Adopts 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.

Key features summary

- The second phase of the Sound Transit 2024 Service Plan responds to the Board’s authorization to open passenger service on the East Link Starter Line in Spring 2024 (Resolution No. R2023-24) and the first phase of the Sound Transit 2024 Service Plan (Resolution No. R2023-31) with strategies to increase peak hour capacity on Link, provide alternative bus service between Snohomish County and downtown Seattle, and formalize major service changes associated with the ST Express restructure coordinated with the extension of the 1 Line as part of Lynnwood Link.
- 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. Ongoing monitoring of staffing levels and service quality performance will determine if more adjustments to service are needed.
- 2024 planned service levels for ST Express, operated by Community Transit and King Country Metro, will remain consistent with the target established in the 2023 Service Plan. Current service delivery remains stable, but below target service levels due to constrained staffing levels. Staff will continue to monitor performance and make schedule adjustments while attempting to meet the Board’s established target service levels.
- Staff worked closely with partners at Community Transit and King Country Metro to develop strategies to improve 1 Line capacity and a new service proposal for I-5 North ST Express restructure.
- Draft service changes were originally presented for public comment from July 10, 2023 through August 6, 2023. Revised draft service changes were presented for public comment from January 16 to January 31, 2024. The public outreach focused on informing the public about draft service changes anticipated in 2024.
- Following Board adoption of the 2024 Service Plan, phases one and two, staff will work to finalize schedules with Sound Transit’s operating partners. The Sound Transit Passenger Experience team

will then develop strategies to communicate with riders, including targeted social media advertisements, in-person outreach, rider alerts onboard and at stops, open houses, and media releases.

1 Line capacity improvements

- Improve planned peak hour capacity on 1 Line with trains operating every 8 minutes with as many 4-car trains as possible.
- Temporarily store 36 light rail vehicles overnight at locations outside of OMF-Central in order to improve headways and carry more passengers during the peak.
- With 140 vehicles assigned to OMF-Central, additional time to perform safety related maintenance activities for the larger fleet will require adjusting existing 1 Line service evening frequency from 10 to 12-minutes starting at 8pm and reducing the span of service at some stations.
- Actively monitor service to identify when platform crowding may occur and deploy additional unscheduled trains between scheduled trains during peak periods based on fleet and staff availability.

This operating plan is temporary until the full 2 Line opens across Lake Washington to connect with the 1 Line.

New service proposal for I-5 North ST Express restructure

- Temporarily provide direct peak period service from Snohomish County to downtown Seattle by temporarily keeping Route 510 (Everett-Seattle) and adding a new temporary Route 515 (Lynnwood-Seattle) until the 2 Line is complete.
- Continue to provide connections to Link by moving Routes 512 and 513 currently connecting to the 1 Line at Northgate to Lynnwood, offering passengers improved reliability with less I-5 congestion impacts.
- The second phase of the Sound Transit 2024 Service Plan includes the following major service changes to ST Express, 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:

Fall 2024 with 1 Line extension to Lynnwood

- **Route 511 (Ash Way Park and Ride-Northgate):** Formalize emergency service suspension currently in effect due to significant operator shortages by eliminating route. Route 512 and Route 513 provide alternative service at the same stops as the suspended Route 511.
- **Route 512 (Everett-Northgate):** Shorten Route 512 to operate between Everett and Lynnwood City Center Station (Lynnwood Transit Center) with a connection to 1 Line. Service would operate as often as every 15 minutes throughout the day in both directions on weekdays and weekends.
- **Route 513 (Seaway Transit Center-Northgate):** Shorten Route 513 to operate between Seaway Transit Center and Lynnwood Transit Center. Continue to operate service every 30 minutes during peak periods, traveling southbound from Seaway Transit Center in the morning and northbound from Lynnwood in the afternoon.
- **New Route 515 (Lynnwood Transit Center-Downtown Seattle):** Add new temporary peak-period Route 515 to supplement Link capacity between Lynnwood and downtown Seattle. Route 515 travels southbound from Lynnwood in the morning peak period and northbound from Seattle in the afternoon as frequently as every 10 minutes. Ridership and performance of this temporary route will be monitored following implementation. The CEO may discontinue the route when the 2 Line is

connected across Lake Washington to the 1 Line and may make administrative route adjustments if ridership or performance falls below the service standards.

