

2026 Service Plan

Bus Service Plan



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Executive Summary

The ST Express Bus Plan Draft follows the 2026 Service Plan Part One (Rail Plan), which outlined new Link service and Sounder commuter rail changes. We are sharing proposed bus service changes that we will bring to the Sound Transit Board of Directors (Board) for consideration in spring 2026. If the changes are approved, they will be implemented beginning fall 2026.

Link light rail expansion and related bus changes

After opening three new 1 Line stations at the end of 2025, 2026 will see a significant expansion of high-capacity transit in the region with the Crosslake Connection (2 Line) coming online a few months later. The ST Express bus service change proposals in this plan correspond with these Link expansions to create a more connected regional transit network.

In previous planning efforts related to the Link expansions (2022-2024), we shared service concepts that resulted in new transfers and longer travel times. These concepts assumed we would reduce, remove, or truncate all ST Express routes that operate in the same corridors as light rail. Riders expressed concerns about travel time and network resiliency. In response, we prepared the more modest proposals in this plan. These proposals would allow riders to explore new trip options while still having familiar routes available. In turn, we could monitor how people modify their trips in response to new transit options. Future planning efforts will consider how riders use our system and how our network should change in response.



FIFA World Cup 2026

While Sound Transit is not proposing bus service changes specifically for FIFA World Cup 2026, we are undertaking multiple initiatives to prepare for the tournament. These plans include piloting a temporary ST Express overnight service between SeaTac/Airport Station and downtown Seattle, preparing to run increased service on Link and the T Line, offering revised Sounder service, and preparing for increased demand on ST Express bus routes.

Proposed bus service changes

In this plan, we propose changes to ST Express routes that simplify the network, capitalize on high-capacity transit investments, and improve regional connections. We are proposing:

- New overnight service in Pierce, Snohomish, and King counties.
- Adding bi-directional service to Route 513 and discontinuing service to Eastmont Park & Ride.
- Rerouting Route 522 to Shoreline South Station instead of Roosevelt Station.
- Enhancing Saturday service and adding Sunday service to Route 535.
- Shortening Route 556 to Bellevue Downtown Station and increasing service frequency.
- Ending Route 574 service at Federal Way Downtown Station while the 1 Line is running and increasing the frequency to every 15 minutes for most of the day.
- Discontinuing routes 515, 550, 554, 580, and 586.

The implementation of these proposals is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

Public engagement summary

During the first engagement phase for the 2026 Service Plan (April 2025), we asked the public about service priorities and the feedback informed our bus service change proposals. Through the second engagement phase (summer 2025), we shared rail changes coming in 2026. In the third phase (October/November 2025), we presented our draft bus service change proposals, and we heard:

- Strong support for proposed overnight routes between Everett-Seattle, Lakewood-Seattle, and Redmond-Seattle.
- Support for proposed changes to routes 513, 535, and 550.
- Mixed reactions for proposed changes to routes 522, 574, and 580.
- Opposition to proposed changes to routes 515, 554/556, and 586, with the top reasons being travel time and access to destinations.

During phase four, we are sharing the final 2026 Service ST Express bus service proposals and an additional proposed service change for Route 574: Replacing the Lakewood Transit Center stop with a new stop at Lakewood Station.

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 and the Board. The individual route analysis for bus changes identified disparate impacts or disproportionate burdens on protected populations for some of the proposals. Mitigations include new 1 Line service to Federal Way, 2 Line service across Lake Washington to Seattle and Lynnwood, improved service levels on ST Express routes 574 and 556, and new overnight service. The systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected populations from September 2023 through September 2026.

System performance

In 2024, we opened two light rail extensions: the 2 Line between South Bellevue and Redmond Technology stations and the 1 Line extension to Lynnwood City Center Station. While we did not make any ST Express bus changes for this 2 Line extension, we made several changes in Snohomish and North King County for the 1 Line extension. These changes included truncating routes 512 and 513 at Lynnwood and creating a new Route 515 to temporarily add capacity to the Link between downtown Seattle and Lynnwood until 2 Line service became available. Route 510 service was also improved, and some trips were reinstated on the Sounder N Line.

In 2024, most routes in Snohomish in King counties saw increased ridership. However, Route 512 lost more than 50% of its riders and Route 513 lost two-thirds of its passengers. Many of these riders likely used new high-capacity transit options to complete their trips.

Next steps

Following Board approval of the 2026 Service Plan Part Two (anticipated in March 2026), we will work with our operating partners to implement changes beginning in fall 2026. We will continue to monitor system performance and observe how ridership patterns change to inform future planning efforts. We will also support the agency's Enterprise Initiative to ensure we are well-positioned to provide a connected, financially sustainable transit network for the Central Puget Sound region now and in the future.

Introduction

2026 Service Plan process

The Service Plan is Sound Transit's annual planning process for managing our regional transit network that informs the operating budget. The Service Plan evaluates and proposes changes to coordinate with the opening of high-capacity transit projects, improve performance, respond to ridership trends, and optimize our operating resources. The Service Plan is also the vehicle for the [Sound Transit Board of Directors \(Board\)](#) to approve any major service changes as defined by Sound Transit Board-adopted policy.

This year's plan looks a bit different, as we are delivering the Service Plan in two parts:

- Part one, the **Rail Service Plan**, introduced minor service changes for Link light rail and Sounder commuter rail. The Rider Experience and Operations Committee of the Board reviewed this portion in October 2025; Board action is not required for these minor rail changes.
- Part two, the **Bus Service Plan**, proposes minor and major ST Express bus service changes. We hosted public engagement on these changes in fall 2025. Board consideration will occur in early 2026. Board action is required for the major service changes proposed in the plan. The bus changes will come in fall 2026 at the earliest, after the FIFA World Cup 2026.



Link light rail expansion and related bus changes

In 2026, two major light rail expansion projects will be open for revenue service: the 1 Line extension to Federal Way Downtown and the 2 Line extension to Lynnwood City Center, otherwise known as the Crosslake Connection. These light rail expansions will transform regional mobility, increasing frequent, high-capacity transit service on the Eastside and in South King County and improve access to destinations across the central Puget Sound region. With these investments comes the need to evaluate the transit options operating in the same corridors to determine whether those resources can be redeployed to other areas of the system or should remain in place.

In the past, we shared service concepts that proposed new transfers from bus routes to new Link stations, some of which would have resulted in much longer travel times. These concepts assumed that we would reduce or remove ST Express routes that operate in the same travel corridors as light rail.

Whether as part of our own engagement activities, such as outreach conducted in April 2025 and October 2025, or from participating in King County Metro's [South Link Connections](#) and [East Link Connections](#) processes, riders expressed concern about these assumptions, with questions about the new transfers, effects on travel time, and network resiliency.

In response to this feedback, and with guidance from the Sound Transit Board, new proposals were developed for the 2026 Service Plan. These proposals would introduce more modest changes to the network. They also acknowledge the need for holistic network planning to ensure long-term network functionality and affordability.

Benefits of this approach include:

- Giving riders an opportunity to explore new trip options while still having familiar routes available,
- Providing time to understand how people are choosing to change their trips, and
- Offering some resiliency across our services, providing riders with options to avoid freeway congestion or unexpected delays on Link.

Future planning efforts will review future high-capacity transit projects, like Link extensions and Stride. This review will consider how riders use our system and how our network should change in response.



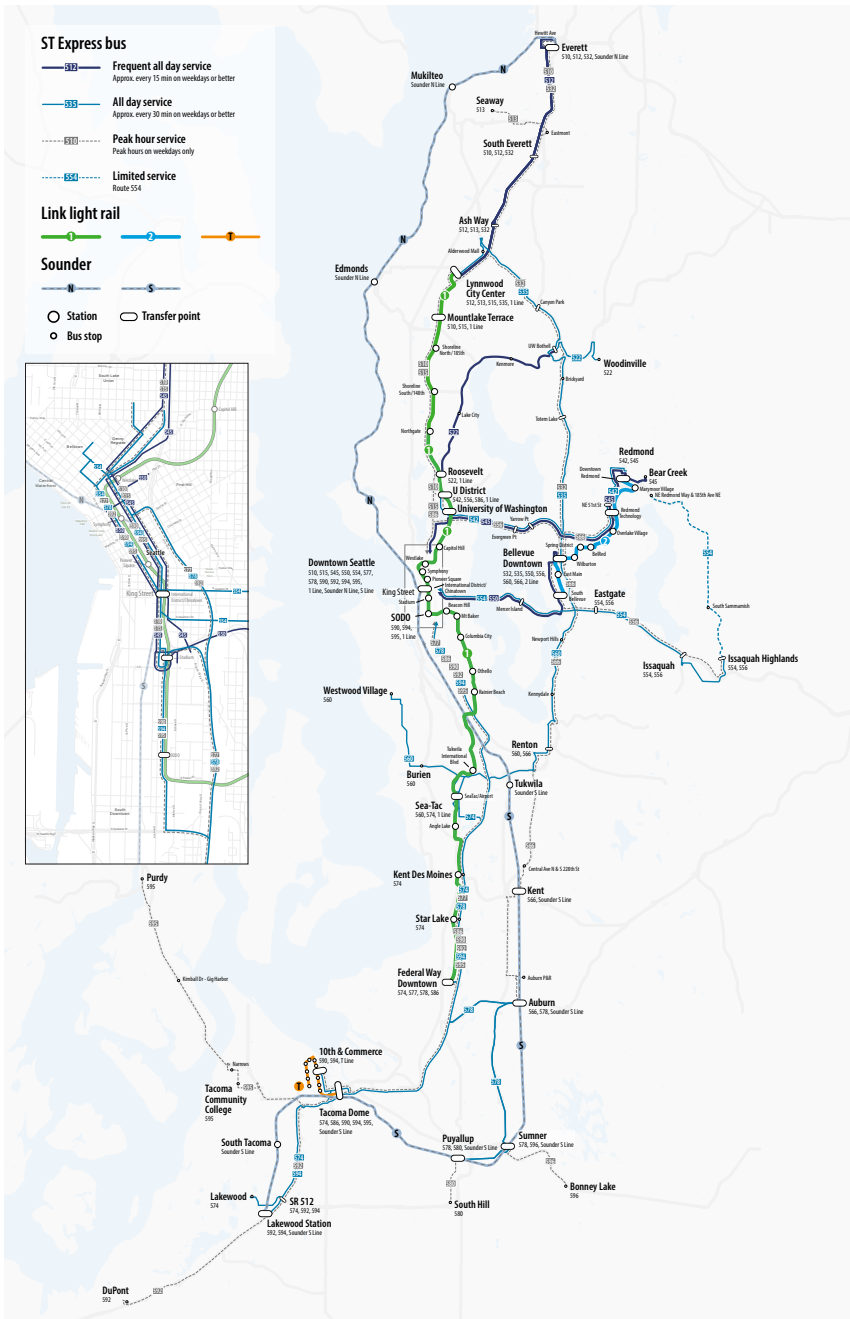


Figure 1: Existing Sound Transit service

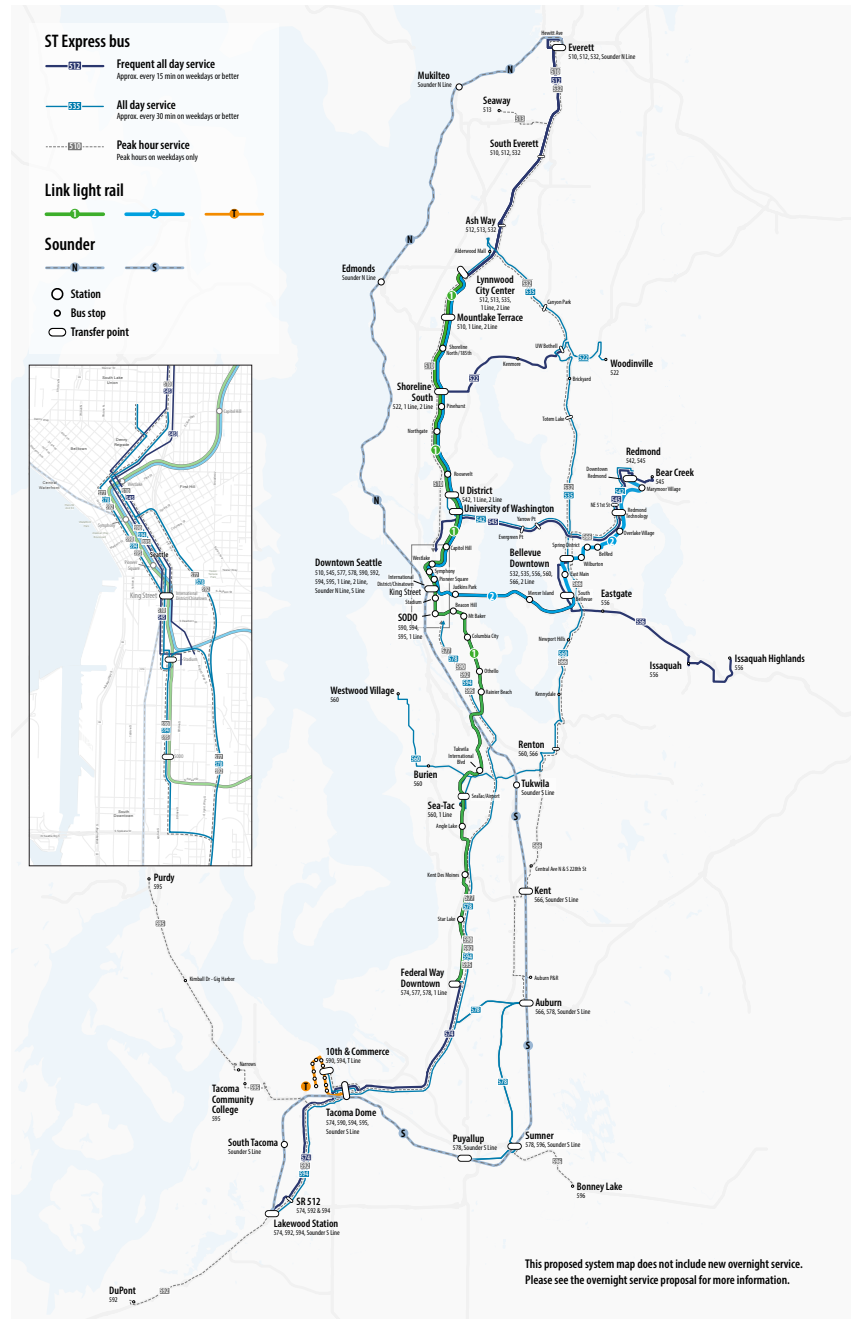
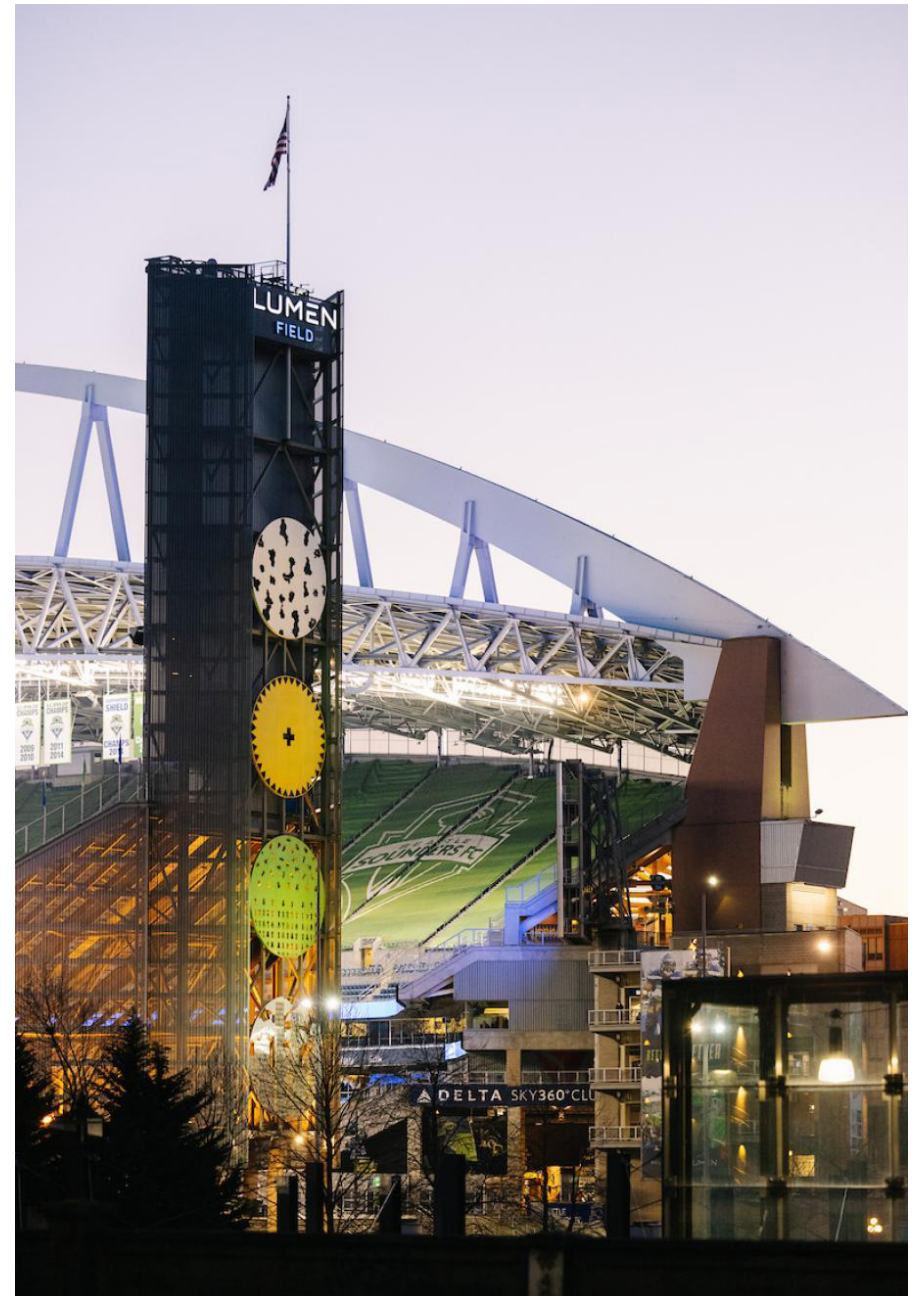


Figure 2: Proposed Sound Transit service

FIFA World Cup 2026

Sound Transit is preparing to support the FIFA World Cup 2026 next summer. While Sound Transit will not make service changes to the ST Express bus network as part of the 2026 Service Plan specifically for the World Cup, we are undertaking multiple initiatives to prepare. These include:

- Piloting a temporary ST Express overnight service for riders between SeaTac/Airport Station and downtown Seattle starting in Spring 2026 to support Seattle-Tacoma International Airport workers and visitors before, during, and after the World Cup.
 - » This service will transition to the proposed Lakewood – Seattle overnight service in fall 2026, if the 2026 Service Plan is adopted by the Sound Transit Board of Directors.
- Preparing to run increased service on the Link light rail 1 and 2 Lines, particularly on days when World Cup matches will be played in Seattle.
- Preparing for increased demand on ST Express bus routes.
- Planning for revised Sounder service on days when World Cup matches will be played in Seattle.
- Planning for extra T Line service when needed to support increased ridership in Tacoma due to the World Cup.
- Rail contingency planning in coordination with our partners.



Timeline and Board pathway to approval

2025

SPRING

Develop draft rail changes & annual budget

- Collaborated with operating partners to develop updated regional network.
- Set planned service levels within affordability targets.
- Engaged riders to better understand how they use Sound Transit services and service priorities.

MAY

2 Line extends to Downtown Redmond

SUMMER

Inform the public about rail changes coming in 2026

- Shared minor service changes.

FALL

Engage the public on proposed ST Express bus changes

- Presented draft changes to Sound Transit Rider Experience & Operations Committee.
- Shared draft major service changes and Title VI service equity results.
- Engaged with passengers and the public to collect input.
- Publish Rail Service Plan.

DECEMBER

1 Line extends to Federal Way

WINTER

Incorporate public input and Board priorities into bus changes

- Review input from public engagement.
- Revise service changes as needed to align with public feedback, Board priorities, and any new operational information.

2026

SPRING

Recommend bus changes for Board approval

- Publish draft Bus Service Plan.
- Present to Rider Experience & Operations Committee.
- Present to Board of Directors for approval.

2 Line extends to Lynnwood City Center Station (opening date TBD)

SUMMER

FIFA World Cup 2026

FALL

Implement approved service changes

- Coordinate with operating partners and implement service changes that were approved in the 2026 Service Plan.
- Monitor ridership, service performance, and passenger feedback.

Bus service changes

Some of the proposed bus service changes in this plan are major service changes, and some are minor. The major service changes are subject to Board action and Title VI service equity analysis.

What is a major service change?

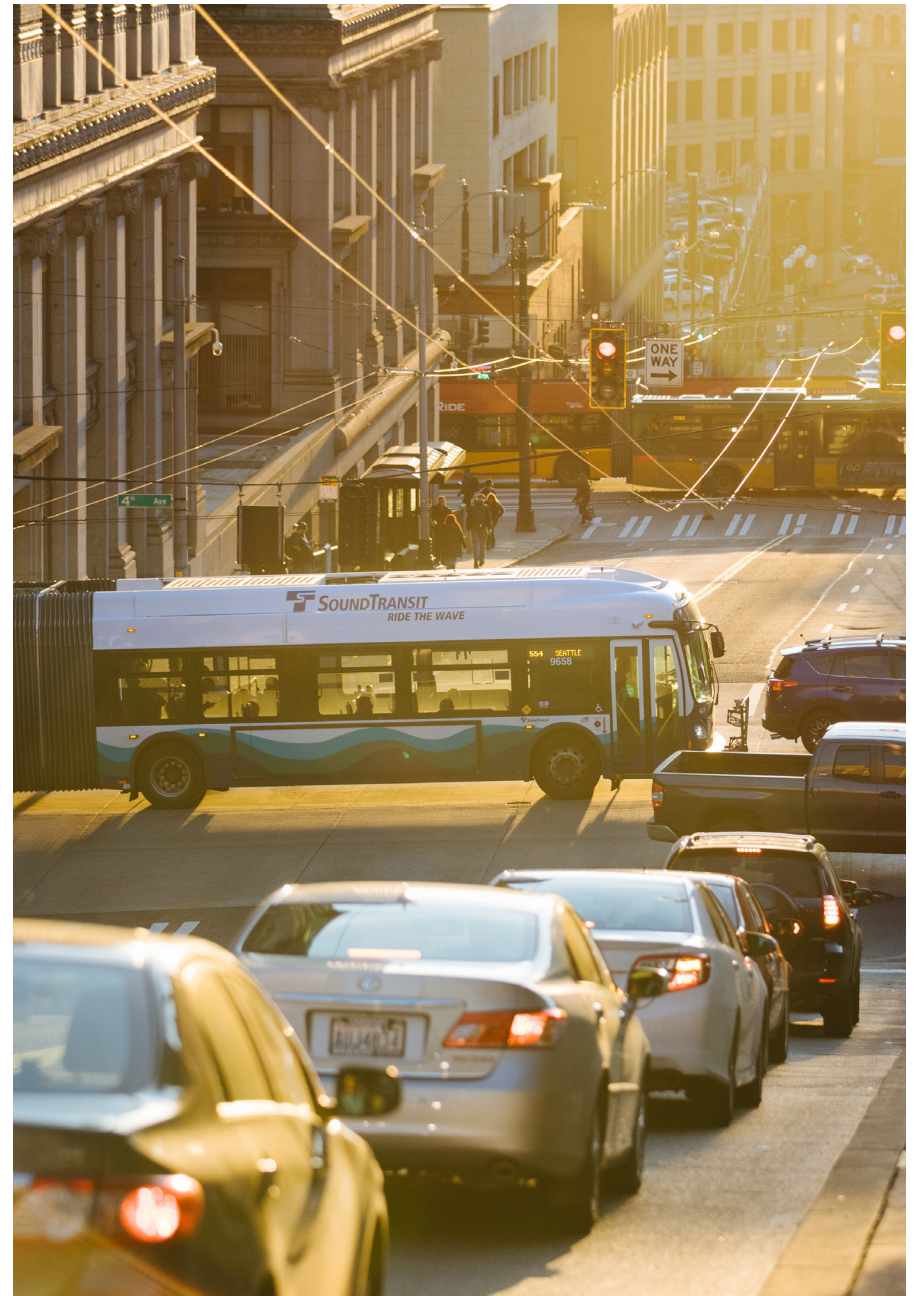
Sound Transit Resolution R2022-19 defines a major service change as any single change in service on an individual bus or rail route that would:

- Add or eliminate more than 25% 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 of bus stops or a half mile of rail stations.

Proposed service changes

In fall 2026, we are proposing changes to our ST Express Routes that would simplify the network, capitalize on regional investments in high-capacity transit, and improve regional connections.

The implementation of these proposals is subject to operational capacity at our partner agencies and may be partially implemented or deferred.



Route 513 service change

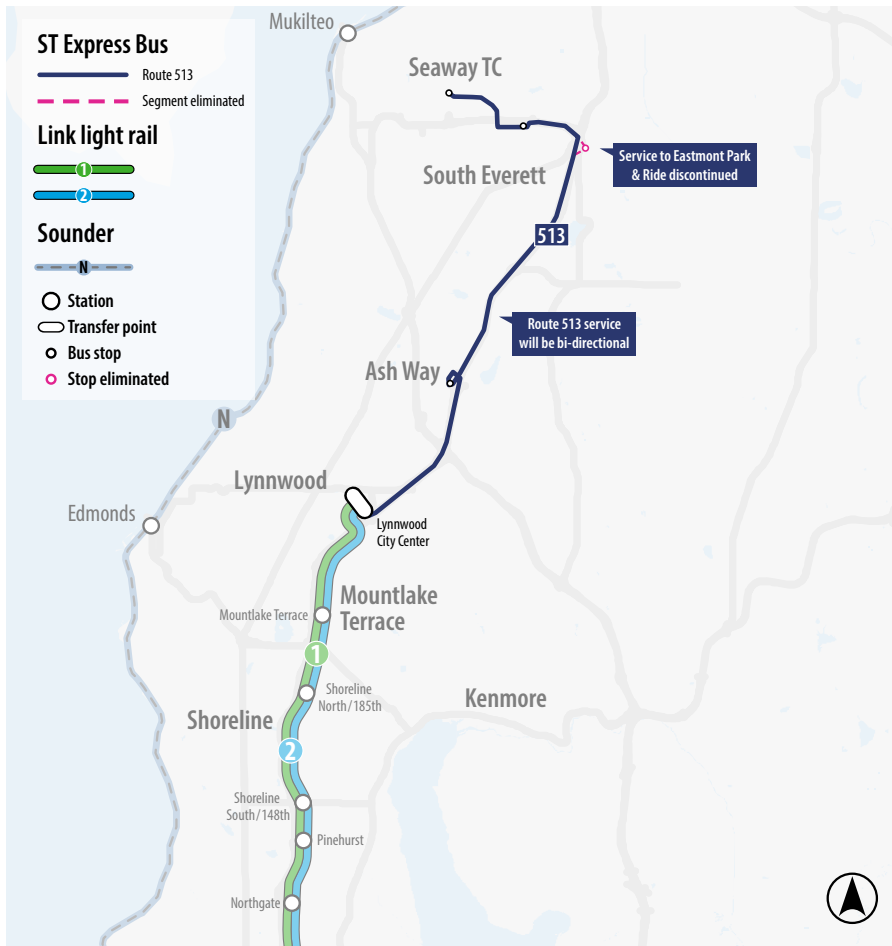


Figure 3: Route 513 proposed service change

WHAT'S HAPPENING?

Route 513 is proposed to run bi-directional service, with its current service span and frequency unchanged. That means adding northbound trips during AM service hours, and southbound trips during PM service hours on weekdays.

Route 513 is also proposed to discontinue service to Eastmont Park & Ride.

WHY ARE WE PROPOSING THIS CHANGE?

It has been a long-standing priority, with strong community support, that Sound Transit should accommodate the commuting demand for Seaway Transit Center. This change would also support ridership development for the future Link 3 Line.

Eastmont P&R is located next to the SR-527/I-5 interchange. It has about 300 parking spaces, currently only served by ST Express Route 513. Due to very low usage and the availability of alternate facilities with equivalent or better service nearby, we are proposing to discontinue service to this stop. This change would also save up to six minutes on each round trip.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers who travel to the Seaway Transit Center area in the morning and return in the evening would have the option of using 513 service, with a connection to Link service at Lynnwood Transit Center station.

Passengers who use Eastmont Park & Ride could use South Everett Freeway Station, a Park & Ride with over 300 parking spaces located 1.2 miles south of Eastmont Park & Ride. South Everett Freeway Station is served by Community Transit routes 903, 904, and 905 and ST Express Route 512. Another alternative stop is 19th Ave SE & Burley Dr, located 0.2 miles south along SR-527 (19th Ave SE). It is served by Everett Transit Route 29, providing connections to South Everett Freeway Station and Everett Station.

SERVICE LEVELS

	Early AM (Start of service - 6 a.m.)	AM Peak (6 - 9 a.m.)	Midday (9 a.m. - 3 p.m.)	PM Peak (3 - 6 p.m.)	Evening (6 p.m. - End of service)	Hours of service
Weekday	30*	30*		30*	2 trips*	4:30 to 8:15 a.m., 3 to 6:30 p.m.
Saturday						
Sunday						
*Service increase by adding trips in the direction that is not currently operating						

Table 1: Proposed Route 513 Service Levels

TITLE VI

This proposal results in adverse effects because it removes service from Eastmont P&R. There are no findings of disproportionate burden or disparate impact.

Public input - Route 513

Number of survey responses: **804**

Average weekday boardings (2024, pre-Lynnwood Link Extension opening): **249**

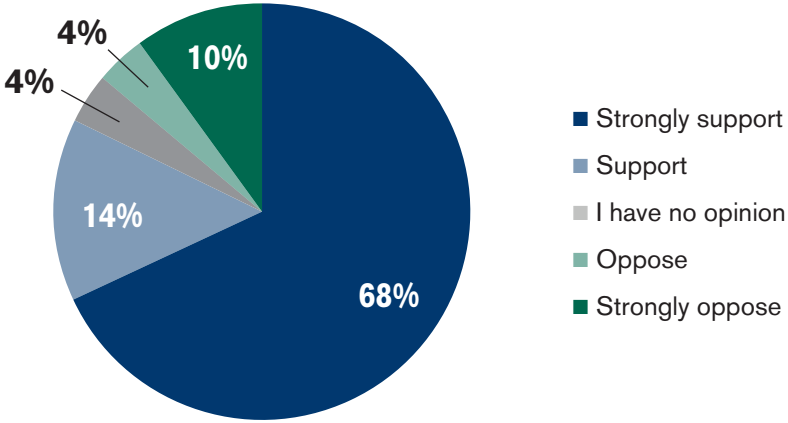


Figure 4: Route 513 support and opposition from the Phase 3 survey

Top reasons for support:

- 1 Access to destinations
- 2 Travel time

“ *I commute to Everett for work at Boeing. This would make work accessible to me without a car and would be a huge winner for the thousands of Boeing employees who live in Seattle/Shoreline/Lynnwood and commute north to Everett.* ”

“ *Working at Boeing, this is a fantastic alternative commuting opportunity. I would only ask for more frequent buses to match the frequency of the trains during peak rush hour time.* ”

OVERALL FINDINGS

The proposal for bi-directional service has received strong support from northbound commuters who currently lack a convenient transit option. Respondents highlighted several priorities, including increasing frequency to better align with Link service, adding earlier trips to accommodate Boeing shift times, and providing weekend service for those who travel outside weekday hours.

Respondents opposing these changes cited the lack of nearby alternatives to Eastmont Park & Ride and the span of service not matching Boeing shift times.

ADDITIONAL INFORMATION

Route 513 is the only public transit route serving Eastmont Park & Ride. The site has experienced consistently low ridership, with an average of less than one boarding per trip, making maintenance of the site financially unsustainable. Alternative routes operated by local transit partners at a stop within walking distance or nearby park & ride would provide more frequent service, access to more destinations and better passenger amenities while waiting for the bus.

Sound Transit will monitor performance after implementation and adjust as needed to ensure the service continues to meet rider needs.

Top reasons for opposition:

- 1 Access to destinations
- 2 Travel time

“ *Boeing start time is from 3am-5am. This route begins far too late.* ”

“ *Discontinuing service to Eastmont and asking riders to use South Everett is ludicrous. Parking there is full by 7 am.* ”

“ *I work overnight at WinCo...I have to walk more than twice the distance to get to South Everett...dangerous and lacks curb...please don't cut Eastmont.* ”

Route 515 service change



Figure 5: Route 515 proposed service change

WHAT'S HAPPENING?

Route 515 is proposed to be discontinued. The same journey would be replaced by more frequent Link service. This action was authorized by the Board in Resolution No. R2024-03.

WHY ARE WE PROPOSING THIS CHANGE?

In fall 2024, the 1 Line extension to Lynnwood City Center Station opened to the public. Link extended north from Northgate Station with four new stations operating every eight minutes during peak periods. Due to the anticipated demand on the 1 Line, ridership forecasting indicated the segment between Lynnwood and downtown Seattle would become very crowded. In Resolution No. R2023-31, the Board authorized temporary Route 515 as a strategy to provide additional capacity in the corridor until the 2 Line extension to Lynnwood City Center opens.

In 2026, when 1 Line and 2 Line extensions are open for service, the segment between Lynnwood City Center Station and International District Chinatown Station will have 4-minute headways during weekday peak hours, providing frequent and reliable high-capacity connections from Lynnwood to downtown Seattle. As previously authorized by the Board, this route would be discontinued.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would use Link service to continue to Seattle and more destinations.

TITLE VI

This proposal results in adverse effects because it removes service. There are no findings of disproportionate burden or disparate impact.

Public input - Route 515

Number of survey responses: **441**

Average weekday boardings (2024): **893**

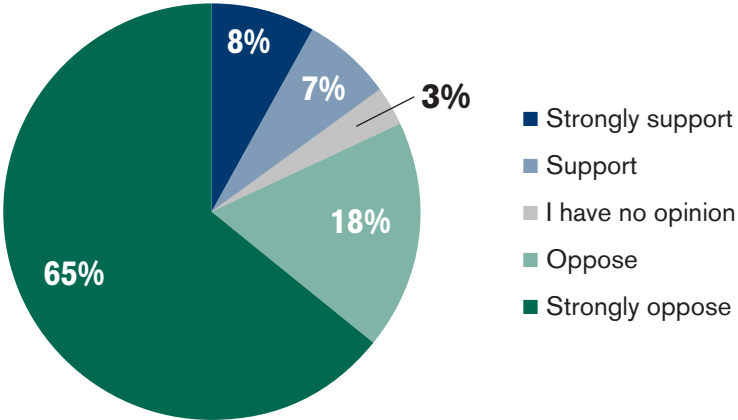


Figure 6: Route 515 support and opposition in the Phase 3 survey

Top reasons for support:

- 1 Frequency
- 2 Access to destinations

I use 515 because 1 Line is so full peak afternoons. Enhanced service either 1 or 2 Lines to Lynnwood should help. And light rail produces less emissions.

Service hours now available for more important ST Express services.

OVERALL FINDINGS

More than three-quarters of respondents opposed this change. Some respondents expressed concerns about personal safety, capacity, and reliability of light rail, as well as access to destinations not directly served by Link. Respondents who support this change cited higher frequency on Link after the 2 Line extension to Lynnwood opens and more efficient use of limited transit resources as reasons for supporting the change.

ADDITIONAL INFORMATION

With planned light rail service every four minutes during peak hours between Lynnwood and downtown Seattle, Link would provide almost nine times the seated capacity of current Route 515 trips during the same morning service window. Increased service frequency will reduce wait times and allow more passengers to move through the system more quickly during peak hours. Proposed new overnight service between Everett, Lynnwood, and Seattle would provide early morning service before Link starts running.

Figures 7 and 8 show examples of what passengers' trips could look like in the future.

Top reasons for opposition:

- 1 Access to destinations
- 2 Travel time

Redundancy will be necessary until the 1 & 2 interline service is proven to be reliable. I have taken the 515 on many mornings to avoid the inevitable Link service disruptions.

No redundancy when there is only one option. Cleanliness, security, and dependability.

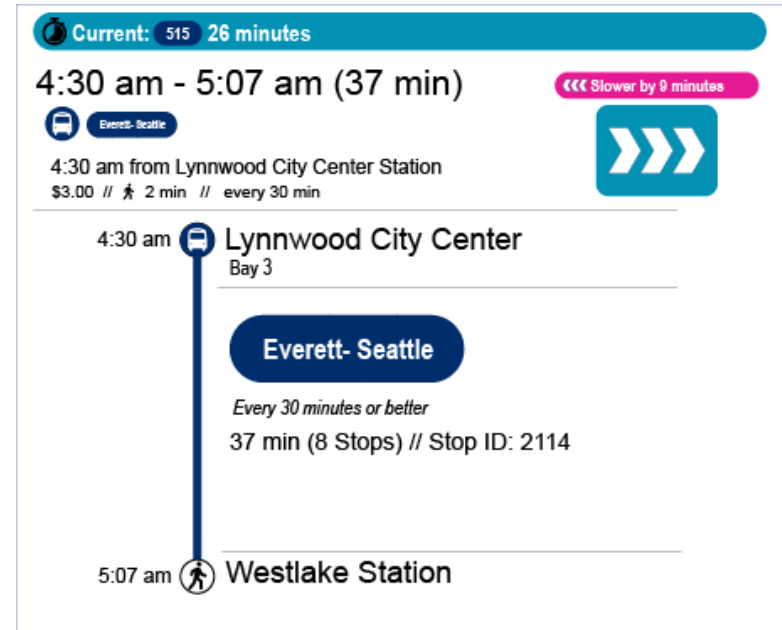
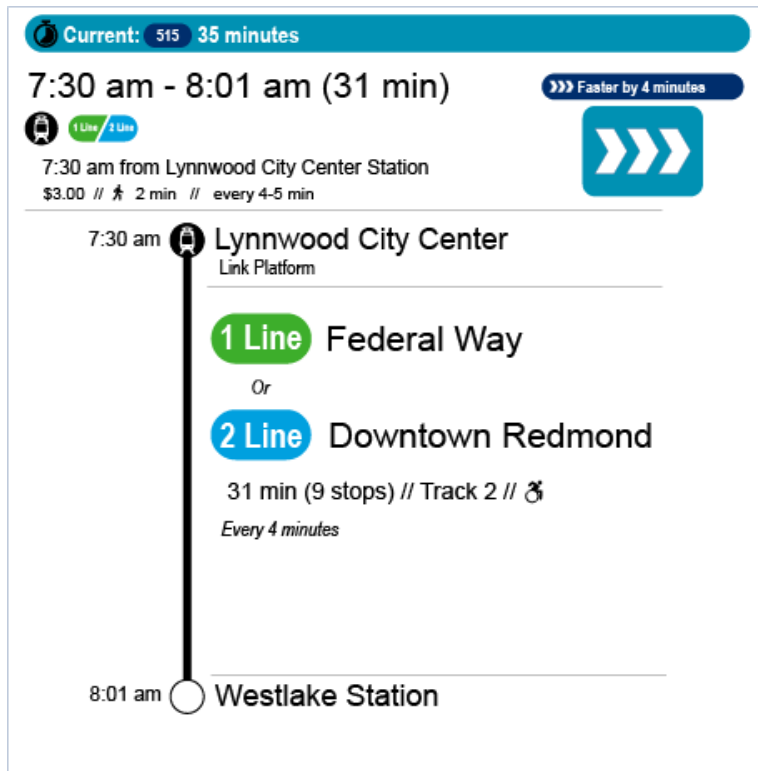


Figure 8: Sample journey from Lynnwood at 4:30 a.m. using proposed new overnight service

Figure 7: Sample journey from Lynnwood at 7:30 a.m.

More Seats, Faster Service

Route 515 did its job. This temporary bus service provided crucial capacity on the Lynnwood-Seattle corridor, until Link was ready. With 4-minute peak headways between Lynnwood and downtown Seattle, passengers will have more frequent service than ever before.

Route 522 service change



Figure 9: Proposed Route 522 service change

SERVICE LEVELS

	Early AM (Start of service - 6 a.m.)	AM Peak (6 - 9 a.m.)	Midday (9 a.m. - 3 p.m.)	PM Peak (3 - 6 p.m.)	Evening (6 p.m. - End of service)	Hours of service
Weekday	15*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*
Saturday	15*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*
Sunday	15*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*

*Service increase

Table 2: Proposed Route 522 Service Levels

WHAT'S HAPPENING?

Route 522 is proposed to be rerouted to Shoreline South Station via NE 145th Street instead of terminating at Roosevelt Station in Seattle.

WHY ARE WE PROPOSING THIS CHANGE?

ST3 includes three new Bus Rapid Transit (BRT) lines, known as Stride. One of these lines, [Stride S3](#) Line will replace Route 522 when it opens in 2028. We propose rerouting Route 522 to Shoreline South/148th Station to emulate and continue developing the market for this future service.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would be able to connect with Link farther north, spending less time in congestion along SR-522/Lake City Way. For riders who board south of NE 145th Street, new King County Metro routes 72 and 77 will each run about every 10-20 minutes, providing connections to Bitter Lake, Pinehurst and Shoreline South stations in the north/west, or to Roosevelt Station and the University District in the south.

TITLE VI

Rerouting Route 522 creates adverse effects because it will no longer serve stops south of NE 145th Street or Roosevelt Station. There are no findings of disparate impact or disproportionate burden.

Public input - Route 522

Number of survey responses: **323**

Average weekday boardings (2024): **2,152**

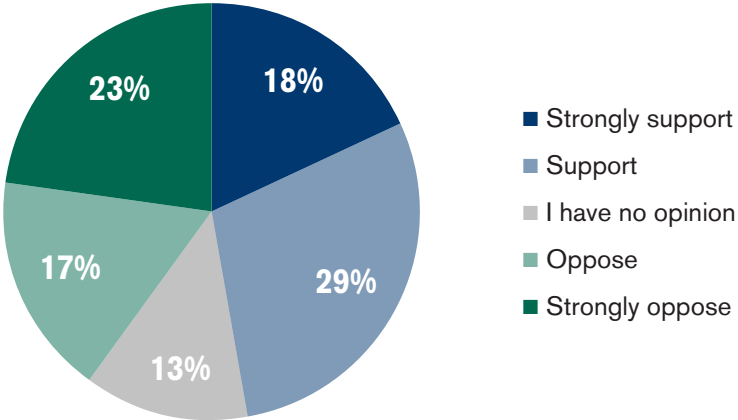


Figure 10: Route 522 support and opposition in the Phase 3 survey



Top two reasons for support:

- 1 Travel Time
- 2 Frequency



I live close to NE 145th St and would like to board the light rail at Shoreline S. Station rather than be stuck in traffic on Lake City Way NE.



Top two reasons for opposition:

- 1 Access to Destinations
- 2 Travel Time



No easy bus access to Lake City Way



I like going all the way to Roosevelt from Kenmore or Lake Forest Park. It's not that I can't get there it is just less convenient.

OVERALL FINDINGS

The proposal for rerouting Route 522 to Shoreline South has received a plurality of support from respondents, noting that they would be able to avoid congestion along Lake City Way, and have improved access to Link. However, about 40% of respondents oppose this proposal. The respondents who oppose this change have expressed concerns regarding access to destinations and travel times for trips between Bothell/Kenmore and Lake City Way, which would require a transfer in the future.

ADDITIONAL INFORMATION

For riders who board south of NE 145th Street, new King County Metro routes 72 and 77 will each run about every 10-20 minutes, providing connections to Bitter Lake, along with Pinehurst and Shoreline South stations in the north, or to Roosevelt Station and the University District in the south. The proposed changes are consistent with Stride S3 Line, which is planned to replace Route 522 upon its completion.

Route 535 service change



Figure 11: Route 535 proposed service change

WHAT'S HAPPENING?

Route 535 is proposed to enhance weekend service by increasing Saturday frequency to 30 minutes (remaining 60 minutes between buses after 7 p.m.) and implementing Sunday service with the same level of service as Saturday.

WHY ARE WE PROPOSING THIS CHANGE?

Route 535 is a popular service connecting Lynnwood with the Eastside with many requests for more service on weekends. The route will be upgraded to BRT service on future [Stride S2 Line](#). This change would improve service levels, continuing to build the transit market along the route.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would have increased frequency of service between Lynnwood and Bellevue on weekends.

SERVICE LEVELS

	Early AM (Start of service - 6 a.m.)	AM Peak (6 - 9 a.m.)	Midday (9 a.m. - 3 p.m.)	PM Peak (3 - 6 p.m.)	Evening (6 p.m. - End of service)	Hours of service
Weekday	30	30	30	30	30-60	4:45 a.m. - 10:15 p.m.
Saturday		30*	30*	30*	30-60*	7:15 a.m. - 10:15 p.m.
Sunday		30*	30*	30*	30-60*	7:15 a.m. - 10:15 p.m.*
*Service increase						

Table 3: Proposed Route 535 service levels

TITLE VI

There are no adverse effects because service is improved. There are no findings of disproportionate burden or disparate impact.

Public input - Route 535

Number of responses: **249**

Average weekday boardings (2024): **1,593**

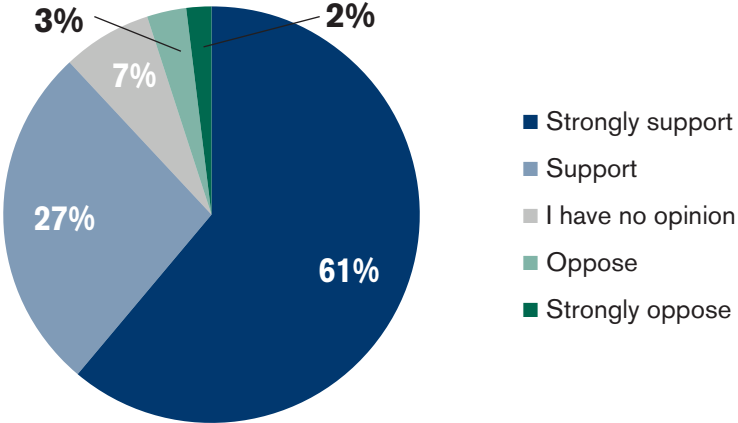


Figure 12: Route 535 support and opposition in the Phase 3 survey

OVERALL FINDINGS

There was strong support for expanding weekend service. Several riders also suggested increasing frequency to 10-15 minutes or requested routing changes.

ADDITIONAL INFORMATION

The new BRT service Stride S2 Line will replace Route 535 by 2029. Stride S2 Line will run every 10-15 minutes, 17+ hours per day, using double-decker battery-electric buses. Stride S2 Line routing will benefit from improvements to the highway for faster travel, and it will serve new stations such as Totem Lake Station in Kirkland.



Top reasons for support:

- 1 Frequency
- 2 Weekend service options



Increase frequency! Awesome bus route. Love the double decker buses.



I somewhat like it, I just think it needs 15-minute all-day service every 7 days. Eliminate the loop through Downtown Bellevue, and remove the connection to Alderwood...



Top two reasons for opposition:

- 1 Waiting time
- 2 Travel time



Not improving weekdays and not improving lack of options for Downtown Kirkland and S Kirkland P&R.

Route 550 service change

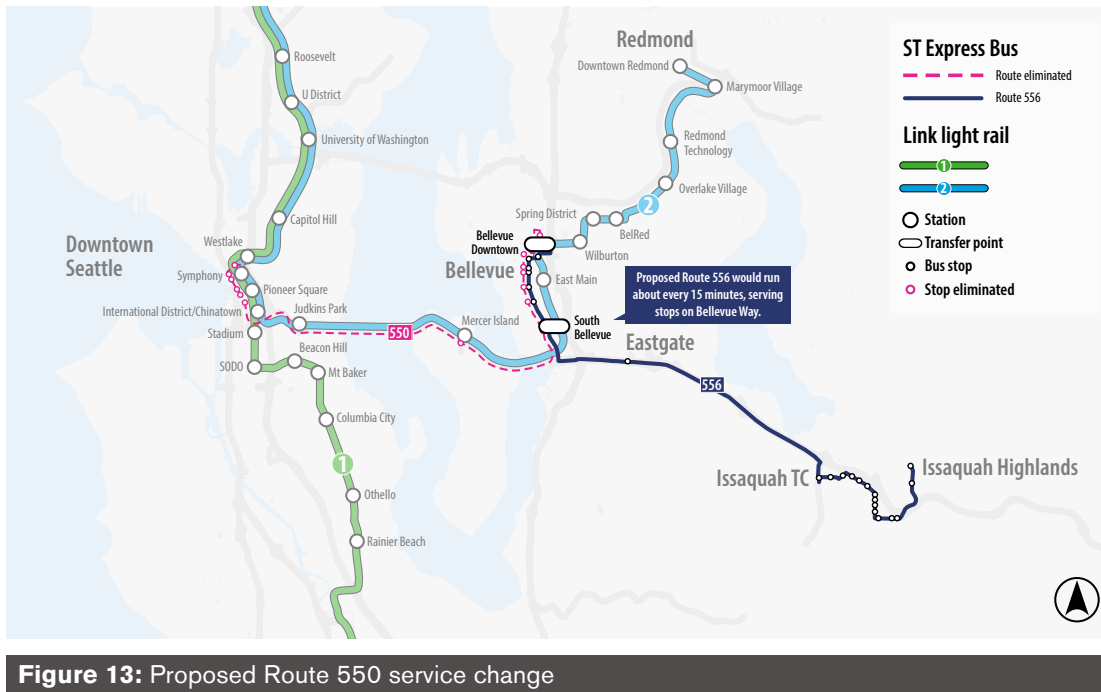


Figure 13: Proposed Route 550 service change

One bus becomes one train

Route 550 transitions to the 2 Line, delivering more frequent service, faster trips, and access to more destinations across Lake Washington.

WHAT'S HAPPENING?

Route 550 is proposed to be discontinued. The same journey would be replaced by more frequent 2 Line service, or for service along Bellevue Way, improved service on Route 556.

