

# ***2026 Service Plan***

## *Phase One Survey Results*

*April 2025*

# ***What is the 2026 Service Plan***

***By the end of 2026, Link light rail will provide expanded service to areas now served by buses.***

***To maximize the benefits of this new service, ST is developing a plan to change ST Express routes no earlier than fall 2026 so that they provide connections to light rail.***

# Survey

***Sound Transit conducted the Phase One Service Plan Survey from April 7 – 21, 2025. The survey included a short rider survey with questions about service preferences.***

***Feedback received in Phase One will inform the ST Express service proposals we will present in October 2025 as part of our Phase 3 engagement.***

# *How were people notified about the survey*

**4 Engagement events** virtually and in Seattle, Bellevue and Redmond

**2 Passenger notices** to subscribed riders

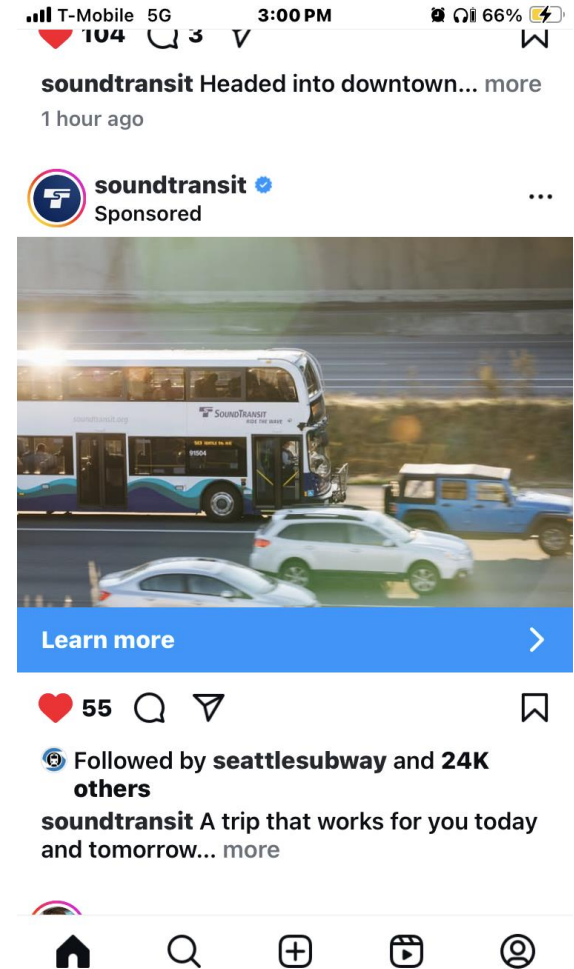
**3 social media ads** with 867 link clicks

**1 News release** April 7

**Articles in 3 newsletters**

**Emails to 23 CBOs** throughout the service area

**20 ambassador shifts** throughout the service area during peak commute times



# *How many people took the survey*

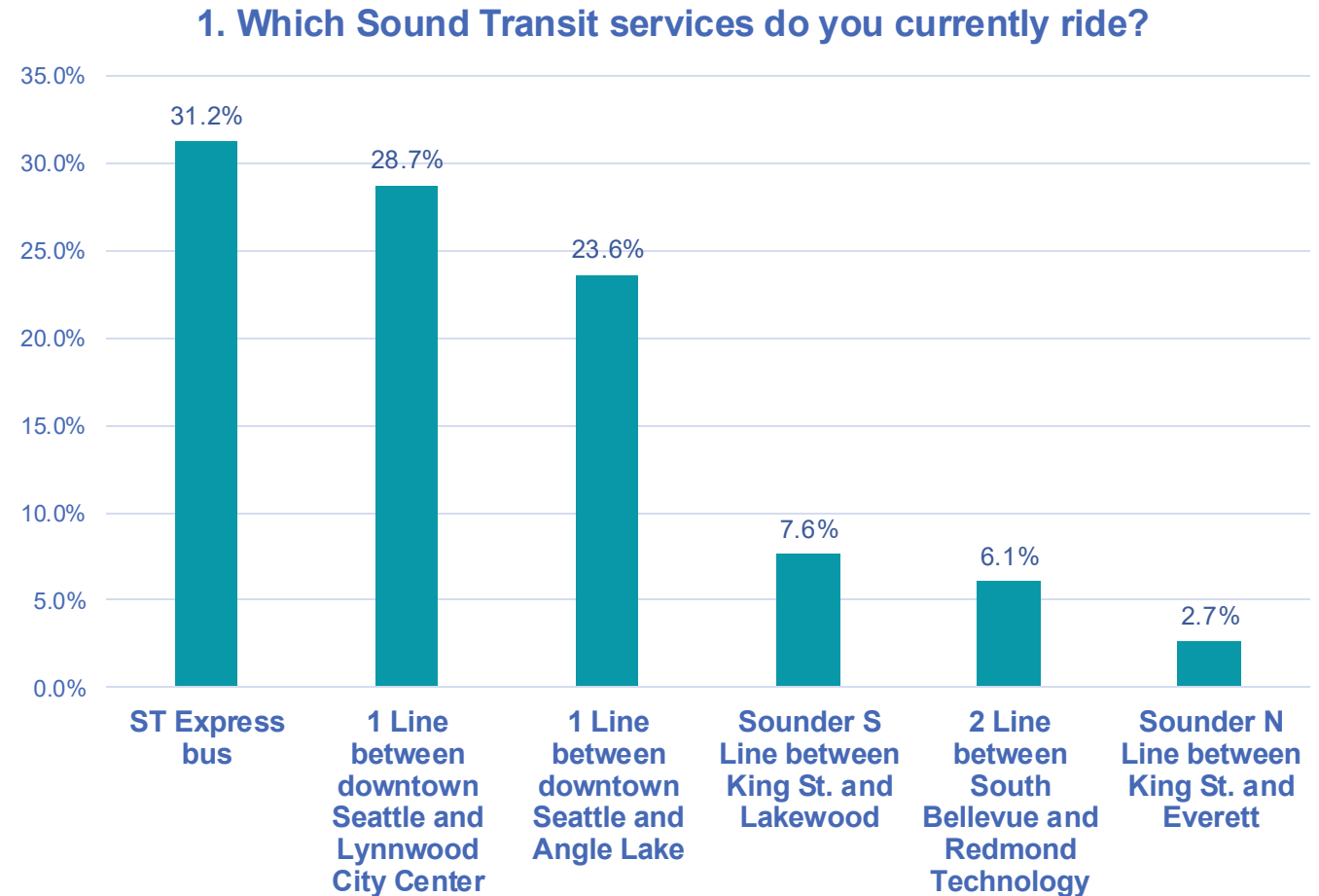
*Including languages other than English, there were 2336 survey responses.*