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.

In August 2023, the Board approved Resolution No. R2023-24, which authorized the necessary expenditures to open passenger service on the East Link Starter Line in Spring 2024. In addition to approving the operations of 2 Line between South Bellevue and Redmond Technology stations, the resolution directed Sound Transit staff to prioritize (1) maximizing peak-hour 1 Line service, (2) to the greatest extent feasible, provide sufficient additional bus services to meet rider demand, and (3) utilize internal or contracted resources to provide sufficient in person customer support at stations and times when inadequate Link capacity may result in full trains, waits, overcrowding or confusion. For ST Express, Resolution No. R2023-24 also directed Sound Transit to defer the implementation of the ST Express restructure around the Lynnwood Link extension. Instead of truncating all ST Express service at Lynnwood Transit Center, the resolution directed staff to determine ways of continuing to serve downtown Seattle with ST Express to augment likely crowding challenges on the 1 Line.

In response, the 2024 Service Plan was developed in two phases beginning with rail service in the first phase followed by ST Express service in the second phase. In October 2023, the Board approved Resolution R2023-31 adopting changes to Link and Sounder rail service. The second phase includes updated strategies to increase 1 Line peak hour capacity and proposes a new I-5 North ST Express restructure for consideration. New strategies for the 1 Line includes storing trains overnight in four locations throughout the system to allow for more peak capacity with peak frequencies of 8 minutes and 4-car trains. For the ST Express service plan, Sound Transit worked closely with Community Transit to develop a service plan to temporarily offer alternative service from Snohomish County and continue to provide connections to Link.

The draft plan was originally presented for public comment from July 10, 2023 through August 6, 2023. Revised draft service changes were presented for public comment from January 16 to January 31, 2024. The public outreach focused on informing the public about draft service changes anticipated in 2024.

Fiscal information

The 2024 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 2024 Budget approved in Resolution No. R2023-31. The budget for each mode is shown below (in thousands).

Modal Budget	2024 Proposed Budget (\$000)
Link	\$344,221
Sounder	\$101,070
ST Express	\$168,584
Tacoma Link	\$20,299

Total	\$634,174
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Changes to the 2024 Service Plan are reflected in the 2024 proposed budget and do not impact the long-range financial plan.

Disadvantaged and small business participation

Not applicable to this action.

Title VI compliance

Sound Transit conducts a Title VI service equity analysis to ensure that changes to transit service are consistent with Title VI policies defined by the FTA and by the Sound Transit Board. The FTA requires equity analyses of disparate impacts on minority populations and disproportionate burdens on low-income populations. Sound Transit Board policy defines two levels of analysis, an individual route analysis and a systemwide analysis. The following tables summarize the Title VI service equity analysis for individual major service changes proposed in phase two of the 2024 Service Plan. The following section includes result of the systemwide analysis of all changes between September 2021 and September 2024, excluding temporary service changes.

2024 Service Plan Phase Two Major Service Changes:

Route	Major Service Change	Title VI Protected Populations	Analysis Results	Mitigations
511	Formalize emergency service suspension currently in effect due to significant operator shortages by eliminating route..	<ul style="list-style-type: none"> • Minority: Sound Transit District average: 42.7% Route 511 service area: 37.1% • Low Income: ST District average: 20.7% Route 511 service area: 18.8% • Limited English Proficiency (LEP): ST District average: 10.4% Route 511 service area: 10.2% 	<ul style="list-style-type: none"> • No disparate impact • No disproportionate burden 	<ul style="list-style-type: none"> • N/A
512	Shorten Route 512 to operate between Everett and Lynnwood City Center Station (Lynnwood Transit Center) with a connection to 1 Line. Service would operate as often as every 15	<ul style="list-style-type: none"> • Minority Population: District average: 42.7%; Route 512 service area: 37.7% before the change in routing, 41.9% after the change in routing. • Low Income: District average: 20.7%; Route 512 service 	<ul style="list-style-type: none"> • No disparate impact • No disproportionate burden 	<ul style="list-style-type: none"> • N/A