WHY ARE WE PROPOSING THIS CHANGE?

In 2026, the 2 Line will operate across Lake Washington with trains arriving every eight minutes at peak hours, providing frequent, reliable high-capacity connections from Bellevue to Seattle. Therefore, we propose discontinuing Route 550.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would use the 2 Line to connect to Seattle and more destinations. Passengers using stops along Bellevue Way could take Route 556 and transfer to/from 2 Line at South Bellevue Station or Bellevue Downtown Station.

TITLE VI

There are adverse effects because service is removed. There are findings of disparate impact. The mitigation for the elimination of Route 550 is new 2 Line service.

Public input - Route 550

Number of survey responses: **468**

Average weekday boardings (2024): **4,002**

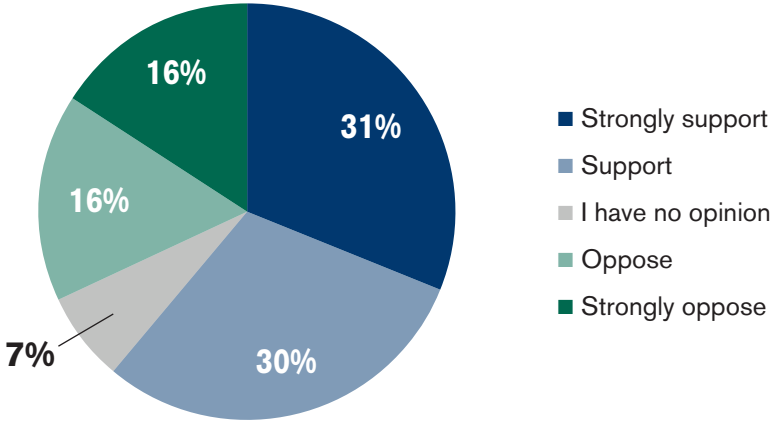



Figure 14: Route 550 support and opposition in the Phase 3 survey

-  **Top reasons for support:**
- 1 Frequency
 - 2 Travel Time

“ **Frees up service on other routes. This section of the 2 Line is nearly identical to route 550 so there is very little negative impact.** ”

“ **Reliability - Link avoids traffic delays; the new maintenance plan appears to make Link more reliable.** ”

OVERALL FINDINGS

Respondents largely support the proposal to discontinue Route 550 after the opening of the full 2 Line. The 2 Line will provide similar access between Seattle and Bellevue, with improvements to both frequency and travel time. However, respondents opposed to this change expressed concerns regarding Link’s reliability, which would affect access to destinations and travel times.

ADDITIONAL INFORMATION

The estimated travel time between South Bellevue and International District stations on the 2 Line is 16 minutes, matching the scheduled travel time of Route 550 during periods of little to no traffic. At peak travel times, the travel time savings on Link will increase. For riders boarding along Bellevue Way, Route 556 will provide frequent connections north to Bellevue Downtown, and southeast to South Bellevue Station and Issaquah.

-  **Top reasons for opposition:**
- 1 Access to Destinations
 - 2 Travel Time

“ **the Link should not [be] the sole way of traveling to Seattle.** ”

“ **Street stop locations instead of rail stations** ”

Routes 554/556 service changes

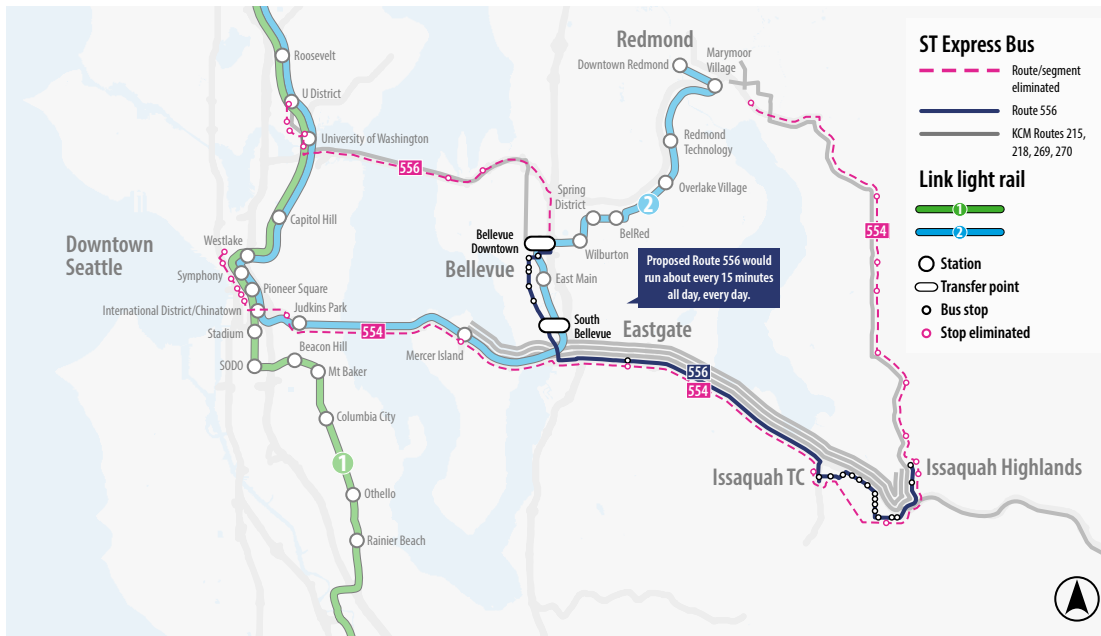


Figure 15: Proposed Route 554/556 service changes

WHAT'S HAPPENING?

Route 554 is proposed to be discontinued. Route 556 is proposed to be shortened to Bellevue Downtown Station and have service increases.

WHY ARE WE PROPOSING THIS CHANGE?

In 2026, the 2 Line will operate across Lake Washington with trains arriving every eight minutes at peak hours, providing frequent, reliable high capacity connections from Bellevue to Seattle. By eliminating service on Route 554 and increasing service on Route 556, passengers would have frequent connections between Issaquah, Bellevue, and the 2 Line. Both the 2 Line and Route 556 would run more frequently than existing Routes 554 and 556.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would use improved Route 556 to reach destinations in Bellevue and connect with the 2 Line at South Bellevue or Bellevue Downtown to continue to Seattle

and more destinations. At Bellevue Downtown, riders may also access other King County Metro services, including Route 270 to the University District, or the B Line to other destinations on the Eastside. Riders boarding at Issaquah Highlands P&R would also be able to use King County Metro routes [215](#), [218](#), and [269](#) to connect with the 2 Line at Mercer Island Station.

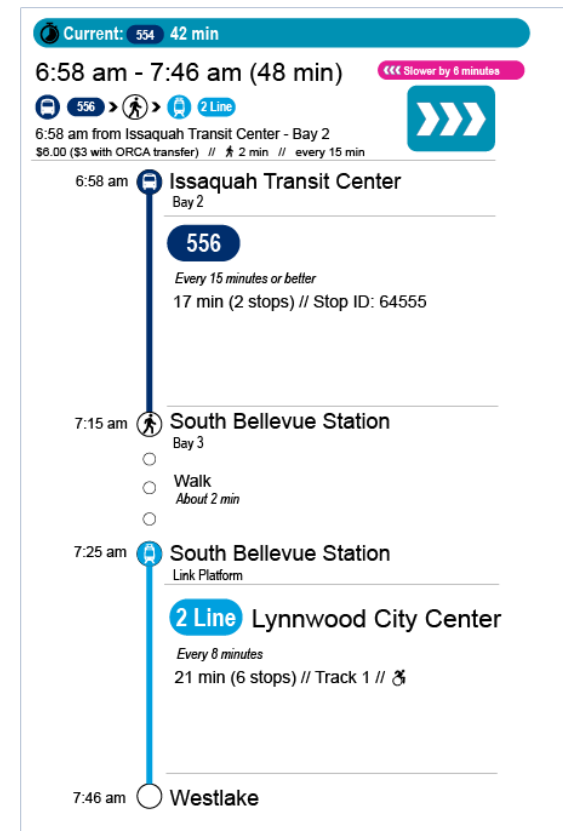


Figure 16: Sample journey from Issaquah to Westlake

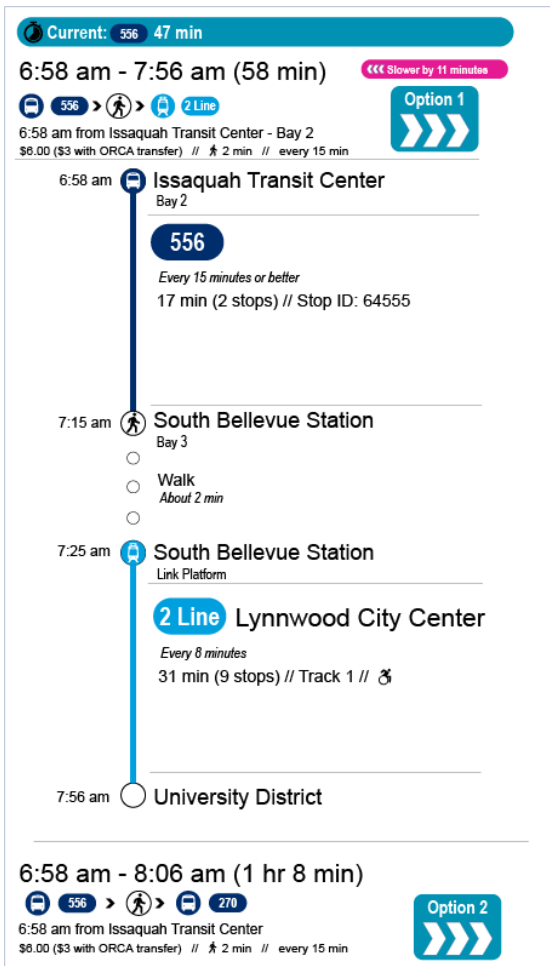


Figure 17: Sample journey from Issaquah to UW

SERVICE LEVELS

	Early AM (Start of service - 6 a.m.)	AM Peak (6 - 9 a.m.)	Midday (9 a.m. - 3 p.m.)	PM Peak (3 - 6 p.m.)	Evening (6 p.m. - End of service)	Hours of service
Weekday	30*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*
Saturday	30*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*
Sunday	30*	15*	15*	15*	15-30*	5 a.m. - 1 a.m.*
*Service increase						

Table 4: Proposed 556 Service Levels

TITLE VI

There are adverse effects because service is removed (Route 554), and because of removing stops northwest of Bellevue Downtown (Route 556). There are findings of disparate impact for Route 554. The mitigation for the elimination of this route is new 2 Line service and improved Route 556 service. There are no findings of disparate impact or disproportionate burden for Route 556.

Public input - Routes 554/556

Note: The proposals for routes 554 and 556 were presented together, and received joint feedback.

Number of survey responses: 924

Average weekday boardings (2024): 2,624 (Route 554), 326 (Route 556)

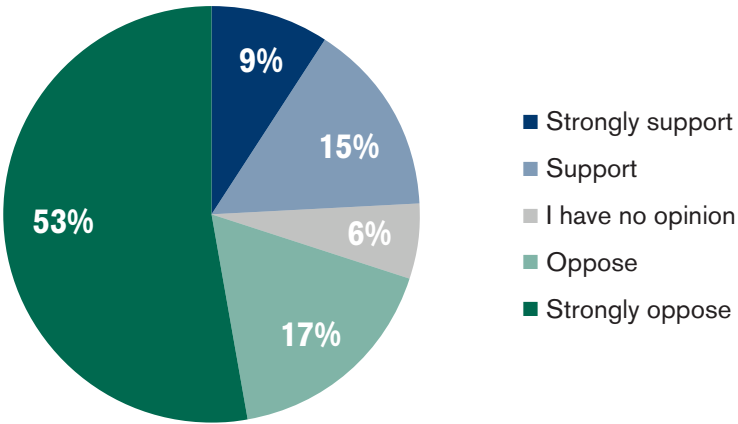


Figure 18: Route 554/556 support and opposition in the Phase 3 survey

OVERALL FINDINGS

About 70% of respondents expressed their opposition to the proposals for Routes 554 and 556. Respondents cited concerns about travel time impacts and transfers between the proposed Route 556 and the 2 Line to complete their trips into Seattle, as compared to the current one-seat rides. The respondents who support this proposal pointed to improvements in frequency and travel time as benefits.

ADDITIONAL INFORMATION

Currently, Route 554 runs about every 20-30 minutes for most of the day, seven days a week. Route 556 currently operates about every 30 minutes during peak hours, in the peak direction only between Issaquah and the University District via Bellevue and SR-520.

The proposed Route 556 would operate about every 15 minutes for most of the day, seven days a week. Together with the 2 Line and King County Metro service, riders will be able to access more destinations with frequent service all day, seven days a week. Notably, this includes increasing evening and weekend bus service from every 30-60 minutes to every 15-30 minutes. Link service would remain consistent every eight minutes at peak, and every 10-15 minutes off-peak.

The sample journey information in Figures 16 and 17 provides examples of what passengers' trips could look like in the future. Note that additional options would be available with transfers to/from King County Metro service.



Top reasons for support:

- 1** Frequency
- 2** Travel Time



I love the idea of adding the 556 all-day frequent 7 days a week service, and removing the U District extension, that is a job for the 270 or the 2 Line.



Glad you are still serving Eastgate. Good for 15 minute weekend frequency.



Top two reasons for opposition:

- 1** Travel Time
- 2** Access to Destinations



Too many stops in downtown Issaquah when I need to ride from the Issaquah Highlands P&R to downtown Seattle... The extra stops and congestion would like lengthen my commute.



What I oppose is the elimination of service to UW. For rider convenience, some trips should continue onto UW as they do now.

Route 574 service change



Figure 19: Route 574 proposed service change

WHAT'S HAPPENING?

Route 574 is proposed to end at Federal Way Downtown Station instead of Sea-Tac Airport while the 1 Line is running. The frequency would increase to every 15 minutes for most of the day. The Lakewood Transit Center stop would also be replaced by a new stop at Lakewood Station.

When Link is not running, a new overnight route (Lakewood – Seattle) would provide service between Lakewood, Federal Way, SeaTac, and Seattle.

WHY ARE WE PROPOSING THIS CHANGE?

Shortening this route to Federal Way and increasing service would be consistent with the goal of connecting ST Express with new Link stations and providing all-day frequent service when resources allow it. Buses every 15 minutes would allow for swift connections with other routes and services at stations between Lakewood and Federal Way, such as the 1 Line and the A Line at Federal Way Downtown, and Sounder S Line and local Pierce Transit services at Lakewood and Tacoma Dome stations.

Pierce Transit is planning on improving Route 3 to run every 15 minutes and maintaining Route 4 at every 30 minutes for most of the day. Pierce Transit needs additional space for buses at Lakewood Transit Center to make this upgrade and removing Route 574 from Lakewood Transit Center will free up the required space. Adding Lakewood Station as a Route 574 stop will also increase regional connectivity: ST Express routes 592 and 594, Sounder S Line, and Intercity Transit routes 600 and 610 currently serve the station. This change will also offer over 600 dedicated parking spaces to transit riders at Lakewood Station. There are currently no dedicated parking spaces for transit riders at Lakewood Transit Center.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers would need to transfer from Route 574 to Link at Federal Way to get to Sea-Tac and destinations in between. However, to offset the transfer time, the frequency would improve to 15 minutes for most of the day. Passengers who previously boarded Route 574 along S 188th St would be able to use King County Metro Route 161.

Riders who currently start their trip at the Lakewood Transit Center could park at Lakewood Station or the SR-512 Park & Ride (10617 S Tacoma Way) and take Route 574 from there. Lakewood Station garage has 601 parking spaces. SR-512 Park & Ride has 493 spaces.

Lakewood Transit Center riders can also take Pierce Transit routes 3 or 4 from the Lakewood Transit Center to the SR-512 Park & Ride, adding approximately 4-6 minutes to their trip.

SERVICE LEVELS

	Early AM (Start of service - 6 a.m.)	AM Peak (6 - 9 a.m.)	Midday (9 a.m. - 3 p.m.)	PM Peak (3 - 6 p.m.)	Evening (6 p.m. - End of service)	Hours of service
Weekday	15-30	15*	15*	15*	15-30*	4 a.m. - midnight
Saturday	15-30	15*	15*	15*	15-30*	4 a.m. - midnight
Sunday	15-30	15*	15*	15*	15-30*	4 a.m. - midnight
*Service increase						

Table 5: Proposed Route 574 Service Levels

TITLE VI

There are adverse impacts because service is removed from Lakewood Transit Center and stops north of Federal Way. There are findings of disproportionate burden and disparate impact. The mitigation for these changes is new 1 Line service, improved service on Route 574, and new overnight service.

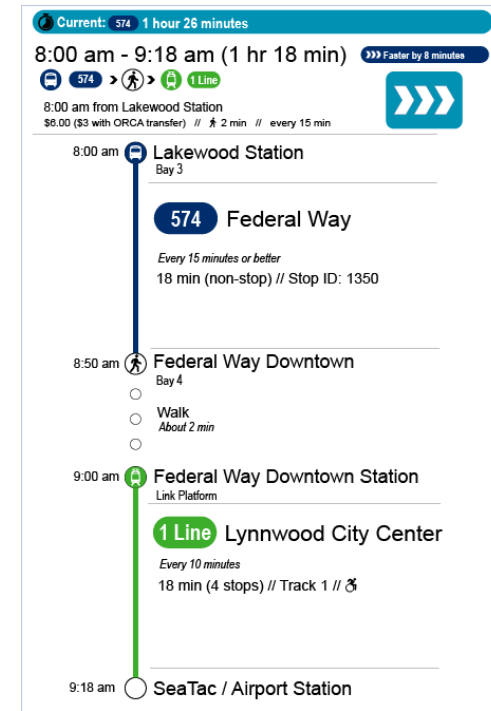


Figure 20: Sample journey from Lakewood to SeaTac/Airport Station at 8 a.m.

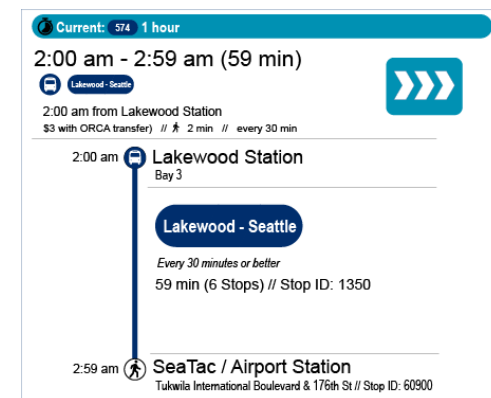


Figure 21: Sample journey from Lakewood to SeaTac/Airport Station at 2 a.m. using proposed new overnight bus service

Public input - Route 574

Number of survey responses: **412**

Average weekday boardings (2024): **1,826**

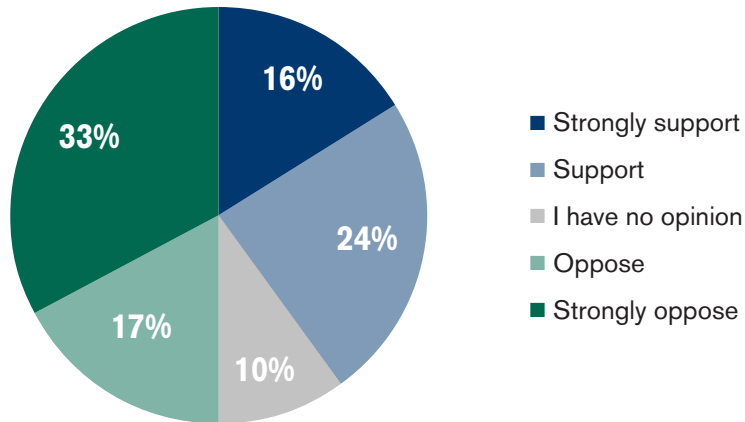


Figure 22: Route 574 support and opposition in the Phase 3 survey

OVERALL FINDINGS

About half of respondents oppose this change, citing concerns about transporting heavy luggage during the transfer from Route 574 to the Link 1 Line. Respondents are concerned that this transfer, especially with luggage, will make their trip more difficult and less convenient. Some respondents oppose the proposed change because of the added walking distance from the Link Station to the Sea-Tac Terminal.

About four out of ten respondents support this change, citing improved, more frequent service, and the travel time reliability of Link service from Federal Way.

ADDITIONAL INFORMATION

The operational resource savings from the proposed truncation of Route 574 at Federal Way makes the proposal for a frequency increase possible. Doubling the frequency of Route 574 for most of the day will improve access and substantially reduce wait times. Since the 1 Line runs every 8-10 minutes for most of the day, the wait time at the transfer at Federal Way will be an average of 4-5 minutes. On average, travel time to SeaTac would be shorter. Travel time is also more reliable on light rail transportation than buses due to the variability of congestion on surface streets and freeways.


The walking distance from the SeaTac/Airport Link station to the airport terminal is approximately a 1/4 mile (5-minute walk). There is a covered, well-lit, level walkway. For those with luggage, the airport provides a cart option. Wheelchair service is also available.

Figures 20 and 21 show examples of what passengers' trips could look like in the future.

Top reasons for support:


- 1 Frequency
- 2 Travel time

 **Reliability of train travel time vs bus.**

 **The frequency increase will be great, and it will help get better access to the Link 1 Line**

Top reasons for opposition:

- 1 Travel time
- 2 Transfer options

 **The bags I am required to carry are heavy and this makes the trip more difficult.**

 **Increased walking distance to SeaTac Airport Terminal.**

Route 580 service change



Figure 23: Route 580 proposed service change and alternatives

Right-sizing service

Route 580 ridership has dropped to about one passenger per trip since Puyallup Station's parking garage opened. The discontinuation of Route 580 frees up resources that can now be reinvested into higher-demand routes.

WHAT'S HAPPENING?

Route 580 is proposed to be discontinued.

WHY ARE WE PROPOSING THIS CHANGE?

In 2023, a 510-space parking garage opened at Puyallup Station. Sounder S Line riders can park at the garage instead of taking Route 580. Route 580 experienced a sharp decline in ridership after the garage opened, averaging only one rider per trip (April-June 2025). For those continuing to take transit, Pierce Transit Route 400 (Puyallup-Downtown Tacoma) also serves the South Hill Park & Ride.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers who take Route 580 can ride Pierce Transit Route 400 to Puyallup Station instead.

SERVICE LEVELS

Proposed service levels for Route 580 are not applicable since this route is proposed to be discontinued. Route 580 currently meets two Sounder S Line trains in the morning and four Sounder S Line trains in the afternoon.

Pierce Transit Route 400 runs every 30-60 minutes, 4:50 a.m. – 7:31 p.m.

TITLE VI

There are adverse effects because service is removed. There are no findings of disproportionate burden or disparate impact.

Public input - Route 580

Number of survey responses: **44**

Average weekday boardings (2024): **12**

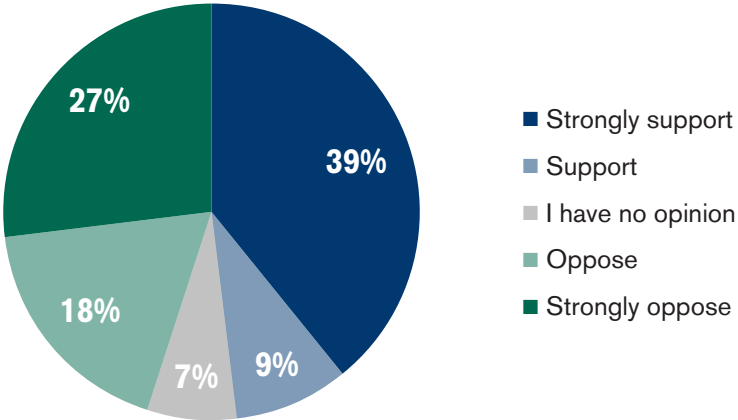


Figure 24: Route 580 support and opposition in the Phase 3 survey

OVERALL FINDINGS

Slightly more respondents support (48%) than oppose (45%) the proposal to eliminate Route 580 service. Supporters noted that Pierce Transit Route 400 or parking at the Puyallup Station parking garage provide alternative options and ST Express operating resources could be used on other routes with higher demand.

Respondents who oppose this proposal suggest extending Route 580 to Lakewood (Route 580 connected Lakewood to Puyallup from 2015 to 2022).

ADDITIONAL INFORMATION

From July-September 2025, the Puyallup garage was measured to be at 47-64% of the 510-space capacity after 11 a.m. Therefore, there is ample parking space available for Route 580 riders to park at the garage.

For those seeking a transit option, Pierce Transit Route 400 is more frequent and offers more trips than Route 580. You can expect a bus every 30 minutes at the AM and PM peak and every hour midday and in the evening. Route 580 currently only has two trips during the AM peak (an hour and a half apart) and four trips during the PM peak (every 30-40 minutes, 5 – 6:30 p.m.)

Top reasons for support:

- 1 Other
- 2 Travel time

This route was redundant after the Lakewood trips were deleted.

[Route] 400 is normally best option.

Top reasons for opposition:

- 1 Other
- 2 Access to destinations

I would want to know if the 510-space parking garage is being used to its maximum capacity on a regular basis or not before I could support this move.

The Route should still be around to give the commuter an option to take advantage for this route without waiting for the Route 400...

Route 586 service change

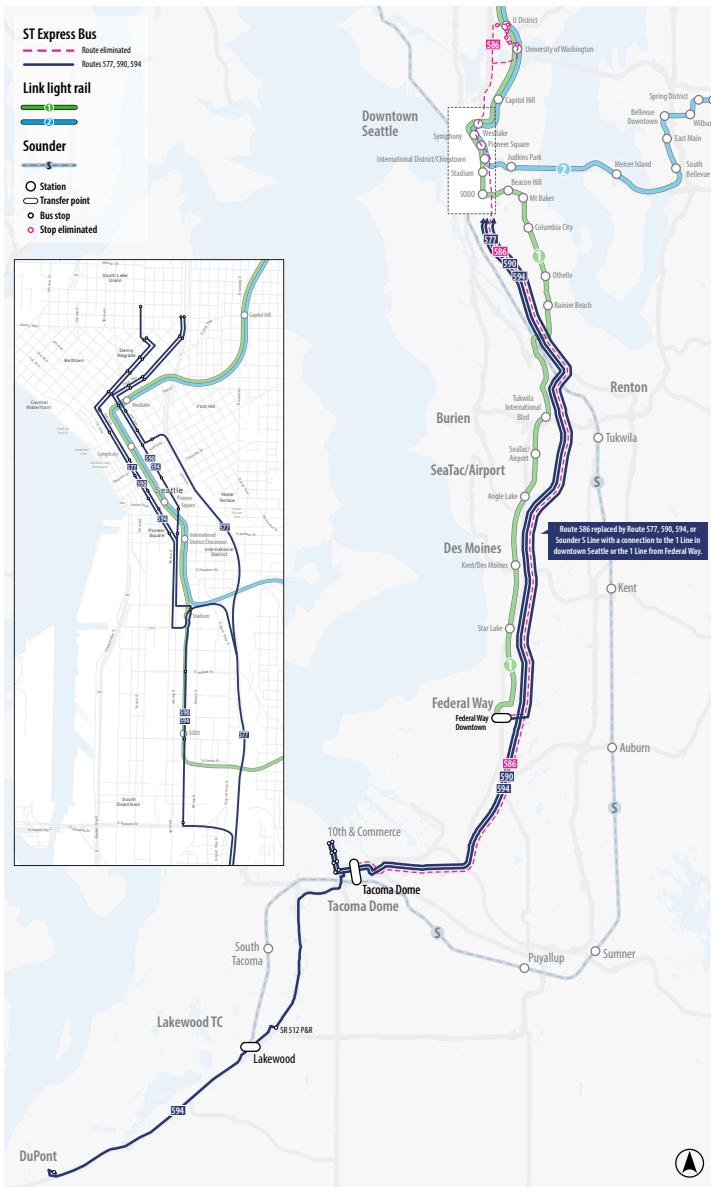


Figure 25: Route 586 proposed service change and alternatives

WHAT'S HAPPENING?

Route 586 is proposed to be discontinued.

WHY ARE WE PROPOSING THIS CHANGE?

Route 586 would be discontinued because routes 577, 578, 590, 594, and 595 (or Sounder S Line) and Link will provide service to the same destinations at the University of Washington with a similar or better travel time.

Better frequency, more options

Route 586 is discontinued. Service to the University is offered via transfer from downtown by multiple bus routes including Routes 577, 578, 590, 594, and 595. The 1 Line will also offer one-seat rides from Federal Way all-day, all-week every 8 to 10 minutes.

WHAT DOES IT MEAN FOR PASSENGERS?

Passengers who currently take Route 586 to access destinations in the University District would have several alternatives:

1. Take Route 577 or 578 from Federal Way and transfer to the 1 Line or 2 Line at Symphony Station.
2. Take Route 590, 594, 595, or S Line from Tacoma Dome to downtown Seattle and transfer to the 1 Line or 2 Line at International District/Chinatown Station.
3. Take the 1 Line directly from Federal Way.

SERVICE LEVELS

Proposed service levels for Route 586 are not applicable since this route is proposed to be discontinued.

The 1 Line from Federal Way offers improved regional frequency, running every 8-10 minutes during most of the day.

For riders coming from Federal Way who wish to take ST Express, routes 577 and 578 run every 15-30 minutes combined for most of the day.

For riders coming from Tacoma, routes 590, 594, and 595 offer 10-20-minute service at peak times and 30-minute service during off-peak times. The Sounder S Line runs approximately every 20-30 minutes during peak hours.

TITLE VI

There are adverse effects. There are findings of disproportionate burden and disparate impact. Mitigations from the elimination of Route 586 are improved service on Route 574, and new 1 Line service from Federal Way. Additionally, existing alternative routes 577, 590, 594, and 595 paired with a Link transfer in Seattle operate more often, are travel time competitive, begin service earlier, and end service later than existing Route 586. In addition, alternatives operate all day, seven days a week in both directions, unlike Route 586 which operates on weekdays during peak periods in the peak direction only.

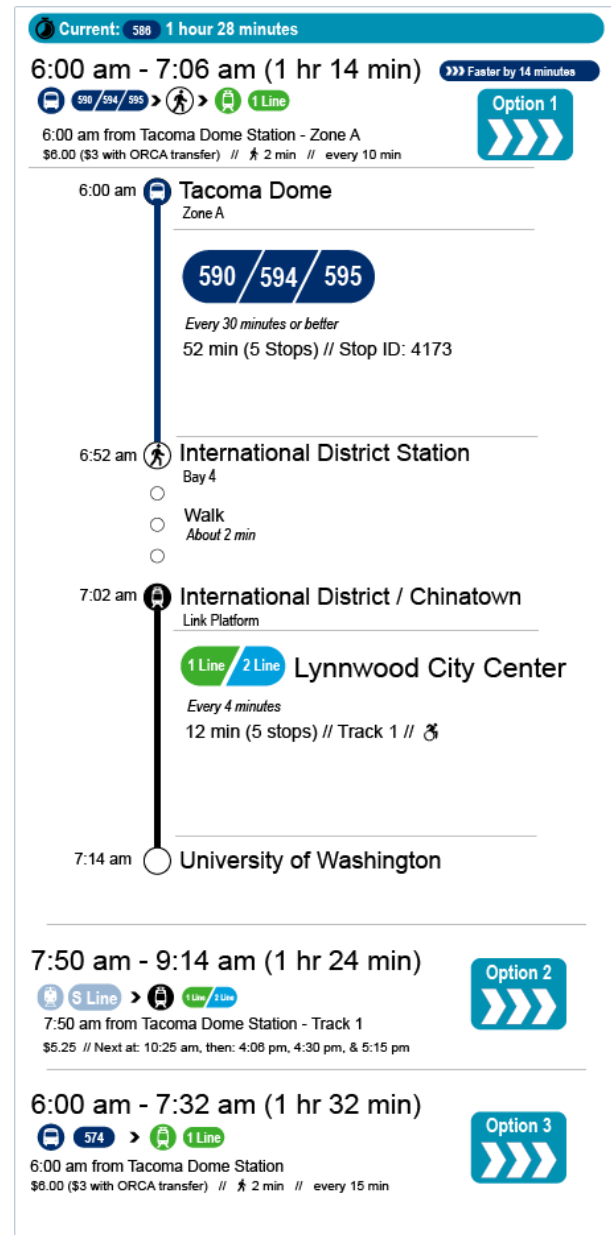


Figure 26: Sample journey from Tacoma to University at 6 a.m.

Public input - 586

Number of survey responses: **318**

Average weekday boardings (2024): **256**

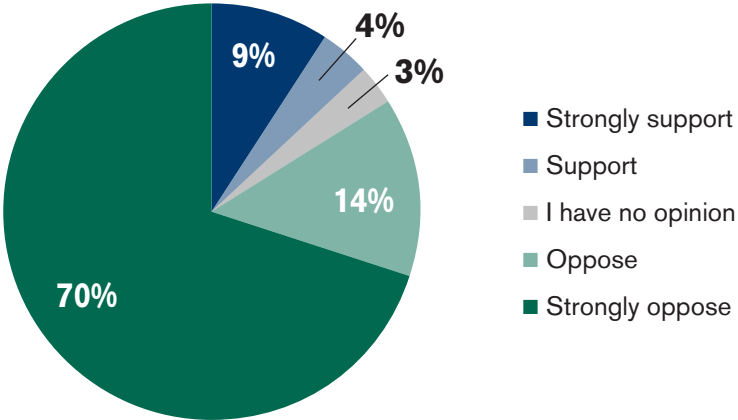


Figure 27: Route 586 support and opposition in the Phase 3 survey

OVERALL FINDINGS

Most respondents oppose this change, citing concerns about transfer inconvenience, light rail safety, and potential delays associated with transferring to Link. Those who support the proposal note the benefits of using limited resources on other parts of the system.


ADDITIONAL INFORMATION


Route 590/594 from Tacoma Dome paired with a Link transfer offers similar or faster travel times than current Route 586 service. The transfer at International District/Chinatown Station is straightforward, just a 2-minute walk with elevators available. With the combined 1 and 2 Line service, headways between International District/Chinatown and the University of Washington will double, reducing wait times to an average of 2-3 minutes. Additionally, these alternatives will operate all day, seven days a week in both directions, providing significantly more flexibility than Route 586's current limited peak-period service with 30-minute headways.

Figure 26 shows an example of what passengers' trips could look like in the future.

Top reasons for support:

- 1 Frequency
- 2 Hours of operation

 *I support moving operator hours to increase bus service elsewhere.*

 *Travel time when compared to 1 Line + 577 or 590 is a wash, so it would free up a lot of service hours without much impact on travel times.*

Top two reasons for opposition:

- 1 Travel time
- 2 Access to destinations

 *Adds a transfer to a route that often gets delayed on downtown Sea. and SODO surface streets.*

 *I don't want to have to transfer.*

 *Light rail - lots of delays.*

New overnight service

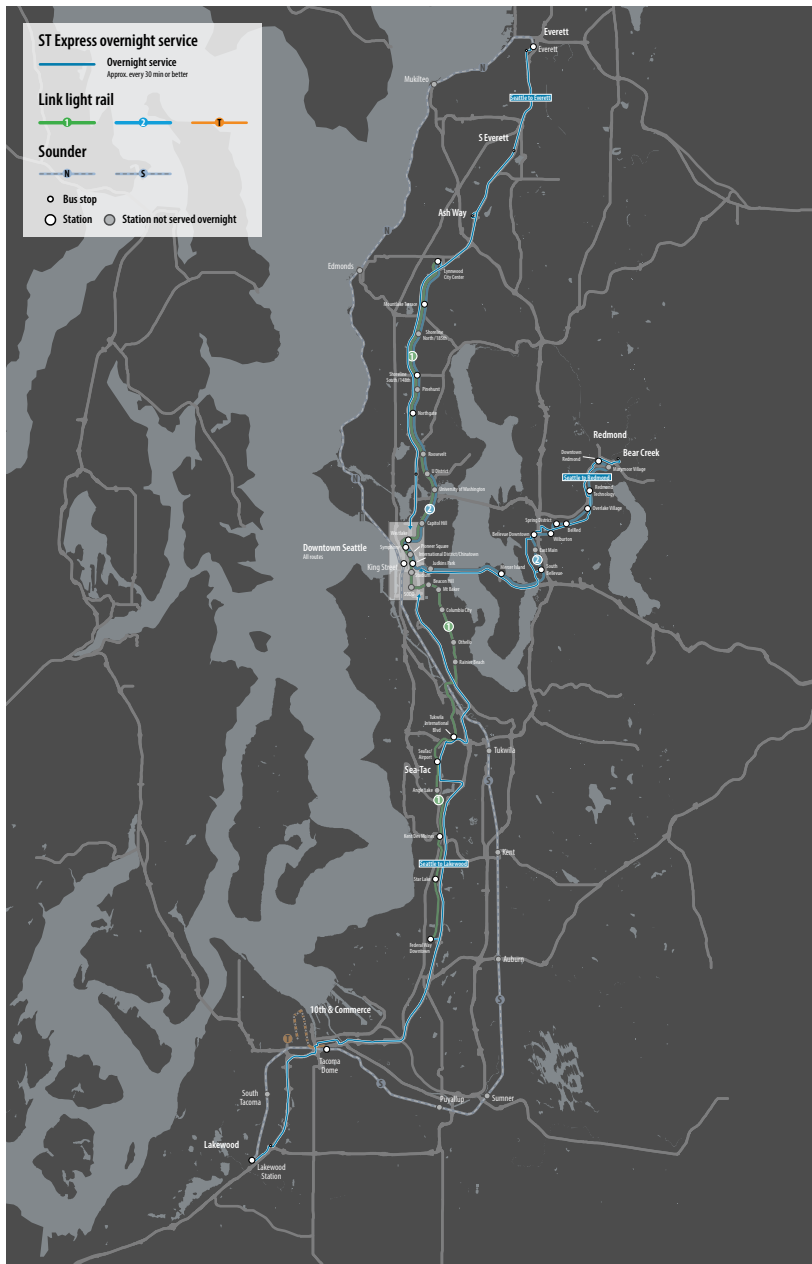


Figure 28: Proposed Overnight Service Map

WHAT'S HAPPENING?

Sound Transit is proposing new overnight bus service to provide regional connectivity during hours when Link is not running. Service naming, as well as specific routing and stops are still being reviewed. Details are planned to be shared as they become finalized and available. In this proposal, there would be three routes:

> Lakewood – Seattle via SeaTac

- This route would provide connections between Lakewood and Seattle via Tacoma, Federal Way, and SeaTac. It would also replace existing late-night/early-morning service provided by Route 574.

> Redmond – Seattle via Bellevue

- This route would provide connections between Redmond and Seattle via Bellevue.

> Everett – Seattle

- This route would provide connections between Everett and Seattle. It would also replace and improve the limited late-night service provided by Route 512 late on Sunday night / early Monday morning.

WHY ARE WE PROPOSING THIS SERVICE?

Between about 1 – 5 a.m., Link trains and many ST Express routes are not running, creating a gap in service. This proposal would bridge that gap.

WHAT DOES IT MEAN FOR PASSENGERS?

The overnight service would provide options for people who want or need to travel during hours when Link and ST Express are generally not operating.

TITLE VI

Not Applicable.

Public input - Overnight Service

Number of survey responses:

392 (Lakewood – Seattle), **305** (Redmond – Seattle),
537 (Everett – Seattle)

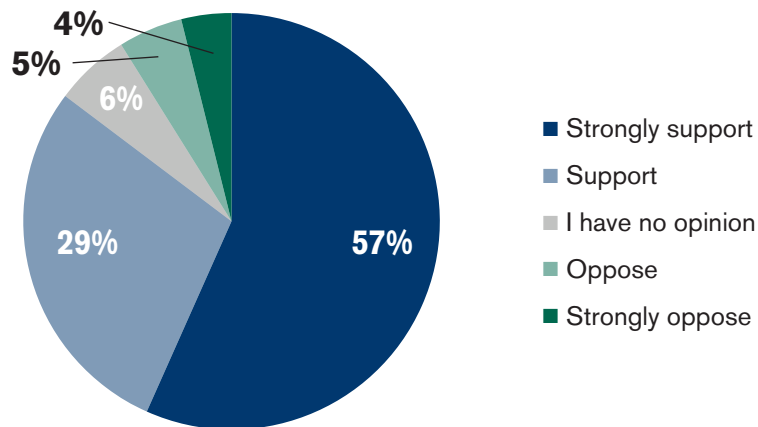


Figure 29: Proposed overnight route (Lakewood-Seattle) support and opposition in the Phase 3 survey

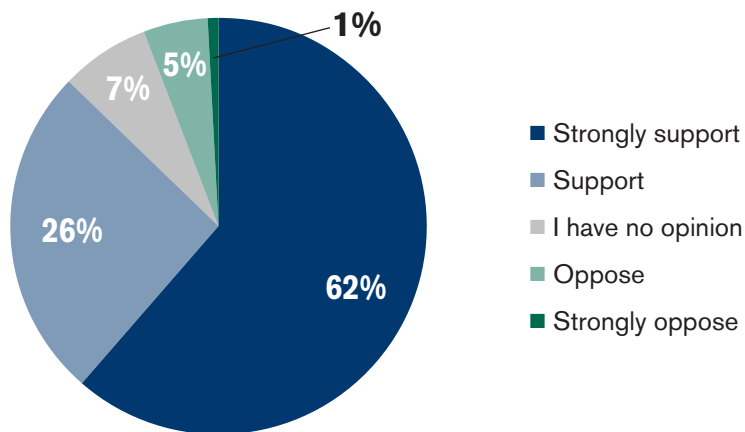


Figure 30: Proposed overnight route (Redmond-Seattle) support and opposition in the Phase 3 survey

OVERALL FINDINGS

There is strong support from respondents for the proposed overnight service. Top reasons include the ability to travel during late night and early morning from SeaTac and downtown Seattle events. Concerns from opponents focused on limited station access and route directness.

ADDITIONAL INFORMATION

Our proposed overnight services would use the same routing and stops in downtown Seattle to provide coordinated regional connections, both among our overnight routes and with King County Metro Night Owl Routes serving the University District, Capitol Hill, downtown Seattle, Rainier Valley, West Seattle, and Madison Valley.

As these routes use I-5 and I-90 to cover the distances from Everett, Lakewood, and the Eastside, routing to some stations, such as Capitol Hill and those in Rainier Valley, would result in significant travel time increases, and pose logistical challenges that could affect frequency, affordability, or access to other stations. Additionally, in some cases, existing night owl service, such as Route 49 and the G Line, may offer better connections to the proposed night service compared to a stop located at Capitol Hill station.

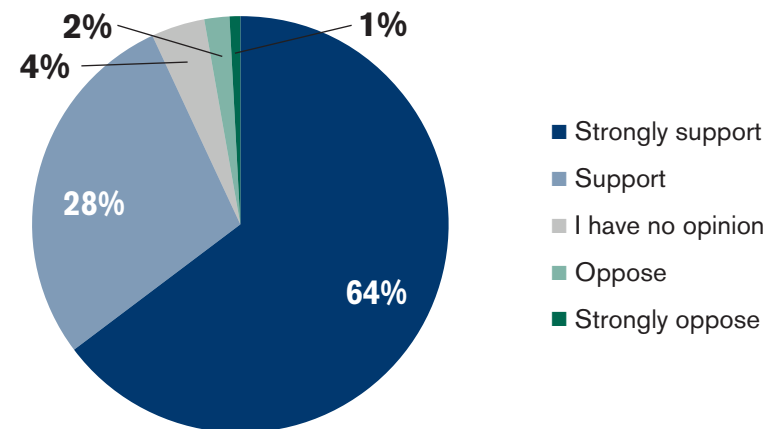


Figure 31: Proposed overnight route (Everett-Seattle) support and opposition in the Phase 3 survey



Top reasons for support:

- 1 Hours of Operation
- 2 Access to destinations

These reasons were the same across all routes.



This would allow me to take early flights out of SeaTac using public transit because the link doesn't currently operate early enough. This will save me hundreds of dollars throughout the year by not paying for parking or paying for private transit.



This would be a game changer for early work hours (sometimes need to be onsite at 4:30 a.m. but commute home during evening rush to hit 1st and 2nd shift), Friday/Saturday night social activities and of course airport runs.



Top reasons for opposition, by route:

- 1 Access to destinations
- 2 Travel Time / Frequency (tie)



Skipping Cap Hill and University of Washington directly reduces the usefulness especially for weekends when Students and others take the link to go to bars and then are driving home drunk. We should be connecting the densest parts of the city that have the most travel between them i.e., Cap Hill+UW+Downtown Corridor.



Not picking up at every link light rail stop!!!

Public engagement summary

The 2026 Service Plan has four phases of engagement.

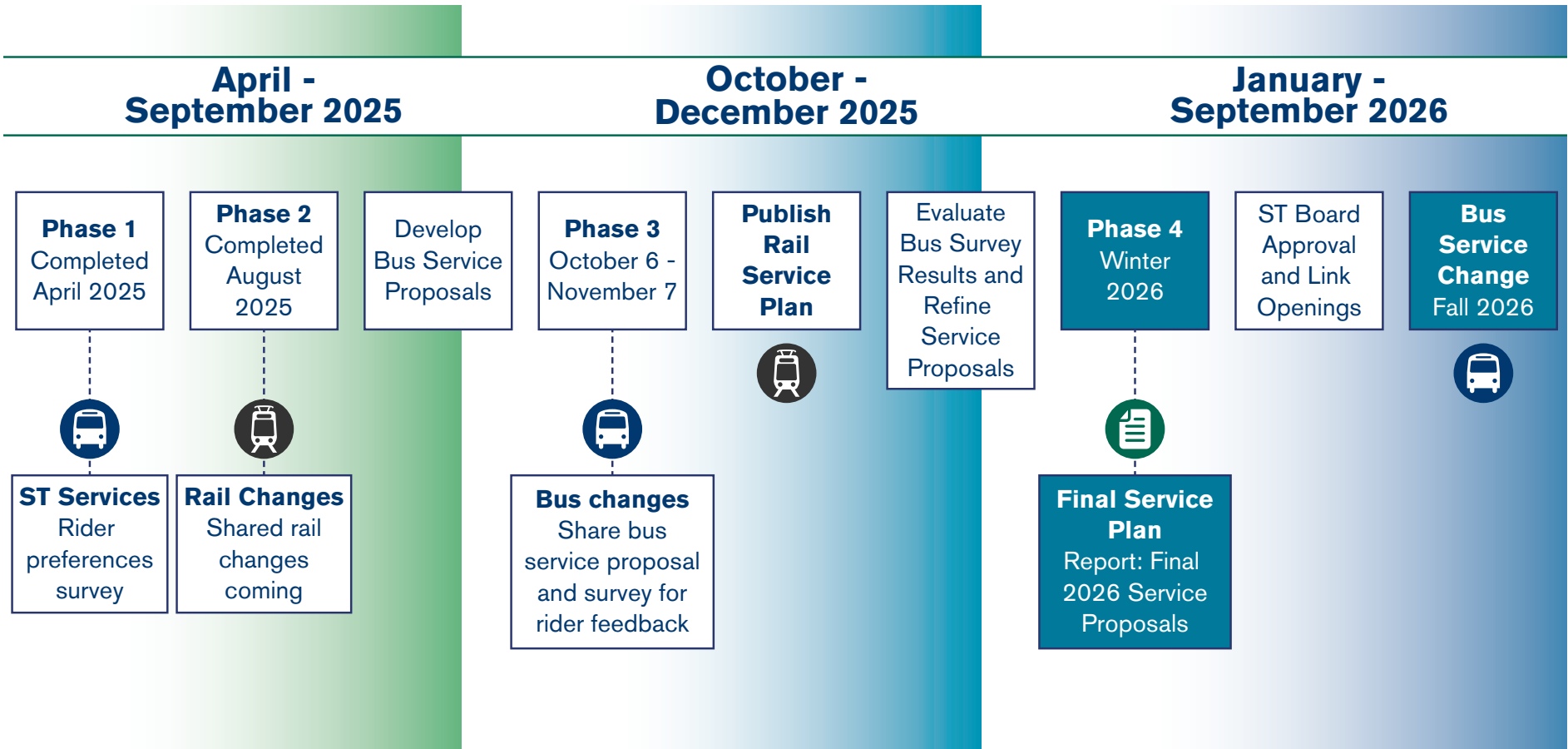


Figure 32: 2026 Service Plan engagement timeline

Public engagement for the 2026 Service Plan has been conducted in phases. The first phase, which included a survey that asked the public about service priorities, was completed in April 2025.

Key takeaways from the survey included:

- The most popular trip purpose was to commute to/from work, followed closely by recreational trips.
- About half said they would be able to use the 1 Line or 2 Line for all or most of their trips after the Link extensions open.
- Several riders expressed concerns about changes to bus service that could increase travel time or add transfers to trips.

The second phase of engagement, which informed the public about rail changes coming in 2026, was conducted between July 28 and Aug. 11, 2025. Sound Transit shared upcoming rail changes through a variety of engagement methods, including:

1. Website updates.
2. Social media posts.
3. Email alerts.
4. Rider alerts.
5. Tabling at fairs and festivals.

The third phase of engagement focused on collecting feedback on the proposed 2026 ST Express bus service changes. This phase of engagement occurred between Oct. 6 and Nov. 11, 2025. All content was available in seven languages. We collected over 4,400 ST Express survey responses.

Key takeaways from the survey included:

- Just over half of all survey respondents ride AM and PM peaks and almost 40% of respondents ride daily every weekday.
- Routes 513 and 554/556 received the most feedback.
- Support for proposed changes to routes 513, 535, 550, and overnight routes between Everett-Seattle, Lakewood-Seattle, Redmond-Seattle.
- A mixture of support/opposition proposed changes to routes 522, 574, 580.
- Opposition to proposed changes to routes 515, 554/556, 586 with the top reasons being travel time and access to destinations.

Public input summaries for each route are available in the “Proposed service changes” section.

During phase four, in January-February 2026, we are sharing the final 2026 ST Express bus service proposals. We are also sharing an additional proposed service change for Route 574, removing the Lakewood Transit Center stop (replacement is Lakewood Station).

The full public engagement report is shared in Appendix A.