Language	Count	Percentage
English	2318	99.2%
Simplified Chinese	8	.3%
Traditional Chinese	3	.1%
Spanish	3	.1%
Korean	2	.1%
Vietnamese	2	.1%
<b>TOTAL</b>	<b>2336</b>	<b>100%</b>

# Which Sound Transit Services do you currently ride?

*Since this was a multi-selection question, there were more responses than the number of survey submissions.*

*There were 2745 responses for question 1*

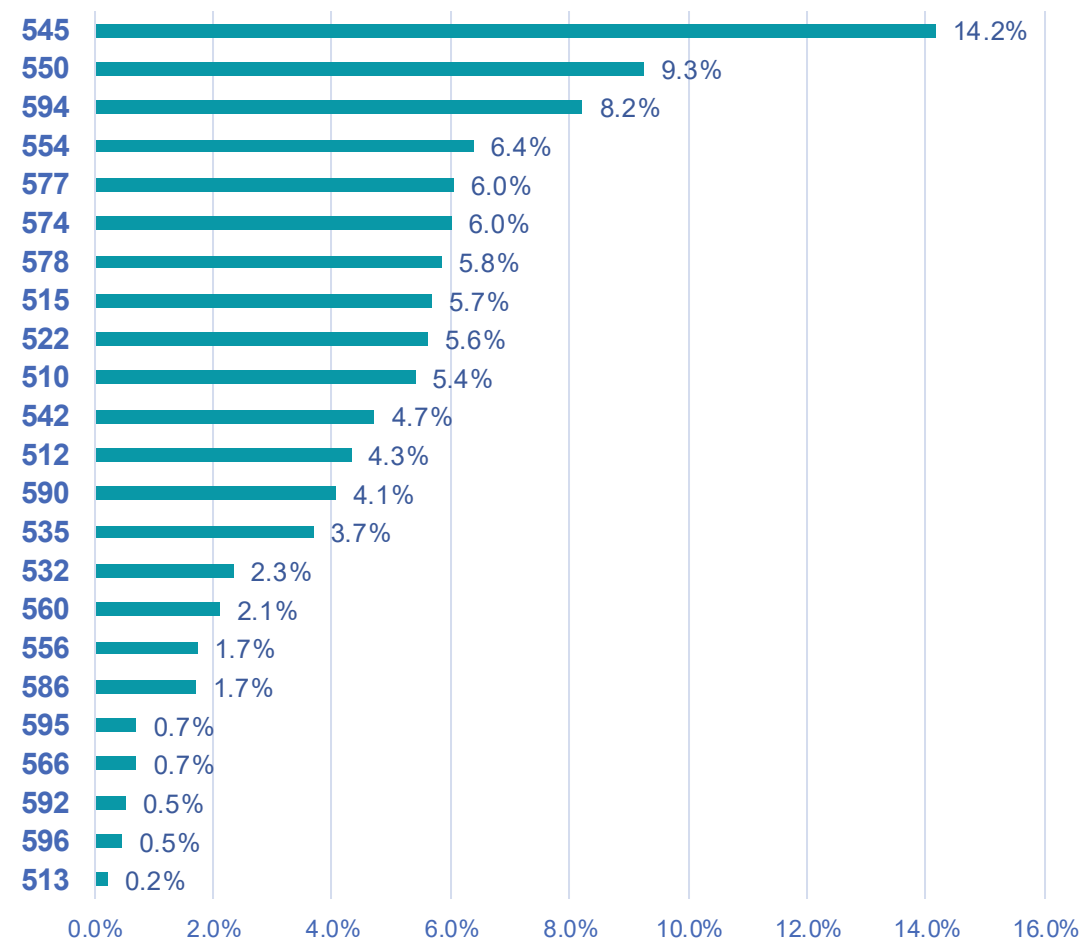


# Which ST Express bus do you primarily use?

**A total of 1307 respondents said they use a ST Express bus, of those 1280 answered which route they primarily use.**

**ST Express Route 545 was the most popular response to this question**

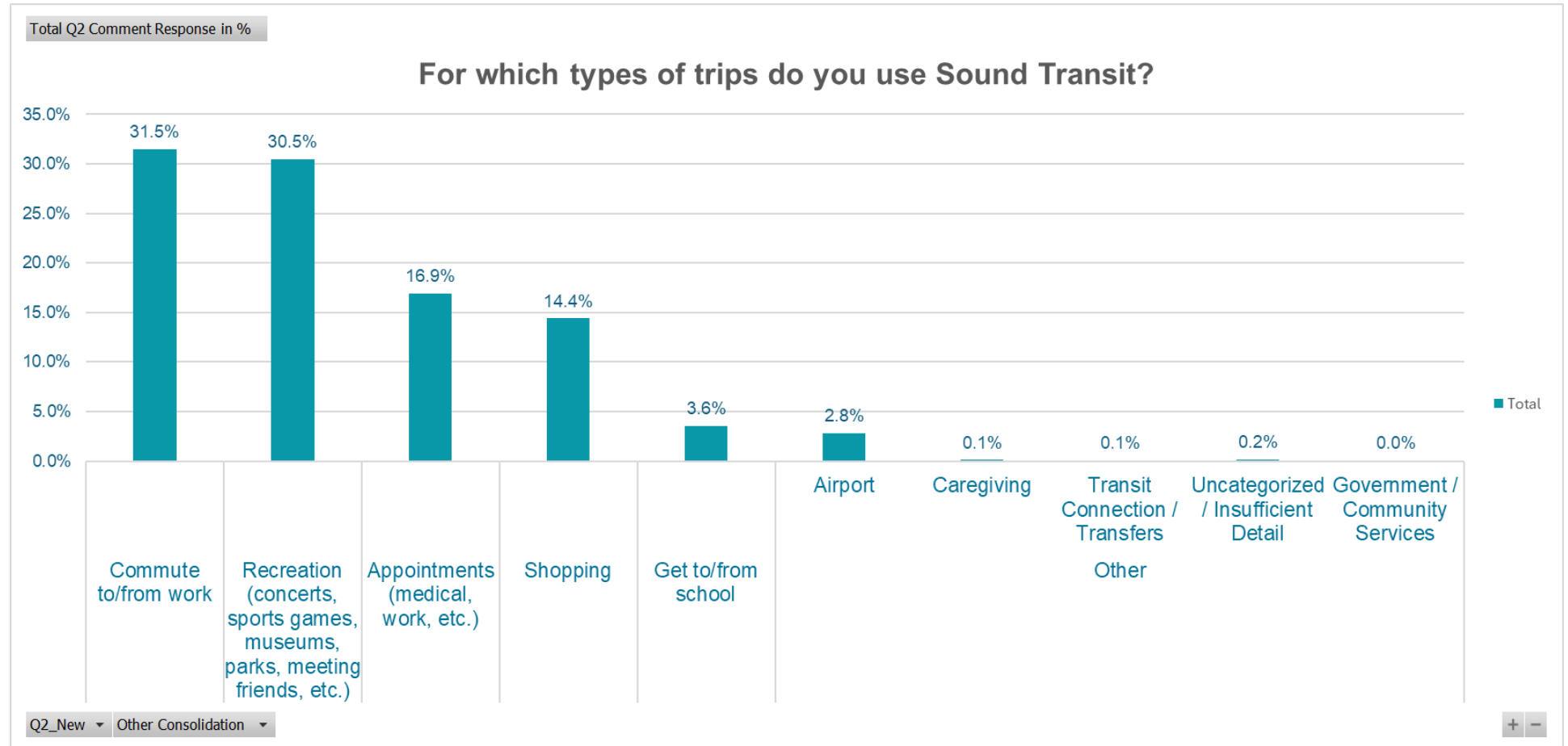
1-2. Which ST Express route do you primarily use?