	minutes throughout the day in both directions on weekdays and weekends.	<p>area: 21.0% before the change in routing, 23.6% after the change in routing.</p> <ul style="list-style-type: none"> • LEP: District average: 10.4%; Route 512 service area: 10.7% before the change in routing, 13.0% after the change in routing. 		
513	Shorten Route 513 to operate between Seaway Transit Center and Lynnwood Transit Center. Continue to operate service every 30 minutes during peak periods, traveling southbound from Seaway Transit Center in the morning and northbound from Lynnwood in the afternoon.	<ul style="list-style-type: none"> • Minority Population: District average: 42.7%; Route 513 service area: 38.3% before the change in routing, 43.6% after the change in routing • Low Income: District average: 20.7%; Route 513 service area: 20.5% before the change in routing, 23.2% after the change in routing. • LEP: District average: 10.4% Route 513 service area: 10.7% before the change in routing, 14.2% after the change in routing. 	<ul style="list-style-type: none"> • No disparate impact • No disproportionate burden 	<ul style="list-style-type: none"> • N/A
515 (New Temporary Route)	Add new temporary peak-period Route 515 to supplement Link capacity between Lynnwood and downtown Seattle. Route 515 travels southbound from Lynnwood in the morning peak period and northbound from	<ul style="list-style-type: none"> • Minority Population: District average: 42.7% Route 515 service area: 41.0% • Low Income: ST District average: 20.7% Route 515 service area: 19.7% • LEP: ST District average: 10.4% Route 515 service area: 10.7% 	<ul style="list-style-type: none"> • No disparate impact • No disproportionate burden 	<ul style="list-style-type: none"> • N/A

	Seattle in the afternoon as frequently as every 10 minutes.			
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Systemwide Analysis

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 is based on the new Disparate Impact and Disproportionate Burden Policy (Resolution No. R2022-19), adopted by the Board of Directors in August 2022. The results of the systemwide analysis did not identify any findings.

The analysis results show that the distribution of benefits for service additions exceeds 80% for protected populations and the distribution of impacts of service reductions do not exceed 20% for protected populations. Therefore, the systemwide analysis does not identify any disparate impacts or disproportionate burdens based on the cumulative service changes implemented between September 2021 and September 2024.

Public involvement

2024 Service Plan – July 2023 Engagement

In July 2023, staff presented Sound Transit’s draft 2024 Service Plan to the public in an Online Open House that included a survey to collect public feedback about the proposed changes. Survey respondents could comment on as many route changes as they wanted. The website text was available in English, Spanish, Chinese (Traditional), and Chinese (Simplified).

To promote the Service Plan and increase feedback, staff placed paid, geographically targeted ads on social media from July 11 to 23. The team placed paid ads in English, Spanish, and Chinese and received high public engagement. A Public Information Officer published a press release on the day the survey went public, and local transit blogs The Urbanist and Seattle Transit Blog gave the plan coverage. Riders subscribed to ST SMS Rider Alerts for the affected routes received an SMS message inviting them to learn about and comment on the 2024 Service Plan.

Staff held two virtual information sessions for the public to share feedback and ask questions directly to the Service Planning team. These meetings were held on Zoom, with no advance registration required to ensure greater ease of access to the public. Sound Transit allowed attendees to comment and ask questions. The prominent themes in their questions were Link project timelines, service connections to Link, peak service on ST Express, station security, and station parking availability.