2026 Service Plan feedback beyond route-specific proposals

Multiple passengers, interest-holders, and members of the public also expressed a strong desire for changes beyond the draft Bus Service Plan proposal. Many of these comments spoke to a desire to engage with Sound Transit on the role that ST Express plays in the regional transit network. A common theme asked Sound Transit to use new Link openings as the rationale for a broad-based reallocation of ST Express service into a different kind of network than what was proposed in the 2026 Service Plan.

- Several commenters asked for discontinuing bus routes serving similar markets to Link, with those resources reallocated to other frequent all-day, 7-day-a-week routes. For example, Route 545 (Redmond - Seattle), with those resources reinvested into a more frequent all-day Route 542 (Redmond – University District).
- Others mentioned wanting to move resources from Route 545 to Route 544 (Redmond – South Lake Union), which was discontinued during the COVID-19 pandemic after a brief run.
- The need for expanded ST Express connections outside of downtown Seattle was also mentioned, such as new or improved ST Express service between Pierce County/South King County and East King County destinations such as Bellevue and Redmond.
- Another similar theme was a desire for a large restructure of ST Express routes in Pierce County. Commenters brought up a variety of approaches.

While the ST Express component of the 2026 Service Plan is focused on comparatively modest changes and does not envision a more significant restructuring of the ST Express network in 2026, we appreciate the public's earnest engagement on the future of ST Express. We remain committed to taking all feedback we've heard into consideration as we engage in future planning processes for ST Express.

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 and the Sound Transit Board of Directors.

The 2026 Service Plan service equity analysis evaluates the potential service changes to ST Express bus service and assumes the 2 Line extension across I-90 to Lynnwood City Center, and the 1 Line extension to Federal Way are in service by the time the bus changes are implemented. 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** for bus changes **did identify disparate impacts or disproportionate burdens on protected populations. Therefore, mitigations are required.**

Mitigations include new 1 Line service to Federal Way, 2 Line service across Lake Washington to Seattle and Lynnwood, improved service levels on ST Express routes 574 and 556, and new overnight service.

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% of serviced populations. For service reductions, the adverse impacts to protected populations do not exceed 20% of serviced populations. **Therefore, the systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected populations from September 2023 through September 2026.**

The following table (Table 6) summarizes the results of the Title VI service equity analysis in part two of the 2026 Service Plan – ST Express. Additional details are included in the full Title VI service equity analysis document (Appendix B).

Route	Proposed Change	Type of Change	Adverse Effects	Disparate Impact ¹	Disproportionate Burden ²
513	Increase service Delete stops at Eastmont P&R	Major	Yes	No	No
522	Reroute to Shoreline South Station	Major	Yes	No	No
550	Eliminate service on Route 550	Major	Yes	Yes	No
554	Eliminate service on Route 554	Major	Yes	Yes	No
556	Increase Service Truncate to Bellevue Downtown	Major	Yes	No	No
574	Increase Service Truncate to Federal Way Relocate southern terminus to Lakewood Station	Major	Yes	Yes	Yes
580	Eliminate service on Route 580	Major	Yes	No	No
586	Eliminate service on Route 586	Major	Yes	Yes	Yes

1 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.

2 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.

Table 6: Major Service Change Analysis Summary Table

Route	Minority Population	Low-Income Population	Limited English Proficiency (LEP)
ST Express Bus			
510	41.0%	22.9%	11.8%
512	42.0%	22.4%	13.5%
513	43.8%	20.4%	13.9%
515	41.3%	19.7%	10.7%
522	35.4%	15.6%	8.8%
532	43.4%	19.8%	13.4%
535	41.0%	15.0%	11.4%
542	49.4%	14.9%	12.2%
545	49.3%	15.4%	11.5%
550	50.5%	17.4%	12.5%
554	49.5%	14.5%	11.6%
556	49.4%	11.5%	12.6%
560	53.6%	23.1%	18.0%
566	55.7%	25.6%	18.1%
574	52.0%	31.6%	13.4%
577	54.0%	26.9%	14.1%
578	44.4%	24.7%	13.6%
580	27.9%	18.9%	5.7%
586	50.6%	31.4%	12.9%
590	46.1%	26.9%	8.4%
592	54.2%	32.0%	14.7%
594	48.2%	29.8%	9.5%
595	37.0%	22.2%	6.1%
596	22.0%	14.2%	3.7%
Commuter Rail			
Souder North	37.0%	21.5%	11.0%
Souder South	47.4%	24.7%	12.6%
Light Rail			
1 Line	45.1%	20.9%	12.0%
2 Line	40.7%	15.9%	9.6%
Tacoma Link	42.0%	25.4%	8.5%
Averages			
Sound Transit District Average	42.6%	19.5%	10.6%

Table 7 summarizes the demographic statistics of Sound Transit routes and services. Additional details are included in the Title VI Appendix document.

Cells shaded in green exceed the Sound Transit District Average by greater than 5% in the specified category. For example - Route 542 has a minority population of 49.4%, which is more than 5% greater than the District Average of 42.6%

Table 7: Title VI Population by Route

System Performance

Introduction

In 2024, Sound Transit operated three light rail lines, two commuter rail lines, and 23 express bus lines, serving as an integral part of the regional transit system in the central Puget Sound region. This section explains how we measure the performance of our services, why we use these metrics in our assessment of performance, and what the results mean. Ridership, service effectiveness, and service quality are evaluated both at the modal level and the route level. In 2024, Sound Transit opened two light rail extensions: the initial segment of the 2 Line between South Bellevue and Redmond Technology and the 1 Line extension between Northgate and Lynnwood City Center. The 2 Line did not necessitate any changes to ST Express bus service, while the 1 Line extension triggered several changes to bus service, including the truncation of routes 512 and 513, plus creating Route 515 to temporarily add capacity between Downtown Seattle and Lynnwood. Service and connectivity were also improved on Route 510 and trips were reinstated on the Sounder N Line.

ST Express ridership and performance

Corridor performance

The highest ridership corridors in the Sound Transit District connect Seattle to East King County. The SR-520 corridor carries over 6,000 riders per day, while the I-90 corridor carries over 6,500. Key routes on both corridors operate during peak periods with headways of approximately 10 minutes and provide a fast connection across Lake Washington. Route 545 on the SR 520 corridor is Sound Transit's highest ridership route, and experiences crowding during peak hours. The I-5 North and South corridors together form the next highest ridership corridors in the Sound Transit system, and connect major destinations from Tacoma to Everett, as well as Puyallup, Gig Harbor, and Lakewood. The I-405 corridors from Bellevue to Snohomish County and South King County have less ridership than other corridors, but also have lower levels of service, with each corridor seeing service every 30 minutes off-peak and 60 minutes on weekends. Sounder Connectors provide connections between park-and-rides in Pierce County and the Sumner and Puyallup stations when peak-direction Sounder trains operate. While Route 596 has seen consistent ridership and year-over-year increases, Route 580 has seen low and declining ridership due to service reductions and the opening of a larger parking garage at Puyallup Station.

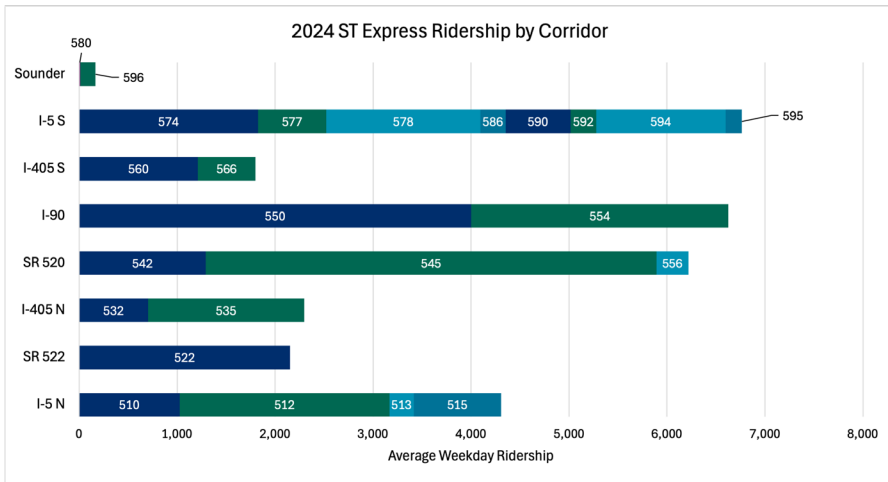


Figure 33: 2024 ST Express ridership by corridor

By time of day

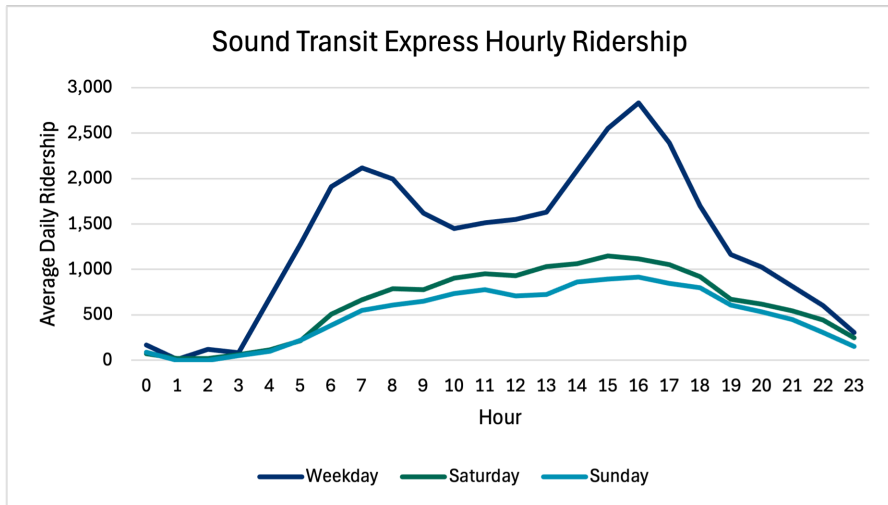


Figure 34: ST Express hourly ridership

Weekday ridership has two distinct peaks corresponding with commute periods. PM peak ridership is generally higher but less concentrated compared to the morning peak, a reflection of different morning departure times based on distance traveled but consistent departures from job centers as well as the many other trip purposes happening across the PM peak period. Both peaks are less significant than before the COVID-19 pandemic, and midday ridership plays a larger role, especially with both flexible work schedules in many workplaces and growing non-traditional work travel hours. Weekend ridership is fairly steady during the day, with Saturday ridership higher than Sunday ridership. Both days experience a slight peak around 4 p.m., likely due to events ending around that time. Sunday ridership, while slightly lower than Saturday ridership is still fairly close to Saturday ridership, and shows strong all-week demand for regional travel for tourism, commuting and more.

Recent ridership changes

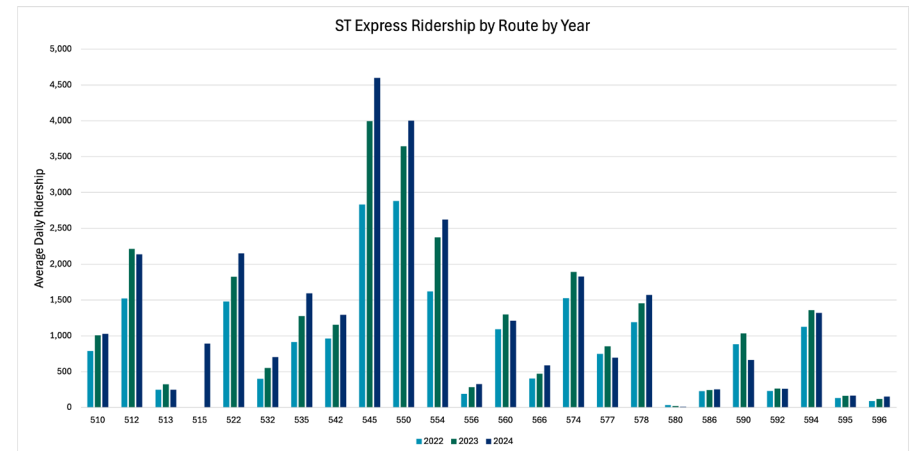


Figure 35: ST Express ridership by route by year

2024 ST Express ridership trends varied by route. Most routes in Snohomish and King counties saw increased ridership compared to 2023. However, two routes in Snohomish County (512, 513), two routes in King County (560, 577), and five routes in Pierce County (574, 580, 590, 592, 594) have seen ridership decreases year-over-year. Each of the ridership impacts have been examined in detail below.

LYNNWOOD LINK EXTENSION

In August of 2024, the Lynnwood Link Extension opened, extending light rail service into Snohomish County for the first time. This extended the 1 Line from Northgate Station in North Seattle to Lynnwood City Center Station in Lynnwood. This extension resulted in an increase in Link ridership, as well as a subsequent decrease in ST Express ridership on the north I-5 corridor, particularly on routes 512 and 513, the two routes that were mainly affected by the extension.

Specifically, routes 512 and 513 both operated between Northgate Station and Lynnwood City Center Station via Mountlake Terrace Station prior to the 1 Line extension. Between August and October 2024, over 1,400 riders stopped riding Route 512, just over 50% of its riders. 203 passengers on Route 513 stopped riding as well, about two-thirds of that route's ridership. It is likely that most of these riders were previously riding between Northgate, Mountlake Terrace, and Lynnwood, so they now ride the 1 Line instead of ST Express.

However, both routes have seen an increase in ridership for stops north of Lynnwood City Center, as light rail service is linking riders to and from these routes to continue their trips north of Lynnwood to destinations such as Ash Way Park & Ride, Seaway Transit Center,

and Everett Station. Community Transit routes 201 and 202 also operate between Lynnwood City Center, Ash Way Park & Ride, and Everett Station, following a similar path to Route 512. Passengers will typically take whichever route comes first if their destination is served by all three routes. On weekdays, routes 201, 202, and 512 combine for eight trips per hour, or an approximate eight minutes between buses.

2 LINE STARTER LINE

In April of 2024, the 2 Line opened between South Bellevue and Redmond Technology, with further extensions planned. On May 10, 2025, the Downtown Redmond extension of the 2 Line opened, and an extension west across the I-90 bridge to Downtown Seattle and Lynnwood is planned to open in late 2025 or early 2026. The 2 Line has seen ridership commensurate with a short segment not connected into the overall network and has not had a major impact on bus ridership. In 2024, the 2 Line connected to ST Express routes 542, 545, 550, 556, 560 and 566, which allow riders to connect from Link to destinations in Seattle and other cities.

PIERCE TRANSIT SPRING 2024 TEMPORARY SERVICE REDUCTION

In March of 2024, ST Express routes operated by Pierce Transit, specifically routes 577, 578, 580, 590, and 594, saw service reductions to maintain operational reliability amidst an increasing shortage of bus operators. These temporary reductions were put in place to ensure that scheduled trips on each route were reliably operated and met ST standards for service delivery with far fewer cancellations due to operator unavailability.

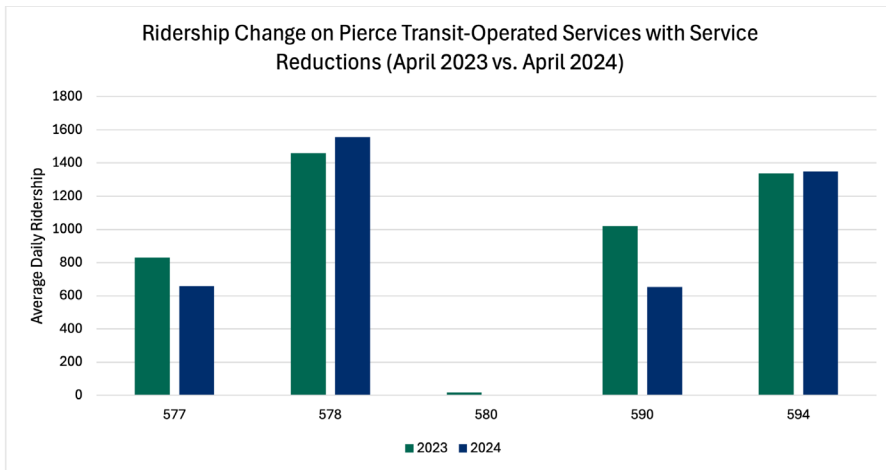


Figure 36: Ridership change on Pierce Transit-operated services with service reductions (April 2023 vs. April 2024)

Of the five routes that saw service reductions, four saw ridership decline during 2024, with only Route 578 seeing a ridership increase – it had the smallest service reduction. Reduced frequency and span on the other four corridors likely caused riders to choose other points to access ST, other transit options like Sounder S Line, or other modes like carpooling or driving. Route 590 saw the greatest reduction in service and ridership, with ridership falling 36% in conjunction with a 52% service decrease on the route. There is a strong expectation that ridership will increase again in 2025, as full reliable service on all five of these routes was restored in the Spring 2025 Service Change.

CHANGING TRAVEL PATTERNS AND PANDEMIC RECOVERY

Overall, the ST Express system continues to see lower ridership compared to 2019 before the COVID-19 pandemic, with a ridership recovery rate of approximately 50% on ST Express services (30,000 weekday boardings compared to 60,000 pre-pandemic), which is continuing to climb, especially during off-peak and weekend periods. Service levels are also lower than pre-pandemic years. In fall 2024, ST Express operated 15% less service than in fall 2019. This means that the 50% ridership recovery rate is higher within the context of the service operated. In combination with Link openings removing some riders from ST Express, there are explanations for the ridership recovery percentage beyond riders not returning to transit service.

While ridership is gradually climbing, travel patterns have also changed significantly since the pandemic's onset. Many jobs continue to offer remote or hybrid work options or flexible work schedules, significantly reducing the volume of ridership during weekday peak hours. However, service during weekday midday hours as well as on weekends has recovered much quicker than during the traditional peak period, indicating that an increasing number of people are using transit for purposes and at times besides commuting for a job with traditional hours.

Return-to-work orders at major regional employers may change this trend in 2025, and we may see quicker restorations of weekday peak-hour ridership as time goes on. Sound Transit is well positioned to respond with ST Express as ridership grows.

Route performance

Service effectiveness

Productivity metrics identify effective and ineffective segments of the ST Express network, which can then be considered for future service changes. Service productivity measures service effectiveness of each route in generating ridership, which are ranked below.

During 2024, several routes saw productivity changes due to ridership decreases. These are discussed in the Recent Ridership Changes section. These routes were routes 512, 513, 560, and some I-5 corridor routes in South King and Pierce counties. Monitoring these ridership and productivity changes influences proposed service changes throughout the ST Express system for 2026. Quartile rankings are based on a combination of route boardings, boardings per revenue hour, and passenger miles per platform mile for the calendar year 2024.

Each of these metrics is effective at measuring route productivity in certain contexts, and a combination of each of these metrics in an averaged ranking allows each route to be evaluated against other routes fairly.



2024 ST Express route ranking

	Route	Boardings per Trip	Boardings per Revenue Hour	Passenger Miles per Platform Miles	Percent Overload Trips	On-Time Performance	Customer Complaints per 100k Boardings	Operated as Scheduled
1st Quartile	510	34.2	30.9	13.7	0.7%	86%	31.5	99.7%
	532	35.0	30.3	10.2	0.9%	96%	24.4	98.6%
	545	28.8	23.0	12.7	1.9%	87%	12.3	99.4%
	550	25.9	26.6	11.6	0.3%	86%	15.3	99.0%
	554	27.1	22.3	9.1	0.5%	87%	28.1	99.5%
	535	25.3	26.4	8.8	0.1%	96%	16.2	99.8%
2nd Quartile	515	22.5	30.7	7.7	0.5%	95%	26.5	99.5%
	595	27.8	12.7	9.1	0.1%	86%	91.5	100.0%
	590	21.9	15.1	10.4	0.1%	78%	78.6	98.8%
	578	26.6	13.9	8.5	0.2%	68%	20.5	98.2%
	594	22.7	12.0	8.6	0.1%	82%	27.3	98.8%
	577	18.9	17.8	7.1	0.0%	86%	18.1	99.2%
3rd Quartile	574	22.5	14.0	6.4	0.0%	70%	22.6	99.4%
	542	14.8	16.5	8.8	0.4%	86%	18.7	99.6%
	512	15.1	22.5	5.1	0.0%	96%	10.5	99.8%
	566	22.5	12.7	5.2	0.0%	69%	45.5	98.9%
	513	15.0	16.9	4.4	0.0%	97%	20.3	100.0%
	586	18.4	11.2	7.3	0.1%	67%	30.4	100.0%
4th Quartile	556	18.3	14.0	4.2	0.0%	75%	39.4	98.7%
	596	7.2	20.5	2.1	0.0%	86%	137.2	99.8%
	560	18.4	11.8	2.7	0.0%	63%	29.2	99.2%
	522	15.0	13.6	3.6	0.0%	86%	12.6	99.7%
	592	14.3	7.4	7.1	0.0%	84%	37.5	99.5%
	580	2.1	8.1	0.1	0.0%	81%	0.0	100%

Table 8: ST Express route ranking

Service quality

Service quality is measured for ST Express routes using four key metrics: On-Time Performance, Trips Operated as Scheduled, Customer Complaints and Passenger Overcrowding.

ON-TIME PERFORMANCE

On-Time Performance (OTP) on ST Express measures the percentage of time when a bus leaves a fixed time point no more than five minutes late and not early. Fixed time points are generally those that occur before the bus enters the freeway and are where most boardings occur. Subsequent stops are generally considered estimated time points, where the bus may leave early, because people are more likely to alight there than board. Please note that estimated time points are not counted towards on-time performance, and these numbers typically do not reflect highway traffic variability. Sound Transit's standard for OTP is 85% of trips operating on-time. The system averaged 85% OTP in 2024 meeting their standard overall.

The I-405 North Corridor saw the highest on-time performance, likely due to High-Occupancy Toll lanes helping to reduce congestion which buses can take advantage of during busy times. The I-5 South and I-405 South corridors see the lowest OTP due to high congestion affecting all lanes during peak hours and occasionally during off-peak hours as well. While the Sounder Connector routes may appear to have a lower on-time performance, this is because these routes typically will wait for delayed Sounder trains arriving at stations before departing.

TRIPS OPERATED AS SCHEDULED

This metric assesses the number of ST Express trips operated as listed in the route's schedule. Sound Transit's standard for this metric is 99.8%, which only Route 580 met during the time it operated in 2024, while the system average was 97.5%.

Throughout 2024, operator and maintenance worker shortages have caused difficulties in operating trips as scheduled across all three of

our partner agencies. This meant that in many cases a bus and/or driver were not available to fill every trip each day. Additionally, factors such as storms or winter weather can lead to an increase in canceled trips, including winter storms in early 2024 and caused some areas to experience long-lasting cold weather conditions for multiple weeks.

CUSTOMER COMPLAINTS

Sound Transit collects and reviews all customer input for each of our services. The ST standard for customer complaints on each route is 15 per 100,000 boardings. In 2024, the ST Express system averaged 30 complaints per 100,000 boardings, not meeting service standards.

There were high numbers of complaints across the system with many related to missing service which affected customer experiences in random, unplanned events. A significant number of complaints were focused on the southern half of the system (Route 560 and higher) where many stemmed from service decreases that were implemented in Spring of 2024 in response to missing daily service and affected routes across the southern portion of the ST Express system. These routes saw reduced service, which led to decreased convenience for riders and occasionally overcrowding on some peak-hour services.

PASSENGER OVERCROWDING

While overcrowding rates on the ST Express system are low compared to pre-pandemic years, there is one route that consistently sees overcrowding during peak hours. Route 545 sees overcrowding especially on Tuesdays, Wednesdays, and Thursdays. These are days when more people work in person in an office, as Route 545 serves commuters heading to downtown Seattle from Redmond and towards technology-focused businesses in the Redmond area. These figures show that the route sees strong ridership in both directions at peak hours and an average overcrowding rate of 1.9%, the highest in the system. While other routes will occasionally see overcrowded trips, likely due to one-off events or canceled buses leading riders to wait for a later trip, these occurrences are much rarer with a system average overcrowding rate of just 0.2%.

Route	On-Time Performance (OTP)			Trips Operated as Scheduled			Customer Complaints per 100,000 Boardings			Passenger Overcrowding Rate		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
510 Everett - Seattle	94%	91%	93%	95.2%	96.8%	99.2%	38	38	27	0%	0%	0.70%
512 Everett - Lynnwood	97%	95%	97%	98.3%	99.0%	99.7%	9	12	9	0%	0%	0.01%
513 Seaway - Lynnwood	89%	93%	97%	94.0%	97.8%	99.7%	14	16	19	0%	0%	0%
515 Lynnwood - Seattle	-	-	96%	-	-	99.5%	-	-	19	-	-	0.51%
522 Woodinville - Roosevelt	85%	85%	86%	98.4%	98.7%	99.1%	26	17	11	0%	0.05%	0.01%
532 Everett - Bellevue	95%	95%	97%	95.3%	97.0%	99.2%	35	22	20	0%	0%	0.93%
535 Lynnwood - Bellevue	97%	97%	98%	98.0%	99.2%	99.7%	12	12	14	0%	0%	0.06%
542 Redmond - U District	90%	87%	87%	98.1%	97.3%	99.5%	20	33	17	0%	0%	0.28%
545 Redmond - Seattle	90%	87%	89%	97.8%	97.8%	99.1%	11	14	10	0.03%	2.18%	1.57%
550 Bellevue - Seattle	90%	89%	88%	97.6%	95.8%	98.8%	13	15	13	0.17%	0.25%	0.35%
554 Issaquah - Seattle	91%	92%	88%	98.3%	99.3%	99.2%	15	18	26	0.44%	0.55%	0.47%
556 Issaquah - U District	79%	74%	74%	96.8%	88.3%	99.2%	68	53	38	0%	0%	0%
560 Bellevue - West Seattle	76%	70%	69%	99.4%	99.5%	95.0%	24	20	26	0.08%	0.22%	0.01%
566 Overlake - Auburn	73%	69%	71%	97.4%	97.0%	99.3%	66	83	38	0%	0%	0%
574 Lakewood - SeaTac	82%	76%	75%	99.3%	99.5%	95.4%	16	17	20	0%	0%	0%
577 Federal Way - Seattle	89%	87%	88%	98.7%	99.4%	95.2%	17	17	15	0%	0.14%	0%
578 Puyallup - Seattle	73%	73%	74%	99.3%	99.3%	94.9%	20	27	18	0%	0.21%	0.23%
580 South Hill - Puyallup	83%	83%	81%	98.2%	99.9%	100.0%	11	N/A	N/A	0%	0%	0%
586 Tacoma - U District	82%	82%	76%	98.8%	99.6%	94.2%	31	40	27	0%	0.44%	0.07%
590 Tacoma - Seattle	81%	81%	82%	94.9%	96.9%	94.4%	25	18	74	0%	0.37%	0.07%
592 DuPont - Seattle	87%	84%	87%	99.0%	99.5%	94.5%	17	24	34	0%	0%	0%
594 Lakewood - Seattle	84%	80%	82%	98.8%	99.3%	95.8%	25	27	23	0%	0.22%	0.06%
595 Gig Harbor - Seattle	77%	80%	84%	99.3%	99.9%	94.3%	27	46	82	0%	1.14%	0.07%
596 Bonney Lake - Sumner	86%	78%	84%	99.8%	99.8%	95.4%	39	106	119	0%	0%	0%
Average	86%	84%	85%	97.9%	98.1%	97.5%	25	31	30	0.03%	0.25%	0.23%

Table 9: ST Express performance indicators

Next Steps

Implementation and monitoring

Following Board review and adoption of the 2026 Service Plan Part Two – Bus Service Plan, anticipated in March 2026, we will publish the final 2026 Service Plan. The 2 Line Crosslake Connection is expected to open in early 2026 (opening date to be determined), allowing passengers to begin exploring new travel options while still having familiar options available.

Over the spring and summer, we will collaborate with our operating partners to implement ST Express service changes, beginning with the fall 2026 service change. We will also develop and implement a comprehensive communication and engagement plan, to ensure passengers are ready for the changes. Following implementation, we will monitor ridership and performance to inform future planning efforts.

Enterprise Initiative support

The Enterprise Initiative is a concurrent planning effort to ensure we can deliver the greatest benefits of ST3 within available financial capacity. It will result in an updated System Plan with modified capital and operating plans. To support this initiative, we plan to update our Service Standards and Performance Measures to guide changes to the network as new high-capacity transit projects open. Using the capital and operating plan assumptions outlined in an updated System Plan, we will prepare a network plan that details how all of Sound Transit's modes will evolve over time as the high-capacity network expands.

Appendices

**Appendix A: Public
engagement report**

**Appendix B: Title VI service
equity analysis report**

2026 Service Plan Engagement Phases 1-4 Summary Report

March 2026





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Executive Summary

Sound Transit conducted four phases of outreach and engagement to inform and seek feedback from riders about the 2026 Service Plan, with emphasis on engaging ST Express riders in all subareas. The outreach and engagement focused on potential changes to ST Express bus service concerning the 1 Line extension to Federal Way and the 2 Line Crosslake Connection. Changes to ST Express service could include bus services integrating with growing Link light rail service and bus routes that have updated schedules.

Phase 1 included an online survey between April 7 and April 21, 2025. Riders were asked about the routes they ride, how often they ride, the types of trips they use Sound Transit services for, and the importance of various service elements (frequency, connections, travel times, parking, etc.).

A total of 2,336 completed surveys were received during Phase 1. The majority of responses were submitted in English, but responses were also received in Simplified Chinese (8), Traditional Chinese (3), Spanish (3), Korean (2), and Vietnamese (2). The survey results indicated that:

- **31%** of respondents said they currently ride ST Express buses.
- ST Express Route 545 is the primary route for respondents.
- Almost a third of respondents use Sound Transit services for commuting.
- **25%** of respondents use Sound Transit services frequently (3–4 days a week).
- Almost a third of respondents said they will be able to use the 1 Line or 2 Line for most of their trips.
- **42%** of respondents said that frequent service is most important to them.
- Almost **1,000** respondents provided open-ended comments about topics including connectivity, frequent service, and reliability.

Phase 2 involved informing riders through a website update about new light rail service coming in 2025 and 2026. They were also told about minor Sounder commuter rail changes coming in 2026. Sound Transit also reported on what we heard from riders during the Phase 1 engagement. Phase 2 was held between July 28 and Aug. 11, 2025.

Phase 3 informed riders about specific ST Express changes being proposed and sought feedback on those proposed changes. An online survey and three Community-Based Organization (CBO) open houses were part of this phase, which ran from Oct. 6 to Nov. 11, 2025. A total of 4,515 completed surveys were received during Phase 3. The majority of survey responses were submitted in English, but responses also came in Spanish (53), Simplified Chinese (32), Russian (6), Korean (3), Tagalog (3), Traditional Chinese (3), and Vietnamese (3). The survey results indicated that:

- **51%** of respondents ride during the AM and PM peaks.
- **39%** of respondents ride during the daily or every weekday and the primary trips are commuting and recreation.
- **20%** of respondents ride routes 550 and 554.
- Respondents oppose route changes on routes 515, 554/556, and 586, with the primary reasons being travel time and access to destinations. These respondents said they would not be able to make their trips with proposed changes.
- Respondents support routes changes on routes 513, 535, 550 and the proposed Everett-Seattle, Lakewood-Seattle, and Redmond-Seattle overnight routes. The primary reasons for supporting these changes were frequency, travel time, and access to destinations.

The three CBO open houses were held in Everett, Kent, and Redmond. The 84 attendees completed 47 surveys.

Phase 4 reported the Phase 3 engagement period results and presented the route proposals that will be submitted for Sound Transit Board approval in March 2026. Phase 4 occurred between Jan. 26 and Feb. 9, 2026, and included a comprehensive website update and two virtual public meetings. A total of 59 people attended the two virtual public meetings held on Jan. 30 and Feb. 3. Attendees asked 51 questions about the timing of the proposed service changes, service hours, and the specific route proposals.

Introduction

Sound Transit conducted four phases of outreach and engagement to inform and seek feedback from riders about the 2026 Service Plan. Phase 1 included an online survey to engage ST Express bus riders in South King and Pierce Counties, North King and Snohomish Counties, and East King County about potential changes to ST Express related to the 1 Line extension to Federal Way and the 2 Line Crosslake Connection. Phase 2 involved informing riders about new light rail service coming in 2025 and 2026 and minor service changes to Sounder commuter rail in 2026, and reporting what we heard from riders during the Phase 1 engagement survey. Phase 3 included an online survey and three CBO open houses to provide information about and seek feedback on specific route change proposals on ST Express bus service change proposals. Phase 4 consisted of reporting on the Phase 3 engagement, updating the website with the revised route proposals, and conducting two virtual public meetings.

Changes to ST Express bus service includes integration with growing Link light rail service and bus routes that have updated schedules. Table 1 shows the routes that could experience changes in the 2026 Service Plan.

Table 1: Routes under consideration for changes

Region	ST Express Bus Route			
North King/Snohomish	513	515	522	535
East King	550	554	556	
South King/Pierce	574	580	586	

Phase 1

Phase 1 of the 2026 Service Plan outreach and engagement was open between April 7 and April 21, 2025. The phase included updates to the Annual Service Plan website, an online survey, and multiple outreach methods to drive people to the website and encourage them to take the survey.

Website

The Annual Service Plan website was updated with information about what the proposed service changes will mean to riders, current ST Express bus service, and planned new light rail service.

Outreach

Sound Transit planned for a variety of outreach, communications, and engagement tactics to inform and seek feedback from ST Express riders during Phase 1. These engagement activities included both in-person and online engagement in April 2025.

To promote the 2026 Service Plan and gather feedback via the Phase 1 survey, a multi-channel outreach effort was implemented during the survey period. Table 2 summarizes the methods used to inform the community about the survey.

Table 2: Phase 1 survey outreach methods

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		
<ul style="list-style-type: none"> Published articles with QR codes linking to the survey in three newsletters. Staffed four virtual and in-person events in Bellevue, Redmond, and Seattle. Conducted 20 ambassador shifts throughout the service area during peak commute times. 		

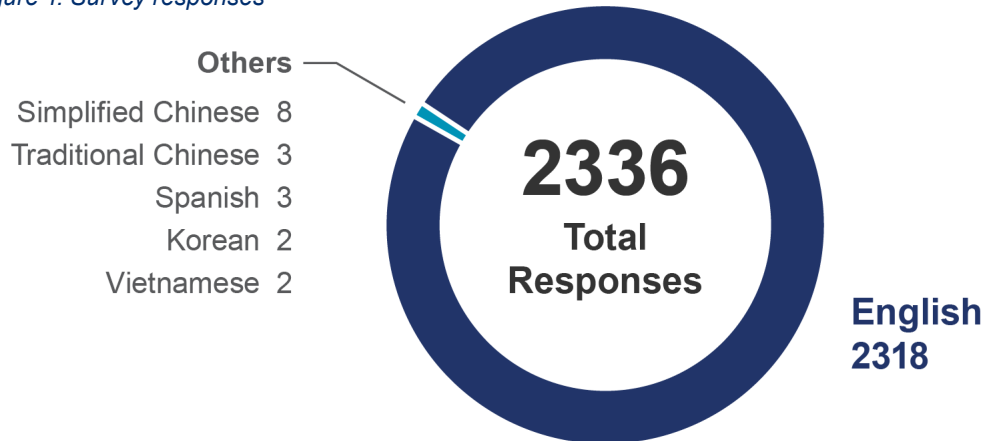
Survey

The Phase 1 online survey had questions about how riders currently use Sound Transit services, the importance of service elements (travel times, frequency, connections, etc.), and how riders plan to use Sound Transit services when the new 1 Line Federal Way extension and 2 Line Crosslake Connection are both in service.

A total of 2,336 completed surveys were received during this period between April 7 and April 21. The majority of responses were submitted in English, but responses were also received in Simplified Chinese (8), Traditional Chinese (3), Spanish (3), Korean (2), and Vietnamese (2). The Service Plan survey results indicate that riders rely on Sound Transit services, place importance on frequent service, and have some uncertainty about their trips once the 1 Line extends to Federal Way and the 2 Line Cross Lake Connection open (extensions are both now open).

Figure 1 provides a summary of the number of surveys completed April 7-21. 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.

Figure 1: Survey responses



Below are several highlights from the Service Plan survey:

- **31%** of respondents said they currently ride ST Express buses.
- ST Express route 545 is the primary route for respondents.
- Almost a third of respondents use ST services for commuting.
- **25%** of respondents use ST services frequently (3–4 days a week).
- Almost a third of respondents said they will be able to use the 1 Line or 2 Line for most of their trips.
- **42%** of respondents said that frequent service is most important to them.
- Almost **1,000** respondents provided open-ended comments about topics including connectivity, frequent service, and reliability.

Quantitative Survey Data

The following figures present the quantitative results of the survey.

Figure 2: Survey question #1 responses

Which Sound Transit services do you currently ride? (Select all that apply)
2,745 responses

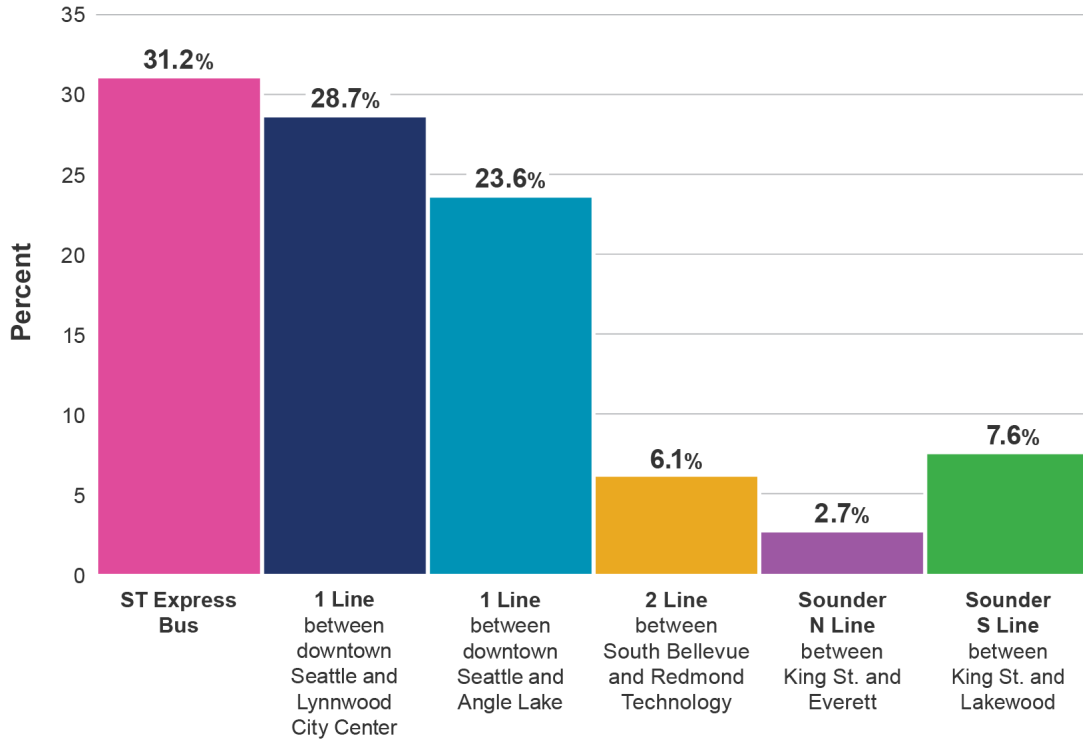


Figure 3: Survey question #2 responses

Which ST Express bus do you primarily use? (Select one)
1,280 responses

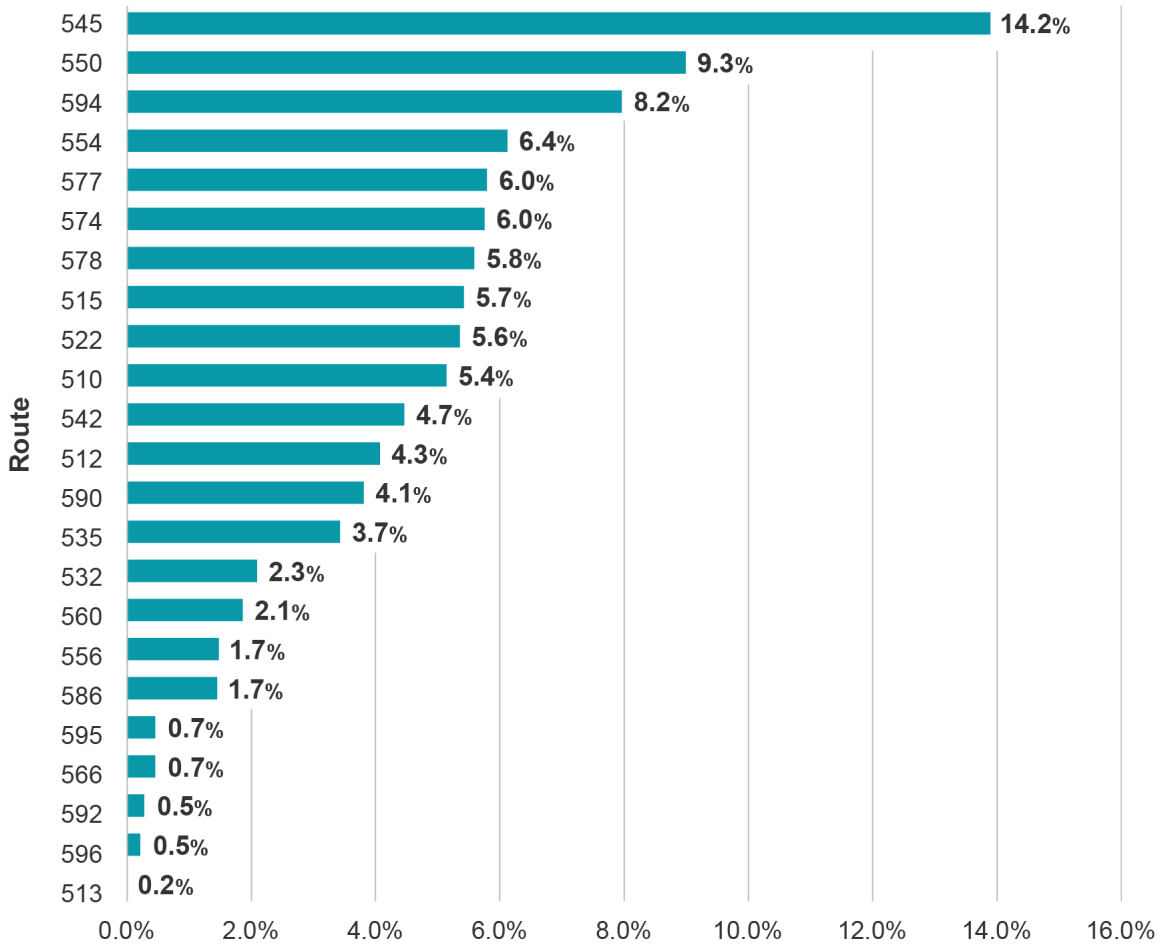


Figure 4: Survey question #3 responses

For which trips do you use Sound Transit’s services? (Select all that apply)
5,093 responses

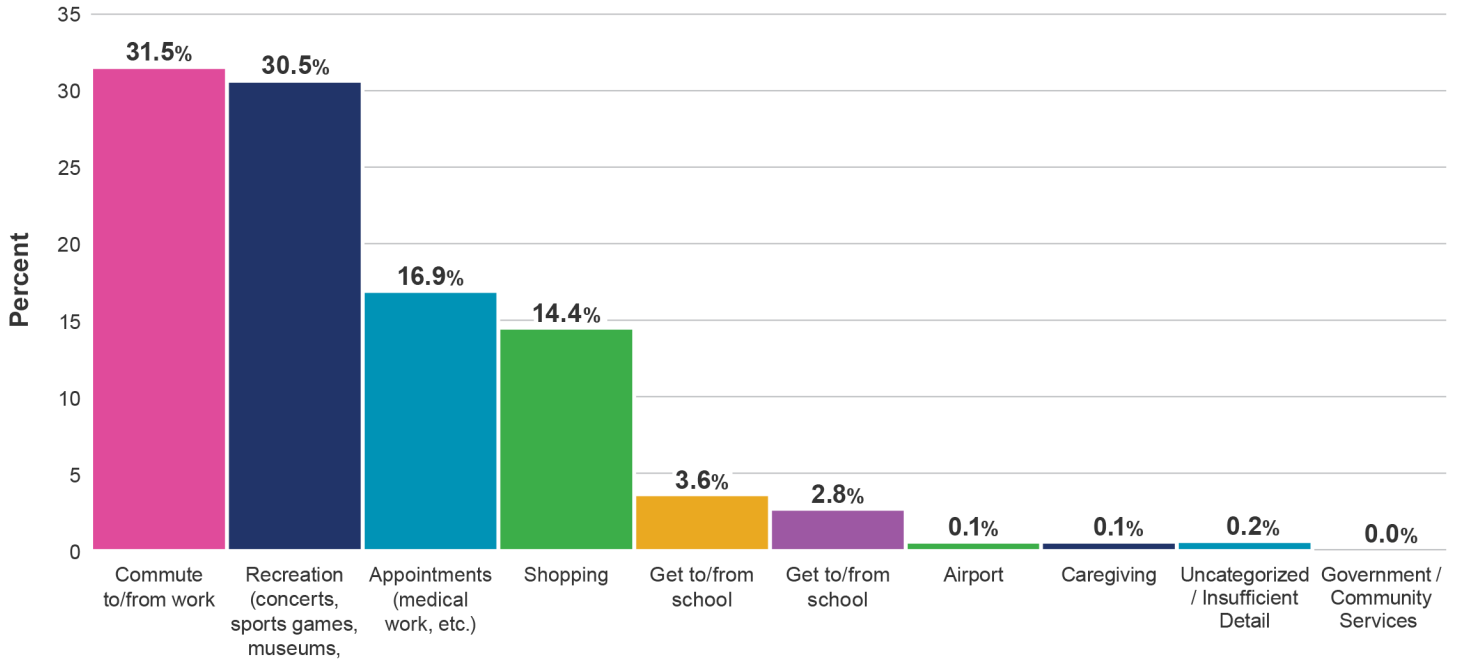


Figure 5: Survey question #4 responses

How often did you ride Link Light Rail, ST Express, or Sounder in the last 30 days? (Select one)
1,280 responses

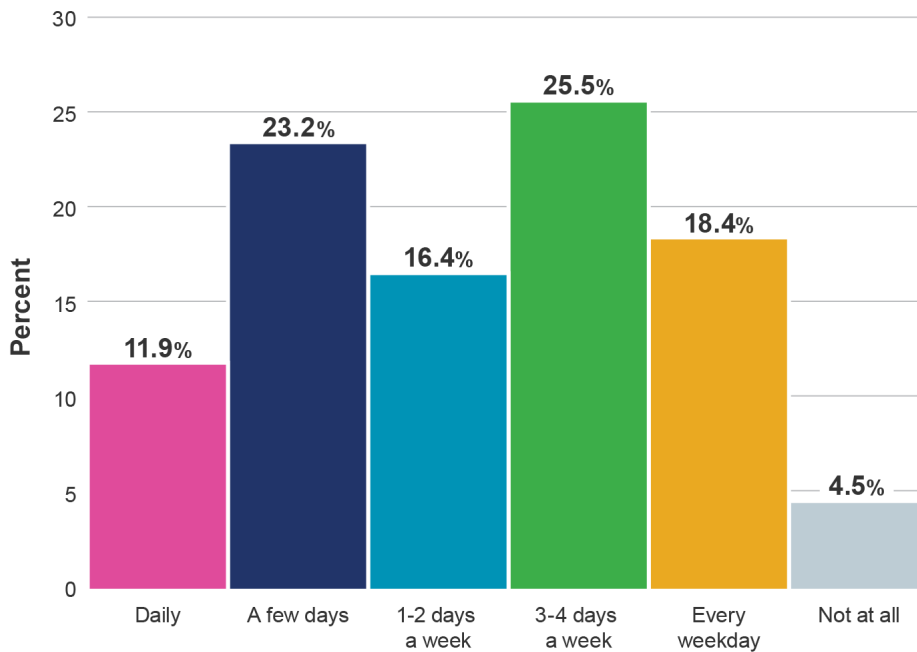


Figure 6: Survey question #5 responses

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? (Select one)
1,263 responses

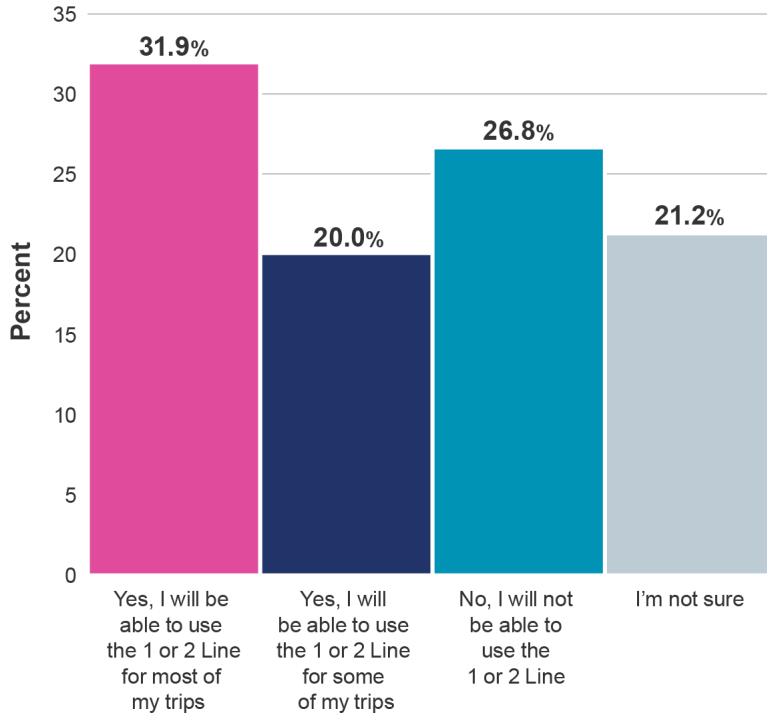
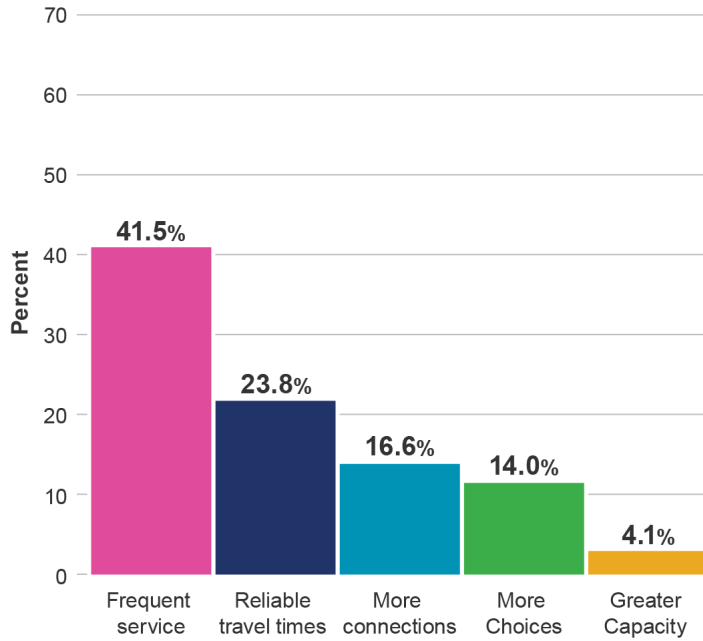


Figure 7: Survey question #6 responses

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. (Select one)

2,336 responses



Qualitative Survey Responses

The survey included an open-ended question asking respondents if they had anything else they'd like to tell Sound Transit about their trips on ST Express. Respondents made 998 comments, which were grouped into topics such as connectivity, frequency, and trip purpose. Comments were also sorted by sentiment – neutral, positive, negative, and mixed. Comment topics and sentiment are presented in the figures below.