# For which trips do you use Sound Transit's services?

**There were 5093 responses**

**The most popular trip is to commute to/from work, followed closely by recreational trips**

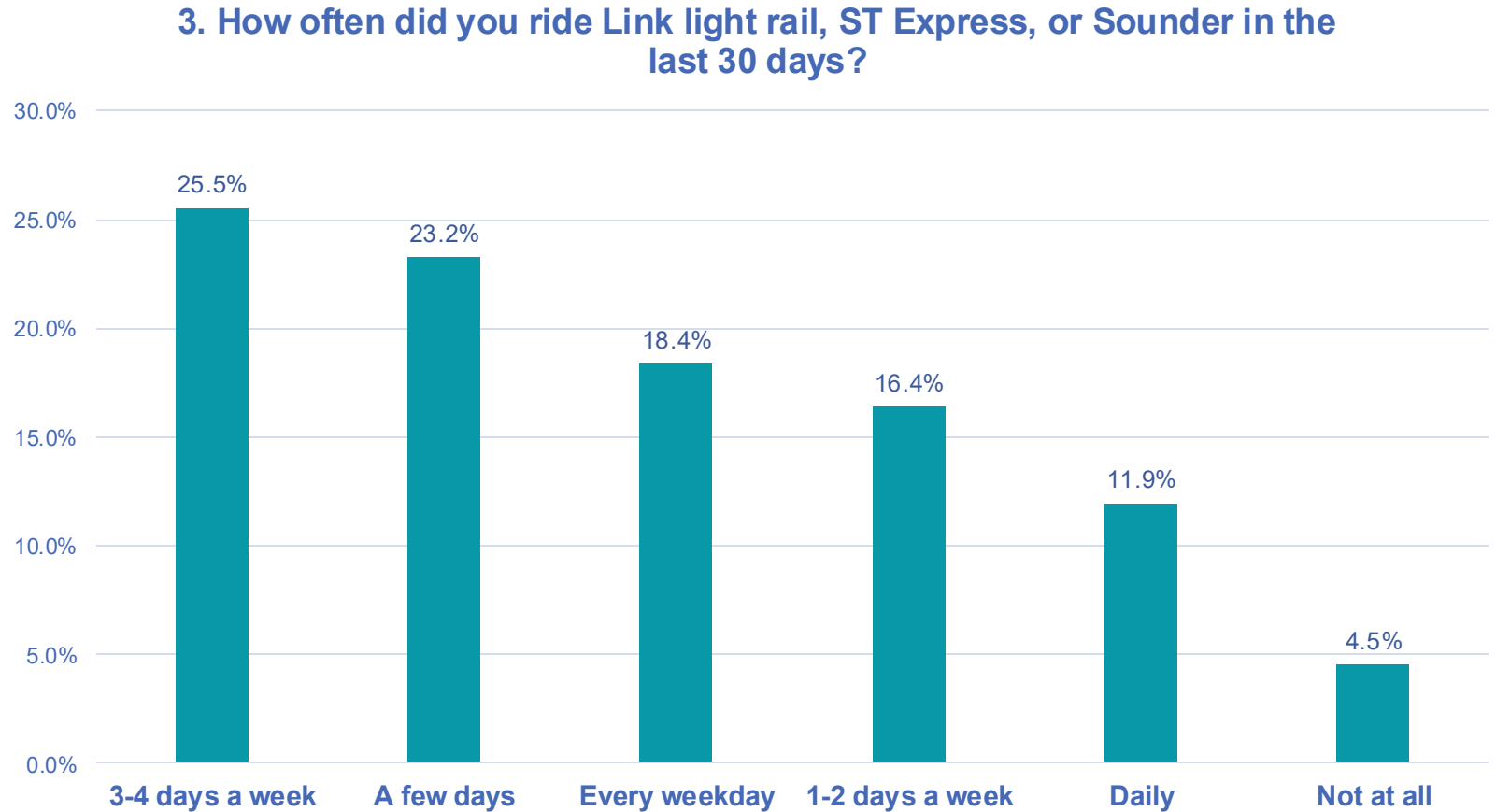




# How often did you ride Link Light Rail, ST Express, or Sounder in the last 30 days?

*This was a required question so there were 2336 responses.*

*Just over 1/4 of people rode the Light rail, ST Express, or Sounder 3-4 days a week in the last 30 days*

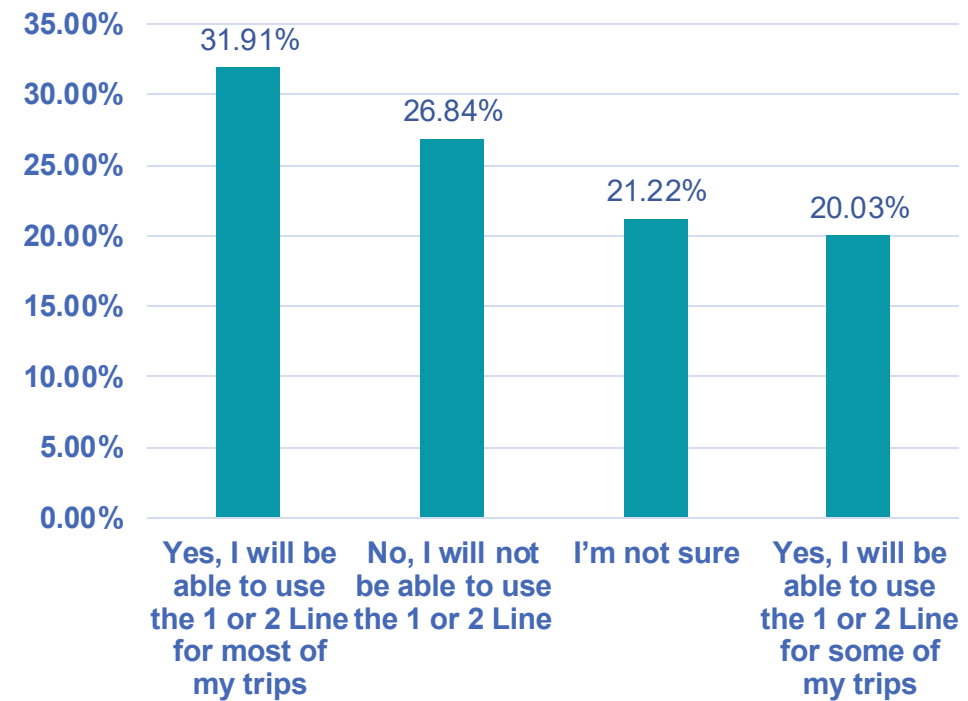


***For the trips when you use ST Express, will you be able to take some or all of your transit trips using the 1 line extension to Federal Way and/or the 2 Line Crosslake Connection after they open?***