Additionally, Sound Transit dispatched staff Ambassadors to seven locations across the project area. We sent Ambassadors in pairs at Everett Station, S. Everett Park & Ride, Ash Way Park & Ride, Lynnwood Transit Center, Northgate Station, Bellevue Transit Center, and the Redmond Technology

Station area. Ambassadors informed riders at high-traffic transit centers and stations about the 2024 Service Plan and the opportunity for the public to share feedback about the features of the Plan. Ambassadors engaged over 1,100 riders in person at the seven locations.

2024 Service Plan Phase Two – January 2024 Engagement

Staff launched an updated website to inform the public of the details of Phase Two of the 2024 Service Plan from January 16 to 31, 2024. Phase Two included changes to ST Express, Link, and Sounder service that would be included in the 2024 Service Plan. We invited riders to provide comments and feedback. The website text was available in English, Spanish, Chinese (Traditional), and Chinese (Simplified).

To promote the 2024 Service Plan Phase Two, staff placed paid, geographically targeted ads on social media beginning January 16, 2024. That same day, the team delivered a Passenger Notice SMS to all Sound Transit subscribers to routes included in the Service Plan. A Sound Transit Passenger Information Officer published a press release on January 16, 2024 and local transit blogs The Urbanist and Seattle Transit Blog gave the plan coverage. Additionally, staff delivered a Community Based Organization Toolkit to four major organizations serving riders along the affected routes.

Time constraints

Delaying approval of the 2024 Service Plan Phase Two past April 18, 2024 may impact the anticipated opening of Lynnwood Link Extension and the associated bus restructure.

Prior Board/Committee actions

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.

Resolution No. R2023-24: Authorized the phased opening of the East Link Extension via the East Link Starter Line using funds authorized from the agency budget for the East Link Extension, inclusive of \$6 million authorized by Resolution No. R2023-06.

Environmental review – KH 2/27/24

Legal review – MT 2/26/24



Resolution No. R2024-03

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting 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.

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, ongoing staffing shortages on ST Express have led to uncertainty around the level of service that can be provided combined with Resolution No. R2023-24, which directs Sound Transit to defer the restructure of ST Express bus service will be proposed to the Board in early 2024 as phase II of the 2024 Service Plan; and

WHEREAS, temporary service reductions on ST Express to respond to staffing shortages effective with the March 2024 service change were authorized with Motion No. M2023-113; and

WHEREAS, the first phase of the 2024 Service Plan authorized 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 with Resolution No. R2023-31; and

WHEREAS, the proposed service changes included in the 2024 Service Plan are consistent with the proposed 2024 Agency Budget and Long-Range Financial Plan; and

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority second phase of the 2024 Service Plan is adopted, and the following service changes are formalized:

Fall 2024 Changes

Route 511 (Ash Way Park and Ride-Northgate): the current emergency service suspension in effect due to significant operator shortages will become permanent by eliminating Route 511. Route 512 and Route 513 provide alternative service at the same stops as the eliminated Route 511.

Route 512 (Everett-Northgate) will be shortened to operate between Everett and Lynnwood City Center Station (Lynnwood Transit Center) with a connection to 1 Line. Service would operate as often as every 15 minutes throughout the day in both directions on weekdays and weekends.

Route 513 (Seaway Transit Center-Northgate) will be shortened to operate between Seaway Transit Center and Lynnwood Transit Center. Continue to operate service every 30 minutes during peak periods, traveling southbound from Seaway Transit Center in the morning and northbound from Lynnwood in the afternoon.

New Temporary Route 515 (Lynnwood Transit Center-Downtown Seattle) will begin new service to temporarily supplement Link capacity between Lynnwood and downtown Seattle during peak periods. Route 515 travels southbound from Lynnwood in the morning peak period and northbound from Seattle in the afternoon peak period as frequently as every 10 minutes. Ridership and performance of this temporary route will be monitored following implementation. The CEO is authorized to discontinue Route 515 at the next scheduled service change when the full 2 Line opens across Lake Washington to connect with the 1 Line; or to adjust if ridership or performance falls below service standards.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on March 28, 2024.



Dow Constantine
Board Chair

Attest:



Kathryn Flores
Board Administrator