Figure 8: Survey question #7 responses

Open-ended comments grouped by theme 998 comments

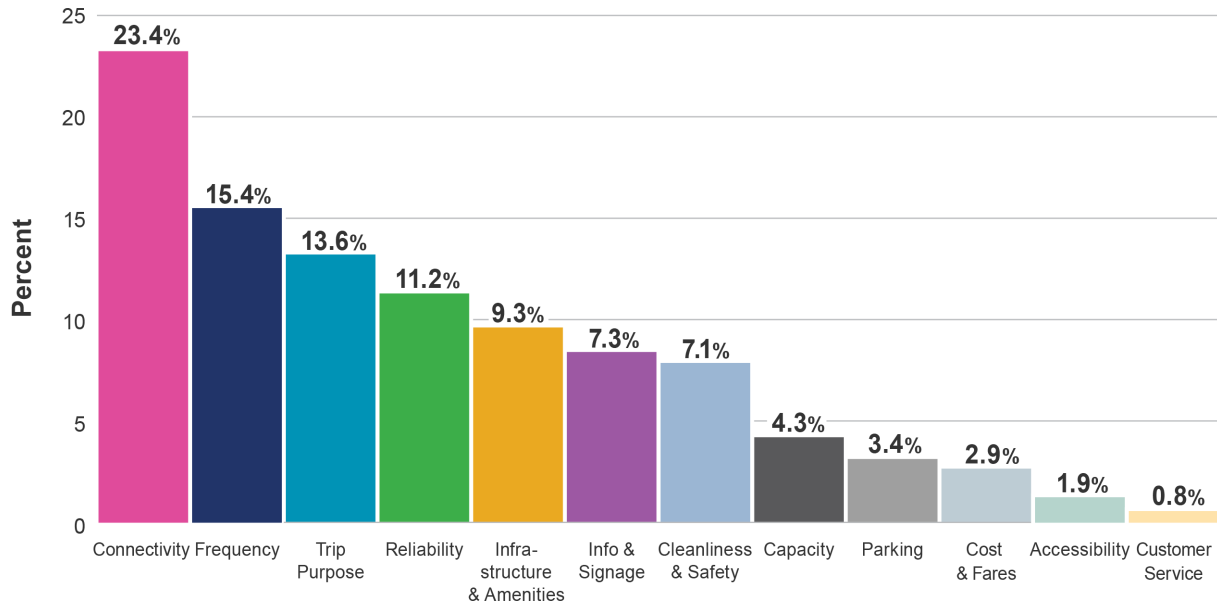
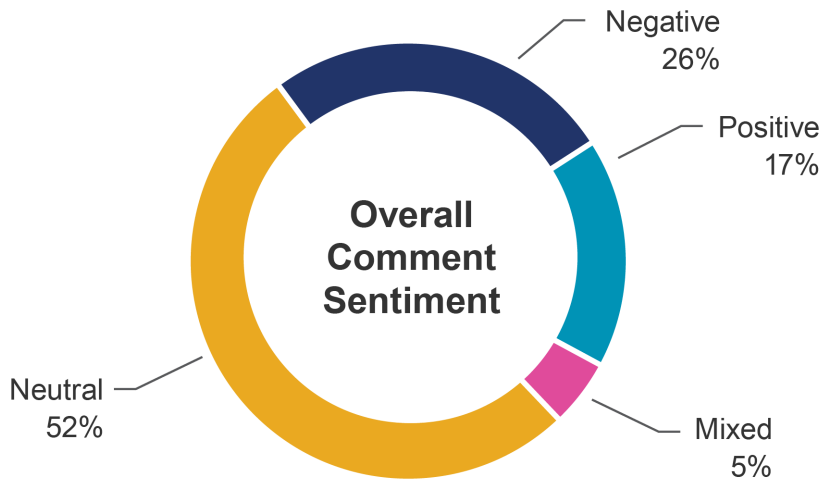


Figure 9: Survey question #8 responses

Open-ended comments grouped by sentiment 998 comments



The following comments provide a sample of the 998 open-ended comments received. A full report of all comments received can be found in [Appendix A](#).

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.”

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 getting another bus to take me further into downtown Seattle takes 75-90 minutes. ST Express takes me from the Tacoma 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.”

“Would appreciate better bus service (more trips) between 7:45–8:30 am to Eastgate PR and from 5:10–5:30 from Eastgate to downtown so college staff can arrive on time to work and leave before rush hours but after 5.”

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.”

“I take the link light rail daily somewhere, and your proposed service alterations to the 522 route are going to leave me with no access to the light rail to get to work, to see my friends, to get to appointments with doctors.”

Reliability

“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.”

“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.”

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. 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.”

Demographics

The survey had optional demographic questions, which the following figures represent the responses to. In summary:

- **39%** of respondents were between the ages of 25 and 44.
- Responses for those who identified as male (**48%**) and those who identified as female (**44%**) were roughly equal.
- **63%** of respondents identified as white and **16%** identified as Asian.
- **69%** of respondents said they are employed full-time.
- **71%** of respondents said they do not have a disability and **8%** said they have a mobility or physical disability.

Figure 10: Survey question #9 responses

How old are you? (Select one)

2,298 responses

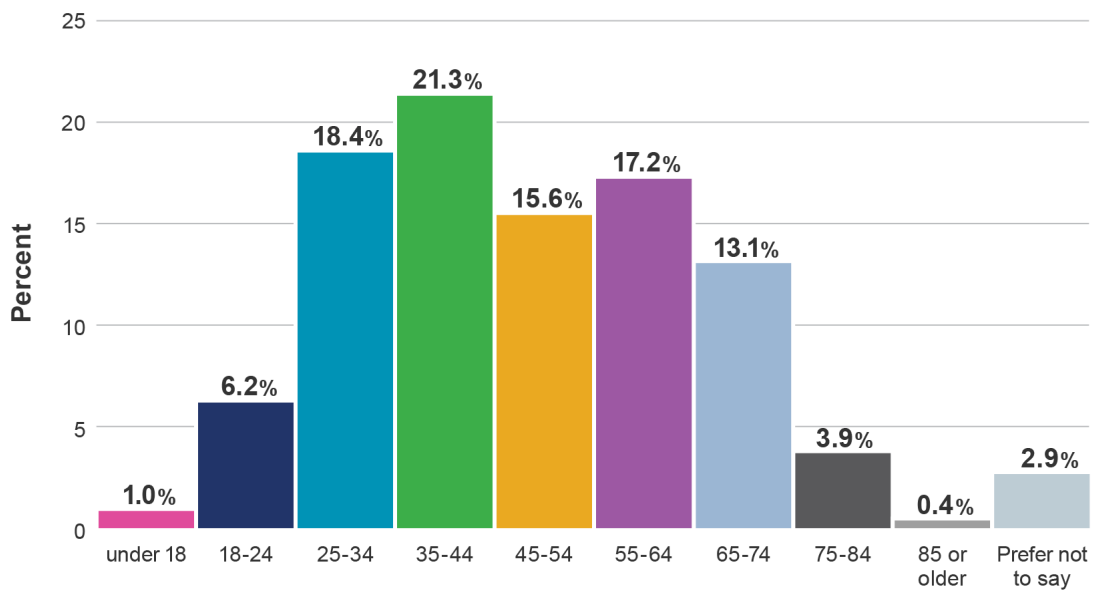


Figure 11: Survey question #10 responses
What gender do you identify as? (Select one)
 2,288 responses

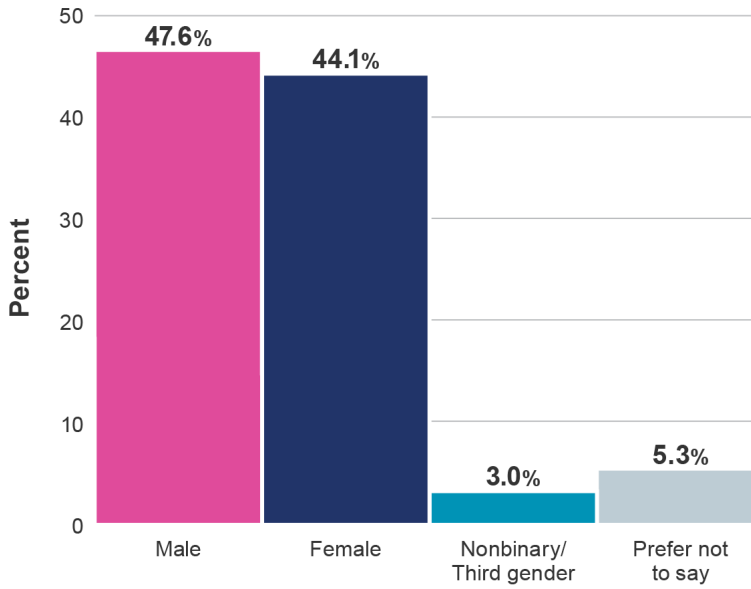


Figure 12: Survey question #11 responses
What race/ethnicity do you identify as? (Select all that apply)
 2,405 responses

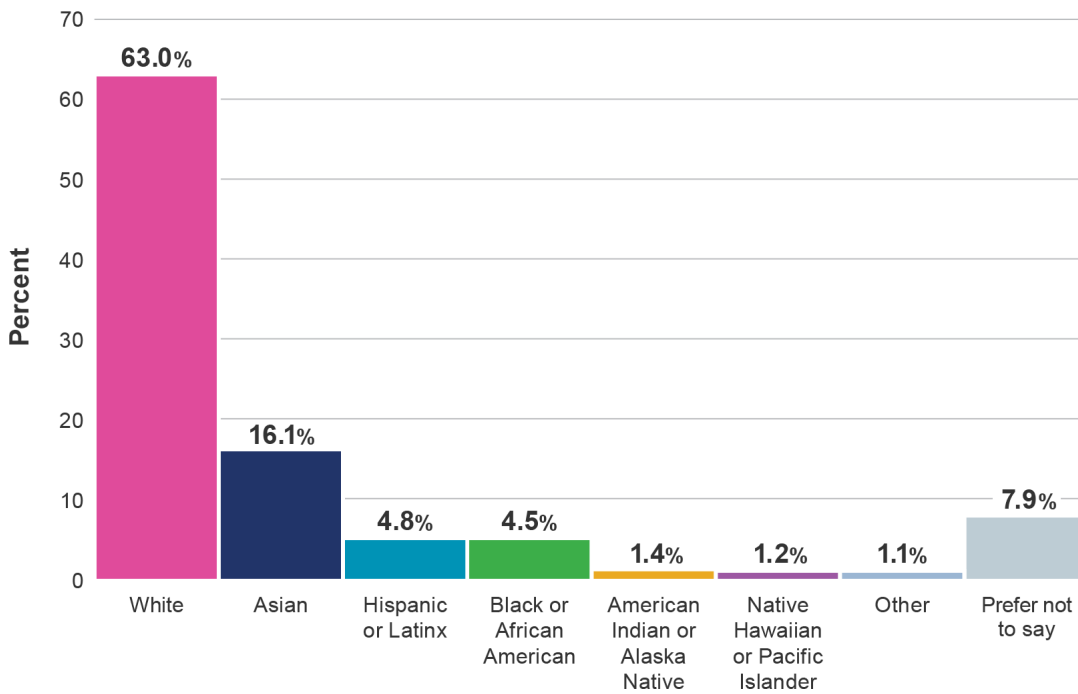


Figure 14: Survey question #12 responses

Which of the following describes your employment status? (Select one)
2,284 responses

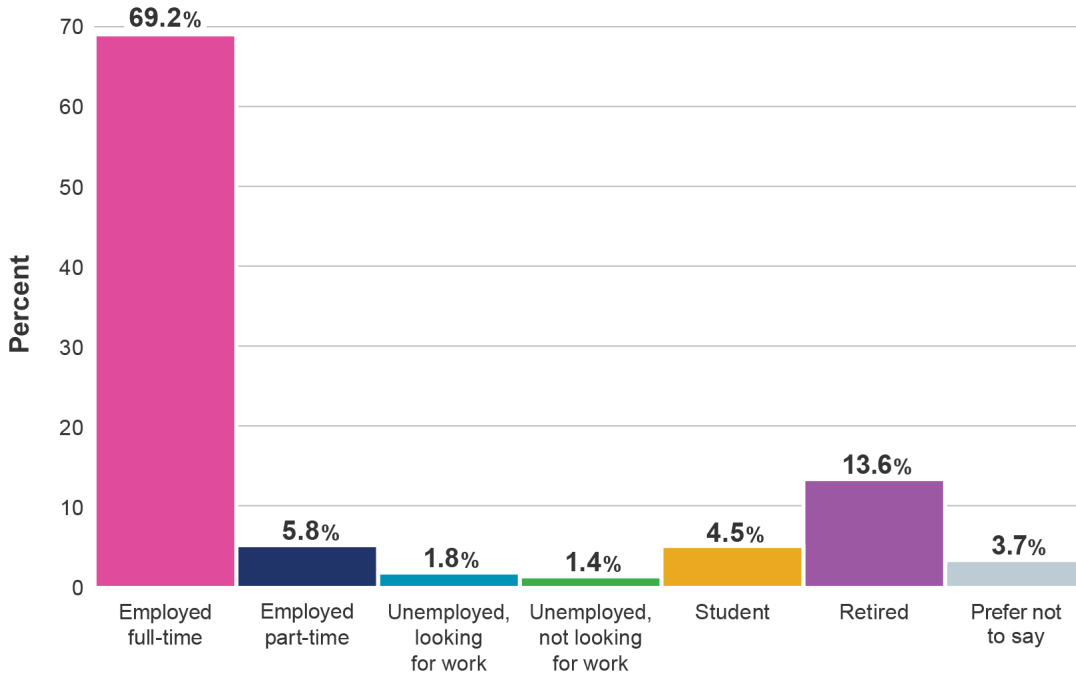
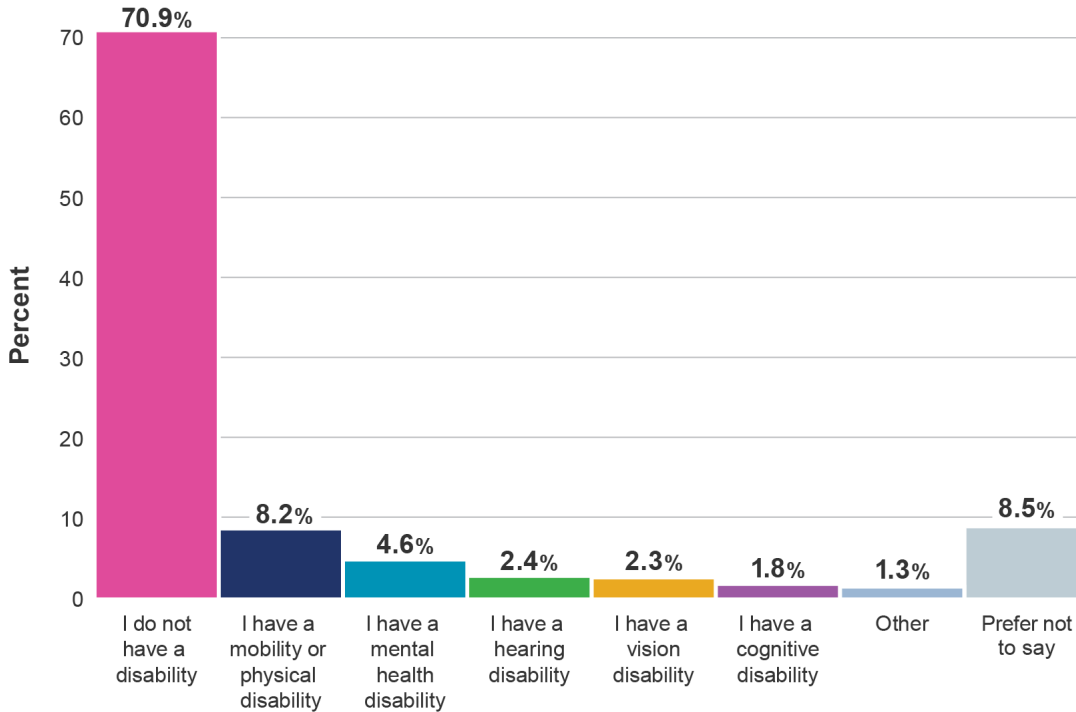


Figure 13: Survey question #13 responses

Do you have a disability that impacts your ability to use Sound Transit? (Select all that apply)
2,237 responses



A full report on the Phase 1 survey results can be found in [Appendix B](#).

Phase 2

Phase 2 consisted of updating the 2026 service planning website with information about 2025 and 2026 light rail openings. This round also included minor changes to Sounder commuter rail that will occur in 2026. The Phase 2 engagement period ran from July 28 to Aug. 11, 2025. A total of 60 unique visitors accessed the Service Plan website during Phase 2, with 75% using a mobile device and 25% using a computer.

Outreach

Phase 2 outreach methods included updating the website, social media posts, and a rider alert.

Phase 3

Phase 3 of the 2026 Service Plan outreach and engagement was open between Oct. 6 and Nov. 11, 2025. This phase included updates to the Annual Service Plan website, an online survey, three CBO open houses, and multiple outreach methods to drive people to the website and encourage them to take the survey.

Website

The Annual Service Plan website was updated with draft route proposals, current ST Express bus service, and planned light rail service as well as minor changes to Sounder commuter rail that will occur in 2026.

Survey

The Phase 3 online survey consisted of a series of questions about how riders currently use Sound Transit services as well as questions that sought feedback on proposed route changes. A total of 4,515 completed surveys were received between Oct. 6 and Nov. 11. The majority of responses (4,412) were submitted in English, but responses were also received in Spanish (53) Simplified Chinese (32), Russian (6), Korean (3), Tagalog (3), Traditional Chinese (3), and Vietnamese (3). The survey results indicate that a majority of respondents use ST services frequently for commuting and ride during AM and PM peaks. There was significant support for proposed changes to routes 513, 535, and 550 and the proposed overnight routes, with respondents citing access to destinations and hours of operation as the primary reasons. There was significant opposition to proposed changes to routes 515, 554/556, and 586, with respondents citing travel time and access to destinations as the primary reasons. Many respondents who commented on these routes said they would not be able to take their trips with the proposed changes.

Table 3 provides a summary of the number of surveys completed between Oct. 6 and Nov. 11. 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.

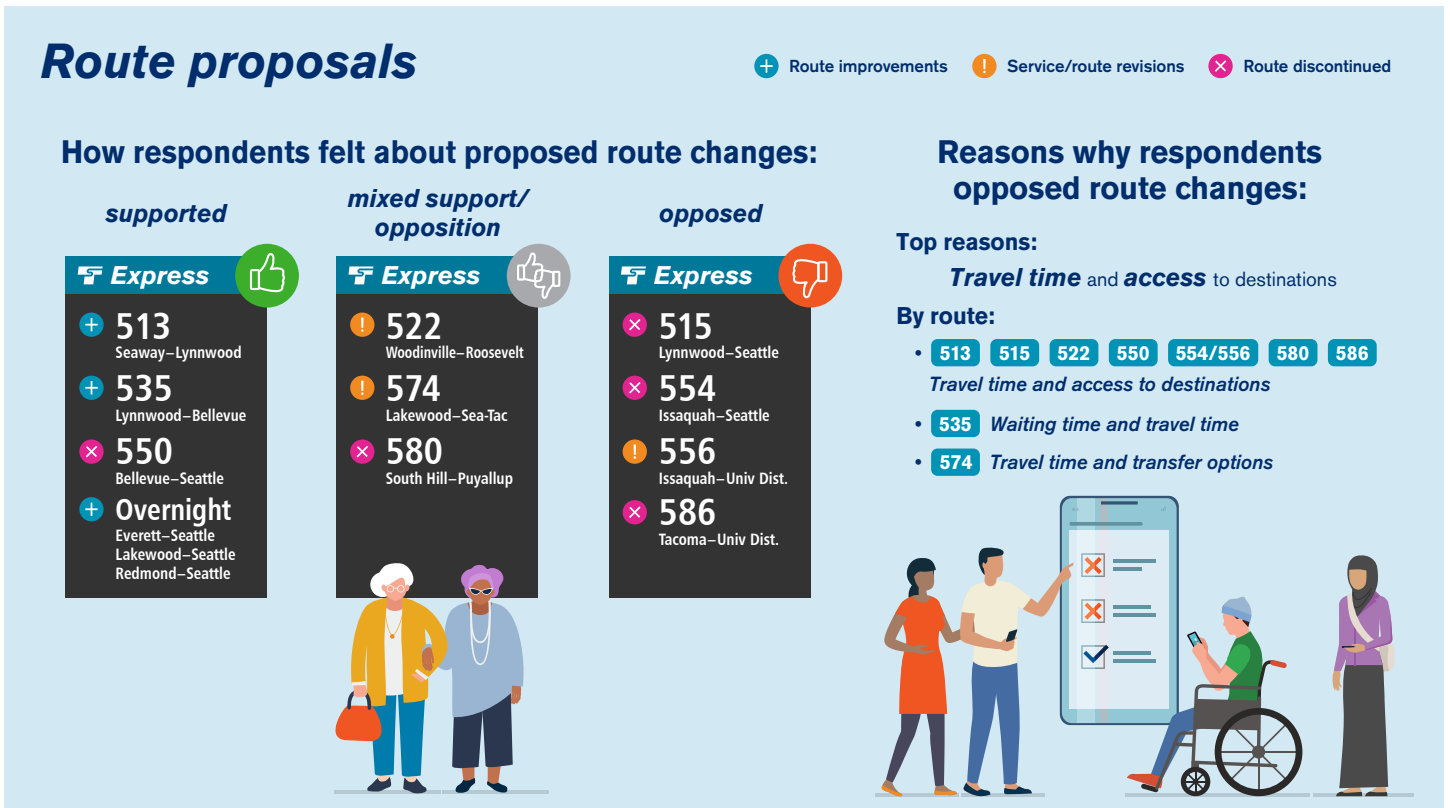
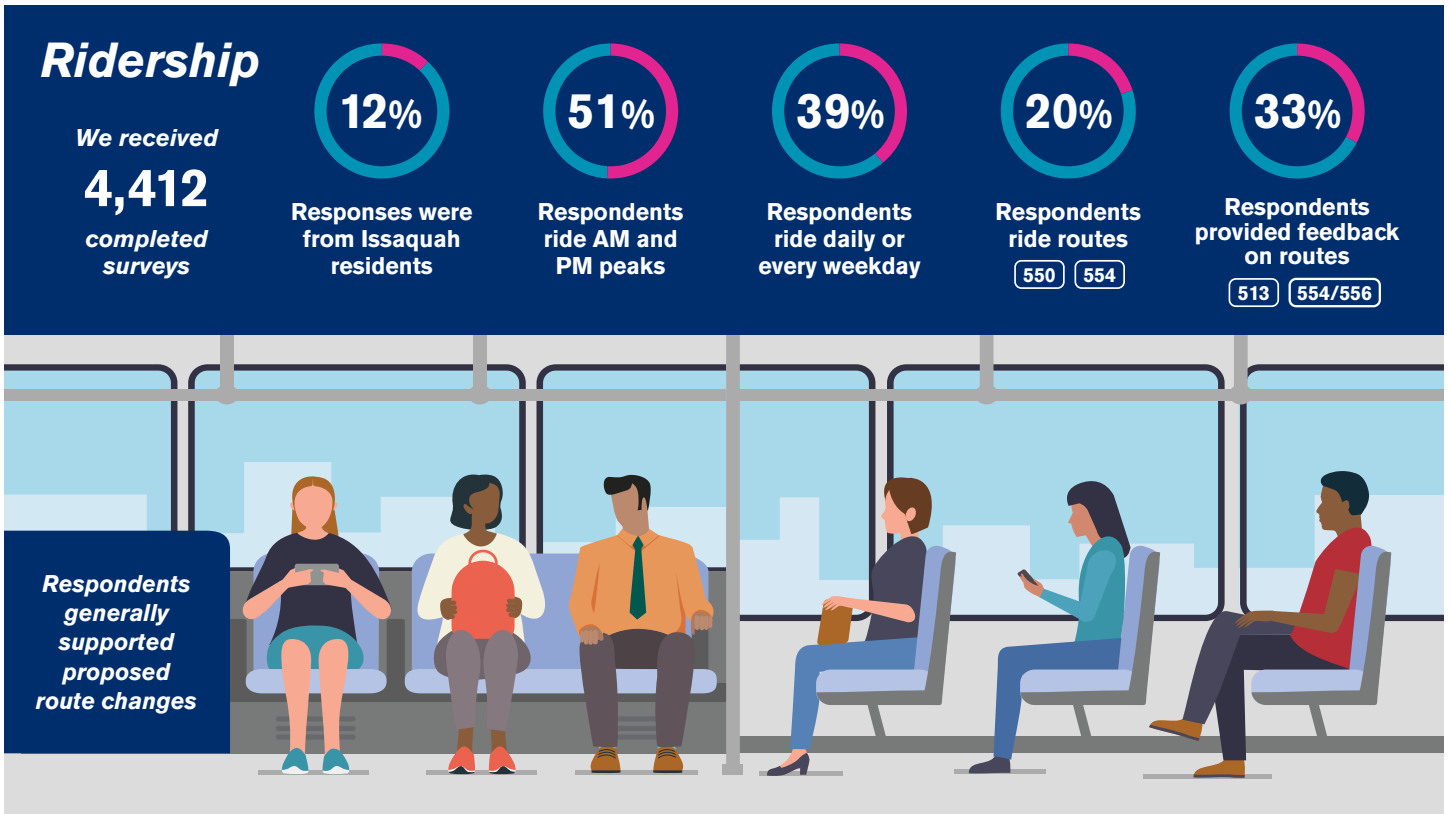
Table 3: Phase 3 surveys completed

Language	Count	Percentage
English	4412	98%
Spanish	53	1%
Simplified Chinese	32	0.07%
Russian	6	0.01%
Korean	3	<0.01%
Tagalog	3	<0.01%
Traditional Chinese	3	<0.01%
Vietnamese	3	<0.01%
TOTAL	4515	

The survey results indicated that:

- **51%** of respondents ride AM and PM peaks
- **39%** of respondents ride daily or every weekday and the primary trips are commuting and recreation
- **20%** of respondents ride routes 550 and 554
- Respondents supported route changes on routes 513, 535, and 550, and the proposed Everett-Seattle, Lakewood-Seattle, and Redmond-Seattle overnight routes. The primary reasons for supporting these changes were frequency, travel time, and access to destinations.
- Respondents oppose route changes on routes 515, 554/556, and 586, with the primary reasons being travel time and access to destinations. These respondents said they would not be able to make their trips with proposed changes.

The following graphics provide a high level summary of the survey results.



Trips

Most common trip type



Route	Commuting	Recreation
Everett-Seattle	554/556	522
Lakewood-Seattle	574	550
Redmond-Seattle	580	586

Still able to make trips with changes



Route	Agree	Disagree
Everett-Seattle	550	586
Lakewood-Seattle	574	580
Redmond-Seattle	554/556	515

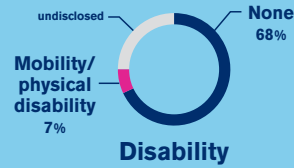
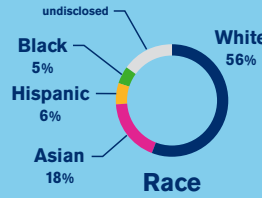
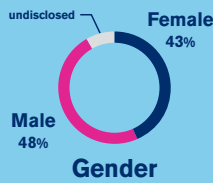
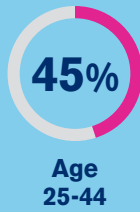
Changes make current trip easier



Route	Agree	~Equal	Disagree
Everett-Seattle	522	554/556	574
Lakewood-Seattle	522	554/556	574
Redmond-Seattle	522	554/556	574



Demographics



We received 103 completed in-language surveys

Ridership

- 17%** live in Issaquah
- 53%** ride AM and PM peak times
- 51%** ride daily or every weekday
- 32%** ride routes **550** **554**

Route proposals

- 33%** provided feedback on routes **550** **554/556**
- 57%** support/strongly support proposed changes
- Of those who opposed changes the most cited reasons were:
 - 32%** *transfer options*
 - 32%** *travel time*
 - 51%**

most common trip type:

Trips

Commuting

- 57%** agree/strongly agree they will still be able to make trips with proposed changes
- 52%** agree/strongly agree changes will make current trips easier

Demographics

- AGE:** **48%** between 25 and 44
- GENDER:** **60%** female **36%** male
- RACE:** **51%** Hispanic **33%** Asian
- EMPLOYMENT:** **59%** full time
- DISABILITY:** **62%** none **14%** mobility/physical



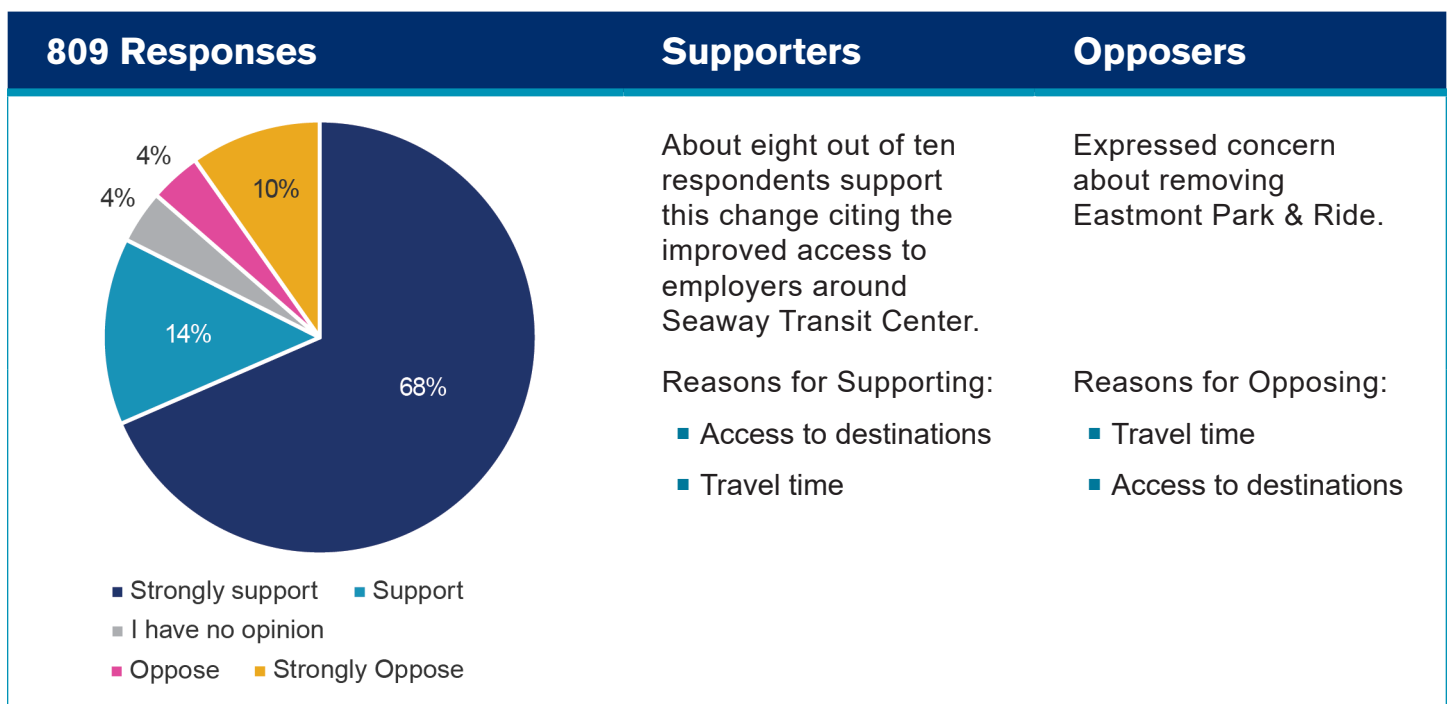
The following section provides a summary of the route proposals and the feedback received on the proposals in the survey.

Route 513

What’s Happening

Route 513 is proposed to run bi-directional service. That means adding northbound trips during AM service hours, and southbound trips during PM service hours on weekdays. Route 513 is also proposed to discontinue service to Eastmont Park & Ride.

What We Heard

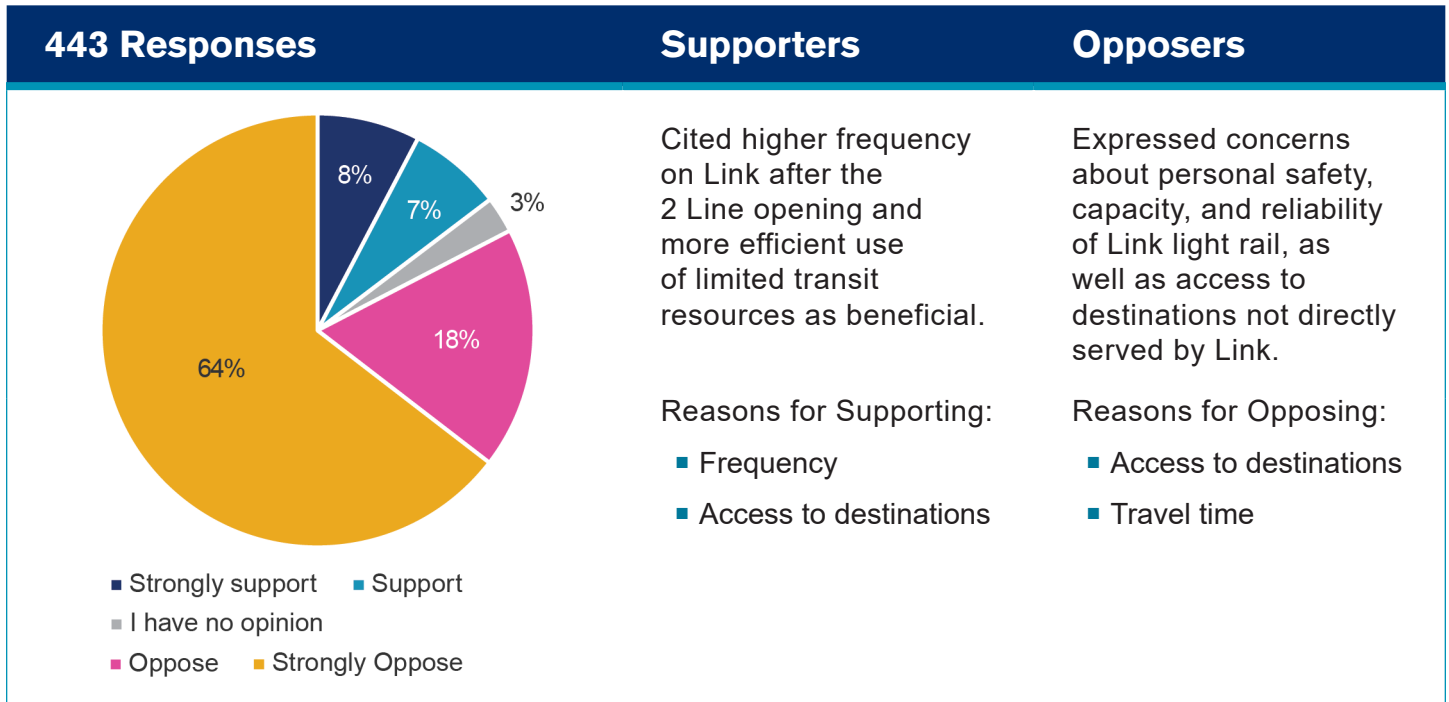


Route 515

What’s Happening

Route 515 will be discontinued. The same journey would be replaced by more frequent Link service. This action was authorized by the Board in Resolution No. R2024-03.

What We Heard

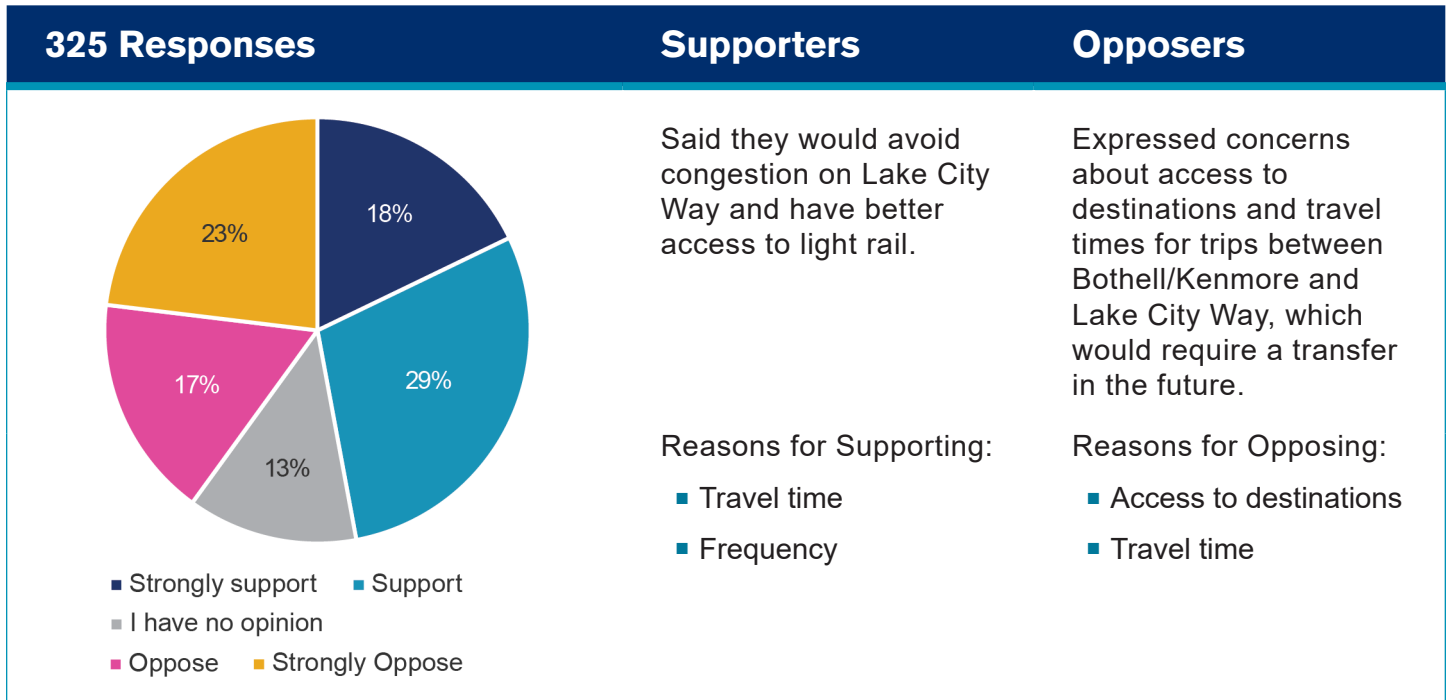


Route 522

What's Happening

Route 522 is proposed to be rerouted to Shoreline South Station via NE 145th Street instead of terminating at Roosevelt Station in Seattle with improved service for most of the day.

What We Heard

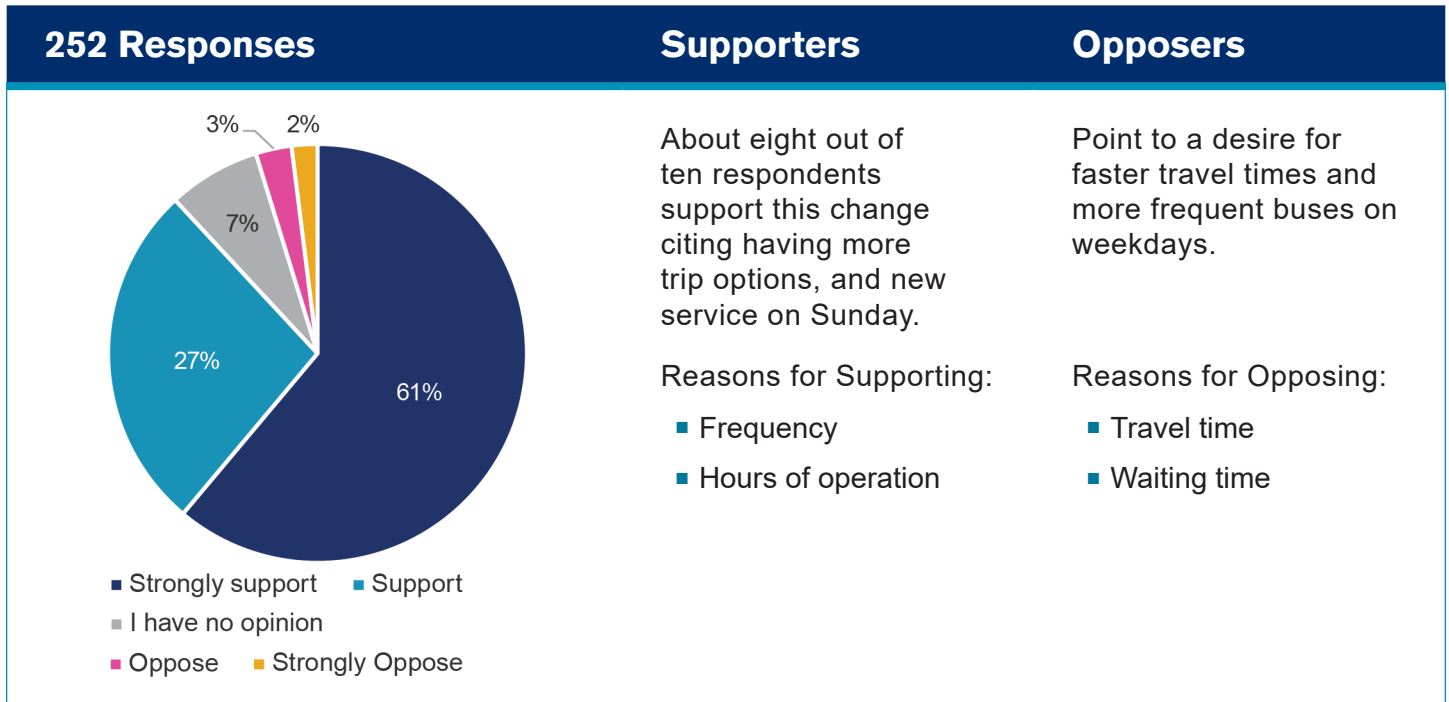


Route 535

What's Happening

Route 535 is proposed to enhance weekend service with more frequency on Saturdays, and new Sunday service.

What We Heard

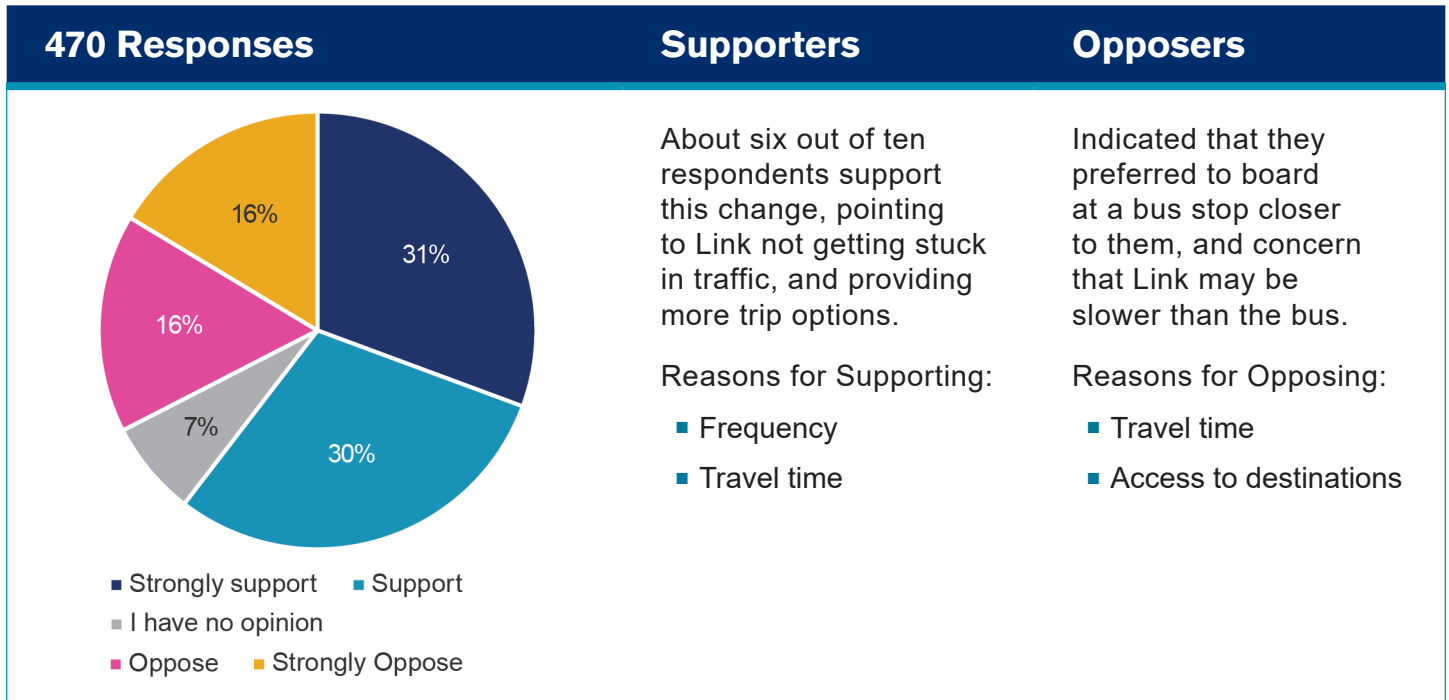


Route 550

What's Happening

Route 550 is proposed to be discontinued. The same journey would be replaced by more frequent 2 Line service, or for service along Bellevue Way, improved service on Route 556.

What We Heard

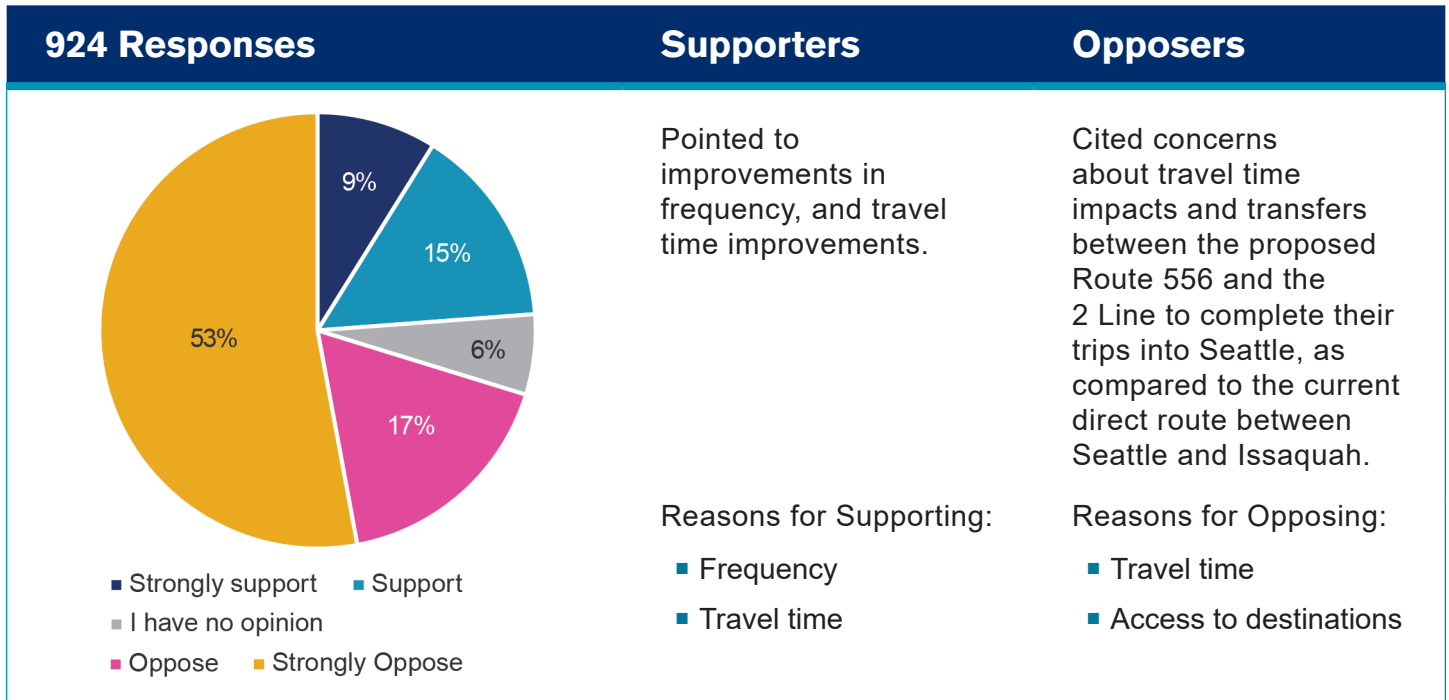


Route 554 and 556

What's Happening

Route 554 is proposed to be discontinued. Route 556 is proposed to be shortened to Bellevue Downtown Station and have service increases.