***This was not a required question, so there are fewer responses than the number of people who took the survey.***

***Out of 1263 responses, almost 1/3 said they will be able to use the 1 or 2 Line for most of their trips after they open.***

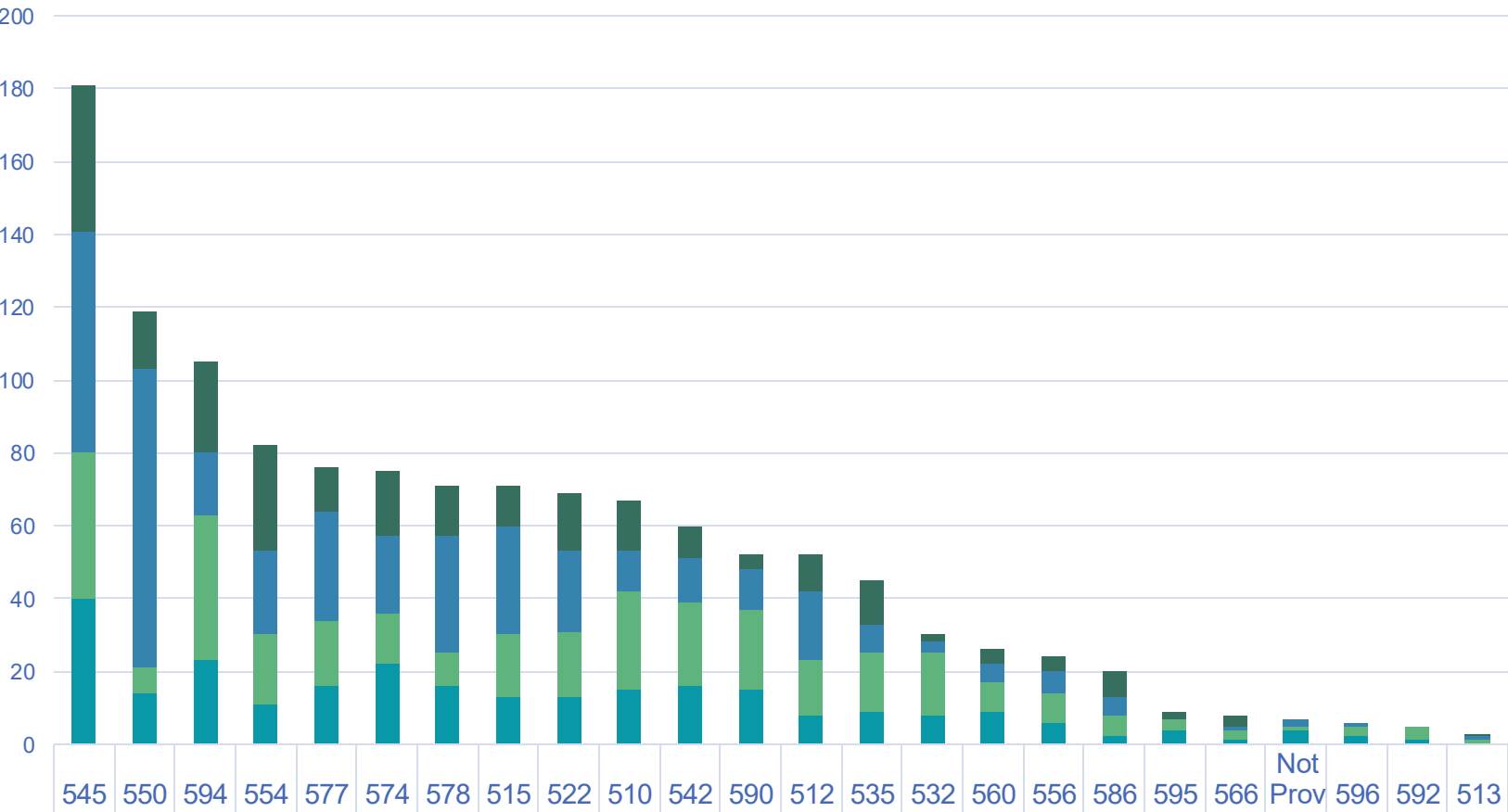
**1-4. For the trips when you use ST Express, will you be able to take some or all of your transit trips using the 1 Line extension to Federal Way and/or the 2 Line Cross Lake Connection after they open?**



# All or some trips by route

*This graph breaks down the responses to the question by route.*

Line 1 / Line 2 Trips x Primary ST Express route

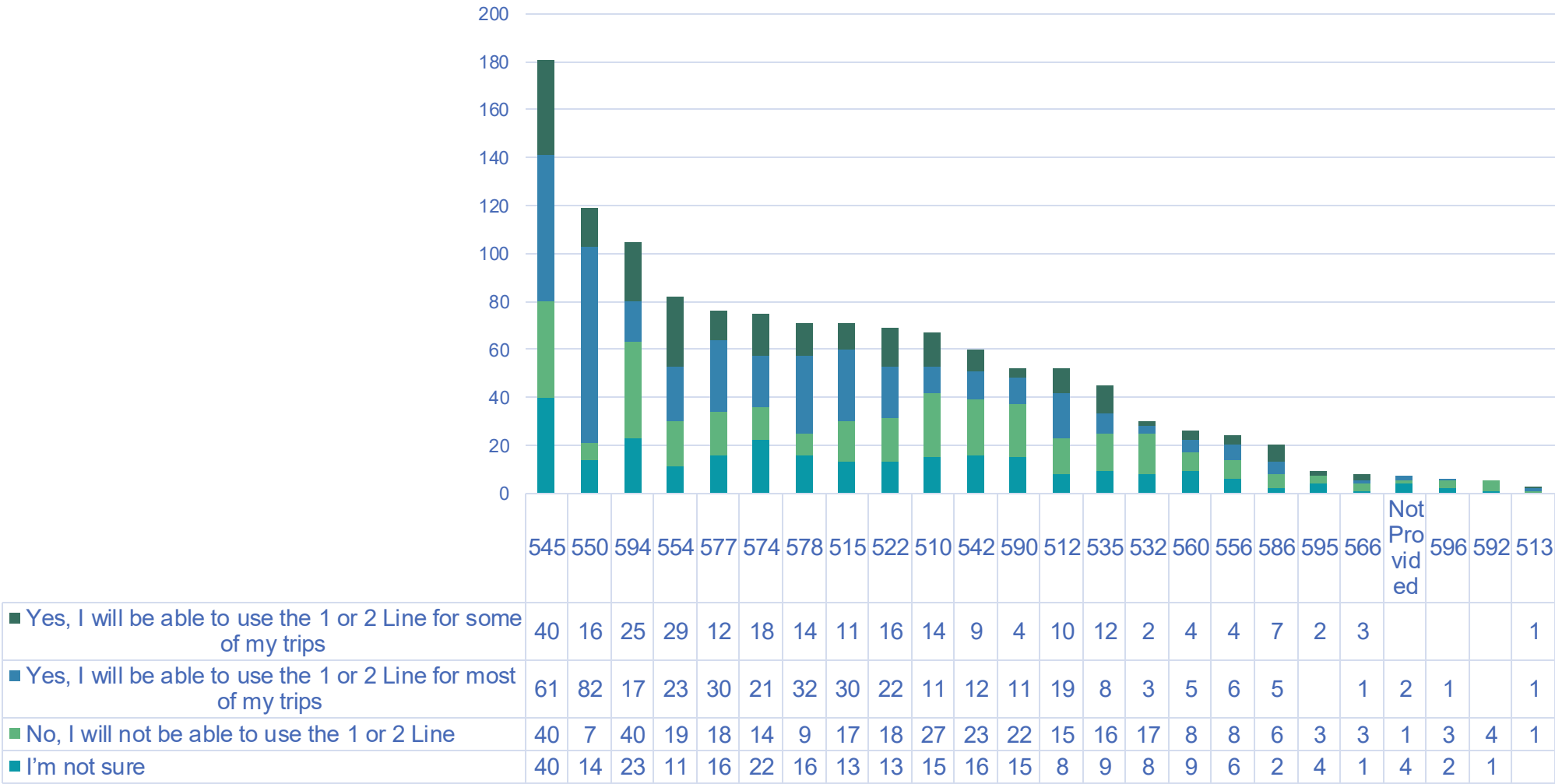


Yes, I will be able to use the 1 or 2 Line for some of my trips	40	16	25	29	12	18	14	11	16	14	9	4	10	12	2	4	4	7	2	3				1
Yes, I will be able to use the 1 or 2 Line for most of my trips	61	82	17	23	30	21	32	30	22	11	12	11	19	8	3	5	6	5		1	2	1		1
No, I will not be able to use the 1 or 2 Line	40	7	40	19	18	14	9	17	18	27	23	22	15	16	17	8	8	6	3	3	1	3	4	1
I'm not sure	40	14	23	11	16	22	16	13	13	15	16	15	8	9	8	9	6	2	4	1	4	2	1	

South Link: All or some trips by route

This graph breaks down the responses to the question by route.

Line 1 / Line 2 Trips x Primary ST Express route

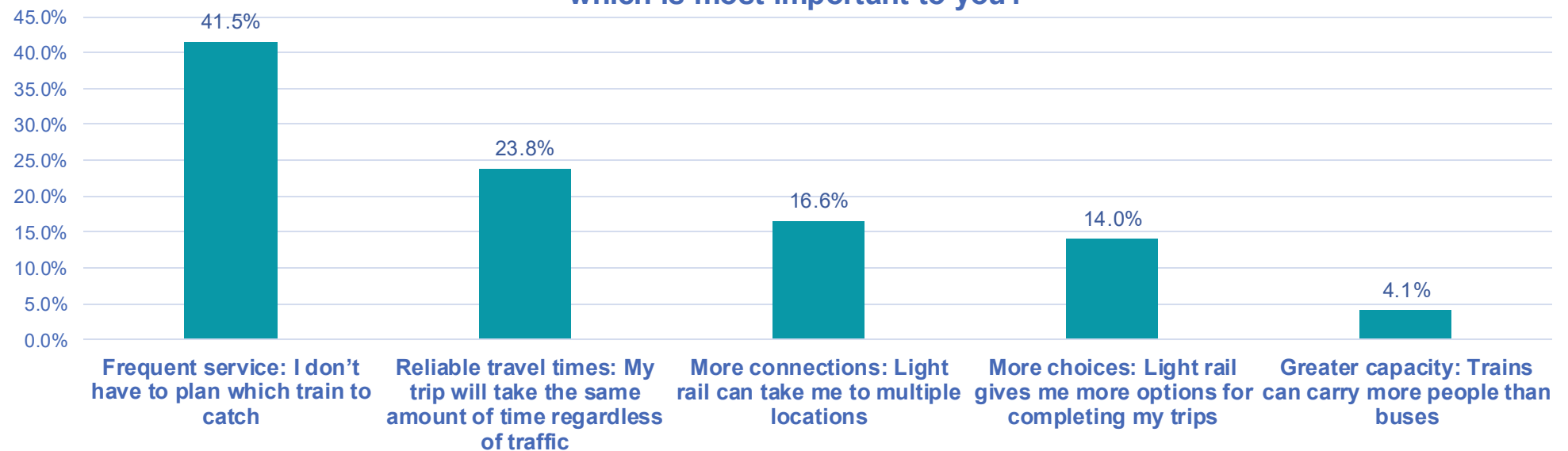


***When the 1 Line Extension to Federal Way and 2 Line Cross Lake Connection open, Link Light rail will provide a number of benefits to transit riders. From the list below, which is the most important to you?***

***This was a required question so there were 2336 responses***

***Frequent service was the most important to respondents***

**4. When the 1 Line Extension to Federal Way and 2 Line Cross Lake Connection open, Link light rail will provide a number of benefits to transit riders. From the list below, which is most important to you?**