What We Heard

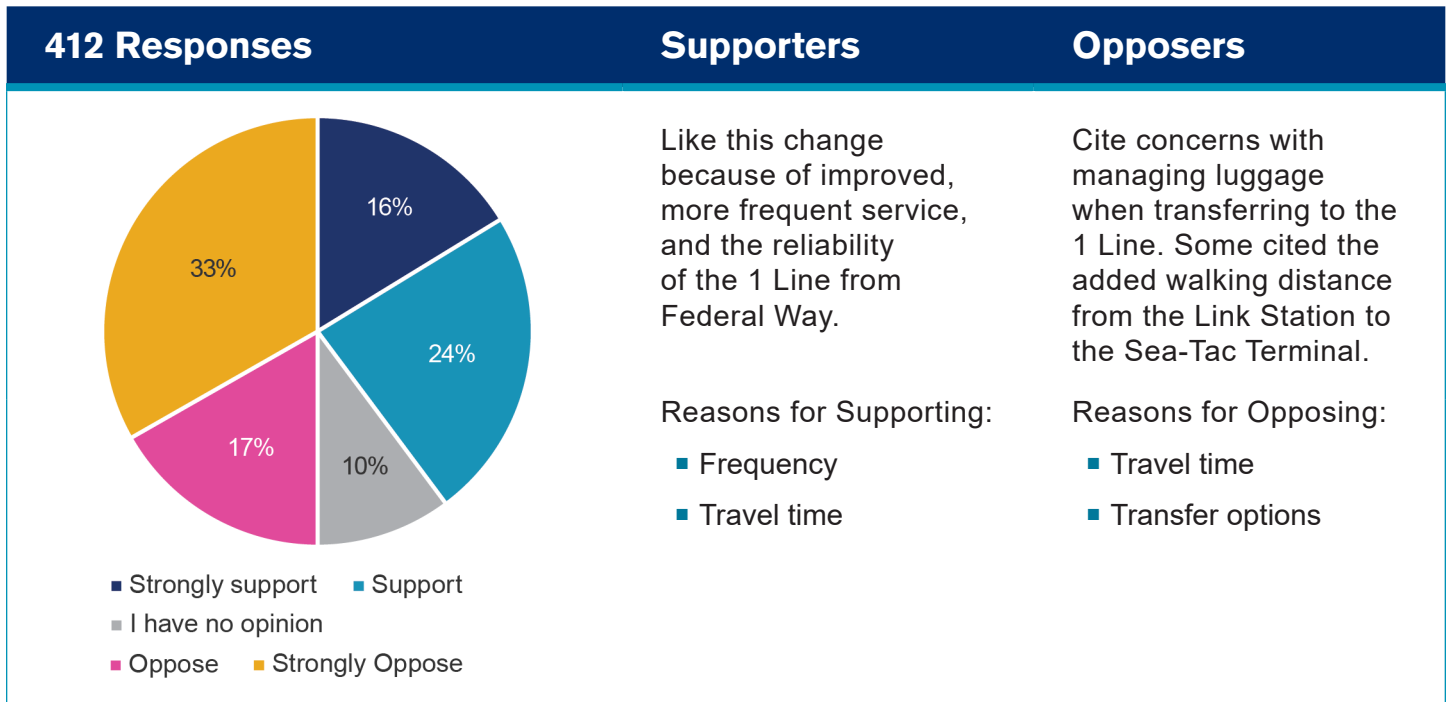


Route 574

What's Happening

Route 574 is proposed to end at Federal Way Downtown Station instead of Sea-Tac Airport while the 1 Line is running. The frequency would increase to every 15 minutes for most of the day. The Lakewood Transit Center stop would also be replaced by a new stop at Lakewood Station. When Link is not running, a new overnight route (Lakewood – Seattle) would provide service between Lakewood, Federal Way, SeaTac, and Seattle.

What We Heard

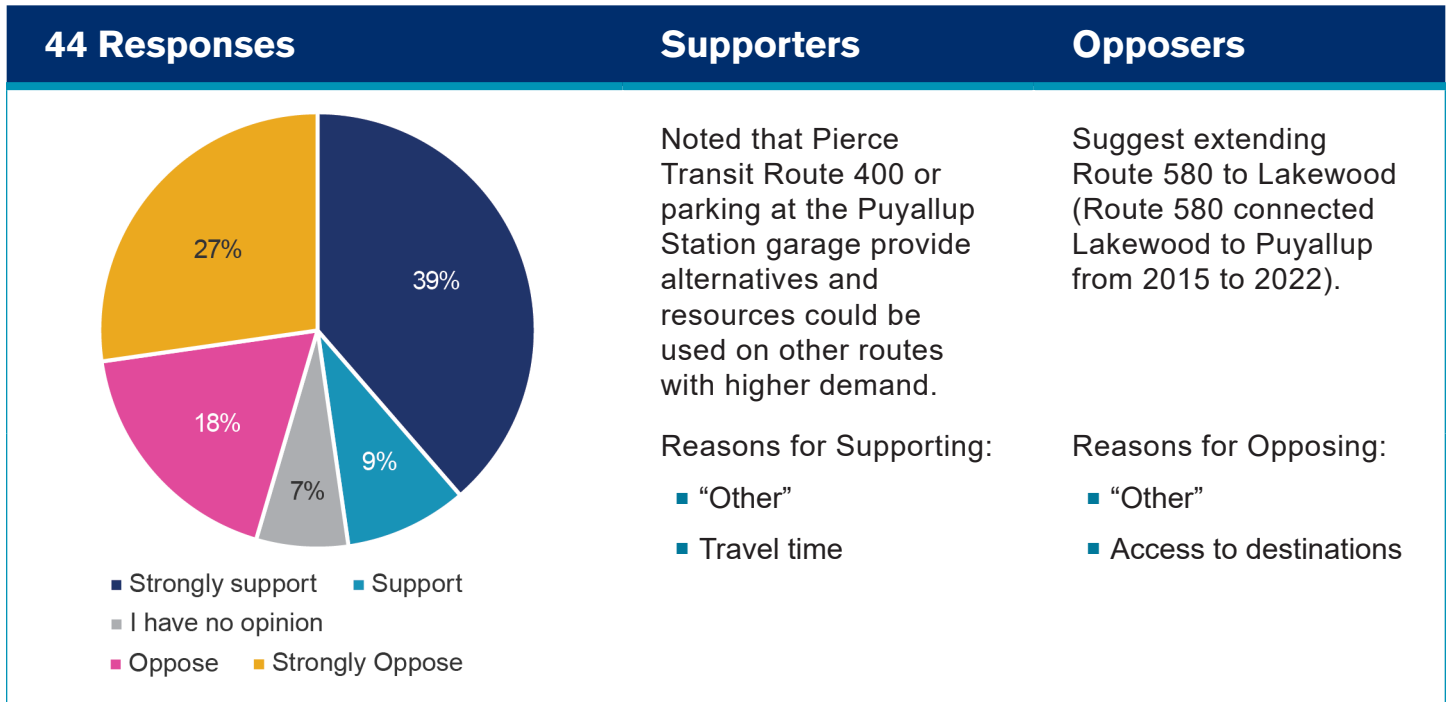


Route 580

What’s Happening

Route 580 is proposed to be discontinued. Passengers who take Route 580 can ride Pierce Transit Route 400 to Puyallup Station instead.

What We Heard

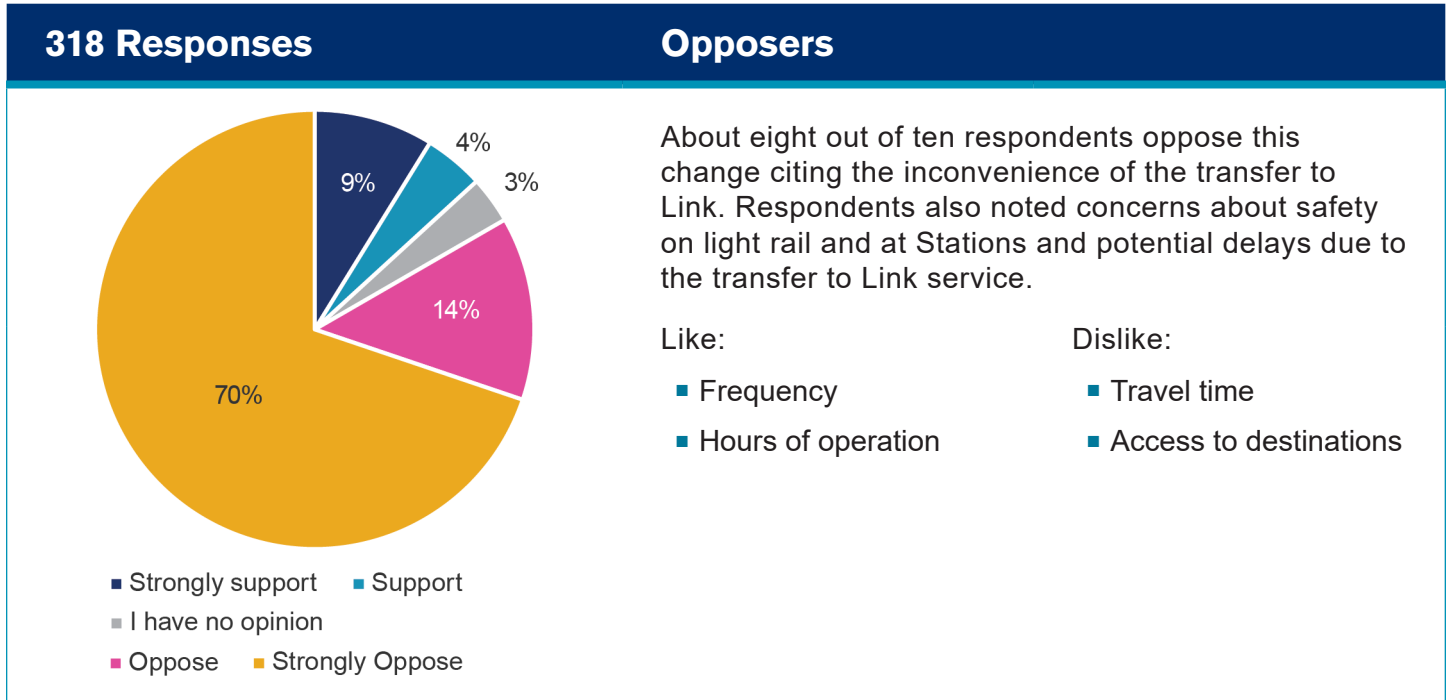


Route 586

What's Happening

Route 586 is proposed to be discontinued because routes 577, 578, 590, 594, and 595 (or Sounder S Line) and Link provide service to the same destinations at the University of Washington with a similar or better travel time.

What We Heard



Overnight Routes

What’s Happening

Sound Transit is proposing new overnight bus service to provide regional connectivity during hours when Link is not running. Service naming, specific routing, and stops are still being reviewed. Details are planned to be shared as they become finalized and available. In this proposal, there would be three routes:

Lakewood – Seattle via SeaTac

This route would provide connections between Lakewood and Seattle via Tacoma, Federal Way, and SeaTac. It would also replace existing late-night/early-morning service provided by Route 574.

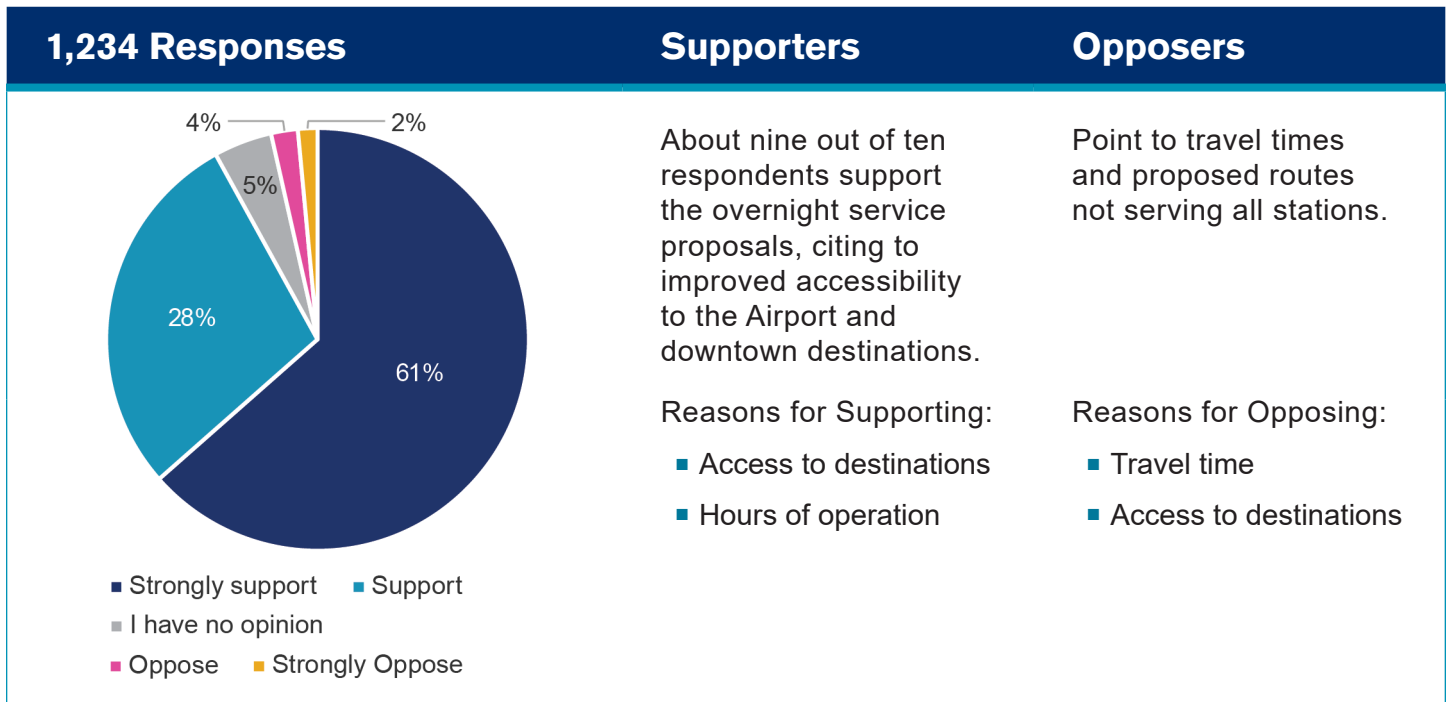
Redmond – Seattle via Bellevue

This route would provide connections between Redmond and Seattle via Bellevue.

Everett – Seattle

This route would provide connections between Everett and Seattle. It would also replace and improve the limited late-night service provided by Route 512 late on Sunday night / early Monday morning.

What We Heard



A full report on the Phase 3 survey results can be found in [Appendix C](#).

Open Houses

Three Community-Based Organization open houses were held during Phase 3. Held in Everett, Kent, and Redmond, 84 people attended these open houses altogether and 47 surveys were completed. The open houses were hosted by CBO's and Sound Transit provided logistical support, staffing, materials, and interpretation support. Each open house consisted of a presentation on the route proposals and opportunities for attendees to ask questions and make comments. The Everett open house was conducted in Spanish. The Redmond and Kent open houses had several languages interpreted.

While open house attendees were encouraged to provide their input by taking the survey, some attendees provided feedback in-person. Below are some of the comments shared at the events:

- Interest in practical “what changes when” timelines
- Concern for safety; both related to the current political climate and to station safety
- Interest in receiving plain-language summaries of the changes and how they affect specific communities

A full report on the CBO Open Houses can be found in [Appendix D](#).

Email Comments

Fifty email comments were received during Phase 3. Most comments were about routes 515 and 554/556. Comments indicated support for proposed changes to routes 510, 513, and 522 and the new overnight service routes and opposition to proposed changes to routes 515, 554/556, 574, and 586. Commenters also made a number of suggestions about how to improve service on routes, including routes 512, 545, 574, and 590.

A number of key themes emerged from the comments, including:

- Desire for a direct route between Issaquah and Seattle, especially for senior riders.
- Many riders use the routes proposed for elimination regularly and are concerned about how future service will meet their needs, specifically for work commutes
- Riders are concerned about a lack of redundancy when routes are eliminated, citing frequent disruptions in light rail service

The following comments provide a sample of the 50 email comments received.

“I urge you to reconsider this proposal and preserve Bus 586 for the sake of working professionals, students, and community members who rely on it every day. The consequences of its removal would be deeply felt and widely damaging.”

“I appreciate the preservation of 545 and 510 a lot. They provide additional options for traveling from Redmond and Everett, and combined frequencies of 542/545 for Redmond to Seattle and 512/201/202 for I-5 North to Lynnwood Link are pretty good.”

“PLEASE do not eliminate the 554 Express Bus route from Issaquah to Seattle!!! It is the fastest and most direct way to travel into Seattle, and back home to Issaquah for commuting to and from work, without the hassles and delays of transferring in Bellevue to take light rail.”

“I really like the proposal of running the 513 in the Boeing-oriented direction! However, I think the reason why Eastmont has such low ridership is because of the 513’s poor service (ash way stop, no Seattle service), rather than a lack of demand in that area. Improving the 513 by eliminating the ash way stop might be better than eliminating Eastmont.”

A full transcript of all Phase 3 email comments can be found in [Appendix E](#).

Outreach

Sound Transit planned for a variety of outreach, communications, and engagement tactics to inform and seek feedback from ST Express riders during Phase 3. These engagement activities included both in-person and online engagement in October and November, 2025.

To promote the 2026 Service Plan and gather feedback via the Phase 3 survey, a multi-channel outreach effort was implemented during the survey period. Table 3 summarizes the methods used to inform the community about the survey.

Table 4: Phase 3 outreach methods

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		
<ul style="list-style-type: none"> ■ Published articles with QR codes linking to the survey in newsletters. ■ Held Public Open Houses in Bellevue, Lynnwood and Kent. ■ Conducted 50 ambassador shifts throughout the service area. 		

In addition to the methods above, a multicultural media campaign was conducted in multiple languages in multicultural media outlets for four weeks during Phase 3. The campaign created awareness around the upcoming proposed service plan changes and drove people to the Sound Transit Service Plan website, where people could learn more about the proposed 2026 Service Plan changes and take the survey. The tactics used to promote this campaign included mainstream digital display ads and promotion on various multicultural media outlets – which serve as trusted sources for local community members.

The campaign collectively amassed 1,944,623 impressions through broader digital advertising, and 489,150 impressions through local multicultural outlets. In total, it generated 2,433,733 impressions and 3,063 clicks. The campaign had a unique reach of 472,865 individual people and a healthy frequency of 2.11. This means the digital media ads reached 472,865 unique individuals roughly 2.11 times.

Phase 4

Phase 4 of the 2026 Service Plan outreach and engagement was open between Jan. 26 and Feb. 9, 2026, and included major updates to the service planning website. In addition to refined route proposals, the Phase 3 engagement results were posted on the website. Phase 4 also included two virtual public meetings that presented the route proposals, the Phase 3 survey results, and opportunities for attendees to ask questions and provide feedback.

Outreach

Sound Transit conducted a variety of outreach, communications, and engagement tactics to inform ST Express riders during Phase 4. These engagement activities included both in-person and online engagement throughout late January and early February 2026. Table 4 summarizes the methods used to inform the community during Phase 4.

Table 5: Phase 4 outreach methods

Social Media	Public Information Officer	Rider Information
Placed geographically targeted ads in English and Spanish.	Published press release on survey launch date.	Sent four SMS/Email Rider Alerts to subscribers to news alerts on the affected routes.
Engagement		
<ul style="list-style-type: none"> Published articles with QR codes linking to the survey in three newsletters. Staffed two in-person outreach events in Des Moines and Bellevue. Conducted 8 ambassador shifts at Sea-Tac airport and Lakewood (574) bus stop. Implemented a multicultural media ad campaign Sent and engagement toolkit to CBOs 		

Website

The Annual Service Plan website was updated with final route proposals.

Virtual Public Meetings

Virtual public meetings were held on Jan. 30 from noon to 1 p.m. and on Feb. 3 from 6 to 7 p.m. The meetings were held via Zoom and included a presentation on the final route proposals and the Phase 3 engagement results. Spanish interpretation was provided at both meetings. Attendees asked questions and made comments via the Zoom Q&A feature and staff responded orally to those questions and comments.

Forty people attended the Jan. 30 meeting; 19 attended the Feb. 3 meeting. Twenty questions were asked at the Jan. 30 meeting; 29 were asked at the Feb. 3 meeting. Staff answered questions that were relevant to the Service Plan. In some cases, staff responded to similar questions with one answer rather than responding individually. Attendees asked a number of general questions that covered a range of topics including:

- The timing of the route changes
- ST Express and light rail service hours
- How to provide additional feedback on the route proposals
- Service disruptions
- Transfers

Attendees also asked a number of questions about specific routes (Route 574 had the most questions, followed by routes 522 and 515), including:

- Why Route 574 would no longer serve the Lakewood Transit Center
- The proposed Route 522 service proposal routing
- The proposed routes for the three overnight service routes
- The rationale for discontinuing Route 515

Next Steps

Sound Transit staff will submit its proposed 2026 Service Plan to the Sound Transit Rider Experience and Operations (REO) Board Committee and to the entire Sound Transit Board of Directors for review and adoption in March 2026. Upon adoption, Staff will begin detailed planning for the services changes, which will be implemented in fall 2026 at the earliest.

***2026 Service Plan
Engagement Phases 1-4
Summary Report***

Appendix A

Phase 1 Survey Comments

signs regarding bus etiquette should be posted on the bus
<p>It is important to me that the light rail service is reliable. I plan to take it from Downtown Redmond to work at Microsoft nearly every day I can once it's opened, but I know the light rail in Seattle has been plagued with reliability issues. The more that the 2 line has downtime, the less likely I am to use it even when it is working just out of worry for that downtime to be randomized.</p> <p>Also, I really value being able to take the 542 directly to UW from Redmond/Microsoft. Please don't decrease the service when the link opens to Seattle! The 542 is SO MUCH faster than the light rail from Seattle will be!</p>
<p>As above, my most frequent route is the 545, and I hope that continues to exist for a while; I haven't heard of any replacements that will replace it. Though, depending on how late the service runs, ravel to downtown Redmond may improve (for my trips). The cross-lake 2 line will very efficiently replace my usage of the 550 and, depending on connections, the 554.</p>
<p>More cars/trains in commuter hours. I just watched several people left on platforms from Northgate to University of Washington. 8am service. Plan better.</p> <p>Figure out a better power solution for your trains.</p> <p>Demonstrate that this is improving transportation somehow instead of being a constant annoyance to those who use it.</p>
<p>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.</p>
<p>As a Federal Way resident, I look forward to the 1 Line's extension to the Federal Way Downtown Station. However, I hope Sound Transit will maintain service on all ST Express routes currently serving the station once Link light rail begins service. For my trips to Downtown Seattle, I greatly appreciate the speed and directness provided by routes 577/578 — making them a good alternative to driving. I hope these routes will remain available to Federal Way riders. Link light rail is slower than ST Express buses, which is a concern and may noticeably increase travel times for commuters. Please maintain ST Express bus service. Thank you.</p>
<p>Redmond to Washington University Light Rail is very important for my commute to and from work and home.</p>
<p>Can you use more accessible buses. Those bigger coach busses are kinda inaccessible</p>
<p>I look forward to taking the bus from Tacoma to Fed Way and then using the Link to the airport. Not having to deal with I5 traffic - as passenger or driver</p>
<p>When re-routing bus service to light rail extension, you significantly increase total travel times by requiring the transfer. Reroute, deboard, walk, wait, reboard. It has doubled my commute from 35 minutes to 75 minutes; as a result I drive downtown MORE since the 1 Line opened than I ever did before. Parking is \$25/day but at the end of the day, that is less than the time lost to the transfer. It would help greatly if you would INCREASE the service frequency of the bus portion to minimize the negative impact of the forced transfer. I know the transit agencies are saving millions of dollars this way, but it costs us the commuters millions of people hours.</p>
<p>Please discontinue the 586 stop in Federal Way, it adds too much time to an already long commute. Go back to the 586 express to Seattle U District without a stop in between</p>
<p>When is the 2 across the lake going to open up? Having train access to Bellevue would open up job opportunities for me. Also, the LINK is great until it needs maintenance or if there is construction. Please find a way to make this less disruptive! Also, when you do open the 2 line across the lake, please do not make me transfer from the 1 to the 2 downtown. Please just keep the 1 line like it is, North to South with no transfers.</p>

The 1 line is incredibly long and slow. I like that rail has more predictable travel times, but for those of us living in Tacoma, it's going to be stupidly long to get to Seattle on the 1 line. I love having alternative express options for anyone traveling directly from Tacoma to the Airport or Seattle, then having the 1 line as an alternative for folks who need to get to Federal Way and other stops along the way.
I wish to have Link light rail being connected to SR 512 Park and Ride.
Long term parking options
Long term parking options
Currently commute from Snoqualmie -> Seattle via Issaquah Park and Ride and ST 554. Having a fast and convenient transfer from 554 to 2 line is critical.
my current commute on the 577 runs about 50 minutes each way. I like the idea of the light rail, but I'm concerned about travel time.
I preferred the Express 522 Bus to Downtown over any of the Link options. It was fast, efficient and far more reliable than transferring to any of the Link options which caused my travel time to downtown to double. I prefer the Express Bus system to UW and Downtown over any Link options. Sound Transit takes you where it wants to go, not to where you want to go. This is evermore true with the dedicated, inflexible, linear Link System.
Eager for Ballard stop to become a reality
Connections across SR 520 should continue to be served by ST Express and King Co Metro routes. For trips between the U-District and cities on the east side of Lake Washington, one should not be expected to travel via downtown Seattle when the SR 520 corridor is much more direct. The #554 could be truncated at Mercer Island or South Bellevue for a connection to East Link across the Lake; when I ride #554 it is usually to go to/from Issaquah area.
It's really all dependent on Community Transit: how often the buses run and how late - or early - they run on what routes.
I love ST Express for travel to Issaquah, Redmond and Tacoma! The schedules are frequent and reliable.
Concerned for additional train overcrowding given more riders with Link expansion, especially during peak hours and special events (sports, concerts). It becomes an unregulated safety hazard. Sound Transit needs to consider more dynamic service frequency (~5 minutes) to account for these conditions. Also the cleanliness of the trains recently has been subpar, and security needs more authority to remove disruptors and drug addicts.
Would love to take the train but it takes longer than the express bus.
Light rail is unreliable. Bus is every 10 min. Always a seat. Goes directly and on time to Seattle. Light rail pauses at stops and problems does not to Lynnwood or downtown so I often miss next bus connection. Your elevators and bathrooms broken. If handicapped no considerations and no seat offered.
I don't need to go to Federal Way and WILL NEVER take light rail to Seattle to go over to Redmond, when it is so much quicker to just drive down 405. Why you are highlighting Line 2 in light blue from Lynnwood to Seattle to Redmond is INCREDIBLY confusing. Just tell people to take the 1 line to Seattle to then transfer to the 2 line to Redmond. I thought the 2 line would be going down 405 to Bellevue/Redmond because of the way it is talked about by ST. Keep it simple - the 1 line to the 2 line.
Good
The trip is already long from my house to Seatac via transit. Please keep the direct bus from Tacoma to Seatac without having to transfer to the light rail. Thank you.
The 522 should be truncated to Shoreline South station
Commuting round trip from Roosevelt to SeaTac for work can be very stressful and unpredictable. This past week (4/14-4/18/25) it took me almost 3 hours to get home after getting off work at 10pm. I got home a little before 1am. When the pre arranged buses are not ready to go or understand the plan that is very upsetting.

How are you going to connect Eastgate Park and Ride to Lite Rail line 2
The achilles heel of this whole setup is infrequent service by Metro busses to feed both the light rail and ST Express busses. Service frequency in the suburbs is currently mediocre, resulting in increased travel times, and lack of ridership.
More bike storage on trains would be nice! I've noticed a lot more bikers using light rail over the past 6 months.
Although the Link light rail is a great, if not overdue, convenience, the reality is that, for me, it would take longer to get to work than riding the 577 bus. I intend to still ride the bus if the schedule allows.
I appreciate that the 590 and 594 run express from Tacoma to Seattle. I hope that until the link extension reaches Tacoma, that these buses are not rerouted to Federal Way.
Light rail is the backbone of our transit system. I support the completion of the North/South link, hopefully to get to Paine Field as soon as possible. With transit in my area still down at Covid levels, adding BAT lanes does not make financial sense when the money allotted to ST3 could be better spent. This and the West Seattle debacle are just a waste of money at this time. And the CD Station? let's go back to putting it under King Street Station where infrastructure already is in lieu of costly other 'vanity' areas favored by Dow Constatine and Bruce Harrell. Time for Sound Transit to make sense of transit and take these vanity projects off the table. Reroute the taxpayer money to where it makes the best use of it!
Wish you had more bus options to UW.
Please don't take away or degrade the 545 bus.
I am unclear on one thing: after the 2 line opens all the way into Seattle, will people who currently ride the 1 line south from north Seattle to the airport have to change trains in downtown Seattle?
I don't want to deal with parking problem when visiting Capitol hill. I expect Light Rail will solve this problem!
MORE SUNDAY SERVICE OVERALL: ADD SUNDAY SERVICE (EVERY 30/60 MINUTES) ON ROUTE 535 (LYNNWOOD-BOTHELL-BELLEVUE).
Keep the 577/578 express bus service, it's much faster and direct access to Seattle including to SLU area
I volunteer at Woodland Park Zoo and take the 578 or 577 to Seattle, then catch the 5 bus to the zoo. It takes close to 1.5 hours to arrive. I am concerned with all the stops the link will make it might not get me to the zoo in the same amount of time. The link might be great for the airport, but still a long walk to terminal and bus drops at door.
Can't wait for Federal Way extension to open!
Please keep stops 38235 and 38567! We have residents at several condos and apartment buildings that use these stops daily. A tiny home village was also located next to those stops and those residents need close access to these buses.
More connection to lake forest park town center. Faster and more direct connections
Would love to take the train but it takes longer than the express bus.
I wish link 1 line, and king county transit (especially the 7) had more frequency early mornings.
I have been taking just light rail when I can find a parking spot in Lynwood. I am moving to Dupont and will be taking ST bus on weekdays. On Saturdays I will have to drive to the closest line 1 station, so the farther the 1 line comes south, the better and I am willing to pay for parking at the transit center to ensure I have a parking spot. Thanks for all you are doing to make transit easier. I work part time in downtown Seattle near the market.
My kid will need to take eastside city buses to high school in a few years, but there is no service available at the right times in our Vasa Park neighborhood. Why are high school students required to provide their own transport, but there is no public transport?
In addition, my other child and I will likely be attending classes at UW Seattle in 2025 and are very excited for the i-90 connection to be completed.
Weekend 1 line disruption is inconvenient

I take the link light rail daily somewhere, and your proposed service alterations to the 522 route are going to leave me with no access to the light rail to get to work, to see my friends, to get to appointments with doctors.

As such, please retain 522 stops 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE). Previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting me to the light rail.

this is less to do with the train itself, but the fare ambassadors on the train. I understand that it's important for people to pay their fares, but people who have unlimited orca passes either through their work or school should not be subject to tickets/warnings if they miss a tap on accident, it happens sometimes and people are already paying \$300-400 a year regardless of if they remember to tap. their fare doesn't really count in the same way. they should not be punished since it doesn't affect the income sound transit makes on those riders.

I have to catch the 181 or 187 to transit center to catch the 577,578, or 177 to Seattle. Coming home I can catch the 901, or 187 as you decided to remove the 181 from the bus station. When it is cold, rainy, i.e. Seattle more busses are better! Don't take choice away and force one way.

Safety and convenience at affordable rates

please keep the 510 - it's 5 minutes from my home and drops me off right across the street from where I work.

On-time service with you if any cancellations.

However, when cancellations are done, you have set up good communication with alerts that get to my phone. Thank you.

More trains and more RELIABLE service. Currently, the Line 1 trains are running late, and/or trains are sharing one track. There are power outages and other reliability issues. Additionally, the escalators are frequently out of service for repair or maintenance.

I believe bis service needs to remain as a reliable option to the light rail. I really like light rail, but we need more cars off the roads. If there is a way where ST Express busses could maintain service, but maybe provide some additional drop off points in Seattle that are a little further away from light rail stations. I'm not sure how to explain, but we need to continue some bus service to Seattle, especially from Everett and further north. Light rail has challenges and riders need to have reliable service.

Frequently take the Link from U-District to SeaTac. Otherwise, take it downtown or to Northgate.

If there is any way to provide toilets at the stations, that would be helpful.

The overcrowded (i.e., unable to get onto train) light rail and late arriving trains make it VERY DIFFICULT to use light rail for anything in which I or others need to arrive somewhere by a certain time, especially during the work week.

What is the plan to handle increased housing density?

If possible, make train headways more frequent!!

I live in Thurston County. The two things I hear the most from people regarding the types of trips they would like to use Sound Transit services for are: getting to the airport and recreational use. Commuter services are not as desirable as they used to be and it is high time we transition our transit service from only serving affluent office workers to serving the greater community.

While Dupont may not be a high ridership community, it COULD serve as the linchpin between communities in the South Sound and the greater Seattle area. Intercity Transit is adding service to Dupont in September 2025. If the 592 and the 594 were increased to all day service, you would not only satisfy residents in Dupont but also effectively reduce VMT, improving mobility throughout the region.

Once the Sounder reaches Dupont (and serves as regional rail vs commuter rail) this connection will already be well established and only be improved by train service. Dupont shouldn't be viewed as the 'end of the line' but the gateway to a rapidly growing 200k person urban area that has an incredible desire for improved transit service.

Using public transit can be daunting for newer riders. By focusing on improving and simplifying connection between transit services (ST Express, Link, Sounder, Intercity Transit, and even Amtrak) will make the barrier to entry much lower and ridership will soar.

Direct trips from Everett Station to Lynnwood are important, especially when Sounder doesn't work for my trip

Get it built!

It is still difficult to get a bus to get me to light rail. Most often we drive.

In the morning, the 510 and 515 buses come only a few minutes apart, followed by a long wait for the next bus. Can they be staggered more? In the afternoon, an earlier 510 bus was added, which has relieved much of the crowding on the bus that leaves at 2:20. Thanks!

Please run the T line in Tacoma later on Saturday and Sunday. It will enliven the social scene in Tacoma.

Hello, thank you for conducting this survey!

Please retain 522 stops 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE).

We used to have another bus servicing our neighbourhood, but previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting our community to the light rail. Thank you!

ST Express has been a life saver for me getting to and from the airport as much as I can during daylight hours especially in winter as I travel alone and try to catch a local bus from FWTC that usually starts at 6:30 a.m. and stops by 7 p.m. Often I have to find a ride to FWTC from home if the local bus will not allow me to arrive early enough to catch it on either end. I hope the ST Express will continue to run for many more years. It's a routine I know and value while I can still travel.

Please keep the escalators running. I struggle with the stairs.

I appreciate the security guards at the stations and the walkthroughs when the train stops.

I will need to take two Metro buses to get to and from the train station in Redmond. They run every 30 minutes, so I have a potential 1-hour trip time for what is a 10-minute drive to my home. Please encourage Metro to provide more frequent service to the Redmond Transit Center from the downtown train station.

Shoehorning bus riders onto the train to artificially boost ridership numbers is an effort to justify the outrageous cost of light rail construction. This is a scumbag maneuver.

No one riding an ST bus benefits from having to transfer onto a crowded train. It adds time and complexity to a trip and the chances of the train stopping where someone actually needs to go is very low. Removing ST and regular bus routes is a terrible idea.

Please retain 522 stops 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE). Previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting our community to the light rail.
time is only reliable if Sound Transit can keep the trains running without any issues - which lately has been a huge problem
Please retain 522 stops 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE). Previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting our community to the light rail.
I appreciate the 512. Would ST Consider alternating trips direct to Lynnwood, with trips stopping at Ash Way?
Expedite the line to Ballard! It's absolutely absurd and unacceptable that it's taking so long to provide service to such a densely populated section of the city
I am in South Kirkland and there is no way to connect to Line 2 to get to Seattle. I would still need bus service.
i'll take the bus from downtown seattle to/from federal way if it's faster than the light rail which suspect it will be. i'd prefer the light rail however give equal travel times.
Live in the South Sound (Lakewood) and have been paying taxes for Light Rail since inception and feel that those in King and Snohomish Co have received light rail service sooner than the South Sound and I will be DEAD BEFORE I COULD RIDE FROM TACOMA/Lakewood to Seattle. As a Senior, think I should no longer have to pay taxes for LInK Rail!!!
I commute from Wedgwood to SODO using 522 bus and 1 line light rail. My biggest challenge today is how packed the trains are in commute times (used to generally get a seat, now tightly packed standing room only) so really excited about the upcoming relief with 4 mins between trains! Other piece being unplanned delays that turn my commute from 1hr to 1.5+. Sometimes the 522 is <5 min away for the last 1.5 miles to my house while others it's 15+ (or the scheduled bus doesn't come), so more frequent service at least during peak times would be appreciated! Thanks for the work you do - really love not having to drive as RTO has been coming back full force!
I would love better bus service to the light rail stations. I used to take ST buses to work before the light rail expanded north. Now I have to drive to the light rail station and I hate it. When can we have buses from Canyon Park or south 527 to Lynnwood or Mountlake Terrace? Because I appreciate community transit but the orange line takes the longest route in the world to get there and no one has time for that on a weekday morning.
Seeing a constant presence of security and customer service on the link has been great, I feel it helps keep things orderly and it's a comfort to know there will be someone there if we need it.
Provide safety to staff, riders, and parked cars.
Nonfunctional elevators and escalators is a huge problem for someone with a disability and a constant never ending issue for you folks. What are your plans to have reliable access to the Link at all your stations?
Can you improve the operations and reliability of ST express , Link , Sounder service. Can you improve on Bus and train connections, by adding more feeder routes instead of parking garages . Can the agency be transparent rather than insular.

Reliability is extremely important. Many times busses are late or at times a no show. Please work on correcting these situations.
Reliability of service is the most important.
I just want to take the 577 bus without using the link. I have to catch another bus after the 577, so I don't have time for the link.
545 550 554 to downtown Seattle
Would appreciate better bus service (more trips) between 7:45-8:30 am to Eastgate PR and from 5:10-5:30 from Eastgate to downtown so college staff can arrive on time to work and leave before rush hours but after 5. Also, what's the plan to connect Bellevue College to the 2 and 1? Shuttle buses?
You need to require everyone to pay with a Orca Card. Install turnstiles. The honor system doesn't generate revenue.
I'll be excited when the Link finally gets to Tacoma. Right now that is why I ride ST Express or use the S train. It will be nice to not have to make so many connections in downtown Seattle to get from Tacoma to South Lake Union and home.
I still think you need to install turnstiles like they have in NYC or across Europe. Otherwise---there are lots of people who don't pay.
Add restrooms. Please. I beg you.
Seniors and disabled people who work need the 556 to continue its current route and stops thru Bellevue from south Bellevue all the way to the Bellevue transit center
Can we make 515 Route (Lynnwood to Seattle) use the HOV lanes into Downtown (just like some previous Community transit routes like 412 used) ?
ST Express is the best way to get from Federal Way to Seattle for early morning runs. I take the 5:15am bus. We arrive in Seattle 39 minutes or less. The train takes too long and then my walk to work increases by 25 minutes. I prefer bus and the current routes.
It actually takes me more time to get downtown from where I live using the bus to light rail. My former express bus used to take me about 25 minutes to get there. Now, having to get to Roosevelt station and then wait for the train takes quite a bit longer. Therefore, I most. Often drive.
Your new seasonal schedule change is making me late to work and I have to leave earlier to catch the bus so I can get to pick up my kids on time - please change it back Also, please run more light rails during the day because they are over crowded and WAY TOO HOT. I have missed light rails before due to overcrowding and then I miss a bus and then...and they are way to hot
Please keep the existing 542 schedule. It's the best route from Redwood to the University of Washington
With Link opening in Snohomish County, I finally am able to ride public transit to get to & from work. It is not only saving me thousands of dollars in gas & tolls, but has given me more relaxation & ease of anxiety from driving. The Fall & early Winter with all the disruptions and non consistent service had me second guessing my joy of Link. However, since the emergency plan has been in play daily commutes have been consistent and you all have done a great job with the planned service downtown requiring the 12 minute wait times.

Tacoma 'T'-Line ...extremely unreliable, due to the frequent {...almost DAILY, even 2-3 times in a AM and / or PM runs...} for track blockages, that can take 5 minutes to clear, to as much as hours to clear {...for police investigations to be completed...}!!

Heavy traffic volume periods over the same track routes SHOULD HAVE BEEN CONSIDERED for "City Ordinance" to curtail certain heavy truck traffic during weekday peak run periods!!

Track routing considerations MUST BE CONSIDERED for the proposed TCC extension, [...as should have been done for the Hilltop MLK, Jr {'K' street routed...} roadway corridor to be tunnelled {'?'} or elevated - EITHER through 'J' St {having 2 Hospital connections} or via the current one-way traffic of 'L' St just west of MLK, Jr business traffic corridor...?] -- so when planning the proposed 'T'-Line's 2nd track extension along South 19th street, west {...for the 3-4 mile long route...} to the TCC transit Centre ...to probably be on a ELEVATED structure ...due to 4-lane roadway is a main arterial Heavy Traffic route until reaching the city own TCC campus eastern boundary, about 3-4 blocks from the TCC transit centre's current boundary location...

Plan for a "Town Hall" type of proposed meeting for needed citizen and Tacoma Planning Department's own input for infrastructure expense and management costs estimates!

And finally, a huge "Thank You" for the increased Express Bus 590 and especially for the 594 SouthSound transit weekday AND weekend schedules being provided, a grate improvement to achieving scheduled inter metro public bus connections throughout down-town Seattle ...until the '1'-Line link extension to Tacoma is finally realised, 'around' 2032?! Too early to access this new schedule and rider-ship volumes as of mid-April {...has only been implemented a few weeks ago...}!

I'd like to see more frequent bus schedule on weekends and holidays.

I anticipate seeing a lot more people on the train with luggage. 574 used to get uniquely crowded at times with people and their bags as they head to or from the airport, and with the line 1 extension (very exciting!) I imagine a lot of people would want to use the Link for ease. Especially with it being frequent and steady.
Thank you all for the work that you do!

I appreciate the increased number of security personnel at the stations.

The light rail currently takes around 40 minutes to get from angle lake to the symphony station. With the added line to federal way downtown, I'm assuming the commute will be around 50 minutes to an 1 hour to get from federal way downtown station to the symphony station. With this in mind I might prefer to still take the 577 bus considering some days it takes me 35 minutes to get to the federal way station from my work and vice versa.

Make your escalators and elevators more reliable. They are broken ALL THE TIME. How are people with mobility issues supposed to get to the train?!?!?!?

When there are light rail disruptions, like the April one, it is very challenging, and using alternative bus routes is difficult (I've had to take three buses to get one way to take my kid to childcare). As bus service changes with light rail updates, it makes me nervous for riders who count on buses and won't use or benefit from expanded light rail. Both is important and needed.

I hope there will be enough parking and handicap parking close to the bus stops.

The 545 ST route is very useful for commuting to work in Redmond (far east side) from Belletown, especially if I'm able to connect to the local Route 269. Due to the distance to work from the future 2 line stations in Redmond, using light rail would likely take a lot longer.

I would much prefer an express bus route between Lynnwood and Everett. CT route 201/202 provides plenty of coverage for in-between destinations. I was an advocate for replacing the 510 and 511 with the 512 for off-peak service. With the opening of Lynnwood Station, Route 512 no longer serves a purpose.

Please keep the 515 bus and move the afternoon trips earlier starting at 2:00!

Please make it all day aervice

I'm glad there is parking at the light rail stations - that has been a big barrier for using it. I've tried several times to go to M's games on light rail when angle lake and Tukwila parking lots are both full.
Please retain the 522 stops at 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE) ending at the Roosevelt light rail. Previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting our community to the light rail.
Please retain the 522 stops at 38235 (Lake City Way & 20th Ave NE) and 38567 (Lake City & 85th St NE) ending at the Roosevelt light rail. Previous bus route changes have eliminated direct service to downtown Seattle from these stops. The 522 is the only remaining bus route connecting our community to the light rail.
Commuting round trip from Roosevelt to SeaTac for work can be very stressful and unpredictable. This past week (4/14-4/18/25) it took me almost 3 hours to get home after getting off work at 10pm. I got home a little before 1am. When the pre arranged buses are not ready to go or understand the plan that is very upsetting.
I currently dont use public transportation often, however once the connection across the lake is open Ill use it minimum 2x a month. Once downtown redmond opens I may experient taking it to work.
I've been impacted by the mechanical disruptions. I went to two separate events a few weeks ago and both times there were delays of over 40 minutes. No communication at the station. No communication online. I had to spend over \$200 on ride share. It's very frustrating to feel like I could not rely on public transit to get me home. Also the maintenance happening from April 14th - 23rd did not seem well communicated. Maybe the executives at Sound Transit should not get paid until delays/disruptions are minimal and their paycheck can go towards maintenance and upkeep?
Clean the light rail trains daily. I been on light rail trains coming back from work and they smell bad.
Please don't stop the buses just because the 2 light rail opens. The light rail is not reliable and breaks down all the time, so we will need to use buses when the light rail is delayed 15 minutes or more. I am not confident the light rail will be reliable.
Chooo chooooo!!!
Please run the T line in Tacoma later on Saturday and Sunday. It will enliven the social scene in Tacoma.
The 522 Express to downtown was much faster than the two seat ride required now. Don't force UW riders to take the 522 to light rail to get to UW. The 372 currently provides a one seat ride taking UW students, faculty, and staff directly to their buildings on campus. It will take more than twice as long without the 372 - it's insanity!
I still like to ride 578 bus from Federal Way to down town Seattle
Your new seasonal schedule change is making me late to work and I have to leave earlier to catch the bus so I can get to pick up my kids on time - please change it back Also, please run more light rails during the day because they are over crowded and WAY TOO HOT. I have missed light rails before due to overcrowding and then I miss a bus and then...and they are way to hot
Link trains are not constricted by Freeway traffic jams and have their own right of way. This makes rail travel more reliable and comfortable than HOV/Bus lane travel. Also you don't need a bus schedule
I love Link. I recently moved from Lake Stevens to Edmonds. My life is enhanced by easy access to culture and entertainment. No driving, no parking hassles.
Please make 510 run full day
The bus service should drop off commuters directly outside rail station - instead of a block and 1/2 away. Early mornings - I don't feel safe. I tend to avoid this bus route to the light rail station for this reason. Plus - it adds more time to my commute.

Too much bad behaviors are ignored by the current "Transit Safety" ignore the bad actors instead of removing them from trains and light rail. Too many bus drivers allow non-paying riders to just get on the bus.
I would like more transit cops on to prevent people doing drugs
I'm most interested in improving BRT on 405
The airport service is essential for travelers and SeaTac employees. Finally the 574 allows some of us to know what "hub" efficiency is to an airport, as Europeans have known for decades.
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.
Just need better connections from Redmond to Seattle! The bus wait times are too long especially during game days for the pro sports teams
It's a totally messed up pile of crap, like everything you do.
I'm desperate for the cross lake connection. The amount of time I've sat in I-90 traffic for Mariners games is intense. I would easily switch to the rail for that task in a heartbeat.
Maintaining headway reliability will be important when the 2 line meets the 1 line. I trust there see ways to avoid train bunching and missed runs in place.
Reliability is key, I rely on ST to commute to work and when the light rail is not running it makes it very difficult to get around since there is very little redundant bus service
I'd like extended parking options in a location so I can park and fly. I'd pay to stay in a sound transit lot for a few days vs one by the airport. Shuttles for those places take forever.
I hope you won't drop service across 520 when the line opens across I90.
Can you provide free WIFI service on the light link?
Pierce County residents pay significant MV taxes to Sound Transit. Until the Link connects from Federal Way to Tacoma, I would like to see weekend Sounder trips scheduled in the mornings and afternoons. Currently I drive from Tacoma to Angle Lake, park and then take the Link into Seattle every weekend. The bus gets me to Seattle much quicker than the car/Link route. There are a lot of people riding the bus who would use the Sounder if available.
Thanks for Lynnwood Station
Most light rail stations on the east side so far have very poor catchment areas for pedestrians and shopping. Is there any way we can encourage additional pedestrian-friendly development around those areas?
To transfer from 2 Line at Chinatown station to go to the airport, will it be an easy transfer since people will have suitcases? (Elevators and/ or escalators that work!!!!). And be clean, which that station and its surroundings often aren't !
Please have redundancy!
PLEASE for god's sake - add more parking! I use the MLT transit center and it's full most of the time; Northgate is impossible to find parking and, therefore, I never used it prior to MLT opening. People WILL use the light rail IF they can drive the few miles and park.
Make sure that there is frequent early bus and light rail service in the morning from Tacoma to Seattle.
I won't have to drive so much. I like that
Please improve service to Everett and Snohomish county north of Lynnwood.
Once parking is full, I'm forced to drive into work. There is no efficient or effective option for bus service to link station. I'm being forced back to driving
Please let rider know if bus service will be cancelled forehand, so rider can find other options.