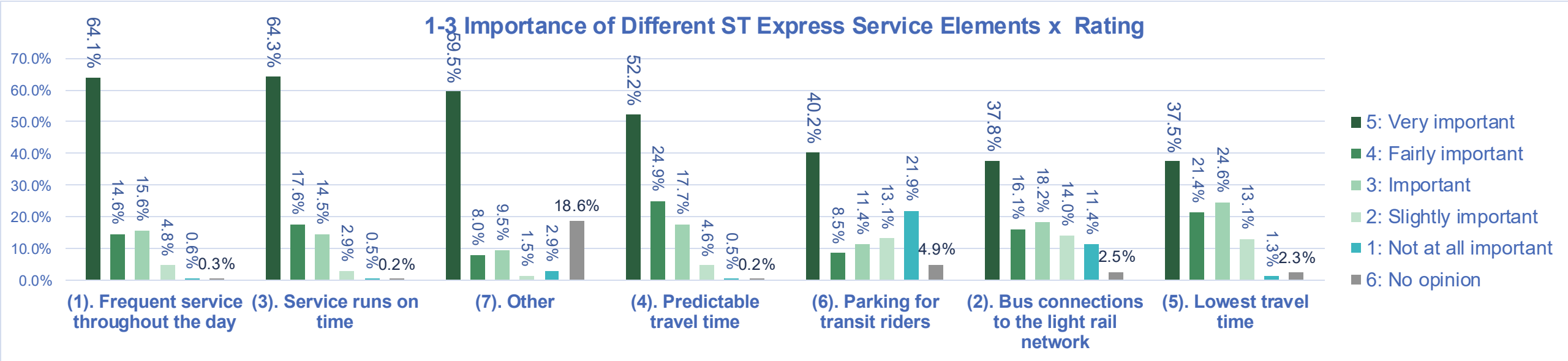


**Sound Transit is considering changes to ST Express routes throughout the region. Many routes could change to provide connections to Link light rail. Please help us understand how important each of the following elements of transit service are to you.**

*This was not a required question, so the total number of responses may not match the rating question below.*

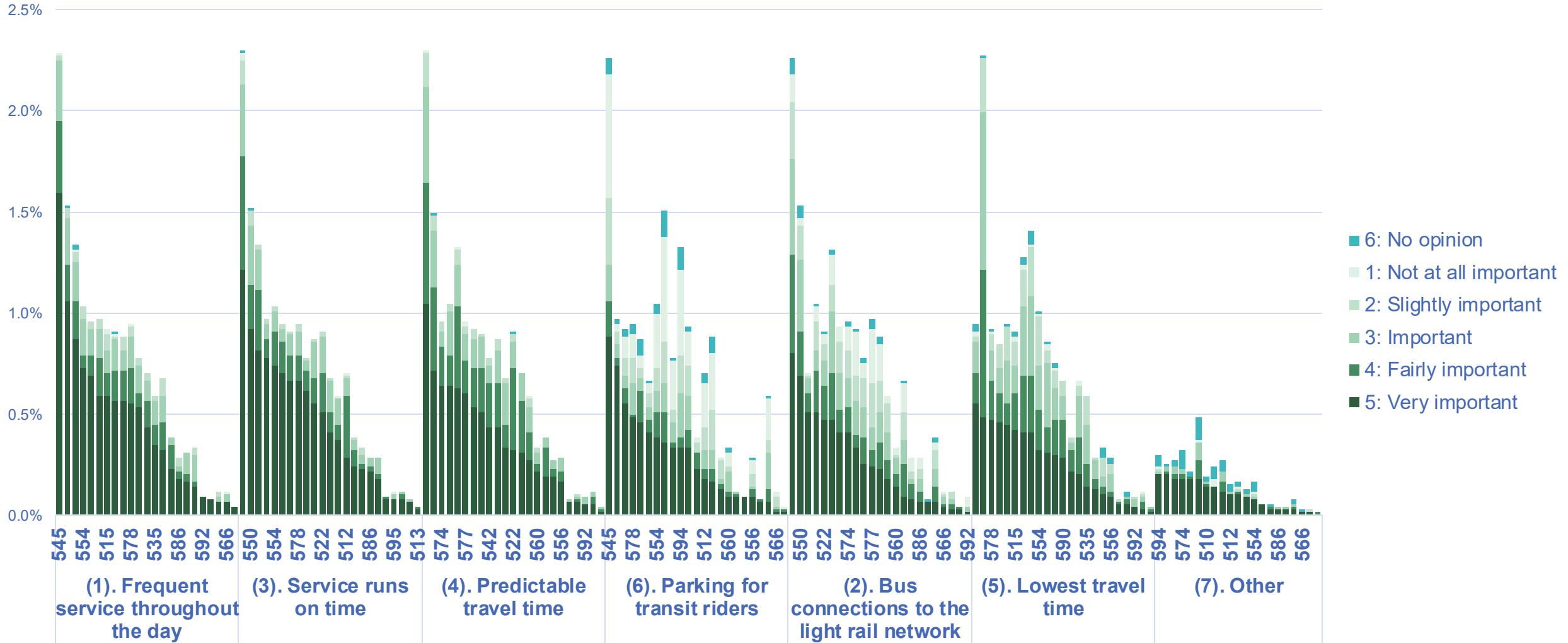
*"Other" very important responses included a preference for direct service.*

*On time service and frequent service were the most important to respondents.*



# Importance rating by route

ST Express Primary Route x Importance Rating x Transit Service Elements



## ***Importance rating by route cont.***

***"Service runs on time" was the most important service element, and route 545 had the most responses.***

***Respondents who primarily take route 545 had the most responses for each importance rating question.***



# Demographics, Age

*This was not a required question so there are fewer total responses*

6. How old are you?	Total Counts	Total Response in %
35-44	489	21.3%
25-34	422	18.4%
55-64	396	17.2%
45-54	359	15.6%
65-74	300	13.1%
18-24	143	6.2%
75-84	90	3.9%
Prefer not to say	66	2.9%
Under 18	23	1.0%
85 or older	10	0.4%
Grand Total	2298	100.0%

# Demographics, gender

*This was not a required question so there are fewer total responses*

7. What gender do you identify as?	Total Counts	Total Response in %
Male	1089	47.6%
Female	1009	44.1%
Prefer not to say	121	5.3%
Nonbinary/Third gender	69	3.0%
<b>Grand Total</b>	<b>2288</b>	<b>100.0%</b>

# Demographics, race

*This was not a required question so there are fewer total responses*

8. What race/ethnicity do you identify as? (select all that apply)

White

Asian

Prefer not to say

Prefer not to say

**Hispanic or Latinx**

Hispanic or Latinx

**Black or African American**

Black or African American

**American Indian or Alaska Native**

American Indian or Alaska Native

**Native Hawaiian or Pacific Islander**

Native Hawaiian or Pacific Islander

**Other**

**Grand Total**

Total Q8 Counts	Total Q8 Response in %
1516	63.0%
387	16.1%
190	7.9%
190	7.9%
116	4.8%
116	4.8%
108	4.5%
108	4.5%
34	1.4%
34	1.4%
28	1.2%
28	1.2%
26	1.1%
2405	100.0%

# Demographics, employment status

*This was not a required question so there are less responses*

9. Which of the following best describes your current employment status?

Employed, full time

Retired

Employed, part time

Student

Prefer not to say

Unemployed, looking for work

Unemployed, not looking for work

**Grand Total**

Total Counts	Total Response in %
1581	69.2%
310	13.6%
133	5.8%
103	4.5%
84	3.7%
40	1.8%
33	1.4%
<b>2284</b>	<b>100.0%</b>

# Demographics, disability

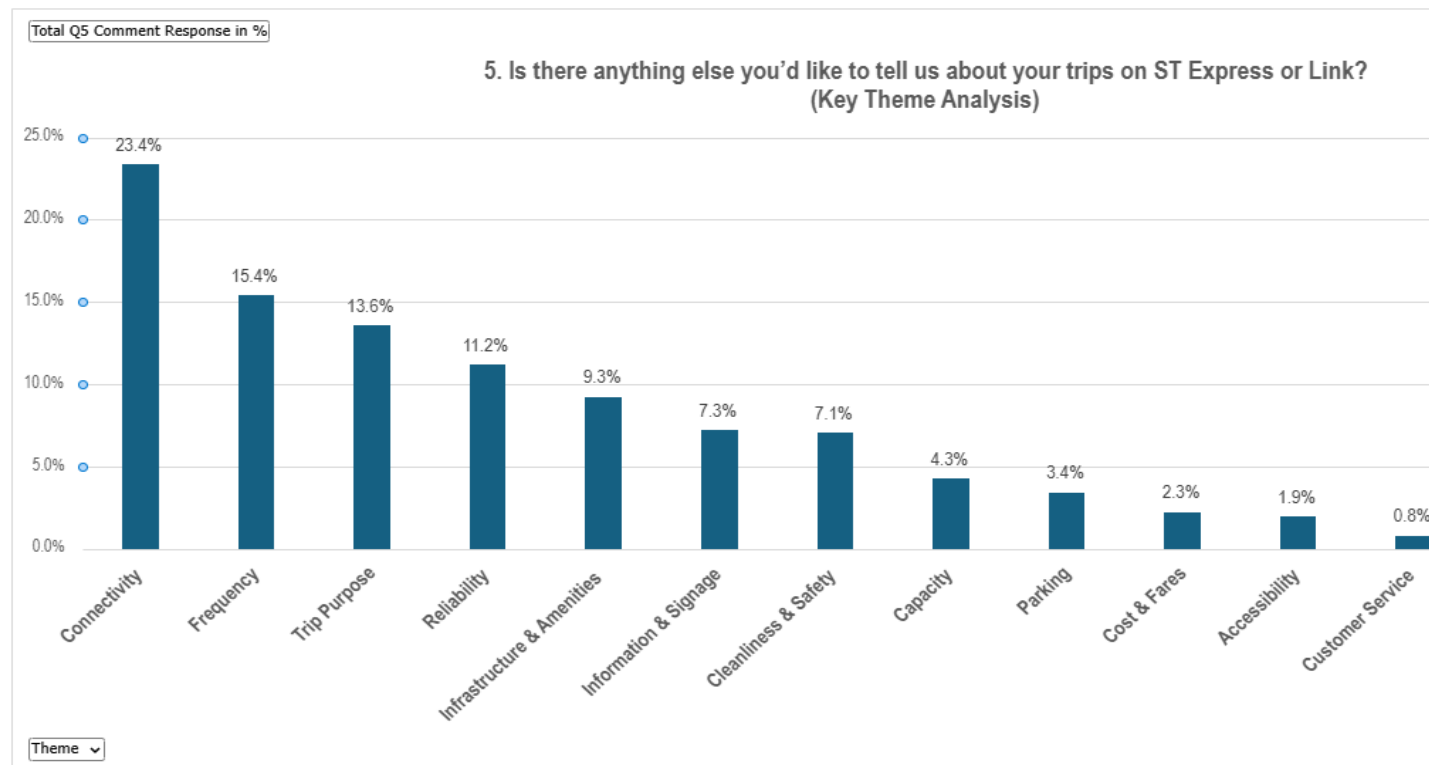
*This was not a required question so there are fewer responses.*

**10. Do you have a disability that impacts your ability to use Sound Transit? (select all that apply)**

	Total Q10 Counts	Total Q10 Response in %
<b>I do not have a disability</b>	<b>1585</b>	<b>70.9%</b>
<b>Prefer not to say</b>	<b>190</b>	<b>8.5%</b>
Prefer not to say	190	8.5%
<b>I have a mobility or physical disability</b>	<b>184</b>	<b>8.2%</b>
I have a mobility or physical disability	184	8.2%
<b>I have a mental health disability</b>	<b>104</b>	<b>4.6%</b>
I have a mental health disability	104	4.6%
<b>I have a hearing disability</b>	<b>53</b>	<b>2.4%</b>
I have a hearing disability	53	2.4%
<b>I have a vision disability</b>	<b>52</b>	<b>2.3%</b>
I have a vision disability	52	2.3%
<b>I have a cognitive disability</b>	<b>40</b>	<b>1.8%</b>
I have a cognitive disability	40	1.8%
<b>Other</b>	<b>29</b>	<b>1.3%</b>
<b>Grand Total</b>	<b>2237</b>	<b>100.0%</b>