Trains are too crowded during peak times after expansion to Lynnwood. Hoping 2 lines will help this
Seeing consistent security is awesome. Please keep it up.
While I would be able to take Link for my commute, I avoid it due to the frequent presence of uncivil, disruptive, or threatening behavior and foul-smelling apparently-indigent "destinationless riders." If ST Express service ends, I will likely return to renting a parking spot downtown and driving myself.
i405 Kirkland to Seatac has been a nightmare for decades. I don't see any plans for help on the Eastside. Many are moving South due to high housing prices which has created more traffic. We drive to Olympia often from Maple Valley and i5 is a parking lot all the time through Tacoma & JBLM - when will help be coming to that area?
More people are catching the 586 bus southbound than ever before since making this bus a connection to Federal way. It would be nice to have a bus with more seats or more frequent trips to offset the amount of people between 2-3pm. A lot of people are heading home on the earliest available bus so it would be so nice to have an earlier afternoon bus around 2:30 or 2:45pm!
I live in a part of king country that is between Redmond and Lynnwood. It would be great if there were a direct service to either point.
I take the 574 from 512 parkride, to the airport to go to work. The 9:02 PM bus. That arrives around 10pm. I work thr graveyard shift and really hope I will still have the same times as now so I can make it to work on time at 10:30 pm. I'm trying to figure if the bus will take us all the way to the airport from 512 per, or if I will have to get off the bus in federal way and take the train to the airport from fed way
Stick with the plan that was promised for rail expansion. Stay on schedule. Learn from train projects in other cities like Boston and LA to know what not to do.
I take the 1 line from SeaTac to Shoreline. My flights usually arrive late at night, and getting to the Shoreline South station in time to grab a bus to my home is a difficult process. The Shoreline North station doesn't even have service that works for me, even though my home is closer to that station. In the reverse direction, the 1 line does not operate early enough for me to use it in the morning to get to SeaTac - I have to leave on the last run the night before. Hours of operation and connections are a definite issue that you should address.
All the current stops on the 556 route must be preserved in 2026 with Express bus seervice especially the stops on NE 4th St in Bellevue.
Wish it went everywhere!
LR impacts to bus service will mean more time spent single person commuting. The travel time between federal Way and Seattle will double on the LR versus 30 minutes the 577/578 express takes before 6:00am.
I still want to take the bus. I believe it will be quicker.
We often go airport using both light rail and ST 554 buses, it would be nice if more ST 554 that can run between Seattle and Bear Lake or Redmond area at early morning and late night hours daily (including weekends).
Much smoother, faster, quieter, better all around over buses.
Reliable frequency Reliable trains
ST Express from Renton Transit Center to either Bellevue or International Blvd station is most important to me.

<p>hello~ I am a solid believer in the light- rail concept for our area; the service record (post- 2023) is just an embarrassment for the confidence that the electorate put into ST; I have no idea what year it will be when my confidence in our ST system comes close to achieving the offerings that marketing claims are coming; I will continue to consistently vote- up for our ST; appreciative of this feedback opportunity; continue Healthy (!</p>
<p>Please plan accordingly for the power needs of the light rail. I've been hearing that there have been issues with the reliability of the overhead electrical lines that rail uses. Seems there were times the light rail shuts off sounding like circuit breaker tripping when system couldn't handle the load. So please keep the power distribution in mind when planning expansion.</p>
<p>That drivers & operators operate smoothly, safely and have good customer service!! Bus and light rail always cleaned up and spotless/sanitized!! The rides are always safe!!</p>
<p>For me, taking the light rail will extend my commute time to Tacoma versus my current options. I hope there is not significant changes to my commute options.</p>
<p>It is very important to me that the 554 continues to serve downtown Issaquah since all of the Metro service that we have had over the years has been, or will be soon, deleted. The 554 may very well be the only transit service to get to/from downtown Issaquah to/from other destinations.</p>
<p>I. Can't. Wait.!! So looking forward to the 2-line fully opening!! 🙌</p>
<p>Will ST3 buses go to 145th instead of Roosevelt station</p>
<p>Please start adding more fare enforcers and don't allow vagabond to sleep and defecate on trains. And if they are have them pay the fare.</p>
<p>I love using ST Express when it is fast and reliable. The advantage if the light rail is consistency, but st express (especially the 545 and 594) will be faster than link even with ST3 fully built out, unless somehow ST gets trains to go faster in the suburban sections. I hope that STExpress will still provide one seat rides to the farther destinations where link speeds are uncompetitive.</p>
<p>Still poor service from east Bothell, Woodinville.</p>
<p>I take the 532 and 560 to commute to work. From Bothell to Renton. It takes about an hour for this trip. At one time, there was a route from Lynnwood to Renton. The trip on this bus was about 40 min. My drive time is usually 25-50 min depending on time of day.</p>
<p>I would really like to see service be all night or at least to 2am. I am frequently out past midnight and it's quite frustrating not being able to take the Link home. I know I'm certainly not alone here.</p>
<p>In the above question, I have to select one option but I don't think any apply to me as a benefit. All survey questions should either be optional or have an option to enter an Other option</p>
<p>Keep the 577/578 express bus service, it's much faster and direct access to Seattle including to SLU area</p>
<p>Create a direct peak only express running from Issaquah TC to Mercer Island, on the HOV lanes. The proposed 554 routing to S Bellevue means that it cannot take advantage of the HOV lanes and gets stuck in traffic getting off the freeway in the morning.</p>
<p>More connections, more frequent and later service. Services late night or 24 hours would elevate the ability to get around the city without a car.</p>
<p>I would love for the Federal way station to open early. The more time on the light rail and less in traffic is so important to me.</p>

<p>Fix what you have before you spend more money on expansion. I am not voting (yes or otherwise) on another "expansion" project until you get your "s" together. Your stations are in disarray, most to all in the King county area look like crap, and that is what is attracting these criminals. Upgrade your crap that you already have. There is absolutely NO excuse for you guys to ask for ANY money when you're not using the money you are asking for to 1. Make repairs to any of the existing stations and 2. Invest in something that is truly safe and secure.</p> <p>Some improvements you should think about is how to keep the damn lights on, for starters.</p> <p>It's nice to spend money. It's even more responsible to invest that money wisely.</p>
<p>this is less to do with the train itself, but the fare ambassadors on the train. I understand that it's important for people to pay their fares, but people who have unlimited orca passes either through their work or school should not be subject to tickets/warnings if they miss a tap on accident, it happens sometimes and people are already paying \$300-400 a year regardless of if they remember to tap. their fare doesn't really count in the same way. they should not be punished since it doesn't affect the income sound transit makes on those riders.</p>
<p>Eliminating station closures and unimagined events that slow service on the existing routes must be your number one goal for the future.</p>
<p>I truly think there should be an option to take an express bus from downtown Seattle to Lynnwood, and from Lynnwood to Seattle. I do not believe the light rail is reliable enough. Too many problems. When the light rail stops running it is scary being left on the side of the road not knowing the area.</p>
<p>Add restrooms. Please. I beg you.</p>
<p>I really on the 577/578, which will still be a shorter commute than rail, and that is the only change.</p>
<p>I enjoy my trips</p>
<p>Link is always busted and unreliable. Not comfortable seats. Did I mention the bums security does nothing about.</p>
<p>Stations need to be more accessible. If elevators_escalators are not working there needs to be a ramp</p>
<p>Greater capacity is a trade-off with frequent service for me. I'm very tired of having to stand going toward downtown from the north whenever there is a sporting even and going the other direction when events are ending.</p>
<p>Please keep the stations and trains safe and clean.</p>
<p>Far, far too many interruptions to service. Planned maintenance is one thing, but police activity, mechanical issue, blockage, power outage, etc. grinds the ENTIRE light rail system to a crawl. It's simply no longer reliable to use when you must be somewhere on time.</p>
<p>Eager for Ballard stop to become a reality</p>
<p>If you are getting rid of all the bus redundancy in the system what happens when the light rail system breaks down?!?! The unreliability of the link ever since the Lynnwood extension opened makes this a real concern.</p>
<p>When does something happen between rento north??? Or between Bellevue an north bend</p>
<p>I hope the extension from both link to East and Federal way will increase people in using transportation. But, the 1 line is always packed with passengers especially in rush hours. And the amount of time for train to go from the city center both North and Central to the airport is kind of long as the train has to stop at each station which is increasing the time duration for the trip. I hope that in the future there will be another train express go from central to airport without waiting at each station.</p>
<p>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</p>
<p>I would prefer to take the bus from Marysville to Seattle. It felt safer and took less time than the link.</p>

Have st express buses be more on time and work with apps ilke one bus away to provide accurate times.
Light rail should have been run over the 520 Bridge. We will long pay for the mistake of not doing that.
<p>Signage and announcements are unacceptably monolingual. These expansions are taking place around major international-tourism events (the Club World Cup summer 2025, the World Cup summer 2026) which will include a higher-than-normal proportion of tourists who are at best ESL. The use of English-language-only signage and audio announcements does not respect that issue.</p> <p>There's one significant facility issue that needs to be addressed: There are no garbage/recycling recepticles on the Link platforms. That means that anyone who finishes their morning coffee while waiting for the next train has no place to put the cup, or food wrappers, etc. And THAT means that trash gets left on trains, thrown on tracks, etc.</p>
The trains are horribly crowded. I am a daily rider who gets on at Roosevelt. Really bad planning to open the Lynnwood link and not raise capacity. I get it, I get it, the rails on the bridge got all messed up or someone didn't plan for what it would take to put rails on a floating bridge. Either way it is pretty bad if you are not getting on the train in lynnwood at this point.
St Express buses are significantly easier if you have mobility issues than th Link
Need to include Tacoma Dome Station as a link stop from downtown Seattle
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.
We've enjoyed the lynnwood extension and are looking forward to the addional Pinehurst station opening!
I'm worried that link service from federal way to downtown Seattle will take much longer than taking Sounder train from Tacoma, which already takes over an hour and is subject to numerous delays. Which is not STs fault the way the railroads run.. I definitely appreciate the ability to transfer to different type of transit, but it might be good to consider commute-time express trains. So a rider could catch a train that didn't stop at every light rail station and get to downtown Seattle in an hour or less.
<p>Yeah light rail get your stuff together. This constant delays due to problems with maintenance and power outage etc and elevators and escalators always breaking down . Is wearing thin on the public. It's not a reliable transit system. Fix it .</p> <p>I would rather take the buses .</p>
It has to be reliable and quick and on time.
The reliability with light rail has been terrible. I find it unacceptable to have to stand around for 30 minutes plus when you have an outage. One track goes down and you half your service. Not the best.
Construction should be done at night time not during the day hours not during commuting hours the train should be running all the time work should be done at night time the biggest waste of money. What a joke fire Dow Constantine what a waste of tax payers money
I live downtown, the 2 Line will be incredibly beneficial, though I'd realllllly reallllllly love increased North and South sounder frequency and hours as well going the opposite from rush periods. Increased night service on all modes would be really helpful as well. I have low vision so driving isn't an option for me I work overnight a lot so trying to get around is difficult.

Some non-ST bus stops (King County Metro) are a distance from Link light rail stations even though the route goes by said station - I've had to run to catch a connecting train which isn't always convenient. That being said, I do understand it's a different transit service provider so a solution may not be easy to arrive at.
I'm just hoping we have more trains and less delays by the end of this project. It's been a bummer to have to cancel plans because Link has been pretty doggone unreliable this winter
The 515 bus is much safer and more comfortable than Link, but we wish it would go nonstop to the south end of Downtown (5th/Cherry and IDS) instead of duplicating Link's slow journey through downtown
Pls don't illuminate 510bus Directly into downtown route need to be exist Pls don't make rider suffer ...
There is no direct line from South Kirkland Park and ride to Seattle. It would be wonderful to increase another line for Kirkland residents or increase the frequency for ST545. Thanks
I Love the ST route instead of the train . The train makes to many stops the bus takes people straight to downtown
I've had a couple of ST buses not appear at the expected time (or disappear from the schedule), so I'm most interested in having reliable public transit when I need it. In those cases, I have to plan my transit options on the fly if a bus fails to appear and it's not a great feeling.
I am looking forward to the extended time table that the light rail will provide.
I take the 574 from Tacoma dome to SeaTac airport. Having a consistent flow to federal way, such as increased from the current 30 min, would be very beneficial
I'd like Fare evasion more disciplined. I see people get on the bus or train daily without paying and it really devalues the benefit of consistent service and the expectation of safe travel.
Need more parking/drop off options in sumner while parking garage is being built.
I would like to continue route 577 and 578. I feel it more convenient and faster commute from the transit center to my work in downtown Seattle.
The last train North bound from airport to UW station end too early. Please extend running time until 1:30AM. There are lots of passengers arriving airport after midnight. Thanks
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.
need more parking...
I like the buses, not a fan of the Transit...vote against it every time. Do not appreciate that the voter approved decision to get rid of the RTA tax was over ruled by the court system! If you start charging for parking I drive into work!
It's all good. There should be better signage however describing how long after you tap your card that your time is good for. Is it 4 hours? Thank you! And please thank all the Link Light Rail drivers!!!
Please keep the 515 bus and move the afternoon trips earlier starting at 2:00!
More Sounder trips would be beneficial.

<p>I live in Bothell on Bothell Way NE. There is no bus that I can ride to take me to where I catch the 522 on Bothell Way to get to a Link station. The only way to do it is to catch a Community Transit bus (runs VERY infrequently), ride to UW Bothell stop, then catch 522 from there. This is extremely time-consuming and inconvenient. Currently, I need to walk 1 mile to catch the 522 bus, and when I'm traveling and have luggage, this is a long way to walk. I really feel like those of us who live in Bothell are getting shafted. Currently, I can catch the 522 and go directly to Woodinville, but in a few years when the highway project is done, I understand that I'll have to get off on an island, wait for another bus, and then continue my trip. Honestly, I really really feel like Bothell is just left out of the whole updated transportation loop, and, in fact, moving backwards once that highway island is completed. I really like using public transit when I can, however, for those of us living in Bothell, it really isn't very convenient.</p>
<p>Doing great! Can't wait for federal way to open!</p>
<p>SR 522 bus service very slow. Taking longer to get downtown than 10 years ago. We are still waiting on rapid ride buses. Rapid line is taking too long to build</p>
<p>The 550 ST bus has been highly unreliable recently. Can't wait for the I-90 expansion to open.</p>
<p>Clean up Westlake - it's an absolute disgrace. It reeks of urine and is unsafe at all hours of the day</p>
<p>It's not reliable, constant issues with the tracks or maintenance or construction. Cannot carry as many people as they need, shuttle buses are not clearly marked when they're needed. You want people use public transportation, but are not able to meet the needs of the people.</p>
<p>Trains are uncomfortably crowded during morning and early evening commute</p>
<p>There are still non commuters aka homeless who ride during peak times and generally take up large spaces on train. Enforcement is still sparse.</p>
<p>Please add more runs, the train is so packed that sometimes I can't get on. Thank you for having security present.</p>
<p>The express is great for commuters and it's nice to have more than one option to get downtown.</p>
<p>550 is the most reliable option between Bellevue and Seattle and 510 is the most reliable between Seattle and Everett.</p>
<p>bringing light rail service to Puyallup would increase accessibility immensely</p>
<p>Good</p>
<p>Need to expand North past Lynnwood to Everett asap</p>
<p>You should not expand until you have completed all the items in your engineering reliability study. The system today with all the service delays and interruptions is unreliable. Expansion will only worsen the problems.</p>
<p>Trains need to more frequent when games occur at U Wa and stadiums.</p>
<p>Create reliable notice of delays or cancellations in 532. There have been multiple times a scheduled ride is delayed or cancelled with no advance notice.</p>
<p>PLEASE bring more trains for Sounders games. Having to wait for trains when we KNOW when the game will end is incredibly frustrating; other cities handle this just fine, why can't we queue up trains when we know the game is going to end?</p>
<p>The light rail is an incredibly poor commute option coming to Seattle from Federal Way. It's a significantly longer commute time on the light rail. And the light rail is not reliable, often facing delay issues on street level tracks and when there is required underground work. If you take away my bus route I would rather drive to Auburn to take the Sounder train than deal with the over crowded, slow, and unreliable light rail for my commuting needs. The sounder would require me coordination and probably be just as long of a commute but it would be far more reliable and comfortable. Especially factoring in the sheer number of people being added to the one line in addition to those already riding.</p>

Link connection to and from more seattle locations would be great
I live by Redondo Park and Ride but after the direct bus to downtown was eliminated, I have needed to take A line south to Federal Way and then the 577 back north to downtown. I appreciate the 577 since it's faster than taking light rail, but may consider switching to the 1 line given more frequent service and since I should now be able to take A line to a closer stop to the north rather than having to go to Federal Way, but it may still be slower than my current route.
We need better Bellevue downtown to SeaTac airport transit. 560 travel time is too un predictable given traffic on I-405 Renton section
STEX service from the South has a significant time savings compared to FW Link. Please preserve STEX service from the south. Please delete the 545 to pay for it.
Good service
Need more frequent and reliable service on route 535. Including service that runs every day at least every 30 minutes
I need better buses from Lake Forest Park to light rail stations
an additional 1 line stop in between the cap Hill stop and u district stop would be extremely useful.
I taje the 522 from Roosevelt Station to UW Bothell. I hope this will not become more complicated.
Mukilteo Station is underutilized. There are 60,000+ people on Whidbey Island (15,000 on South Whidbey) with robust bus service to the Clinton Ferry. Please work with WSDOT to get Amtrak Cascades and Empire Builder to stop at the Mukilteo Station, and possibly add Sounder North service during non-commuter times and weekends. Most the the residents of and visitors to Whidbey Island use the ferry during non-commuter times, and we need rail service to meet those time periods.
I appreciate more security and cleaner seats and train cars
Please keep the buses running during commute times.
When will they offer ST Express or Link to Graham, WA? It is not great to have to drive to the Puyallup Sound Transit or drive to a Park & Ride to catch a bus because there is no bus service in Graham, WA. And, it is too far to walk to 176th Ave S and S Meridian from 204th Ave S (or visa versa).
590/594 routes being detoured to Federal Way Transit Center would be a *disaster* for my commute. This would create an unnecessary transfer increasing travel times for nearly all trips between the two largest cities in the Puget Sound: Seattle and Tacoma. I work in SLU and live in Stadium District, Tacoma two central areas of each respective city. If this transfer happens... I will need to 1) bike to T-Line Stadium district station 2) transfer to 594 ST Express at Tacoma Dome 3) Transfer to Federal Way Link light rail station 4) get off at WestLake Link station 5) Take E Rapid Ride to SLU 6) walk from E Rapid Ride to work site. Each time I must change transit modes it slows down my commute & adding yet another unnecessary transfer would be detrimental to my quality of life; resulting in hours lost each week. Please do not eliminate direct downtown to downtown service between the two largest cities in the state. (by the time this Link extension debuts Tacoma will outpace Spokane in population).
I haven't ridden a bus since Covid hit and I'm NEVER going to downtown Seattle again. I won't ride light rail when it finally reaches Redmond until you install turnstiles and keep the criminals off.
For Bus 535, please add a bus stop in front of Costco Lynnwood when going to Lynnwood Transit Center. It helps a lot when passengers have a lot of groceries to carry and the nearest bus stop is in Alderwood mall area.
Nice and skillful driver

<p>ST Express should run the 510 when two or more sports teams (or concerts) are going on at the same time. On April 12th I was on a northbound 1 Line Link train (I had just arrived back from Portland on Amtrak at C/ID station) and the ride was uncomfortable and delayed as the trains were running slower due to the influx of passengers getting on at Stadium and Westlake. Running 510 buses around the time those games ended (say 8:30pm to 10:00pm) would alleviate some pressure from the Link trains and would make the operate closer to "on time"</p>
<p>You must get the system-wide operation reliability up into the 90's for people to begin to rely on the service. Right now every story leads with some type of breakdown or repair.</p>
<p>For me (living in Eastgate neighborhood with car, commuting to University of Washington), the cross lake connection of the light-rail is going to completely change my commute [I currently take the 556 from South Bellevue Station, that will be replaced with 2-line from South Bellevue].</p> <p>I am nervous that light-rail disruptions (which seem somewhat common on the starter 2 line and on the 1 line) would majorly disrupt my commute with no realistic backup if the 556 is made less-frequent or eliminated. 2-line-replacement buses that could be deployed quickly in a significant disruption would be very important to quality of service for me.</p>
<p>I HATE light rail. Tried it for a month and bailed on it and Community Transit's "Express" buses. My old ride commuter bus ride was around 3 hours round-trip. Bus to light rail was easily and regularly 4+ hours given the multiple and massively inefficient transfers AND the fact the train is regularly slower than a bus in the Express Lanes. Hand-to-God, if you get rid of the 510 I'll either drive to work entirely or quit my job in Seattle and find one I can drive to in Snohomish instead. NOT EVERYONE WANTS TO TAKE THE TRAIN. **PLEASE** GET THAT THROUGH YOUR HEADS.</p>
<p>Currently I live in Ballard and commute to work at Microsoft Redmond. I bus down to Westlake, then take the 545 over to Redmond.</p> <p>This has been faster than taking the bus over to university stadium and then the 542, though sometimes this is the route I take coming home.</p> <p>I am excited for the Line 2 connection to finish (I used the light rail extensively while I lived in Cap Hill and I strongly support all of its extensions), and will certainly try riding it to the Redmond Tech Center stop a few times from Westlake, but I am skeptical that the commute time will end up being shorter due to the more roundabout path it has to take, going down through Mercer Island. So I don't see my specific work commute changing much.</p> <p>(And I am very excited for the eventual Ballard extensions and will certainly try the connections once again when those are completed)</p>
<p>Nice work making progress so far. If not already planned, it would be great if there were more stops in downtown Seattle near major locations like the Amazon spheres, the space needle, etc.</p>
<p>When will Renton be included??? I REALLY, REALLY, REALLY want to use public transit, but the only line available to me is the 560 or 240, both involve a 1/4 mile walk to get to the nearest bus stop. It's such a hassle to use the lightrail that I have yet to use it -- stations have questionably-safe parking for cars. How about a lightrail that follows I-405 like the line that follows I-5? And then have the routes meet up at the Tukwilla Station in the south and maybe somewhere in Lynnwood up north?</p>
<p>I had no problem with the hour or so bus ride. The plans appears to rely on using the train more to cut back on bus service which is fine. It will be extremely important to make sure the trains stations are safe, clean, and operate properly (elevators) or the public won't use the trains because the rail lines are going to be magnets for vagrants.</p>
<p>Keep on going! Federal way to Tacoma next please!</p>
<p>The routing of pedestrian path from the garage to the bus station is currently very inconvenient and long (4/17/2025)</p>

<p>I like catching the bus . I've been commuting for 25 yrs . My concern is that the link most likely will take longer and the cost will be more . I'm also hoping that You don't charge to park . That's just another burden considering our tax payer money is already going towards light rail .</p>
<p>I like the service light rail provides. However, taking away service from some neighborhood routes makes it harder to get from the neighborhood to the light rail. Not everyone has cars.</p>
<p>Currently, with bus 577/578, the timing is to spread out. My child's daycare doesn't open until 7:30. Which means I only have 30 minutes to drive to transit center, find parking, and walk to the bus station by 8 (when the bus arrives). If I am later than 8, I will need to wait 10-15 minutes for the next bus. Which means I will be late to work. The bus is a direct line to my office currently. The 1 line will eventually have a stop even closer to my office. But, I need the 1 line to be more frequent or else I will continue to run into the same issues of being late</p>
<p>i always wondered why you are building these lines with no extra tracks. Look at the railroads, they push the malfunctioning trains to side tracks. we don't have many of those, so a train that doesn't work brings the whole line down.</p>
<p>Sound Transit is wasting SO much money. DOGE needs to investigate Sound Transit and the mega waste of money by it!!</p>
<p>You need to add Orca card swipe up on train platforms nit just down stairs or on street level!</p>
<p>I live in Woodinville and commute into DT. I drive to the Redmond Transit center right now and take 545. It's by far the easiest method to get to work off 5th Ave. My only real concern is parking/getting to the light rail without adding additional time or fees to my route. I don't mind paying a little for parking, like a low \$\$ monthly pass, but worry there will be enough options for people like me as the Link expands. Northgate fills up too fast, I haven't tried Lynnwood yet, though it's far from me - and unsure if there are other parking options on the westside and still use ST link options to get to games/concerts.</p> <p>I look forward to the Redmond garage to open, and I used both the Redmond Tech and the south Bellevue PnR once as well. I appreciate all the time and efforts you all are putting in to make this as easy/effective for all riders. Thank you.</p>
<p>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.</p>
<p>Kenmore got the short end of the stick. We paid taxes only to lose direct connection to Seattle. The current bus plus train takes more time that bus would take in peak traffic.</p>
<p>The light rail currently takes around 40 minutes to get from angle lake to the symphony station. With the added line to federal way downtown, I'm assuming the commute will be around 50 minutes to an 1 hour to get from federal way downtown station to the symphony station. With this in mind I might prefer to still take the 577 bus considering some days it takes me 35 minutes to get to the federal way station from my work and vice versa.</p>
<p>Nice and skillful driver</p>
<p>I'm assuming you'll provide less ST Express service but I really hope it's not reduced to bare minimum. Most times, express bus will be a lot faster coming from Federal Way. As I stated above, I don't feel safe using Pioneer Square station along with others in Seattle.</p>
<p>I don't plan on using the train I would rather ride the bus safely reason. The commute will take longer on the light rail. Please don't cut bus services to Federal Way. The 577,578, and 177</p>
<p>My bus does not have a lot of stops to get to my destination which I prefer. It is a straight shot and has a safe drop off location. The people who get on my bus are friendly, not on drugs or smell. The people on my bus are other working adults or students that keep to themselves. I would choose to take the bus than the link light rail any day.</p>

Please keep 577/578
It's great as me n my husband always drive in this bus to get to our work ..thank you .
The link will make my commute longer, as the express can take 35 minutes on a good day, and 55 minutes on a bad day, with an average of 45 minutes. The link is expected to take 46 minutes, but will need to plan for regular disruptions to service and delays. I'd like to see some bus options remain as an alternative to the link.
Keep the 577/578 going even after light rail is finished in federal way.
Please dont take away the 577 and 578. I dont want to ride the train. It will take me much longer to get to work and the ride wont be as nice.
I would like the 586 route to remain intact even after the lightrail opens completely
If ST express could run later and earlier in the southbound trips that would be very helpful, the bus is also getting very full, consider the larger busses for the south bound trips
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.
There needs to be more frequent trips in the 6-7am hour. The lines for the busses at this time get extremely long and the busses run out of seats or are very crowded. Seems like there should be an additional bus that comes in between the 6:25 & 6:45am for the 577 bus at the fed way transit center in the mornings which would allow everyone that rides to be able to get a seat and not overcrowd the busses
just happy to have my 6:54 and 5:30 commutes on the 535 from and to bellevue transit center on weekdays
Yes! I take the Express in to Seattle from Federal Way TC. However, I can't remember the number! Also, I work seasonally. From mid-May to the end of September I will be riding 4 days a week
I would use Link more to commute to/from my work in Kent (SeaTac/Angle Lake) or go to the airport if service to these stops from downtown was faster. Why doesn't Link have airport express trains?
What is important is 1) having easy access to lightrail and 2) being able to leave the driving to lightrail, passing traffic, and allowing me to read.

This is the most unreliable of the options for anyone who can't climb up and down 4 flights of stairs. I regularly get off at Lynnwood and Northgate stations. Currently both stations are inaccessible to people in wheelchairs or with walkers, or have problems navigating stairs. This problem of having ALL disability accommodations unavailable happens several times a week and can go on for days. People then have to get back on the train, go to another station and then try and figure out which buses can get them back to the station they were trying to use! Every week this happens. Somedays the elevator and escalator are out at the same time at Lynnwood, necessitating a climb of 4 flights of stairs, which not everyone can do. People are late for work, or miss appointments, and add more than an hour to their commute depending on bus frequency. This service has taken a long time to build, you've had decades to work out the kinks, but instead you use subpar elevators and escalators, don't build enough escalators (have one instead of for both up and down), and then have the gall to have an announcement that tells us to use the elevator, if we have strollers, luggage etc. You humiliate and inconvenience people daily and then try and tell us how great your system is. It is not. It breaks constantly, trains are delayed daily, and today the first train (the one I catch) left 10 minutes early and the 2nd train was late! I am beyond disgusted that you can't even do the bare minimum to accommodate for ADA. You leave people stranded, no info to help them navigate should they need to go to a different station on how to get back! The stations up north aren't just a little far apart, they are miles apart, no easy way to navigate between them and you are further cutting service so you can strand people who can't do stairs, because the buses they could have used, you cancelled! I am furious that you disregard your customers so blatantly. Those elevators don't need patching, they need to be replaced with passenger elevators that can handle the traffic you helped create. Plus being ADA non compliant for days or weeks at a time is likely not legal. Today I watched as a man in a wheelchair chose to chance the escalator because that was his only option. At some point someone will get hurt because of your faulty equipment and then we'll all have to pay for the settlement you incurred. It's cheaper to have the correct escalators and elevators and safer for everyone. Buses may have been slower, they had their issues, but they are much better at serving people with walkers and wheelchairs. And there is a person to help them with more than a shrug and walking away.

Change the Lake Stevens bus schedule back. It's absolutely ridiculous it was changed.

I work in the SODO district. 590 works great for me. It's a 15 minute walk to work when I arrive and a 15 minute walk to the stop to catch the bus home. I don't take the train because it will make my day 40 minutes longer. I'm certain the light rail will do the same with all the added stops for pickup and drop off.

A lot of people ride the 515. Please provide the double decker buses as often as possible for comfort and safety.

I prefer buses to using light rail whenever possible.

I know you get this all the time from Boeing folks....

513 Seaway-Lynnwood running both ways during morning and evening times would be extremely helpful to my commute and many others who live in the city.

Please don't forget Bothell Cannon Park . Frequency can be increased to Lynnwood transit center

To many experiences where when the trains are under high volumes they end up getting delayed to "reboot". One trip took several hours to get from the stadium to Lynnwood transit center. Would have been better to just drive and pay to park with that kind of delay. No explanation was ever given why trains were delayed for one to be rebooted several times.

Don't eliminate the 577/578 and 594. Current Link service is already long from SeaTac. It would be much longer if we're forced to take a train from Federal Way and Tacoma.

Also, keep in mind airport workers who start at 400 and 500a when changing service.

ST Express buses provide a much better commuter experience than the Link. The seats are more comfortable, no one is passed out on drugs, no one is having a mental health breakdown, they smell nice, and they're not horribly crowded. Even though the bus is slower due to traffic, I prefer it for these reasons.

While we're at it.... why not try and improve the Stewart St exit for the morning commute by making the left lane (which everyone cuts into across the median) bus-only with a 10 second early start on the green light in the same way that Howell's left lane is bus-only with a headstart at lights in the afternoon?

<p>ST Express buses are as important as light rail in building a useful transit system. Please make sure that as light rail gets extended, buses that connect to light rail from places like Everett, Tacoma, and Issaquah (512, 574/594, 554) become more frequent. All day, every day. Otherwise, where are the bus service hours going? And how are you going to make up for the transfer penalty? The 512 is almost the same frequency that it was 10 years ago. That is a problem.</p>
<p>No transfers from south sound to airport please. Tacoma Dome to seatac now is great. No xfers in federal way. The risk of missing a leg is too risky.</p>
<p>Design a better connection between Redmond and Airport. There are many young people and they like to travel with convenience.</p>
<p>Just because the 2 line will run from Redmond to Seattle, we shouldn't assume that light rail is the fastest choice. For those in north Seattle, it's likely noticeably faster to take the 542 to the UW and continue north on the 1 line. This avoids the slow meander south to Bellevue and the slow meander north through the DSTT. PLEASE keep the 542 as a frequent option for north Seattle to Redmond trip pairs</p>
<p>ST express bus commuting feels more safe than the Link. There is occasionally violent crimes at downtown link stations that make me hesitant to take the Link.</p>
<p>Please keep the 515!</p>
<p>Train ST drivers about connection buses run by other agencies, especially on major transit centers/junctions st buses doesn't have courtesy to hold for a minute or less for passernger transfer from other buses.</p>
<p>Reliability and frequency give me confidence in our transit system. It is frustrating when ST Express buses are late or there are breakdowns in Link service with not many better options.</p>
<p>The issue is getting from Tacoma to the airport on a light rail and from Tacoma to Seattle on the light rail. No bus transfers.</p>
<p>Tacoma needs an express bus to the airport and route 574 should continue as it is. Maybe that route doesn't stop anywhere else - just goes to SeaTac? I don't want to transfer in Federal Way and add more time to my route to the airport.</p>
<p>515 should exit highway at James street</p>
<p>I would like 545 to continue. It will take too much time from redmond to Bellevue then Seattle by link rail.</p> <p>If it takes more than 25-30 mins, I will rather drive to Seattle</p>
<p>People from the north end do not want to have to transfer to get to seatac or if they commute to work on the south end. By introducing a necessary transfer downtown you have split seattle into 2 parts. It adds additional time and burden to just get to another location in seattle. This should not happen.</p>
<p>I am very eagerly waiting for the Cross Lake Connection. It would replace my work commute to the Eastside from Seattle. It is extremely disappointing that it is many years behind schedule, but better late than never. The response to my usage frequency would be much higher if the Link Eastside connection were open today.</p>
<p>Now, I drive from Tacoma to the Angle Lake station and park in the garage. I could never understand why there is not a direct bus from Tacoma to the Angle Lake station. Please have a dedicated bus service between Tacoma and the new Federal Way station until the 1 line is completed to Tacoma.</p>
<p>Please donot cancel the 545 bus I am dependent on it to go and come from work. Please please do not cancel</p>
<p>Do not stop 545 and the related 269.it's a godsend for people I'm Sammamish where the train doeant come</p>

<p>I'm nervous the 594 will be routed to Fedway station. Adding a transfer and additional travel time. While I'm excited for the lack of traffic impact, the longer travel time is a deal breaker. For low traffic impact, and best travel time I'll take Sounder Train. Express light rail trains that don't stop at all stations?</p>
<p>I often use the 574 to the airport for travel, meaning I have luggage. At times, I have to take a local pierce transit bus, then the t-line, then the 574. That's already three transfers, which with luggage is a pain. Please don't force airport riders to add an additional transfer. That might be the breaking point where I just use a Lyft instead. Don't make me do that.</p>
<p>New train line from Redmond to Seattle will take significantly more time than 545 bus, please don't cancel 545 bus service.</p>
<p>The 545 frequency and trip duration are currently good (although the bus is usually packed at 4PM). It is frustrating that there are no buses that more directly service south lake union, and that extends to the light rail service to Westlake station. This leaves nearly a 1 mile walk for me to UW medicine. With other large employers (Bristol Meyer Squibb, Google, Allen institute) in this area and the mess of Mercer Ave traffic congestion, I think this region could be much better served by a commuter line from the Redmond transit center targeting south lake union. It is silly that after riding one bus it still takes 20 minutes to get to work, either by walking or waiting for the trolley. And the light rail stop at Westlake does nothing to resolve this challenge for workers in south lake union.</p> <p>Why is the E line the only bus that regularly serves this region? Folks in Kenmore drive because the 372 runs such a limited frequency and they have to pick up kids from school. Folks from Renton, Northgate and South Seattle also deal with Westlake being the closest stop. It's madness that transit to this part of the city is so challenging.</p>
<p>I appreciate having the option to take a bus or train rather than driving between Tacoma and Seattle. I wish the link between these two cities was moved up about 15 years sooner.</p>
<p>I would like to appreciate sound transit for increasing security on link trains and also improvements on the pioneer square station area situation on which transient activity flows down to train station escalator and stations causing litter on and off platforms</p>
<p>Please do not add the extra time and hassle of having bus routes from Tacoma end at the Federal Way Link. Once you finish the complete line to Tacoma is the time for that. Otherwise, you're just making commuting to Seattle or the Airport hell for Tacomans.</p>
<p>I currently ride the bus from the Tacoma station to SeaTac, which is bus 574. I would never consider having to transfer to light rail in Federal Way to complete this journey. It is cumbersome with suitcases just getting on the bus but to have to transfer? Bad idea.</p>
<p>Having more frequent trains especially during games/events in town would be really beneficial so the trains don't get too crowded. Also the cross lake connection will open up a whole new world of Bellevue to so many Seattlites that don't want to normally make that commute.</p>
<p>I'm REALLY looking forward to being able to take the light rail from downtown Redmond to downtown Seattle! I know it means my beloved 545 route will retire (end of an era) but the ability to get to the airport from Redmond will be amazing. In addition, I'm hoping that trains run more frequently and later in the evening so that coming home after a theater show or concert won't involve 30 or 60 minutes between buses! It's really easy to get downtown in the early evening ... and really hard to get back in a timely fashion between 10PM and Midnight.</p>
<p>I recently rode the 574 from the Tacoma Dome Station and, for the first time, the coach was one that low to the ground rather than having to climb several steep steps with my luggage to enter the bus. It was great! I hope this is a permanent change. I am always recommending that people take the bus from Tacoma to the airport and carrying their luggage onto the bus is always a concern. We need to make it as easy as possible for people to ride the bus so they see it as a viable option.</p>

The ST express is faster, more reliable and more convenient than connecting to the ineffective, slow and unreliable Link. I have had zero problems riding the ST express for decades.

Let me add that this survey is rigged. The question about opening the Line 1 extension allows only positive responses. I have nothing positive to respond other than the fact that a (ridiculously expensive) train can carry more passengers than a bus.

I would love if you kept the 510 running until light rail service extends to Everett. Having the transfer from the bus to the light rail would increase travel time for many riders.

You guys suck. Your expensive dumbass system takes longer than the buses do and are way overcrowded. You guys lack communication when your waste of taxpayer money breaks down or have issues. You don't communicate your issues with your security personnel when your customers have questions. Maybe stop stealing the money and use it for proper material then get the cheap stuff. Hasn't even been a year and your stuff is already having problems

Your plat form people are lazy.

As a disabled passenger and one who often uses evening and even late night service, often with a service dog, I rely on being able to get from point A to point B the fastest, particularly without restroom and device charging services.

Transferring can be both difficult and confusing, as is learning new routines. My commute is already incredibly lengthy. If I am planning things in South County I already take the train from the airport. This is more likely to occur on weekends/leisure trips. During the week I want between downtown Tacoma and downtown Seattle as quickly and smoothly as possible. Unless you are planning to have "express trains" that do not stop at every single stop, please keep the express buses running.

It is also important to note that on game and other large event days, the more popular trains are absolutely overflowing. It is not uncommon to have to wait sometimes as much as an hour or more to be able to board. The accessibility committee speaks of this at nearly every meeting for some time and while we have seen some small improvements, there is no significant improvement.

I also worry about what your plans for this are when the spine is completed to add Tacoma to line 1, but I had not considered Federal Way.

I also do not like much to go to Federal Way. Although there are robust shopping options to enjoy, it is simply not an enjoyable and safe place for the pedestrian experience and continued to feel more suburban in nature. While yes there are sidewalks, the Transit center is blocked in and does not even open out to these, you are not made to feel welcomed into the city as a transit user. It is near police station which is uncomfortable. Surrounded by cars. Hopefully the new light rail will improve somewhat upon this, but really the traffic calming and such is very bleak and it honestly feels more like walking through a freeway most days. I use transit to get away from cars, not to be thrust into the middle of hundreds of them.

This user experience is especially important for a pedestrian MBA survivor. I must travel back and forth frequently, and worry for the impacts to my health if my only option is to pass through a community where cars are still centered.

Yuck, yuck, yuck. Please don't make me subject myself to this regular torture, not to mention the greatly increased commute times. I also enjoy having the driver of the bus readily available should there be any emergencies. I often choose fixed route for this reason when given the choice.

We also saw the public outcry in downtown Tacoma when moving the 590 to TDS and not having it come downtown anymore and the inconvenience this caused for many. So, we have seen this already on a smaller scale. We want to have daily life fast commute, preferably few to no transfers. If we do transfer, we want it to be in the same zone, or very nearby. (Think T line to #594 at UW Tacoma, only crossing a few feet to go from train to bus and vice versa). So often when creating transfers they don't plan for elderly/disabled/small children, nowhere for people or dogs to potty, nowhere to charge devices, get food or drink.

The Transit centers and transfer points cost incredible amounts of money, yet to not easily meet the daily needs of the

people who use them. Bad experiences mean that people only take things because they have to. It should be ease of use, amenity rich, pleasant experiences that people clamor to repeat. This is how we continue to build ridership, and revenue.
Prefer to stay on the bus directly to the airport
Mukilteo doesn't have good options for Transit. Minimum 30 minutes added to commute from adding 1 line to Lynnwood and taking away express busses. Wish sounder had one earlier time.
I wish you cared about getting to Tacoma. But you don't. I wish you gave a thought to operational issues, e.g. parking, making sure fares are paid. If you did, you wouldn't have quite the array of financial problems you currently face... Except, of course you do care about exorbitant salaries for unqualified top managers. But I guess you don't give a damn about the rest of it. And I'm sure you will not pay any attention to this survey.
Low transfers
I hope that the 574 continues to go from the Tacoma dome to the airport, without having to transfer to the 1 line.
Please do not get rid of the 510 or 515, instead you need to offer more time options, buses should be more frequent. The 1 line train is slow to get to Seattle, bus is much faster, train has limited stops in Seattle and is not useful for getting to and from work. Embrace more buses or something like PRT trains, the 1 line is great unless you need to go anywhere not near the limited Seattle stops. The off-ramp into Seattle headed south onto Denny in morning is very congested, buses may spend 20min waiting to get off I-5. More car parking options at stops would be nice, parking is limited and overflowing into neighborhoods. When the train breaks down, buses need to be there to pick up, don't get rid of so many buses. When the train went live lots of bus routes were canceled and this had a negative impact on riders, please stop messing with bus routes, decisions being made are not improving rider experience, canceling of buses hurts riders. The train stop at 130 makes no sense, it's blocks away from 148th and will slow riders down, disappointed to see it being built, knowing it will make our commute into Seattle or home slower.
Currently 545 drops off at Admin Building and picks up at Admin Building. I am severely disabled and I appreciate having stop at my workplace door. I cannot walk far and would not be able to walk to lite rail, too far and hills. Not even considering safety on Seattle streets, I wouldn't make the walk.
Not worth it anymore. Been stuck too many times.
The ELC network should be revised. The Issaquah connection with Link should be at Mercer Island; this could be Route 554. A second Route 555 could connect Issaquah and Bellevue; see the pathway formerly used in about 2012. The arterial segment of current Route 550 could be filled by a Metro route. Is Metro Route 270 frequent enough; today Route 271 has 10-minute peak headway and Route 556 complements it. Should Route 555 be extended to the U District? Please add Route 566 to the project. It could connect the Tukwila Sounder station and BTC; riders is Auburn and Kent may use Sounder; the peak period trips could be coordinated at Tukwila. Could Route 574 be more frequent? Should it skip Kent Des Moines and Star Lake?
It would be highly recommended to provide frequent shuttle service between Twin Lakes P&R and the Federal Way Transit Center
We are so happy that Link Light Rail came to Lynnwood Transit Center! Even if trips may take a little longer and are crowded for events, it's so nice to eliminate the stress of driving and cost of parking (and be nice to the environment). Wish there was more parking available at Lynnwood Transit Center because by 9:00am there are no spaces for folks wanting to do errands, working a later shift, or attending mid-day or afternoon activities.
The link light rail makes multiple stops and is not faster for me compared to taking the express bus from Everett to Seattle that only makes three stops in the morning. Since they can use the carpool lanes I find it beneficial to have the bus option, if it stopped at Lynnwood light rail it would take at least 30 more minutes for me to get to work. Having an express light rail option where only it makes only certain stops could help make it more viable for commuters if there is consideration to remove some of the express bus options.
Bike Link Service/lockers at all 1 and 2 Line stations

If the link went all the way to Tacoma, I wouldn't need the express bus
I prefer buses over the light rail when I'm traveling later at night. There's security at the light rail stations, but on the train itself the lack of either bus driver or security concerns me and I take the bus instead.
You should charge for parking at stations and make using the train less expensive or free.
My wife wants to commute to Redmond from the 1 line.
Get Pierce transit better buses. Do away with the MCIs.
Keep the 545 running. People need to get directly from downtown Seattle to Redmond. There is a complete lack of arts transportation on Thurs, Fri and Sat, nights from the symphony, opera, etc safely to the Eatside.
Fix the elevators in the stations. There are many who cannot walk great distances or down stairs.
Absolutely none of these services are close or even within walking distance to my residence or destinations. I am forced to pay an unfair tax on my tabs for a service I cannot use.
Will be there any south route like 594 for example will be ending in federal way to direct people to use the link
Make it safer, enforcement of laws, and finishing the South King County link
I wish the 535 stopped at the freeway station by Houghton Park and Ride (now defunct). It would save me a lot of time and wouldn't cause much delay to route service.
Light rail service has declined enormously since the expansion to Lynnwood. Communication to riders is awful - no announcements, no readerboards, no accurate timing updates when there is a delay. There has been no accountability. Also, there are so many riders who don't pay, who use the train as a place to get high, urinate, sleep across several seats, etc. Ambassadors see them, and just wake them up if they're passed out - they never remove them for not paying a fare. We need fare turnstiles, the honor system does not work.
Currently 545 drops off at Admin Building and picks up at Admin Building. I am severely disabled and I appreciate having stop at my workplace door. I cannot walk far and would not be able to walk to lite rail, too far and hills. Not even considering safety on Seattle streets, I wouldn't make the walk.
I greatly appreciate and enjoy the service and security it provides, thank you.
Bus rides may take 30-40mins rather than 60-80mins on new Light Rail from Federal Way Downtown Station. Thanks
Please keep bus options for travelers within the city as well as the 577 & 578 from the Transit Center to downtown Seattle. You already canceled the bus taking us directly to Seattle after the pandemic and we are already struggling changing buses from Twin Lakes to Seattle. I have a fear of trains as well as safety on the train versus a bus. We need to have options for most travelers. I would really appreciate that you consider my request. Thank you!!
Easier bike racks or a hoist system to help get them in place would be very helpful. I'm unable to lift my bike that high and end up having to stand in the aisle with it. Or a larger bike storage area so that it's easier to stand with your bike and not obstruct the aisle.
I assume The 554 will still run to take people from Sammamish and Issaquah to and from Mercer Island to catch the train. If that is the plan, that will work for me. Buses will need to align with train schedules.
I would like the 554 bus from Issaquah to drop us off at Mercer Island Park & Ride. I am excited about across the lake transit. I plan to use the service to enhance my travel with my bike.
I live in Tacoma so the light rail doesn't affect me. Maybe if the sounder ran limited weekend schedule I could use the train.