# *"Is there anything else you'd like to tell us about your trips on ST Express or Link?"*

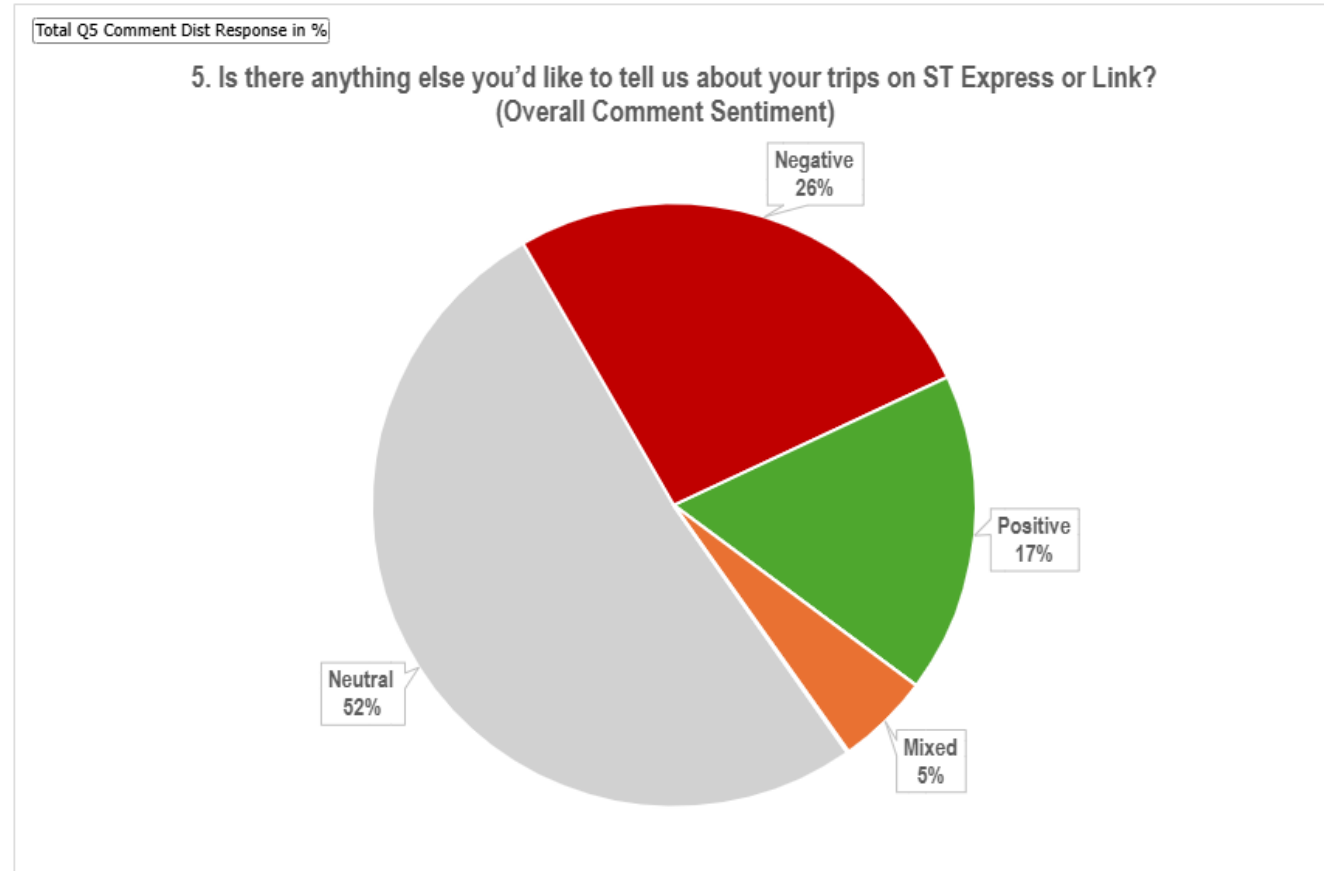
*This question allowed respondents to write in an answer. Out of 998 comments, most responses mentioned topics such as connectivity, frequency and trip purpose.*



# ***"Is there anything else you'd like to tell us about your trips on ST Express or Link?"***

***This question allowed respondents to write in an answer. Comments were classified as positive, neutral, negative and mixed.***

***Example comments are provided on the next set of slides***



## *"Is there anything else you'd like to tell us about your trips on ST Express or Link?" -Trip Purpose*

*"We love Link. We have stopped driving downtown altogether. We are more likely to attend ball games or concerts because it is so much easier to get home. I also enjoy knowing I am reducing my carbon footprint by using public transportation"*

*"The link does not have a station where I board the 545, at the convention center, and does not have a stop where I disembark the bus, at NE 51st and Leary in Redmond. This will result in me driving to work, because the link is not duplicative of the 545."*



## ***"Is there anything else you'd like to tell us about your trips on ST Express or Link?" - Reliability***

*"550 is the most reliable option between Bellevue and Seattle and 510 is the most reliable between Seattle and Everett."*

*"I don't trust any sign or time estimate currently. I doubt light rail is ever going to get me to places on time and add an extra hour due to how ineffective travel times are"*

*"Please keep service redundancy. If the link goes down, there should be reliable bus service in place that can complete the trip without the need for connection shuttles."*

## ***"Is there anything else you'd like to tell us about your trips on ST Express or Link?" - Connectivity***

*"It now feels like north king county is connected to the city of Seattle, we feel like we are part of the city now. We take the one line downtown from the Mountlake Terrace station for recreation trips that we would not take at all without the light rail. We drive to the MLT station from Lake Forest Park and park there mid day usually. Enjoy walking downtown and waterfront activities like Aquarium and new parks."*

*"It is extremely frustrating that all of the express bus routes that used to go downtown were taken away and/or funneled to light rail. Riders are now left with only one choice for getting downtown, and unfortunately there are still extensive periods of peak-time service disruptions for construction and emergency repairs. These disruptive issues should have been ironed out and completed before eliminating the reliable tried-and-true express bus service that riders had come to depend on."*

## *"Is there anything else you'd like to tell us about your trips on ST Express or Link?" - Frequency*

*"In the morning commute, I use ST Express because the total trip time (Even with traffic congestion) is faster than taking the Sounder from Tacoma to King Street. The 60min train ride, then platform chaos to get to street level, then getting another bus to take me further into downtown Seattle takes 75-90 minutes. ST Express takes me from the Dome to my front door. I love that. Also, the recent increased frequency of the 590 has made a much more comfortable commute with a little more room on buses which I appreciate."*

*"The ST express bus is much faster than Link because it does not stop so often. Even though traffic is unpredictable, a bus can avoid an accident or blockage in ways that the Link cannot. The bus also has more comfortable seats than the Link. Please do not discontinue the 577 bus from Federal Way."*

*"I'd like to be able to take it home from concerts and nightclubs in capitol hill and sodo. Because the train stops running early, I often have no other choice but to drive. If the trains ran later, even if just hourly, Me and my friends could all ride the train home and be able to make it to our events and back safely and without worrying about drunk drivers. While we always have a DD, that doesn't keep us safe from drunk drivers the way late night service would."*

## *"Is there anything else you'd like to tell us about your trips on ST Express or Link?" - Safety and cleanliness*

*"I appreciate the Security presence I have been seeing at light rail stations, and even on the trains. My usual stations are typically clean and safe."*

*"SAFETY! There have been multiple violent situations on the light rail along with many fare violators who are offensive and doing illegal drugs while on the trains without respect for other riders. This is completely unfair and unsafe to those who take the time to be responsible and pay for their way and these incidents are not decreasing. Almost daily the light rail has a stench of drugs and people yelling at someone. The guards are not on each train and then when you get off they are only at certain stops. Installing mandatory pay gates could help with fare evasion and improve safety, along with increasing security presence, improving surveillance, which will help with designing a safer infrastructure. Other major metropolitan cities do this, why can't Seattle?"*

# ***In-language microsite statistics***

Spanish, Chinese, Korean, Tagalog, Vietnamese, Russian

***April 7 – April 21 while the survey was active***

***102 users, 174 views***

***83.9% visited on mobile***

***16.1% visited on desktop***

***Visitors went directly to the website***

Language	Users
Spanish	44
Chinese	17
Tagalog	0
Vietnamese	3
Korean	7
Russian	6