<p>On the 5th of this month, I needed to get to Merrymore park from Everett. Closest I came was Redmond TC... some kind soul got me the rest of the way. I discovered the #2 train had a station and I thought, "COOL! Easier way to get home. Turns out the station wasn't in service yet! Hopefully, next year, I'll be able to ride the train to that station instead of a very long walk to a bus stop.</p>
<p>The bus connections to the light rail are inconvenient and not regular enough to be practical from my area (Woodinville), so I appreciate that the stations have plenty of parking.</p>
<p>Please bring back direct service between downtown Everett and downtown Seattle on holidays and weekends! It provides a quick alternative to Light Rail during the increasingly frequent Link service delays, it is easier to get a forward-facing seat on the buses (which matters a lot when you are dealing with motion sickness), and the bus service has proven faster and more reliable than the trains for longer commutes.</p>
<p>Add redundancy. The frequent service failures on link (planned and unplanned outages, reduced frequency, the bus bridge failures that more than triple travel times, and the need to transfer trains sometimes twice in the same direction - all due to the lack of cross-overs at stations and in the tunnel) make the system unreliable.</p>
<p>I take ST Express from Canyon Park Park & Ride to Bellevue for work. Depending on the time of day it could be the 532 (most convenient, fewest stops) or 535. I wish buses ran every 15 minutes instead of every 30 in the morning and evening. The most difficult thing about ST Express is when the bus only comes every half hour, drivers do not wait for the scheduled time and will sometimes leave up to 4 minutes early which may cause me to miss that bus entirely and have to wait a whole 30 minutes more, significantly impacting the time that I arrive at work.</p>
<p>Maintaining ST express is critical to people using transit to commute to SLU from Federal Way</p>
<p>Not stuck in traffic! A thirty minute drive taking an hour or much more.</p>
<p>I like having the option of taking either the Link or the 515 in the afternoon. I generally take the Sounder or the E bus in the morning. However, I just wish the Link wasn't so crowded. I work in Downtown Seattle, so I won't need to use the 1 Line Extension or the 2 Line Cross Lake Connection to get to work. However, it might open up the possibility of visiting Bellevue more frequently.</p>
<p>After the extension of the 1 Line to Lynnwood, my direct commute bus was completely removed, thus turning my 45-minute single-bus commute into a 90-minute minimum, three bus or two bus/one train commute. As such, I have only utilized Sound or Community transit as a last resort if I am unable to carpool in. The 1-line should not be the ONLY option for those of us trying to commute to Seattle for work, especially now when the 1-Line will have limited runs during peak hours for all of April and half of May, which just makes the commute time take even longer.</p>
<p>You didn't open the southern stations in staggered order which would have nice, rather than having to drive to Angle Lake.</p>
<p>My only wish is that there was a more frequent and reliable way to get from Lake Stevens to Lynnwood station, as I commute daily to the UW. The 903 doesn't run frequently enough for me to utilize it, so I have to drive to the Everett Station and take the 512. There is also not enough parking at Lynnwood, which is the only reason I started taking the bus in the first place.</p>
<p>PLEASE do not change Routes 577/578 as they provide much faster service between Federal Way and Seattle than Line 1. Both routes will connect with Line 1 at the new Federal Way Station for intermediate destinations between Federal Way and Seattle.</p>
<p>More information in different languages and the use of the restrooms should be easier for users with a monthly pass or Orca card</p>
<p>Train will increase length of trip in AM commute. I take 5:15AM bus currently. Since traffic is less, trip is quicker. Evening commute 578 or 577 typically very dependent on traffic but most cases trip it's self 40ish min. Time increase is waiting on the bus in downtown seattle</p>

<p>Are you going to have reliable transportation to the trains. It seems the train is only stopping at transit stations where there are buses. Pacific Highway has stops for buses. The buses that go through neighborhoods are not reliable and take forever to get to Transit Station. I walk now to freeway stops because buses aren't reliable. I don't think Sound Transit was thinking about the people. If you look at DC commuter train system they stop in neighborhoods with no parking just get on and off. The Link would get more people to commute and less vehicles on road, and less people looking for parking in the parking garages. Hopefully the parking garages are safe. With all the cars stoled now days. The parking garages are so close to freeways these parking garages will be high crime. Sad.</p>
<p>I can't easily take the bus to Link stations because we have so little service to my neighborhood. Decreasing parking at Link stations is a huge disincentive to using light rail, and I wsn't to use light rail. Stop assuming we can simply catch a bus to get to light rail!</p>
<p>Please don't mess with the 522. Light rail is great but not when bus service gets axed and all re routed to the train.</p>
<p>Although the new link extension can be used to make my 586 trip, it would take vastly longer and not preferable. It would also include a longer personal vehicle trip to get to federal way. If I had to chose something other than 586, I'd opt to take 590/594 to transfer in Sodo to the link. That would be faster than the link from federal way.</p>
<p>Less interruptions, please. April 14-23.</p>
<p>ST is a tale of two agencies. The one for the past 27 years has offered 513 during at least part of that time that ignores in-city bus stops except at the lightly-used Eastmont P&R and at Evergreen/E Casino Road. Your buses breeze by thousands of multi-family residences along E/W Casino Road and use that road to go back to base, as often nobody's going to Seaway TC in the afternoon. Meanwhile, the well-off Bellevue citizens have enjoyed peak AND off-peak service all along. When I asked for adding a few stops along W Casino, lip service. When I asked for the buses to go via the far more popular South Everett Freeway Station, the response was that it would inconvenience riders, a specious argument since: (1) The times I've ridden the 513, there were perhaps 10-15 people on the bus at the end, and you'd gain a LOT more riders by going through the freeway station; and (2) Subsequently, the 513 was diverted off of I-5 to Ash Way and Lynnwood, the former taking at least as much time. We've been paying your taxes the same as them, but we get inferior service. Yet, somehow (politicians at work, the County Executive's dogleg to Boeing), we're deemed to have the density to warrant light rail service, which we don't have.</p>
<p>Keep ST bus routes 510 and 515 for commuters.</p>
<p>I selected an answer to the last question at random; I don't see much if any benefit to me but it's making me pick one, and if it helps you sleep at night!</p>
<p>More bus routes that cover more than one county</p>
<p>I'm in Snoqualmie, so in this pre-Link 2 Line era, the 554 has been my preferred bus from Issaquah if I'm going to minimize driving when I go into Seattle. However, for scenarios when I'm making my return trip eastbound after 9pm from the city, the 554 only runs on the hour (opposed to every 30 min for the 550), which forces me to drive to S. Blvu Station to use the 550 into the city... which doubles my drive time simply because of the 554's lack of frequency. When you modify the 554 route between Issaquah and the Link 2 Line, PLEASE make it run more frequently in the late evenings - at the very least every 30 minutes, preferably 15-20 - so Issaquah-bound riders can have a reliable connection to base themselves out of Issaquah or the Issaquah Highlands... with the Link 2 Line opening over I-90, ST express routes should be modified for more streamlined frequency anyway, so faster, improved and more streamlined connections and service between Issaquah and Seattle IS and SHOULD BE the expectation. These East King County rider needs are further validated by ST's plan to build the Link 4 Line to Issaquah.</p>
<p>Please make link 2 run later, on night shifts I have sometimes miss the last train</p>
<p>Please add more trips, especially during after work rush hour (4pm-6pm). Almost every day I wait for the lightrail after work and its so packed that a lot of the people waiting to get on dont get on because it's so packed.</p>
<p>I commute from SLU to Redmond Technology Station. Link will take about twice as long as the 545. I hope the bus will stay.</p>

Add more Saturday service and restore Sunday service to the 535! With Stride projects further delayed, people living in this corridor are have been waiting years for service improvements.
Wish there was an express train to get you to a location faster.
Don't use link. Won't use Link. Not safe.
During the pandemic, you changed the route of ST 522 so that it takes people to the Light Rail rather than downtown. At that point I stopped using mass transit. If your goal is to take cars off the road, you failed b/c by continuing to take 522 to light rail, you doubled my commute, which is untenable. And since my work is paying for parking, well, even though I'd rather take a bus, it's not happening. Change the route back to what it was pre-pandemic and I'll get back on the bus. B/c light rail is not in any way shape or form convenient for me. It's the worst thing that could have happened to the area.
I hope there are fewer light rail delays due to mechanical problems. I'd also like to see safety improvements for the Seattle stations south of downtown.
The Link doesn't feel safe or clean. There are often homeless individuals on board, and the lack of enforcement makes it easy for people to ride without paying, turning it into a space for squatting or loitering. I've witnessed unsettling behavior like public nudity, drug deals, and the pervasive smell of urine. Despite funding it with my taxes, it's not a place I feel comfortable using. In contrast, I enjoy riding the bus because the presence of a driver ensures order, deterring inappropriate behavior and misuse. Additionally, I live near the Lynnwood station, but my neighborhood lacks local bus service. This makes it frustratingly difficult to find parking, as many people from other areas, such as Bothell, drive to Lynnwood instead of using local transit. It feels like the system wasn't designed with this issue in mind.
There isn't reasonable bus transportation to the Link station. To get from my home to the closest station it is an hour bus ride that goes significantly north and away from where I need to be or a 10 minute drive where I need to hope I can get a parking space.
Consistent arrival times at all stops please. Continued visible security presence. Thank you.
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.
your lightrail cars stink of pee, drugs that have been smoked on board. then all the const. WOW, that tells me you all below - below cheap const companies. with all my taxes i pay, there should be NO reason's for all the repairs. Sorry I lived overseas and the light rail, over there you don't have issue's. the platforms>>>>> OMG you slip on the nice tile and almost bust your back or nothing works or stinks worst then an OUTHOUSE!!! Maybe, Maybe you all might get it together? then like the late Dori M. said you all are a mob and stealing from the tax payers.
Please find a way to extend Sounder Train service! Those of us commuting from the islands need your help!
I do not feel safe at the stations, especially during off- peak hours. Not enough security. Even if security is present, they're probably instructed to do nothing, just like the police. Buses to get to Link are infrequent, also unsafe, waiting at dark bus stops is unsafe, buses are rarely on time.
The articulated buses often used in the early afternoon from downtown Seattle to Everett Station are worn out and often standing room only.
That I'm very excited about this and I try to tell everyone about how convenient it is to take the train.
Please add more 532 trips throughout the day. Detouring to Lynnwood Station and taking the 535 makes the trip too long to be competitive with driving. Please add bidirectional service on the 513 bus as well.

Just like boarding a ferry , set up a similar system for light rail !
One operations MUST be made more reliable.
When I'm trying to take the 577 from Seattle to Federal Way, I often have to take the Sounder to Auburn instead and catch a bus to Federal because the bus is so crowded and I have no place to sit. I'm looking forward to the new rail line. Regarding the trains, I am irritated about the fare dodgers especially after the games. Its not fair that paying customers have to ride in crowded conditions while unpaying people do not; children excluded. It would be nice to see better fare enforcement at King Station during these days to make sure people are tapping on. I also have to admit as a tax payer, hearing that a great majority of people aren't paying their proper fare for using the fares is making me a lot less likely to support new infrastructure. I've stopped using my car and use these services and voted for the RTA, but it would be nice to see people being held accountable.
I hope you are working with Community Transit on bus-rail integration. I live in Marysville , outside the Regional Transit District, though I often pay sales tax in the district. I take the 202 local and 905 express to the Lynnwood Station. Both are on half-hour headways, at best. More frequency would be nice, with later weekend service on the 202.
ADD SUNDAY SERVICE ON ROUTE 535 BELLEVUE-BOTHELL-LYNNWOOD
Please bring back route 413. Route 515 duplicates 510, and both get stuck in traffic through Stewart street. Route 413 is so much more efficient because it operates in the opposite direction from all that downtown traffic. PleaSE BrInG 413 BaCk!!!
I like taking the 560 which goes down 405 to the airport and prefer continuing to do that than taking Link 2 to Link 1 and transferring in Seattle
Please don't decrease the 574 schedule. I come from Lakewood to SEATAC. I would also suggest no reduction from Federal Way to SEATAC. Reduce these routes ONLY if you're willing to ADD a regular route that DOES NOT stop in Federal Way. Until the line is complete at least from the Tacoma Dome to Federal Way most Pierce County riders won't be willing to drive to Federal Way to catch the train or adjust their commute to include extended wait times for the connection. Please continue to keep your service as safe and convenient as possible.
Extension is great. Forcing all bus to meet the light isn't the worst idea but may be better to allow ST express to reach more niche communities. Folks gravitate to light rail if available already.
Keep the 578 when the light rail opens at federal way because it takes half the time to downtown as the light rail. I will not ride the light rail for that reason, not efficient
Link: It has been good to see service reliability improve over the past few months. Sound Transit must continue to prioritize reliability with the upcoming service expansions. Major unplanned service disruptions are already unacceptable with only the 1 Line operating. They would be even worse with the 1 Line and 2 Line interlining. ST Express: It would be great if route 512 departures were staggered with Community Transit routes 201/202 departures between Lynnwood and Ash Way. This could effectively double bus frequency between Lynnwood and Ash Way on weekdays. (i.e. a 512 departs Lynnwood, then a 201/202 8 minutes later, then another 512 7 minutes later, etc. Set up timing so its the same for southbound buses leaving Ash Way). ST Express has been very reliable for me and I have no complaints.
Link service between Roosevelt and SeaTac/Airport without changing trains is very important. Bus service between my neighborhood (Seattle, NE 80th and Lake City Wy) and Roosevelt Station is very important; neighborhood is not served by Metro, only ST.
I'm not getting off the bus in federal way to get on the light rail for the airport. Make the bus go so the way.
Needs to run during the night to meet the needs of airport passengers

<p>I want to take transit to work but there is no reasonable service in the mornings going north from Seattle that doesn't require multiple inconvenient transfers or a bus that takes a very roundabout route (looking at you 103).</p> <p>Please run the 513 relatively frequently , all day and bidirectionally so folks who work at Boeing and other industrial facilities near Seaway Transit Center can commute there from the south. If you're building a light rail there in the future, I don't understand why that area doesn't get good bidirectional express bus service currently.</p>
I have only direct bus 542 none of the link rails work for my commute as they're not feasible
Options for travelers is key. Though the Link extension to federal way is great, it should not be the only option for riders commuting north.
We need to keep this bus route as it's the only one from federal way to Seattle. A lot of people depend on the 5th and Seneca stop. The light rail station is far too far away, especially for elderly people
I'm hoping you change 574 to start and end at the fed way train station. Instead, cancel the stop at federal way to and from the airport. It would save 10 minutes each way, yet give those who live south direct travel to the airport without connections
I like being able to get on the bus at the Lakewood Town Center or the 512 park and ride and stay on the bus until the airport. Do not like the thought of having to switch to light rail in Federal Way and make sure there isn't too much of a layover.
I know there are haters but I am a fan. For instance, I would never consider going to Pike Street Market if I had to drive now I can go when I want. I ride it to the UW for work. The one issue I would agree with the haters on is fare enforcement and clearing out those who use it as a short Motel stay. There seem to be security around but no one is on the train clearing those folks out unless it's at Lynnwood where it's turning around, leaving commuters to stand in the aisles while others are stretched across several seats sleeping with their bags. Depending upon their behavior, it can sometimes feel unsafe. This situation doesn't happen every day, but people not paying does happen every day. I want Light Rail to be a success, we need to figure out fare enforcement. Fare enforcement would solve having to clear the trains out.
I travel from Capitol Hill to Redmond transit center most weekends. I'd like for the lines to make the connection straightforward
Need conductors on the 1 line to enforce rules. I saw some bring 3 large suitcases that took up the space for a disabled person and was also blocking the aisle.
Safety and cleanliness are also important. Creating a sense of pride in taking care of the services.
Mire routes to Seattle. The same direction like 550.
It is wonderful being able to get from my home in Smokey point to Seattle or SeaTac for under \$5
Provide more Sounder service to Auburn or 578 service between Federal Way and Auburn when Sounder is unavailable. The 577 doesn't go far enough, and Metro 181 is a circuitous, slow and unreliable east-west connection between Federal Way and Auburn.
Keep thr 590 nonstop to Seattle. We can't have travel time increase from Tacoma to Seattle
It is time to look at restructuring ST Express service in Pierce County so it serves the entire subarea. ST is dragging its feet on implementing service improvements while King and Snohomish get whatever they want.
I travel from Redmond to South Lake Union. There is no good transit option. 545 takes me to Seattle downtown and Streetcar is unreliable. Would be good to reroute 545 and 550 through SLU as it has many offices and expensive parking and traffic.
Tacoma needs more and faster transit to get to the Federal Way light rail. The 41 bus I take to get to the 594 takes too long, and neither run frequently enough. To make an end to end transit it needs to be consistent and reliable. Otherwise people in South Tacoma will continue to drive.
Too many ghost buses that never show up, especially in the afternoon.
I wish you can keep 544 545 and 556 after 2 Line to Downtown all day service

Please consider keeping the 510-bus running. Look at the demand. There is almost 30 people taking this bus from S Everett Fwy Station for each of the morning trips between 6 and 7:30 in spite of the frequency of this bus.
Yes. The 532 route could use more frequency in the morning/evening. It kinda ends too early
Please keep some redundancy in the bus system. The 1 and 2 have a huge single point of failure in the DSTT and if there's a disruption people will need alternatives to handle. Also please keep some sort of service across SR520, if you're in north seattle, going all the way downtown to loop across to Bellevue will take forever. This might be more of a feedback for Metro, though.
The 2 line will not be able to replace the 545 for my trips. If the 545 is stopped, I'll be disappointed. Can't get from Kirkland/Redmond to SLU directly any other way.
More service to Puyallup fairgrounds. I don't like the new Federal Way bus loop—hard to find my bus bay. Bus bays are too spread out
Since there are less stops with ST Express Buses, ST Express Buses should still have lots of service frequency throughout the day and night, even with Link Light Rail expansion. I feel like taking an ST Express Bus from Downtown Seattle to Federal Way would still be faster than taking the Link Light Rail from Downtown Seattle to Federal Way because there are less stops on the ST Express Buses versus the Link Light Rail.
They are always late.
The service is unreliable, the trains and the stations are filthy and full of sketchy individuals that make people feel unsafe using your service. Turnstiles would help keep some of these individuals out of the stations and increase your fare revenue, but your warped sense of social justice gets in the way of logic.
Because I travel from North Seattle to Redmond, the 520 bus service in ideal conditions would be faster than Link across I-90. However the poor frequency on these ST Express routes makes the service hard to rely on. It is important to preserve frequent SR-520 service to UW.
I work in south lake union area. 545 takes me to downtown but a 15 min walk or a transfer of bus is still needed to cover the last 1 mile of my commute. the light rail won't solve the issue as well. maybe with light rail coming in service, 545 can possibly change its route to cover south lake union area before going to downtown?
We need shadow service overnight! If Link is still required to shut down service for a few hours in the overnight hours to maintain service quality, running an ST express through the line at least 30 mins to hourly service would be immensely beneficial for us overnight/ airline employees. Also having expanded Link service on weekend nights will be a boon for the city!
need more security presence in stations and cars
At least for a year or so, keep the express busses, as ridership decreases, then decrease that bus line.... not all bus service at once
I use it only for UW Football games.
Lots of people getting off work and leaving events in Seattle rely on 594 to get home at night. Service is now reduced to twice an hour and ends at midnight which forces a lot of people to drive or leave events they paid to attend early so they can catch the last bus.
I know it's hard to organize (given that you have such a wide network), but I wish ST buses lined up with the Link better. Under the current quarter's schedule, the 594 arrives at SODO right when the Link leaves. I know the next one comes within 10-12 minutes, but it always makes me feel like I missed it.

<p>Get rid of Stride 3 through 522. I absolutely HATE the fact ST is displacing homeowners to spend \$700M+ to add bus stops nobody wants or uses in Lake Forest Park. Perhaps ST should study which routes ppl use and want first. Nothing like having my life impacted greatly in a negative way for construction nobody wants. If they are supportive it's only because they believe the lies from ST that it will increase transit and mobility when it will do none of those things but it will displace ppl from their homes. I will lose hours if not days of my life dealing with the impacts/delays. I can't think of a worse expenditure of my money than Stride 3. New buses that won't be used all to virtue signal about electric buses. I hate Sound Transit because of this project because I see how terrible of humans there are that run it and force these changes to our lives and make us pay way too much for it. Thanks to the people at Sound Transit, public transportation sucks here! It takes forever, too many connections now that eat up more and more time, it's unsafe, rarely on time, ZERO bathrooms at the stations, we are lucky if escalators work and when they don't it adds more time to our trips. But please keep making it worse with these stupid projects that provide no benefit all so ST can virtue signal lies and extract money from taxpayers.</p>
<p>MCI coaches need better maintenance oversight, particularly with ADA issues on aging coaches.</p>
<p>Bus line is often delayed due to traffic and questionable people often on board especially at night</p>
<p>I do not want to move my luggage from 574 to the link to get to the airport. I want to just ride straight to the airport.</p>
<p>Better timing with local transit agencies. I get off the ct 112 I shouldn't have to sprint to get to the 512 across the street. Obviously you can't wait for EVERY bus but I think yall should work it out a little bit better if possible.</p>
<p>I would like to stress the importance of maintaining ST Express Route 510 after the 2 Line connection opens. With Link service being unreliable and not providing the flexibility of early trips to downtown Seattle, the 510 remains a critical piece of the overall services provided. Connections to Link are appreciated, but forcing transfers that take up additional time when I'm commuting is not what I'm looking for. While ridership on 510 may not justify its continued service at present levels, I implore you to please keep this route on reduced frequency to provide this important Everett-Seattle connection.</p>
<p>I would love to be able to commute using the Link and ST Express from downtown up to the Boeing Facilities, but the current routes and times makes that just too inconvenient. The only options at this time require 2-3 transfers, and take over an hour (just from the Lynnwood Light Rail station, not even counting the travel time on the Light Rail) Currently the 513 route only runs the wrong direction for me to be able to commute. Opening that route to go in both directions in the mornings and afternoons would go a long way to make use of transit a reasonable option for me. If that was open, I would use ST Express / Link most week days</p>
<p>I travel from Redmond to South Lake Union. There is no good transit option. 545 takes me to Seattle downtown and Streetcar is unreliable. Would be good to reroute 545 and 550 through SLU as it has many offices and expensive parking and traffic.</p>
<p>Redmond Transit center has a free parking garage. How would you use it to cater to Redmond Tech Centre. Route 522 has extended service times (every one hour many a times) deterring the commuters. Many bus routes have already been closed as on Avondale Road northeast connecting safeway/woodinville transit center to Redmond. So moving people in cars, stopping or curtailing bus service- are not the way to move forward.</p> <p>Example-"Bear Creek Community church" which used to have a bus service but no longer has a service. So even if you have trains/light rails but if you make them difficult to access, the commuters will have a hard time.</p>
<p>Can't wait for the link to get to Tacoma. We need to make sure that the link comes to Tacoma in order to provide the best service to the region. I think bus service should funnel to the link stations.</p>
<p>I work at Boeing, and I would like to see the 513 provide service from Lynwood Station to Seaway Transit Center during first shift (to Everett in Morning, to Lynwood in afternoon/evening)</p>
<p>545 bus route is super important to me to get to / from work.</p>

<p>I am primarily a multimodal user - I bring my e-bike on the train, as the bus service in Snohomish County requires too many transfers to get to/from work. I appreciate that I can bring my e-bike aboard Link without weight concerns, which helps facilitate my multimodal commute (including picking up kids on the way back). I also appreciate that ST has increased the weight limit for the bus bike racks to 65 lbs.</p> <p>Making the 513 route a 2-way all day route rather than peak only south in the morning and north in the afternoon would greatly simplify my commute. I know this has been proposed several times in the past, and has repeatedly been cut from the plan.</p>
<p>Provide more routes further from break creek and something more direct to Seattle like earlier route 268</p>
<p>I have, for many years, requested Sound Transit loop their 542, 545 (Redmond to University) and 556 (Issaquah to University) into the South Kirkland Park and Ride. This makes sense to 1. Give alternatives for getting to Seattle and UW, especially when the Link breaks down 2. Will connect to K line and 3. Offers new connections for Bellevue and Issaquah to get to Kirkland employment</p>
<p>Direct trips are very important from Tacoma to downtown Seattle, and from Tacoma to SeaTac airport (and in reverse). I do not want to have to transfer from bus to light rail at Federal Way. Inconvenient, time-consuming and challenging with luggage.</p>
<p>Yes. As a worker at Boeing Everett it would be a HUGE incentive to ride regularly if there was scheduled bus service from the Lynwood Link Light Rail to the Boeing Transit Center. Current bus offerings really don't work for any of us trying to connect from south to Boeing Everett. The total time needed (and connection hassles) have almost all of us simply driving.</p>
<p>I really like the service routes available and would greatly appreciate if there were a 4th 595 bus that hit TCC around 8AM</p>
<p>I wish I had better bus connection to the Link. I would use it much more often and I wouldn't have to be driven to the Link.</p>
<p>There needs to be Sound Transit EXPRESS busses that run from Lynwood transit center and Seaway transit center in the mornings, and in the opposite direction in the afternoon/evenings to support regular workday and overtime commutes. The current commute time is unacceptable/unworkable.</p>
<p>I would like there to be a bus service that runs from the Lynwood Transit Center to the Boeing Everett Campus. I would also like to add a bus service from one of the 2 Line stations to the Amazon Redmond campus.</p>
<p>i work in south lake union area. 545 takes me to downtown but a 15 min walk or a transfer of bus is still needed to cover the last 1 mile of my commute. the light rail won't solve the issue as well. maybe with light rail coming in service, 545 can possibly change its route to cover south lake union area before going to downtown?</p>
<p>Once the 2 line is fully completed I'm hoping that it will replace shopping and recreation trips rather than my work commute. The 545 route through Pioneer Square gets me pretty close to my work.</p>
<p>Please don't cut the 545 service. It has a much shorter travel time than if I had to use light rail via I90. 30-40 min vs an hour+. The light rail stops are also further on each end of the route. The 545 is really great, and so are the drivers!</p>
<p>545 from east side to Seattle is very convenient in terms of frequency and travel time. If the 2 Line is less frequent or takes longer to get to Seattle it would be a step back for my daily commute.</p>
<p>Sometimes there have been very random cancellations or buses that don't come that have been very disruptive to me as a student with things I cannot be late to. I understand that sometimes things come up with the drivers too or the buses, but it would be nice if this didn't occur. Thanks!</p>

It would be really helpful if 513 could run South to North from Lynnwood transit center to seaway transit center in the morning and in the afternoon, from North to South. Otherwise it takes an hour or more to get from link to seaway transit center.
I don't know the bus plans after getting off at Seattle. 545 is a predictable route but need to see more around the expansion routes.
I work in Chinatown on weekday and Saturday. I like to keep bus 545 and train as my option. Please don't cancel 545. I live close by Redmond park and ride. Is there any shuttle from P & R to the downtown Redmond train station? If not, walking is fine. If I take the Link, I don't know the closest parking lot. More information is appreciated. Thank you.
Any plans for Sammamish and Seattle
The light rail is not convenient for travel from Redmond to UW. It involves transferring and a much longer commute. The 542 should stay how it is. It deters many of us from driving where the light rail only would not do that because it would talk longer.
I also charge my car while I'm at away at work at the park and ride areas. If there is a slow charge option throughout the work day that's helpful (doesn't have to be fast since I would not be able to get back to my car to move it for other users until after the work day)
The 545 gets packed after 4pm to the point we leave people behind, I hope the link helps with this issue.
I have only direct bus 542 none of the link rails work for my commute as they're not feasible
It takes longer than I will be working to complete to Tacoma.
The 510 is still essential during rush hour.
I would take the route that has more times, that will get me to downtown Seattle faster and at the cheapest rate
535 doesn't run on Sundays. We wish 535 runs on Sundays, too!! We hope 1 Line gives us more information, especially when they stop in middle of the railroad. I wish there's Japanese translation too!!
Arctics are nauseating. I like the two door shorter busses.
Hope that the light rail will launch express services, with some express services not stopping at small stations
I'm excited about the connection soon to Federal way and would like to know when we can take the lite rail to this location.
I am ok that ST proposes to end certain service that can be potentially replaced by 2 Line after it fully opens, but I hope ST would monitor the demand and consider providing some peak hour express bus redundancy if demand is there. I think area west of Lake Union is under served by ST express. Currently and in near future, a cross-lake trip from Bellevue to NW Seattle has to go through I-90. I wish there are faster option through SR 520. but tbh, I am narrowly speaking for myself and unaware whether there is a justifiable need there. I just feel like if 545/550 both becomes redundant, that will release a lot of service hour for other service. Maybe ST could use those released service hour to provide some redundancy for riders who didn't benefit much from 545/550 being replaced by 2 Line.
I fully support the expansion of Link to the Eastside. However, I believe that ST should keep some of the cross-lake ST Express routes like the 545, 554, and 542 as-is (albeit perhaps at a lower frequency, or only running during peak commuting times) to provide redundancy in the event of Link service disruption.
bus routes should be converted to BRT at least

Short version: Please run the proposed Route 544 bus all day in both directions instead of only at peak times, and make sure it connects to Westlake station.

Current plans appear to be for the Route 545 bus to be eliminated once East Link crosses Lake Washington, despite Link not being a viable replacement for that bus route. Currently it takes between 15 and 25 minutes to travel between SR520 & NE 40th St and Olive & Boren/Stewart & Yale, while Link would take about 40 minutes according to this document: <https://www.soundtransit.org/sites/default/files/documents/downtown-redmond-link-fact-sheet.pdf>. Fortunately, the 545 is planned to be partially replaced with the 544 <https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/projects/east-link-connections/routes/544.pdf>. However, this route would only operate at peak hours, when it is least competitive with Link. This route should run all day, even if it only comes every 20-30 minutes. The increase in frequency on the 542 indicates that riders would be expected to switch to the 542 and transfer to Link at UW, but this is already an option today and is consistently about 10 minutes slower than just taking the 545 directly to Westlake. This also puts more pressure on the most crowded section of the Link.

The route 544 is planned to only travel between Redmond Technology/Overlake Village and downtown Seattle, although it is unclear exactly where from this map: <https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/projects/east-link-connections/routes/544.pdf>. This map makes it look like the route will travel along Boren and Fairview, missing Westlake Station: <https://www.kingcounty.gov/~media/depts/metro/programs-projects/link-connections/east-link/route-maps/kcmetro-route-544.pdf> (That map also shows the 544 stopping at South Kirkland P&R, which would drastically increase travel times and wipe out the advantages of this direct route). It makes sense to avoid running the 545 all the way through downtown Seattle since travel times to more southern destinations will likely be comparable to East Link. However, the 544 should at least continue along Stewart/Olive to Westlake Station for easy transfers.

I live in Capitol Hill and currently use the Sound Transit 545 bus to get to and from work in Redmond every day, often outside of the limited peak hours proposed for the 544. Travel habits are changing, and many people (including me) want to travel outside of peak hours. Please do not continue the trend of worsening service for existing riders as new (suburban) Link extensions open. Link is clearly faster when running grade separated through an urban area, but it is almost always slower than buses when running along freeway alignments (and especially when it doesn't even follow the same freeway as the route it is replacing).

I take the Link for virtually everything! School, work, doctor's appointments, shopping/food in Downtown and Cap Hill, etc. I live in Ravenna but I'm more than happy to walk to UW or U District station. I'm very excited for the increased frequency in the subway tunnels, as well as easier access to Bellevue!

Love the ST Express 515 between Mountlake Terrace Transit Center to downtown Seattle and back. Link 1 is so packed sometimes. Need more trains and better reliability.

Your service is TERRIBLE. You have issues EVERY SINGLE GODDAMNED DAY. Bring back the bus routes that were eliminated by your awful train. Western Washington residents need more mass transit options other than a crappy train that is ALWAYS having issues.

We have no light rail, sounder, buss servicut here in orting

I bring a bike on Link and appreciate the bike hooks. Passengers are sometimes annoyed that I'm coming on and need the space. I don't know of any better method for bikes, though.

I live in Arlington and commute to Bellevue. With the new train lines taking up what is currently on busses, is there any possibility of direct routes from either Marysville or Lake Stevens to Bellevue?

I live in Kirkland, so my ST Express bus trips are in the somewhat rare occasion when I am going to/from Bellevue or Redmond instead, usually for trip chaining purposes.

I am very interested in the 544 route (Redmond to SLU, stopping at South Kirkland Park and Ride) which was announced but never entered service due to COVID disruptions. I hope this is being considered in this service plan.

<p>Safety</p> <p>I don't ride it often because of safety concerns. Buses and trains aren't safe.</p>
<p>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.</p> <p>Please partner with WA's Target zero program to initiate late night service. It will help save lives, stimulate the economy for the entertainment sector, and help workers with odd schedules have reliable service home</p>
<p>I'd like to be able to take my medium sized dog on the bus with me. Updating policy to allow well behaved medium or large sized dogs would be nice.</p>
<p>I really want the option of being able to pick between 577 and Link for my commute. Because there are so many stops on the link it will still be very important to have an express option during commute hours.</p>
<p>Thanks for budgeting for extra security.</p>
<p>Looking forward to more info on timeline and how transfers from 1 to 2 line will work. I commute between rainier valley and belleveue, so i will have to take both lines i think</p>
<p>I live in Orting and we have no bus service, though we pay for the RTA tax. In 2022 the board removed McMillan station from the projected station locations. With horrendous traffic on sr162, I would like to see that revisited</p>
<p>Currently, only 554 is planned to go from Issaquah Park and Ride to South Bellevue Link rail station. It will be really nice to have another option, not just 554. Or, you will need to make 554 really frequent, for example during rush hours 5-8 minutes.</p>
<p>I currently take the 532 from ash way to Bellevue. I rely on this bus for my work commute and I believe it is the shortest and most practical option to travel to Bellevue. Even with the light rail opening, it would mean I would have to first go into Seattle on the 1 and then make my way to Bellevue on the 2 rather than just going straight there. I don't enjoy the idea of catching two trains rather than one bus to get to my destination and I would honestly switch to driving if that ends up being the case. I hope buses are retained while also envisioning new possibilities with light rail service and buses are not just cut to make way for light rail service like other express buses have already experienced (Marysville bus to downtown Seattle changing to switch at Lynnwood and take light rail is a good example.) Light rail is great— but also, very crowded already. I enjoy being able to get a seat pretty easily on my bus and I know that is much less likely at peak times on the light rail.</p>
<p>The Link is way TOO SLOW!! Trains in other cities in the world are multiple times faster than roadways. Every train should NOT stop at every stop!! We need fewer stops from Lynwood to SeaTac to make sense. Seattle is the tech capital of the world yet our train design yields transit times at a turtle's pace compared to bullet trains or even the ST Express busses that fly by the slow trains</p>
<p>If the trains are slower than the bus, keep the buses running.</p>
<p>It would be great to expand the light rail network on the Kirkland-Bothell-Lynwood line.</p>
<p>I use route 522 primarily to travel between Lake City and Lake Forest Park. I use this to travel to work and to go grocery shopping. This corridor is not served by Link. The proposed 522 restructure severs this connection and would make it much harder for me to perform these regular tasks.</p>
<p>Would not advise removing redundant routes considering reliability issues of link</p>
<p>We need more articulated and double decker buses in South King and Pierce for ST Express service while retiring coach buses to improve inclusive and accessible transit for all and to speed up operations. As coach buses can take upwards of 5-10 minutes to load and unload wheelchair or low mobility passangers with the lifts. It'd also make going to the airport via transit more appealing as it's difficult to schlep suitcases onto and off the coach buses right now.</p>

You have NO service in my area so I can't use any of it. We need service out of suburbia to the big cities. The answers about what I use now are lies cuz you made me pick something to do this survey.

I travel from central Seattle to Eastgate daily on the 554 and 212. There is no way in hell I am transferring and spending 40 minutes to make an 8 mile trip. I plan to buy a car after the restructure.

-Limit packed link trains.

-Leave bus options as an alternative to Link.

I was at UW with friends after game catching Link home. Link was delayed 45+ cause of something on track. I was able to catch metro back to shoreline. Friends had to wait it out and hope for room to get back to Lynnwood.

Currently the 545 is frequent enough through the peak and midday off peak hours that I can use it without having to time my schedule to meet it, and it is more convenient than either the 2 line or 542 would be.

For the 2 line, I would have to fight with traffic through downtown Seattle and Bellevue and have a more circuitous route along the 90 bridge. This will be comparable in time with the 545 currently only when it is in the worst of afternoon traffic and will be considerably slower otherwise. It is also easier to take a bike on the bus when it is busy and easier to read on the bus (hunting oscillation is bad for motion sickness and the seats are not aligned with the direction of travel).

I would likely take the 542, at least in the morning, if it is upped in frequency to the current standard of the 545 (10-15 mins headways), increasing the first leg of my journey from under a mile to over 3 miles (still manageable with a bike, but more travel time), as it drops me off in a closer spot than the train would and would go a more direct (and faster, 60mph vs max 55mph and ~10 more stops) route and drop me closer to my destination.

After Link goes to Seattle, the 545 will be pointless and should be ended.

I enjoy taking Sound transit express buses, but knowing that somewhat will have to be shortened in order to provide connections to light rail or altered in some way to connect with light rail, such as the proposed change between the 550 and 554 with the 554 going to downtown Bellevue replacing the 550 on Bellevue Way and eliminating the 550 as 2 line replace the 550 across I 90, I still personally feel that forcing all riders onto light rail is a bad idea for all transit users anywhere in the world where this happens when the transfer leads to a longer trip on average.

I personally believe that ST express buses should not be gotten rid of on the I five corridor through South King County, especially once Federal Way opens because for some writers that'll be 30 minutes to Federal Way and over an hour on light rail to reach either downtown Seattle or the U district if the 586 is deleted.

I believe that there should be frequent all day ST express bus service from Tacoma to Seattle no matter how far south link light rail actually goes as that provides a faster trip for those who are going directly to Seattle and don't need to stop in Federal Way SeaTac or the Rainier Valley, which adds a lot of time to the route.

I do believe that ST express bus routes should be designed to maximize getting people who are traveling from one end of the Lightroom network to a point halfway through the network or the opposite into the network as quickly as possible while allowing light rail to provide the journeys that are in between such as Lynnwood to Northgate versus Lynnwood to downtown Seattle, where at times taking the train is slower than a bus used to be.

I will also add that if the 550 was maintained going across Lake Washington along with the 554 but had their frequencies lowered and intern forced people onto light rail for that higher frequency journey, then if something went wrong in light rail could not go across the bridge. You already have the buses, making the journey and people can quickly swap the buses without having to wait an unknown amount of time for replacement buses to come in which Could already exist via the 550 and 554 heading down town still, although I know that adds tons of extra weight to the bridge which the bridge can barely handle the weight of two passing trains which is leading to the slightly lower peak frequency than what was originally planned, and I understand we don't want to overload the bridge and risk a catastrophic failure of the bridges superstructure.

Again, I believe the light rail should always have a bus that travels between the same destinations that the trains do mainly in points or major mid points along the route say Lynnwood to downtown Seattle in order to provide a possible alternative to having to take the train which as we have seen During winter 2024 2025 has not been extremely reliable.

Also, we have the problem of because there isn't an all day bus from Seattle to Everett people coming out of Everett parking at Lynnwood during the commute hours are taking up space that is vital for people who don't wanna drive downtown during the middle today especially on a weekday and Are forced to drive downtown because I can't find parking at Lynnwood and the amount of time to find parking at Mount Lake Terrace would mean it'd be faster to drive downtown. Pay the higher cost to park downtown and not get to use the brand new transit that they have paid for.

Anyways, my bigger thing is someone who doesn't drive is I want the option to take the train and take over an hour and a half to travel from downtown Seattle to say Everett or Tacoma or take the bus and have it take about an hour on average. I believe having that choice means that if I miss a bus and the train is leaving in a few minutes I can just hop on the train if I don't have a deadline for when I need to reach my destination, and if I have a deadline for when I need to reach my destination and waiting an extra 10 minutes for the next bus would not be an issue for me on getting to where I need to go on time then I'll wait for the bus versus take the train.

I believe having the option would be better for all transit users, and it would continue to keep capacity while in increasing capacity, and it would mean if something goes wrong with light rail, you already have previously established bus routes that still exist as alternative options.

This is just a speculation based off of my understanding of how long light row takes versus the buses on I five through South King County and coming out of Pierce County as to how bad someone's journey could be on light rail. Once it reaches Tacoma, someone could board a train at Tacoma dump station and reach Seattle over two hours later if there are major delays on the line because of an incident in Rainer Valley, where if they had just taken a bus out of Tacoma, they

could be in Seattle in an hour if not slightly longer with traffic and avoid a ton of conflict points between private vehicles and transit vehicles which Rainier Valley has and with that in mind, I really believe that before we even consider all of the work, it would take to improve reliability in Rainier Valley when it comes to the Tacoma Dome link extension in the future we should be considering all transfer Tacoma getting an express routing That skis going through Rainier Valley or else you're going to have a lot of people who can be upwards of 45+ minutes late to work every day because transit connections aren't working to get them to the trains earlier so they can get to work on time compared to how early they have to leave now

I understand this is a lot that I have to say, but as a transit advocate and a transit enthusiast who has heard the stories from all around the world of a train line gets built supplemental bus service alongside the train line has gotten rid of and people along the train line, a good example would be if the 106 operated by King County Metro did not exist alongside light rail through Rainier Valley, End up losing transit rather than the train being additional transit alongside the previously existing bus service and both are maintained, even if buses are at a slightly lower frequency than they used to be.

As a transit advocate, I believe the transit needs to work for all not work for those who are willing to spend more time taking it, and when I made your project like a light rail extension occurs if it doesn't actually speed up time, why get rid of the previously existing buses that were actually faster? Why get rid of the 512 going all the way to downtown Seattle and forced the connection to light rail when that could during the right times a day when traffic is lightest take less time than bus plus train.

King County Metro got rid of the 41 which at certain times of the day could do the travel between Northgate station and downtown Seattle faster or about as fast as the train takes and was more reliable than the train is with all the problems that Northgate link extension is experiencing as well as all the problems with the Linwood link extension is experiencing.

I don't think forcing agencies to get rid of complementary bus routes alongside your link extensions is beneficial to anyone and yes that might mean less people will take the train if they have a one seat ride on a bus, but it also means people who want to take the train train will take the train and it means lower crowding especially for people going further Because after a Mariners game, you don't want to get stuck on a train that is jampacked full all the way to say Lynnwood or Federal Way while you're trying to get to Everett or Tacoma respectively and you don't want to have to end up on a train that breaks down or get stuck because of an accident at a great crossing that the express bus on the freeway, never would've had to encounter.

Again, I know it's a lot, but this is a good opportunity to help you guys not make a mistake and force all thousands of riders coming out of Tacoma every week onto light rail that takes twice as long to get between Federal Way and downtown Seattle during the average hours, comparatively to the average travel times scheduled for a 577 between Federal Way and downtown Seattle. The only point where this might be better for someone coming out of Federal Way going towards Seattle is to not have to take the 586 which can experience tons and tons of excess traffic in the afternoons getting into downtown Seattle just so I can pass through on I five and that experience all of the traffic in South Seattle and South King County, other than that light rail all the way through, which is a good idea for local travel is not good for the longer distance regional travel patterns that people have especially when the max speed of a link train is slower than the maximum speed a bus could potentially reach on the freeway

4 minute headways are acceptable for off-peak service

I often take the 550 to attend concerts at Benaroya in the evenings. I do not feel safe waiting for the bus late at night. More frequent service with the Line 2 extension boarded underground would mean I don't have to wait on the downtown streets at night.

Please do not remove the 542

Please just say no to parking garages. Invest the money in frequency and speed improvements!

Extend across the narrows bridge

Link stops in Sodo. 577/578 does not. I may take link once open in Federal Way especially if Metro 177 is not an option.

DO NOT, absolutely DO NOT truncate the 590's at Federal Way. That would be an EXTREMELY long commute for Pierce County riders. They re not interested in slogging through Rainier Valley to get to work. Also... if you terminate the 574 at Federal Way, YOU MUST operate Link as early as 230a daily to accommodate airport workers who start 330a-500a.
Need earlier trips to the airport that depart stations NORTH OF STADIUM starting at 330a-430a to arrive for early flights. Need late night service until 230a on Friday and Saturday nights.
The express 515 in the morning is more reliable to take to work. The light rail I have to take home because the express bus does not start early enough in the afternoon.
Keep redundant options available like express busses that parallel the light rail. When the train breaks down (which it does frequently) or there are large events happening, we need to have reliable alternate choices available. Funneling everyone to the light rail and then it doesn't come is not acceptable. I've had to take days off or work from home because the train broke down.
Keep the proposed route 554 from Bellevue Downtown to Issaquah, extend all runs to the Issaquah Highlands P&R, and keep the proposed routing on Gilman Blvd to give more transit options in Issaquah. Without the Highlands extension, there will be NO all-day ST/Metro service between central Issaquah (City Hall) and the Highlands, which is a major transit hole in the city.
The new bus loop at the federal way downtown station is inefficient. Buses that originally had direct access to and from the freeway now have to circle the block. This increases the time it takes to get on the freeway and or to the stop. The old loop was covered whereas the new loop just has covered seating area. Considering the fact that commuters usually line up for the bus, the seating doesn't help.
Please keep the 577 and 578. These buses are a safer and more comfortable way to ride than the light rail. I have noticed an increase of drug use, transients and urine on the light rail in the last two months. It doesn't always feel safe.
Light rail takes nearly twice the time to go the same distance as bus, difficult to switch from st express to link if speed isn't rectified.
I'd like to keep my current bus route (577/578) as it takes me closer to work in Seattle and I'd expect it to still take faster than the Link most of the time. Instead of eliminating these routes completely, I'd suggest keeping the trips during peak travel times so riders have more options.
Would like to see ST Express service on 520 bundled as a Stride BRT line to complement the 2-line... 542, 556 and ideally ST taking over the 255 and 271 routes. The infrastructure is largely in place now to call it BRT.
Happy to use ST Express or Link but need safe, reliable, closer parking
ST Express needs to keep the 577 and 578 routes. There are no stops between Federal Way and Seattle, where there are multiple stops on the 1 Line. ST Express needs to keep a direct, non stop ride to Seattle for the commuters.
My opinion is to keep the ST Express buses especially the 577 & 578 it's a straight shot to downtown and federal way unlike the link it will take too long to get me to work because of the multiple stops and sometimes the link has technical issues where it's late or have trouble running . That's going to be an issue if I solely depend on the link . So please done remove the ST Buses
Safety

<p>Light rail service disruptions are not rare occurrences. Co-workers are often delayed. Recently the Angle Lake station was closed due lightning strikes during a storm. ST bus services have no such issues.</p> <p>The closure of the FWTS is premature given light rail service won't begin until 2026. It's inconvenient and no attempts to shield riders from the rain when waiting in line. Poor decision</p>
<p>I'm afraid it will take longer to get from Sumner to Seattle after the 1 Line to Federal Way is open because probably going from Federal Way to Seattle on the light rail 1 Line will be slower than it currently is on ST 578 and 577. The light rail is slow. It will get me from Seattle to Tukwila more frequently, though. It would be great is the 578 could operate more frequently between Puyallup and Federal Way after the 1 Line opens in Federal Way.</p>
<p>i currently ride the 574 from TDS to seatac airport. I'm not thrilled with possibly having to switch at federal way and take 2 different modes of transportation for my commute. at this time I can't use light rail to work since it doesnt run early enough. I start work at 0500. I could use it to go home. I would need to consider if 574 is still running its current route/schedule, what I5 traffic is doing, is it worth the time to train to federal way and wait for bus and continue to Tacoma. Also safety at the Fedl way transit center is a concern</p>
<p>I wish the current 1 line would stay intact from Lynnwood all the way to the airport. I will not like to transfer trains to get from north Seattle to the airport.</p>
<p>There should be a link line along the full length of I405.</p>
<p>Please, please DO NOT reroute the ST 594 bus to Line 1 in Federal Way (or anywhere else). It will add time, inconvenience and another transfer to the trip between Lakewood to Seattle.</p>
<p>The 512 bus provides good service - please extend the span of service on the 532 beyond rush hour. There is also no sunday service from Lynnwood/Everett to Bellevue.</p>
<p>Please extend light rail times past 1:30am for night shift people going home</p>
<p>I love taking ST Express from Lynnwood to downtown Seattle in the morning. It's fast, simple and it works. No stairs, escalators, elevators. However, I can not say the same about taking Link from downtown Seattle to Lynnwood. It's long wait, longer ride and even longer walk. I work until 7pm downtown Seattle and wish ST Express was running later than 6:48pm.</p>
<p>Do not force ST Express routes that originate in Pierce County to ride the LINK from Federal Way to place within King County. Sound Transit has a myopic view and dislike of buses, in moving its customers. Send your staff to the East coast and see how its done daily within the New York & New Jersey Port Authority.</p>
<p>Please hurry- up w Everett ;)</p>
<p>The number of transfers. Right now, my husband drops me off on his way to work at a convenient 545 Bus stop. If I now have to take the 545 bus to the Redmond Technolgy Center, then hop on a train to downtown Bellevue, then hop on another train to downtown Seattle--that's too many transfers. It would be less efficient.</p>
<p>Ever since lynnwood and stops north opened there is power outage 3x a week and unreliable service. This needs to be fixed before the next phase opens.</p>
<p>There are frequently seats that are soiled or cordoned off, and folks sleeping on more than one seat so others have to stand.</p>
<p>Reliability in light rail service is my concern. Though it seems better the last six months it is still not where it needs to be. And what is the back-up if the system goes down? I don't sense there is any preparation. Maintenance issues take too long to resolve i.e. months for the failing overhead power above the tracks at the UW station, same with escalators and elevators. How would you like to be a disabled person on a light rail train arriving at the Lynnwood station hearing the operator announce both elevators are out of service, leaving only the stairs to exit the elevated platform? I heard that a few weeks ago.</p>
<p>515 is my backup connection from Lynnwood City Center to downtown Seattle if 1Line has issues</p>
<p>I wish there was a better stop for the hospitals on First hill</p>

Before I retired I rode the sounder daily. I would have liked to see connections to the smaller towns now considered Seattle bedroom communities now that housing in Seattle is very expensive. Places like Orting
As a non-driver, I would appreciate more ease of transit to local parks, hikes, and touristic small towns such as Mt. Vernon and Edmonds. Wish the link went through Renton or Skyway.
I love the 1 line please open it up in Everett as soon as possible. I commute from Smokey point to south Seattle daily for work and it's hard catching the 905 express because it's so inconsistent. The 1 line is the only way I want to travel. Make dreams come true.
Getting to Bellevue from most anywhere is very annoying outside of peak hours because there is no express from Issaquah and the 535 and 560 run terrible frequencies, especially on weekends
Maintain ST 510 for people commuting from Everett to Downtown Seattle with one seat
Do not change the 545 and 542!
I love trains so much <3
It would be really nice if a bus route could be considered to run from south downtown to north downtown. This would be the same route as the former 425 and 421 routes. Using the 515 has created an additional 1 hour of commuting.
It's nice having the option of taking the ST express vs the light rail. Light rail is always jam packed, feeling like sardines and it's too hot for how cold it's been in the winter. With the ST express, yes sometimes we get caught in traffic but it's more comfortable and feels safer than the light rail. With the recent stabbings on the light rail and too many ways off it's harder to decompress after work but on the ST express it's mostly commuters who also don't like the light rail or it's inconvenient for where they work in downtown so the ST expresses are a quiet little reprieve at the end of a long work day :)
Thank you for doing what you do. I feel a more regulated way to ensure proper payment is needed. I see far too many people not "booping" a card
Please extend to lake Stevens or marysville
Any overflow parking at the Federal Way Downtown Station because of all the single occupant cars parking their new cars in the transit parking structure? Parking at the old 320th park and ride, and walking to the Federal Way Downtown Station was a hassle, especially walking in the dark, windy, raining, freezing, and cold weather. I see now, Puyallup Station has a brand-new parking structure with an enclosed sky bridge. The riders do not need to walk along on street level in the dark, windy, raining, freezing, and cold weather.
Putting my bike on trains is super hard. There isn't enough space to add my bike because people sit on the seats across from the bike hanging sections
St express is significantly faster than the link. Before the link, one bus took me to work. Now it is two busses (lucky if the transfer matches up) or 1 bus and the link. Maybe try a rush hour link route with less stops. If the link becomes the only option, I'm sure to drive more.. doubt I would be the only one.
It's still asinine that ST 513 only runs southbound in the morning and northbound in the afternoon, even though its norther terminus is across the street from where 20,000+ people work. This is especially frustrating when I'm driving to work (for lack of transit options) and stuck behind an out-of-service ST bus operated by a negligent dumbass who's willfully obstructing traffic by operating his/her bus in violation of RCW 46.61.100(2) (and often merging recklessly as well)! If you can't justify offering actual transit service on my commute, is it too much to ask that the empty buses you're dead-heading to the start of their asinine one-way route be operated lawfully and courteously? Hopefully I don't have to explicitly point out the irony of not-actually-in-service public transit vehicles contributing unnecessarily and unlawfully to traffic congestion, given that half the point of public transit is to relieve traffic congestion!!
Pioneer Square needs safer bus stops

I could commute to work if there was a station at 220th in Mountlake Terrace. Are there plans to develop that now that it is no longer used as a staging site for construction?
Please encourage KC Metro to create an East-West bus line for 130th for when Pinehurst Station opens.
When the Cross Lake 2 Line Connection opens, the ST Express 550 will be redundant. Sound Transit should replace the 550 route with a route between the East Side and South Lake Union. There are no convenient transit routes between the East Side and South Lake Union, and a huge number of commuters are forced to drive. Expanding bus service to SLU would dramatically improve those commutes and the flow of traffic for everyone in the area.
Mostly satisfied with service! I wish you could incorporate volunteer cleanups at certain bus stops & line 1 entrances. Especially downtown, entrances & bus stops are often a uninviting filthy mess. Why use the highway model and have certain groups be responsible for cleaning up & they can get free advertising! ADOPT a STOP!
The light rail, when the elevators are working and I'm going somewhere along the line, is far and away the most accessible transit option for me as a wheelchair user. I will even go a bit out of my way to use it instead of a bus. I can't emphasize enough how important it is that I am able to roll on and off under my own power and without needing to hold everyone up or wait for a driver to extend a ramp. The autonomy the light rail makes accessible to me is priceless. I can't wait to be able to take it out to Marymoor park from Seattle. I just wish there were more dog parks near light rail stops and more stops in general.
Given the incomprehensibly stupid decision to site a station at I-5 and S. 272nd St., you need to figure out a way to provide east-west access from the SR 99 corridor to this station.
Keep out homeless people make dirty in the train car and the station. Sounds transit security not doing anything for this problem.
It would be great if more stations had public toilets and retail on-site
Have early morning service. Need to get to work by 5am in Bellevue. Live in Auburn, Wa.
How will you be mitigating the biggest weakness in the system, where one problem in Shoreline can slow down trains southbound from Seattle?
Would like less transfers to other buses
Restoring ST Express Route 544 is a priority for me as it would help me access my workplace close to S. Kirkland P&R, and expands connection opportunities to get to my residence. I hope the final SIP will not remove this route as it was planned on being restored in the original East Link Connections plan.

<p>I'm sure you are aware of this and recognize there is little that can be done - not any different than riding the subways back east.</p> <p>We primarily use Light rail to go to downtown events and visit family that live downtown. Typically I'm with at least one other person.</p> <p>Daytime trips "feel" safer and generally have less observed conflicts between users. Later evening trips we've observed a number of events that would deter using ST if I was by myself. From fist fights, blatant drug use and urinating on another user that was apparently in their seat, which I'm sure your maintenance crews are very aware of.</p> <p>I have adult children that use ST to commute and have heard stories of encounters that make them re-think the use. They are generally against more cars on the road and support mass transit.</p> <p>I've not seen cameras on the trains, but we've had discussions that fully support their use, however, I'm betting it would not be much of a deterrent if the law enforcement doesn't have the resources to respond to incidents.</p> <p>One of my siblings drove Metro for many years but had too many encounters that they've "chosen" to move and take a different job that is less dangerous.</p> <p>I'm not sure there is a solution, short of having a roving officer, that has sufficient support to prevent future use of ST. I won't be holding my breath - but still support expansion of Light Rail.</p>
<p>Yes it does help us BUT not here in BALLARD YES ..LET bring it to BALLARD</p>
<p>While increased frequency between downtown and Lynnwood is needed, frequency south of downtown on the 1 line should also be increased when fleet capacity allows, eventually to every 6 minutes</p>
<p>On Link, the Westlake Station is dirty and smells like pee at the 3rd street exit. I have seen brown piles of bio hazards too. Also, I see fare dodgers and lunatics riding the train with all their junk in tow taking up multiple seats and passed out.</p>
<p>As someone who commutes from Snohomish to Bellevue, there are very few ways I can use public transit to complete that trip in anything approaching a timely manner. The only way I can complete that is to commute by car to Everett and then rely on a work shuttle when I reach Seattle or Bellevue. I would love to see more options that connect Eastside communities to the north.</p>
<p>Greater capacity is also important. Since Alderwood station opened, trains are standing room only from 7:30 - 9am generally every weekday. There should be more trains so folks are not breathing down each others' necks.</p>
<p>I currently take 574 from the first stop in Lakewood town center. Making connection in federal way will add several more minutes of transfer getting off the bus walking to the light rail track 5 minutes waiting for the light rail 5-7 minutes get off light rail at airport and another 10 minutes walk to the terminal. In my opinion 574 from Lakewood should continue with no stop in federal way when light rail from federal way in operation.</p>
<p>Right now, I take the 554 from Issaquah to Seattle, then the Metro G Line to get to work. If the 554 is changed to go to Bellevue, that will add an additional transfer to my trip, likely making it longer.</p>
<p>Please keep 590/594 going directly to Seattle!!! Too much time to travel to Seattle via light rail!!!</p>
<p>The 515 from Lynnwood to Stewart St. is faster and more reliable than Link. Please keep it running!</p>
<p>Link rail is more reliable than car & local bus during rush hour and during traffic jams caused by traffic accidents and inclement weather.</p>
<p>Run the 535 and 532 more often on the weekends (including Sunday) like to the Lynnwood station. There's still events going on during the weekend and it's ridiculous how long it takes to go from the east side to seattle/Lynnwood when the bus routes are cut!</p>

I'm an infrequent rider because my normal travels don't align with service patterns, but I am a firm believer in public transportation and use it when it works for me. My primary use is to get from Federal Way to downtown Seattle for events at Seattle Center or in the University District.

I don't need the bus as often since the 1 Line station opened at Angle Lake, but when it was my primary means of going downtown I noticed the lines at the Federal Way Transit Center were always long, whether for the 577 or the 578 (same route north of Federal Way, so as far as I'm concerned they're the same bus). The problem, though, has always been parking -- and with the light rail opening I don't see that it's going to improve.

Let's face it; local transit is abysmal. The only bus route anywhere near my house is between $\frac{1}{4}$ and $\frac{1}{2}$ mile away, on a steep hill, and I have mobility issues; the bus runs only every 30 minutes; and it takes longer to get to the Transit Center than it takes me to drive to Angle Lake in the first place. The same issues could be said for much of the area. Thus, parking at the various transit centers is critical. Carpooling is practical only for those who (a) work the same schedule regularly, and (b) travel only between home and their destination. For someone with several evening activities, who needs flexibility, or for someone who can't guarantee working a fixed schedule, a carpool doesn't work. This increases the need for single-user car trips and the resulting parking.

Of greater concern for me now, though, if I were a regular rider, is the frequency of delays (fortunately, we're talking about light rail and not heavy rail, which is an embarrassment in terms of reliability). I do get all the alerts, and the number of delays -- even planned delays to work on sections that have already had several such occurrences (I'm thinking of the 1/2 connection) -- is way too high. This country is far too satisfied with mediocre performance by its transit systems.

Thanks for budgeting for extra security.

I live in Federal Way and need to get to the airport for work at 3AM! Please make light rail run that early! If it won't, please keep the 574 bus running!

I would love if the lights could be dimmed in the morning on the sounder train, they're so bright!

Before expanding the Link services, frequent delays and mechanical issues should be addressed first. These issues prevent more people from not riding Link and choose to ride a bus instead. Also enforce rider's manner and fare enforcement.

Link is not reliable! It breaks down all the time to and from Lynnwood.

The transfers between light rail and bus or bike and walking needs to be seamless. Fast transfer times and short distances between these connections should be the most important thing to consider when choosing locations for link light rail stations.

The 586 stops in Federal Way before proceeding to Seattle. Please cancel that stop and provide a different route from Federal Way to Seattle. It is a long trip from Tacoma to Seattle and that adds another 15-20 minutes to the trip.

Light rail is the most sustainable transportation option and this matters to me

I ride the fastest commute from Newport Hills P&R to Downtown Seattle, metro express bus route 111 when commuting to work, since no other good options from S. Bellevue.

Link is not convenient enough or fast enough to take from Lynnwood (or eventually Everett) to downtown. Cancellations, long waits, unreliable service, uncomfortable rail cars make it difficult to choose riding link from the north terminus to get to work downtown.

More reliable schedule times. My 554 to Issaquah, that I ride from Eastgate Park'n'Ride is scheduled for 10:41am. It sometimes arrives 10 minutes early! Occasionally a few minutes late, which is not so annoying. But I have had to change when I leave home to be sure I catch the bus!

In addition, there have been fentanyl users at both the Eastgate Freeway Station and at the stop near Swedish Issaquah Hospital. It would also be nice if that bus stop was closer to Swedish Hospital (It is a half mile walk from the Ellis Ave stop.)

Parking must be overnight to be useful for me. Access from North Bend that is faster than the 208 is a must. 554 and 208 need to be more reliable, they are frequently cancelled.
I find bus arrival times very difficult to track. I use one bus away app, but why isn't there an official ST app that tracks time. Would like a smooth/frequent connection from South Bellevue Link stop to Bellevue College/Eastgate Park and Ride. Without it, light rail is not really an option for people on one of the busiest campuses in the state.
Improve bus/train cleanliness and safety. Provide more security on trains. Make sure people pay for their ride...that will help with cleanliness and safety.
They need to be cleaner and safer..... and less expensive
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.
Reliability has been poor
please add in more train cars, currently operating at 2 less cars than before and adding 1 back in would be a big difference
please add service from Lynwood station to the Boeing area in Everett (e.g. Seaway Transit Center) - right now there is only a morning bus from Everett going to Lynwood light rail station, but there are numerous commuters coming from Seattle, etc. who would use light rail to commute north if there was any connection option to get to Boeing. I live in Shoreline and would use this, but since there is no direct connection for this main commute route, I'd have to take an extra ~40 minutes of Everett transit local lines to connect.
I use the ST 515 everyday to get to and from work and is my preferred means of travel compared to the 1 line when leaving downtown. It is very important to me that this line remains in place and with as much or more frequent times to be used.
Rode the Vancouver bc sky train. Wish our light rail was faster and more frequent.
It would be really nice if a bus route could be considered to run from south downtown to north downtown. This would be the same route as the former 425 and 421 routes. Using the 515 has created an additional 1 hour of commuting.
I wish that there were targeted higher frequencies during concerts/sporting events
Concern about open drug use on public transpo, and fare enforcement.
I won't use the 1 or 2 lines because I don't want to drive to Federal Way to get on the train - I'd rather stay on the bus from Tacoma.
Working well, thanks.
More frequent times for route 535 to bellevue
This provides more options for me as I am considering relocating from south pierce county to further north!

I mainly use ST Express route #574 to ride from the SR512 P & R to SeaTac Airport. I love the possibility that I soon will be able use Link Light Rail from Federal Way to SeaTac and enjoy more reliable travel times. However: It's important to note that for some people, the relatively close distance from the ST Express bus stop into the terminal is MUCH different from the distance from the Link station to the terminal. Ideally, I will stay as physically able as I am now to walk the long way from the Link Station at SeaTac Airport to the terminal, should the #574 no longer serve the SeaTac terminal because light rail will now travel from points south (e.g. Federal Way) to the airport. Sound Transit should carefully consider how to enable passengers to quickly and efficiently get from the Link station at SeaTac Airport to the terminal. I am almost 73 years old and my ability to walk and stand is diminishing. I'm concerned that with service changes, I would now have TWO TRANSFERS to make, instead of NO TRANSFERS - One, at the Federal Way Transit Center (from the #574 to Link from Lakewood) and possibly another at SeaTac Airport (from the Link station to the airport terminal, should I no longer be able to walk that distance). Please don't forget to plan and modify transit services in a way that will enable people with disabilities to use the regular, fixed-route and rail system instead of having to use the much more expensive (to transit and the taxpayers) and inconvenient paratransit system.

You guys are doing a great job. Keep up the good work! 🚶 🚌 🚆

Too many closures, always on weekends.

The 1 line into Pierce would take so much longer, I would rarely use it. Keep the express buses. Expand frequency and span of Sounder with triple tracking. Cancel TDLE to pay for the above.

Please please connect the south end Tacoma/Puyallup area directly to the airport!!!

515 is my backup connection from Lynnwood City Center to downtown Seattle if 1Line has issues

It is important to me to have as little walking between connections as possible. Longer distances to connections add time to travel and is less convenient.

Now that the 255 ends at UW, getting to downtown Seattle takes me much longer, since I need to either change at the Evergreen Point station or go to UW and change to light rail.

Please do not reduce the ST 5xx buses, and no service reductions for Kirkland riders!

545 allows me to connect with the 255 bus, which no longer runs to Downtown Seattle. Without it, I don't have a good option as 1line is often down/overcrowded etc

Please make escalators more reliable.

How frequesnt will the link run from mercer island to the airport and will I need to change trains?

I am disappointed my commute times have changed drastically since 2023. I live in Bothell Everett highway and I used to take 435 service a direct bus to Seattle. You stopped the service and in its place I now have to take 3 buses with wait times of 30 mins and my overall commute increased to 90 mins door to door. Now yet again you are changing the service to train, which takes good 45 mins only to reach lynnwood from Seattle. This is poor decision if you are continuing to increase my commute times to 2 hrs 1 way.

I have used the express buses since it first started years ago.

On long distance trips, light rail can be slower then express buses if there is little to moderate freeway traffic. Consider keeping express buses on I-5 and using political connections to massively up zone Highway 99 so that light rail will have plenty of local passengers.

Also, please focus on building light rail in denser urban areas where it performs best instead of sprawling suburbs where it performs worse.

Please don't delete 577 and 578 service from Federal Way to Seattle when the Light Rail opens.

That would INCREASE the time per trip from 25-30 minutes (in the 5am hour) to about an hour, because of all the extra stops, which for riders that early in the morning are UNNECESSARY.

<p>Thank you for the service your team provides! Please add restroom options at the major commuter light rail stations, especially Angle Lake and eventually Federal Way. As a commuter from Olympia, I would appreciate not having to wait until I arrive at my work (UW) to use the bathroom each morning.</p> <p>Also, FYI I bring my trainer Service Dog (Hearing) aboard regularly and it's very challenging to find a safe space for her on busy days. I appreciate the text notifications advising of sporting events that will impact capacity. Please send those 24 hours in advance to allow time to plan. Thanks!</p>
<p>The Redmond train doesn't go to the U district and there would be no way to get to work with the train It's dumb they don't connect the trains !</p>
<p>There needs to be an all day service focus, not just commute direction. E.g., 532 back and forth Bellevue-Everett all day, 513 back and forth Lynnwood-Seaway (even if reduced service on the non-commute direction).</p>
<p>I would only take Bus 578 if Sounder train is canceled</p>
<p>Please add back bus lines that come down 2nd Ave.</p>
<p>Can we still leave a bus line connecting Bellevue with Seattle via 520?</p>
<p>More frequent service is key for me. I can justify taking the light rail to work on transit time alone but when i have to add 20+ mins at a station bc of a late train I can no longer justify it over driving.</p>
<p>Travel time will double from Federal Way to Seattle. Single person commuting will become an alternative to light rail. Fortunately the KC Metro route 193 remains in operation.</p>
<p>Has to be reliable.</p>
<p>Please please please resume the Lakewood stop on the 2:35 sounder train!</p>
<p>You need to ensure that all riders are paying their fee and I crease safety and security. It is an every trip occurrence that items block isles, riders board without paying and homeless sleep on the trains and make messes and just leave it. They get violent and security and conductors do nothing at all to stop or control it.</p>
<p>ST Express 577 provides me the shortest travel time from Federal Way to Seattle (35-40 minutes) and with my drop off by Eastlake, by the REI building, I only have a 8 minute walk to work. With lite rail my commute by train will be 58 minutes to Westlake plus another 20 minutes of walking. I will always prefer ST Express for commuting to work.</p>
<p>Reliability has plummeted and many people are losing confidence in light rail and sounder trains as legit options for their commute.</p>
<p>I live in Bellevue and about once a month, use ST Express 535 to Bothell and I would not use anymore when I can take 2 Line Cross Lake connection to transfer to ST Express 522.</p>
<p>Stop forgetting about the South Sound. People live here in Olympia!</p>
<p>Every time I use the bus 🚌 or the 1 line. It's enjoyable 😊.</p>
<p>I currently take 574 from the first stop in Lakewood town center. Making connection in federal way will add several more minutes of transfer getting off the bus walking to the light rail track 5 minutes waiting for the light rail 5-7 minutes get off light rail at airport and another 10 minutes walk to the terminal. In my opinion 574 from Lakewood should continue with no stop in federal way when light rail from federal way in operation.</p>
<p>I avoid busses whenever I can as I am much more likely to get motion sick on them compared to trains. That said, ST busses tend to bother me less.</p>
<p>The frequent and poorly communicated elevator failures often frustrate my attempts to travel.</p>
<p>The Link does not serve its riders when it is constantly shutting down and single tracking with little to no notice and very little signage. People use the Link EVERY DAY and rely on it. It is the most unreliable transit I have ever ridden.</p>
<p>Lots of full trains lately! Additional frequency will help.</p>

ensure more frequent travel times without affecting how packed the trains can get. extending it north and south further often impacts the capacity on the train and does not cater to people who live in the city without cars. i commute everyday to work (including weekends) and the trains are so packed with suburban recreational users, it affects my commute and ability to reliably get to my job. especially because most of the construction impacts the downtown stations.
Trains are too crowded; not enough seating for elderly
Don't feel safe - most trips there are addicts accosting passengers, yelling, or having medical issues. Need more security ON the trains!
High frequency at night and on the weekends is very important. Also, there should never be a "last" bus/train at night. My connection to light rail is SODO and that is a horrible place to have to wait for a bus, especially at night.
There needs to be more coordination between light rail and bus. For example, there needs to be a connection between a Shoreline light rail connection and Edmonds that connects with every train each way, similar to the way we can now connect from Angle Lake to Des Moines with the small community shuttle bus. There should be such a connection between Line 2 and Bellevue Square. These need to meet every train. There are many such opportunities around the system, for example between the end of the line in Lynnwood and Alderwood Mall. Too often the focus has been on parking at light rail stations assuming people will drive to and from the train.
Not enough parking at Northgate
Please keep double decker buses also your fare ambassadors are scary
I prefer no transfers due to mobility issues.
The current service disruptions have really hurt reliability and I know many who have opted for other transport options because of that.
Frequency is part of that reliability. I'd rather not have to check a schedule. If I get to platform and I just missed the train, I shouldn't have to wait 15-20 mins for next one. If I do, I might opt to take a Lyft.
I will be happy to have a one train option to Bellevue from Lynnwood/Mountlake Terrace. I often drive now because of too many transfers.
To become more reliable. Too many issues or problems still.
Run until at least 1:30 / 2:00 in the morning.
hello~ the rate of outages affecting services has seriously compromised LtRail's credibility; it saddens me that after voters approve projects (), that we are unable to deliver the good- faith service- level with anything even close to an understandable %age of large- project unforeseen miscalculations; I am unsure if ceilingless marketing \$ into KC's LtRail reputation can recover, ever ; am appreciative for this feedback opportunity; continue Healthy (! [from 98133])
Inter agency coordination is valuable to me. I usually have to use a combination of ST, Metro, Pierce, Kitsap and Community Transit to get to my destinations. Whether or not it's intentional, the current systems and services seem to mesh well together for my purposes.
I appreciate the security presence at light rail stations and on the trains. The stations I usually stop at seem clean and well-maintained for the most part.
ST buses should have (if they don't already) a bit more space for power wheelchairs to turn around on board. It's very difficult once off the lift to turn a large power chair like mine to face forward for securement and then to the side to line up with the lift and exit. Right now, that space is VERY tight and I've avoided using express buses unless really needed because it makes me nervous maneuvering.

I love light rail
You need to do better with these shutdowns, Link isn't the small little line like it used to be... it is in the Top 5 in the US in Light Rail systems, it has more ridership than some US cities' subway systems... you need to treat Link no longer just a cool thing to have but an integral part of the city which it now is.
Service now has become quite unreliable. That has caused me to use other methods. That combined with atrocious escalator maintenance affects trips to airport.
I would like to see more security on the Link as well as at the stations. There have been multiple times when I'm with my family and there are homeless people sleeping on the trains.
Now that Lynnwood Link has opened my wife and I make more trips to Seattle than we did prior to LL opening which is fantastic. The only frustration lies in the frequent service delays on the 1 Line due to mechanical disruptions and the specter of having to encounter a person(s) who is experiencing a full blown mental crisis. Having security stationed at platforms has helped it seems.
I'm a career project manager - your change communications are AWESOME! Really well done, inclusive, clear and straightforward. Thanks!
I normally use ST Express and Link Light Rail to access Lynnwood, Seattle, Vashon Island, and Kirkland. To those of us traveling the I-405 corridor for work, school, and recreation, it's already necessary to connect with a local bus to reach almost everywhere. It would be a nightmare to have to spend an hour traveling through Bellevue from Lynnwood to reach a bus to get to Kirkland!
ST Express 577 provides me the shortest travel time from Federal Way to Seattle (35-40 minutes) and with my drop off by Eastlake, by the REI building, I only have a 8 minute walk to work. With lite rail my commute by train will be 58 minutes to Westlake plus another 20 minutes of walking. I will always prefer ST Express for commuting to work.
In the future, if I take the 2 Line from Redmond to Seattle SLU/FHCC I am guessing that I would have to get off the 2 Line at Westlake and take the Metro 70 or SLUT to Eastlake Ave. Is that correct? If so, what would the combined transit time be? Currently, it takes me 35-60 minutes to get to work at FHCC, depending on traffic. I am concerned that the Link will make a less direct and more time consuming transit option. Kindly comment. Kindly reply Vicky HS
Link has been a great tool, but because of frequent delays and station equipment malfunctions/re-routes, it has made getting to work quite challenging. Also, transfers to KC Metro don't align to light rail schedules, making transfers difficult from downtown. I use ST Express a few times a month to get to an appointment that would take longer and off-time if I took Link and a different bus service.
Please keep the 510 bus as it only runs during commuter hours and doesn't make me change transportation methods. It's an easy and convenient bus to take from Everett to Seattle.
I would absolutely choose lightrail over metro but with near daily delays I cannot rely on light rail.
Between single tracking and over issues the light rail is unreliable. I especially cannot depend on it to get to the airport or to work when timely arrival is key.
it would be nice if the 560 could be extended further north. West Seattle is a gaping hole in ST coverage and connections at Westwood village are not that great, especially from the 21, which is very unreliable.
The timing of my morning trips is critical I have to be in Seattle between 5 and 5:15 am. Currently light rail does not start early enough from Lynnwood to make this happen, however with the 515 currently it is possible, or the early morning extension of the 512 to Northgate to make the first south train. Hopefully the early morning commuters are taken into consideration when make these new plans.
Good
The light rail is a single point of failure. Not enough contingency planning yet, keep working on that. Also Bothell to downtown Seattle has been worse served since Covid. Still waiting for it to get better

I've used other subway/light rail systems, and Seattle has the highest planned outage count of anyplace I've lived. Those transfer busses really should be a last resort in case of emergency.
I will likely have friends ride the 1 line to federal way from Seattle or the airport and pick them up with my car. A loading area or short term parking near platform at the station would be helpful
2 line from Lynnwood to Redmond technology center will finally connect MS and the north end
The 1 Line is very crowded during typical commuting times. Perhaps longer trains or more frequent trips at peak times would help.
We have just retired to the area and would appreciate it if the Sounder Train would run to Sumner on the weekends.
Need bus from west Bellevue to Bellevue light rail station (or continuation of KC route 271)
I've been avoiding Link for the past year, unless I have to take it, because there have been so many service disruptions, with 20 minutes between trains, it's faster to take the bus.
I'm limited in how much I can utilize the ST Express and Link because the 513 service is so limited throughout the day. I'd use both services much more frequently if the 513 ran more frequently and especially between commute times.
Please don't cut down on busses in favor of trains, offering both is possible and the best way to convince people to drive less because they'll all be less crowded.
We need reliable service we can count on without many interruptions.
I hope to have bus options from sammamish to Redmond that run all day, starting in early am to late pm
I live in Rainier Beach and constantly commute to the University District. I want the future work on the Link to avoid breaking this one-seat connection. Additionally, I want FEWER CARS ON MLK.
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?
I can only use them for recreation because NOTHING connects to Renton. ST has ignored an entire geographic area of king county in the planning.
Wish you had more park and ride spots. It's not feasible for me to take a bus from my home to link light rail and it's too much demand for parking spaces at Lynnwood City Center.
I take route 515 since my office is much closer to the bus stop (Howell and Yale) compared to the train station (walking to North Capitol Hill or Westlake). Also the train has been having so many trip interruptions.
This needs to include the southeast side of Lake Washington. You are keeping Renton completely out of anything and it's a huuuuge ridership. I'd take ST more often and get family and friends on there if there were an option that's not just ranier beach in all its... glory... I can't park a car there without it getting broken into and it's a 15-20 minute drive to get there to start with.
We need dependable service. If there is an outage or delay, we often don't have another option because buses feed into the light rail.
Direct bus route from Issaquah to the 2 line please!
Yes! The majority of riders I have observed are blue collar workers. They would much rather commute via bus or link than drive. Earlier services like 4 in the morning could benefit swing shift workers/night workers and early risers for work. We are for the public transit 100%!

Currently, bus connections to the light rail station are too infrequent to be useful for me, so I drive there. This is not a problem yet, but I expect parking will be a big problem in the future as ridership on light rail increases. I will have to take the local bus to get to the light rail station, or hunt for parking every morning. Either way, any time savings to my morning commute (from avoiding I-5 traffic on light rail) will be negated. Also, I will really miss my ST express bus (friendly drivers, usually a double-decker, comfortable seats, clean, safe, view out the window). The light rail is just a less enjoyable ride, and when I tried taking it to work it didn't actually save me any time because it stops so often.

Please encourage KC Metro to create an East-West bus line for 130th for when Pinehurst Station opens.

If we are making light rail the only option for many major trips, it needs to be much more reliable than it has been lately. Until then, redundancy is good to have. In addition, off-hours (when an express freeway trip is faster) and overnight service (when Link doesn't run) are important.

What about Maple Valley????It's like we're in the dead zone! Please please please give us a public transit option! I have to drive to Auburn Station and hope that I get a parking place, and when I don't which is quite often, I have to drive in to Seattle. It's so frustrating, why are we so underserved? SR 169 is bumper to bumper every weekday morning and there is an empty park and ride lot!! Do something!!!

When it comes to Lakewood and not Federal Way I may consider using the one line.

I'll be excited when the link gets to Tacoma. Until then, I'll keep using ST Express or the train

There's been a lot of issues and delays and disruptions lately. Hope these are resolved soon. Thank you.

1. GPS locations of buses using a Sound Transit App.
2. With the 1 link operating to Federal way why not run the ST 574 to Federal Way and put more buses on rather than running the bus to the airport

Need more parking at Lynnwood!

550 was unreliable--frequent trips cancelled or heavily delayed. Switched to Line 2 and I'm much happier with the trip times, frequencies, and reliability. The cross lake extension will be a great improvement to my daily commute.

Please retain the 545. As a Kirkland resident, direct trips via bus across 520 to downtown will be significantly faster than taking a bus to Bellevue and then the light rail across I-90. Additionally, more frequent late night busses are needed across 520 from UW to the South Kirkland Park and ride. KCM 255 is not frequent enough

Please do not get rid of bus routes direct into Seattle as it will make my commute time longer

Get rid of the freeloaders

Offer more light rail stops in the south

Need redundancy, as the expanded service to Lynnwood has shown - frequent outages and no workarounds.

Hey, deaf, I have time to ride bus 574 when taking then again from Federal Way Downtown Transit to SeaTac Airport and then again back to Federal Way Downtown Transit. But I have to ride the bus for 574 Southbound when left at 5:33 pm, 6:03 pm, and 6:33 pm from S 176th St/SeaTac Airport to FW Downtown Transit almost used to ride for the full articulated bus only at all times rather than little Gillig's and Single Door MCI! You make sure just avoid the Single Door MCI and Gillig's many seating levels on rt. 574 for the info. Your responsibility detail the amount of change and trades the articulated bus, Gillig's, and MCI which is daily to continue on weekdays and weekends. ST is operated by PT because many times the annual new schedule for 7 months every in September and March, trade the articulated bus, MCI, and Gillig's for rt. 574 because come back the articulated bus trade MCI and Gillig's again so you will be fired peried. Please stop trading the shakeup of both articulated buses and MCI requests about use on rt. 574 both weekdays and weekends, too. I said to keep to stay daily both take to use on weekdays and weekends then again back trade full articulated bus when department to expect at 5:33 pm, 6:03 pm and 6:33 pm everyone and no more trade for the MCI and Gillig's on rt. 574, remember. Please that both MCI and Gillig's will be replaced with fully articulated buses to continue the commuter, and you are important for your responsibility.

I am not sure what will be the best way to get from Renton/Newcastle to the UW.
Don't cut the bus service after you expand the light rail, you'll defeat all the progress you've made so far. The buses need to be frequent in Seattle, and so does the light rail. A functioning public transit system needs both the frequent buses in Seattle and the light rail.
Link light rail will not come to Issaquah/Sammimish for another 20 years. I'll be almost 100 years old. This is NOT what I voted for and I want my money back.
Often times, I have to catch a ST Express bus from Federal Way at times when the Sounder is not running, especially outside of the peak time or on a weekend, leaving me with no choice but to ride the ST Express.
We use the 542 to get from Redmond to the the UW Campus - please don't cut down on the # of trips the 542 takes or change any locations. It's great as-is!
More.
Provide faster and more efficient service to the Federal Way Transit Center, due to delays, as usual, till 1 line connects to Federal way. A line bus takes 1/2 hour from DesMoines to Federal Way, which one line could cut that more than half the current A line servive. Requires 2 bus transfer to Tacoma. Would like to have faster connections, rather be stuck in traffic on a bus. Nothing gained versus driving.,
They have been really crowded lately, so I would love to feel less packed either with more trains or bigger trains.
I would like to see more frequent bus services from the Novelty Hill/Trilogy Parkway area to the light rail. I can see myself using the bus then the light rail to enjoy time in Seattle when line 1 & line 2 connect. I am hoping that will happen before this time next year.
Need the lake connection asap
For the love of GOD please stop messing with the busses. They are currently the ONLY reliable transportation we have. The number of times during any given day that the Link is out, not on time, out of service is ridiculous.
Living in Browns Point (Tacoma) there is no reasonable bus service to Tacoma nor to Federal Way so it is hard to get excited about using Sound Transit or The Sounder. When it is to Federal Way it will be useful to take it to SeaTac Airport and when it really eventually gets to Fife/Tacoma there is more hope that it will be useful to me.
I would love to use the Link, especially after the Cross Lake Extension opens. Unfortunately, as a disabled rider who receives alert e-mails, it seems I cannot depend on the escalators and/or elevators working at each particular stop. If these are not available, I would have no choice but abort my entire trip (as I cannot utilize the many stairs) and return home. This possibility keeps me from regularly riding the Link.
The link has helped me stay active in my walking to and from work. Parking has been relatively easy since I work longer hours. I also really appreciate the elevators and escalators. I would love to see more seasonal kiosks/shops that sell to-go foods and drinks at these stations to be honest. I think it will really make my commute more easy because sometimes I want to catch the bus and also get something to eat. I'd also love more frequent service since the trains are frequently packed and for some reason seattlelites are still to shy to pack in in comparison to China/Japan trains. I'm really so thankful for the rail service, would to see more connections as I now reside in Everett and I know that plan will take another 2 decades to connect, unfortunately.
The N line to Everett not passing through Alderwood and connect to 1 in Lynnwood is a mistake. That would be a primary route and eliminate 90% of my car travel.
I love the link lightrail route and the ability to get to places i want to be faster and more frequently than the routes the buses currently have

<p>I want to take transit to work but there is no reasonable service in the mornings going north from Seattle that doesn't require multiple inconvenient transfers or a bus that takes a very roundabout route (looking at you 103). Please run the 513 relatively frequently, all day and bidirectionally so folks who work at Boeing and other industrial facilities near Seaway Transit Center can commute there from the south. If you're building a light rail there in the future, I don't understand why that area doesn't get good bidirectional express bus service currently.</p>
<p>While I can use the light rail when it opens I don't plan to. The current light rail is dangerous, unsafe, crowded, smelly, and slow. The bus is often faster. While the reliable and frequent pick up times are nice, it's simply not worth the risk. I will not switch to the light rail if I do not have to. And if I am forced to, I may consider driving downtown despite the extra cost of gas because avoiding the light rail is that much of a priority.</p>
<p>It will take longer to get from Federal Transit Center to downtown Seattle with all the stop, the bus 577/578 does not stop.</p>
<p>I don't ride ST Express or Link to Federal Way</p>
<p>Nope just be safe.</p>
<p>I believe sound transit owes the residents for north king county equal service. Link lite rail does not suffice for equitable transportation. When the lite rail breaks down we MUST travel to downtown in our privately owned vehicles because there is NO REDUNDANT service. It is either the train or drive alone. Bring back the buses! This is not equitable. If you live in the north king county area you have no choice it's lite rail or drive alone!!!</p>
<p>90% of the time rushhour express bus is quicker than link to from snohomish County to from downtown Seattle. Don't make us sacrifice that. Keep 510 and 515. Please publicize 510, 515, and rush hour link ridership to from Lynnwood and ml to from downtown seattle</p>
<p>The one line already makes too many stops between Lynnwood and Seattle. Between that and the slow travel speed, it's not ideal. Buses offer more comfortable seats and are quieter, hence my preference to use the bus.</p>
<p>Busier lately</p>
<p>During major events it would be nice to have additional trains running between U-District and Stadium.</p>
<p>Truncating 59x Express Bus service to FW will create a significant time penalty, both in transfer time and total journey time, for South Sound riders. If necessary, rerouting and then continuing on would be better. Link will not create a better rider experience for South Sound riders at this time.</p>
<p>They don't cover enough hours</p>
<p>There needs to be more express service connecting Downtown Tacoma with Federal Way for Link service.</p>
<p>Light rail service should expand earlier AND later.</p>
<p>More cars for days when there are several events going on downtown. The trains are much too crowded on nights when there are Kraken and Mariners games going on, or during the summer when there was soccer, basketball and baseball going on, as well as Capitol Hill block party.</p>
<p>Please extend 515 to Ash Way Park and Ride until Light Rail reaches there. I would trade away peak hour peak direction 512 service for this. Ridership would be better than old 511 because you are not competing against 413/415, and it would free up spaces at LCC.</p>
<p>I use sound transit express bus 535 the most to downtown Bellevue and once in a while sound transit express bus 594 to Lakewood Tacoma leaving downtown Seattle</p>
<p>I'd like for them to be safe and clean. The Link station I went to today had feces in a corner and smelled pretty awful.</p>

Related to service updates, will we be getting any updated sounder schedules soon? More service on sounder also needs to be added to this mix of transit! Service to and from Seattle all day would be fantastic.
If you drop bus service be sure there are enough train cars and that the train actually works. It's currently overcrowded and constantly unreliable. It could be the best thing that ever happened but so far it's come up short. Install turnstile and make people pay and keep the drug users away - the security stag has improved on this bit don't let it slip back. I like the train but can't count on it.
Second choice above is frequent service. I'm a transit advocate and I know that for people to CHOOSE transit (rather than settle for it) it needs to be frequent and convenient.
How do I get from Federal Way Downtown Station to the Tacoma Dome Station quickly and reliably?
Add an all-day bidirectional 513 line so that Boeing employees can benefit from the Link.
I am disappointed in the amount of service disruptions. The Pioneer Station is gross. I have a knee problem and the escalator is often broken/not working and the elevators are slow and covered in pee or other disgusting things so I don't feel very comfortable using it
I wish all of the seats were updated to the nylon/water repellent fabric. They are cleaner and do not smell. The cars with the material seats smell very bad most of the time.
Like to see more Fare Ambassadors and more bite, tired of seeing the homeless using it as a sleeping place and no recourse while I am paying to go to work
Get the 2 line open across the lake ASAP. We have suffered from reduced 550 service for a decade now waiting for light rail construction. The 550 is now much slower and comes less frequently than when the D2 roadway was open and buses were in the bus tunnel. You have never mitigated for these impacts but have just made the 550 (and 554) worse. We have almost lost our connection from Chinatown to the east side. And then to compound all this, light rail is delayed by over 2 years now. Get it done, or give us more 550 frequency!
Reliable transportation when the sounder is canceled or is facing long delays of 30+ minutes
I use ST522 to get from Roosevelt to Lake Forest Park mostly, occasionally to Bothell and Woodinville. I can't see how there is an alternative for this.
Still wishing for service to Kirkland!
The new Federal Way transit area is not good. Very small shelters while waiting for the bus. We got dumped on with rain!! Very poor planning. Could definitely be better.
RUN THE SOUNDER MORE!!! ITS A TRAIN SERVICE THAT GOES UNDERUTILIZED FOR SPORTS, CONCERTS, AND GENERAL VISITS TO SEATTLE AND TACOMA.
Reliability of the trains and safety are the 2 greatest problems - adding more service is pointless if I can't trust the trains to get me to work, appointments or the airport and if it doesn't feel safe I won't ride it at all
Using the light rail from Seattle to Lynwood and transferring to the 512 to Everett is frustrating and slow. Consistently 17 to 20 minutes slower than the 510. The main pinch point is getting back on I5 after stopping there. Trying to cross the 164th st overpass during rush hour is slow. I could write a book on this.
Please keep ST Express routes 577 and 578 from Federal Way to downtown. Due to mobility issues, catching the bus will be a lot easier for me than the light rail to commute.
I can't wait for the Federal Way station to open! Traffic to get to Angle Lake from Tacoma is HORRIBLE.

Parking at the Lynwood city center is insufficient. We need parking space availability technology installed. Riders are wasting 15-20 minutes searching for parking when they could have driven to a different station or figured out a different travel method. The park & ride options are not feasible, the bus takes 40mn to get to a station that's 10mn drive away. This need to be reevaluated.
Having more frequent service from Stadium station north to Lynnwood after sporting events needs to be a priority. I was on a train following a Mariners game (on the same night as a Kraken game) that kept braking down. With the number of people on the train it was very uncomfortable and it took me over 2 hours to get to Lynnwood City Center from Stadium station when I expected around 40 minutes.
Light rail needs express trains from Lynnwood to westlake (as an example). Making all stops takes too much time.
Please get this system more reliable! I have to add a half an hour to my commute to account for mechanical issues! I want my time back!
574;express bus has provided me with reliable service from Lakewood to SeaTac when I need to travel. I realize that I may have to transfer to a train at federal way sometimes in the future and that will slow down or complicate my trip.
I think it is a mistake to have the 554 stop going all the way to seattle after the 2 line connects to the 1 line. Many people from issaquah and Sammamish use 554 to commute to work and adding a transfer to this trip will make it slower
I live in south Redmond and take 542 from Redmond Transit Center usually Fridays and Saturdays. I work as nurse 7pm- 7 am at the University hospital. It would be nice to have a light rail option that goes directly to UWMC.
No I'm thankful for the Lynnwood Station it's a game changer
It needs to be more reliable and run later. All transit should run at least as late as bars stay open. If there is a delay, there should be a warning and explanation provided. We shouldn't have to wonder if/when the next train is arriving. The trip planner site is as good as useless.
They were fine.
ST Express buses can be incredibly unreliable and I am very hesitant to continue taking this transit with new changes being introduced - especially given Sound Transit's poor construction track record and inability to effectively run their current schedules and routes.
Keep 556 from Issaquah to Bellevue station thru Bellevue...not stop at south Bellevue and force elderly and disabled to take light rail into downtown Bellevue.
Shutdowns on the 1 Line have significantly impacted my use. I would use the system more if it were more reliable.
Buses seem to offer better ventilation options than trains (openable windows / roof hatches), which makes me more comfortable riding transit due to lower risk of illness transmission
Better connections to downtown Tacoma. It is the densest part of Pierce county and the Tacoma link is a joke. Stopping at stations for ~10 minutes for "frequency change" at peak hours (~0700) is not acceptable or serious transit. That and the lack of fare enforcement makes it almost exclusively a rolling shelter.
Get rid of the crackheads. Seriously. You're not even trying.
I don't want to ride light rail from Federal Way to Seattle and back. I also don't like riding the 577 from Federal Way to Seattle and back.
You severely underestimated the need for parking . I can't and won't take a bus to the Lynnwood station. I need to be able to find a spot quickly and not drive through the parking garage . And most importantly any attempt to toll the garage will surely be met with outrage as we the taxpayers have paid enough are your team's failure to make good decisions

I want Sound Transit to entertain skip stop service on link. I think current travel time from destination point far to each other is an issue for me. Light rail might still be a superior option of travel of all choices I have, I would like the agency to look into helping the travel time shorter for many of the riders
More Sounder routes would increase my use of it.
Keep up the good work. Please keep a clean safe train ride for all travelers.
Please don't stop the express buses! They still provide the most direct route to downtown and are faster than the 1 line. The fact that you have to stop at every station from Federal Way to downtown is a significant downside. I likely will not take the 1 line in place of a bus. I'd rather figure out better carpooling options.
Drive to Lynnwood from Skagit County to take light rail.
Prefer to have commute be on ONE mode of transportation rather than having to take a bus to the light rail. The 554 is called an express but makes NUMEROUS stops. It would be helpful to have more of the buses run during commute hours and perhaps have a greater gap in between buses during non-commute hours.
I would take the 513 in the reverse peak direction to have a faster commute to Boeing Everett. As it stands, the 513 goes in the wrong direction in the morning and afternoon for someone commuting from Seattle to Seaway TC via Lynnwood for first shift. The only other direct alternative is the slower Community Transit 103.
The travel time for 1 line light rail plus a connection to a bus to get between Downtown Seattle and Auburn station when sounder trains aren't running mid day is going to be prohibitively and unbearably long. Please don't cancel the 578 bus. It will ruin my life.
Pierce County will no longer be a reasonable place to live without all day routes 590/594 express service without extra stops or transfers. Keep these routes as is regardless of Link. I don't want to leave Tacoma, but Link is fully inadequate and takes too long to replace these bus routes.
Please keep the 577 and 578 as they are the fastest and direct/non-stop highly used routes. Also the new FW station has no rain cover for passengers waiting with some 20minutes we are already getting soaked. The parking garage and stairwell and walking areas are covered in bird poop .. needs better regular cleanings as we have no option but to walk thru it and track it into the bus and cars.
Just install turnstiles already. The homeless are a real issue, so is drug use. They need to be removed, not whatever is being done now.
Need to get from North Seattle to airport with no transfers on link line 2
A core bus route between downtown Seattle and downtown Tacoma is vital. The 590 and 594 are crucial and should not be replaced by a connection between downtown Tacoma and Federal Way.
Please please please resume the Lakewood stop on the 2:35 sounder train!
I live in Lake Forest Park. My 522 bus that took me 25 minutes to get downtown, now takes more time, as I have to take the bus to Roosevelt Station, and then wait 10 to 15 minutes more there in addition to the slower trip to Roosevelt. Our service is noticeably worse, and now I know Lake Forest Park is only a "pass through" place! No thanks for the inconvenience! I'm going to start driving downtown again, or shop somewhere else.
We drive from Burlington to catch the light rail.
The fare ambassador program is ineffective and many riders do not pay. The fare ambassadors are intimidated by the homeless drug using riders and don't interact with them to see if they have tapped. They are more likely to check the regular commuters. Fare ambassadors don't ever ask anyone to get off the train when they encounter a non payer. Security is too lenient to bad behaviors.
It would be great to have earlier northbound trips for both the 510 bus and the Sounder train. Please add northbound 510 routes departing Seattle as early as 12:00 pm and a northbound Sounder train that departs as early as 2:30 pm or 3:00 pm

<p>1) public safety remains an issue - even during busy weekday travel times. the added security is appreciated, but more enforcement/removal of people exhibiting unsafe, threatening behavior is needed.</p> <p>2) opening of the shoreline, mlt and lynnwood stations has been GREAT!</p>
<p>Service between the University of Washington Tacoma campus and the University of Washington Seattle campus should be restored (so that faculty, staff, and students traveling between the two campus can catch the the bus without having to travel to the Dome station). ST Express service should come into downtown as local/Pierce County transit connections to Dome are inadequate. The T Line should be extended up 6th Avenue rather than 19th Avenue.</p>
<p>I am excited for the train to extend to the Eastside. I travel from Sammamish to Seattle.</p>
<p>Duplicate service is great, the 545 is a good service with good coverage. 550 being available is nice, especially if something happens to delay service on the light rail, ie a collision in the rainier valley at grade portion.</p>
<p>Please do not truncate 590/594 at Federal Way. This would force an extra transfer, likely adding more time to the trip. The seating on light rail is not as comfortable as on the Express buses and the many stops between Federal Way and Seattle would be more tedious than the occasional traffic backup. During the off-peak times this would be even more of a reduction in service quality.</p>
<p>The 510 runs on time more than Link, had way fewer issues it delays. It's faster to get DT most days on it too. I only take the link as a backup if I miss the last 510 bus.</p>
<p>Very disappointed that sound transit decided to use buses from Renton to Bellevue instead of using existing right of way rail lines. I understand logistics are involved but they could have been worked out. Renton and Kent are getting short shrift despite paying into RTA for decades.</p>
<p>I love our transit! Thanks for working to make it better! I wish it connected better with the ferries!</p>
<p>Having a bus option is very important as the light rail gets very crowded. And the bus is very convenient for commuting to downtown.</p>
<p>Interested in reliable service from Dupont to Westlake late mornings and until 8 pm in the evenings.</p>
<p>Please actually prepare for increased ridership if you are getting rid of busses!!!</p>
<p>I used to drive from Federal Way to Angle Lake to catch the LR to work, before I discovered the 586, which is MUCH faster than the interminably SLOW Light Rail. LR took me around an hour to get to or from work, plus the drive home from Angle Lake (8-20 minutes). Most days the 586 gets me to work in 55 minutes, including the short drive from home to the FW TC. Forcing me to take the LR from Federal Way all the way to UW will significantly increase my commute time, even when the system is running properly, and not delayed by repairs, or people/vehicles on the track through the Rainier Vally. If I decide to drive all the way, it'll take me 45 minutes. Light Rail just is NOT competitive, commute time-wise.</p>
<p>We need redundancy in the system. Link should not make existing express routes 510 or 515 obsolete. We need more frequent connections so that I don't have to wait 30 mins to get home if I miss connecting bus at Lynnwood.</p>
<p>I would really like some sort of rapid/express that takes me from large stations (e.g. westlake) to the airport. I wish there were gates installed at the station to increase security on the trains.</p>
<p>Every 8 minutes is perfect</p>
<p>Need to be more reliable and on-time.</p>
<p>Very excited that the trains on the north end of the map will come more frequently and be less crowded! Right now they are so packed at rush hour to/from UW!</p>
<p>545 allows me to connect with the 255 bus, which no longer runs to Downtown Seattle. Without it, I don't have a good option as 1line is often down/overcrowded etc</p>
<p>Route 574 is patronized almost entirely by airport workers and passengers. The light rail MUST be open earlier to accommodate these workers! The current 5am start completely misses the starting time of the entire first shifts of the airport!</p>

Why is it going to take until 2026 to open the Federal Way Link station? It looks almost ready. Is there any chance it opens early? It would save me at least an hour a day.
Make sure the schedules do not overlap those of King County metro that go to the same destination ...
The link takes me a good half hour longer minimum than the ST Express 510. Please please please keep the express busses. We want a straight shot not something that stops every couple of miles. Most important to me to have fewer stops because stops add time.
BadAss love it will it content to the 90 road capital
Bikes on the trains are a nuisance for both owner and other passengers. Buses on occasion fill up the bike rack, but it's workable. Transit, in general, still seems dicey for travel to cultural events is questionable since service becomes much more spotty and transfers can be very hard to make
Hopefully more security will be on trains so that fare hoppers are deterred from trying to skate by without paying also for preventing bad things from happening on the train.
It would be wonderful to have more direct routes available from downtown to Issaquah. It can take an hour most days and that's rough when the bus is so full, so many people standing and crowding.
I live in South Tacoma. The 594 will still be best for me. Going through Federal Way (by 574 or 586) to use the 1 Line, will add 10-15 minutes. If this is ST's plan, please increase the frequency of 574. Also add a stop at S. 26th St. (or S 24th St) & Pacific Ave. The road is wide at 26th St., so it will not be a bottleneck, and turning will not be difficult. The Amtrak bus stop can be moved to 26th St (from D St.). and the Seattle-bound stop at Tacoma Dome can be moved directly across from the arrival stop on G St.
Make link service more reliable and on time. On Link extensions make Tacoma Dome station a stop with times close to ST 594!!
I think ST should increase special night service to stadium events in Seattle - Lumen Field, T-Mobile Park, and Climate Pledge Arena, specifically. For Link, there should be continuous service departing Stadium and ID stations for the 60 min after any game or concert. Last couple times it was an uncomfortable amount of people waiting for Link trains at Stadium and ID station which were more like 10 min apart. If anything, the train spacing should be continuous for as long as people are having to be metered onto the platform. For Climate Pledge Arena games, frequency of service to Westlake should also be increased, as well as trying to run two monorail trains to connect Seattle Center to Westlake. For buses, there need to be special routings of express buses from those sports stadiums that take people to places that are not near Link, such as Bothell, Totem Lake, Eastgate, and Renton.
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.
Trains are full, there have been times when it's so full I can't get on. More trains and more frequent runs are becoming necessary. I love taking the train and very happy I have the option.
I depend on the 554 for work and enjoy the frequency, reliability and convenience.
As soon as Judkins park opens I'll be riding every weekday.
Please increase frequency of 556- make it available all day
Direct bus route from Issaquah to the 2 line please!
I live in Sammamish. Will there be weekend service
That drivers need to drive safely all the time, NO slamming breaks, no racing and always be on time!!

<p>It's very difficult to get to t dome station from my house (north tacoma). Taking transit to the airport takes two hours and requires 2 transfers, and driving takes less than 40 mins.</p>
<p>ST 522 bus takes 50 minutes from Woodinville to Roosevelt (1 Line) station. Please create a service route from Woodinville to one of the 2 Line stations!! It will probably cut the travel time by half. If Sound Transit cannot, please work with King County Metro bus/DART bus to create a route between Woodinville and any station on 2 Line.</p> <p>Also, it's always very difficult to find a parking spot in Park & Ride's in Redmond. Currently I am reluctant to take Light Rail 2 line, because it's so hard to find a parking spot. It is also causing illegal parking problems (people park at Redmond Library,etc). I wish we had a bus going to Redmond or Bellevue, then I would not have to worry about finding parking spot.</p> <p>Last but not least, please continue to work to improve rider (and driver) safety. Thank you for what you do. I fully support public transportation!</p>
<p>Do NOT decrease the frequency of the 510 to/from South Everett. It consistently gets me to and from work in Downtown Seattle 20-30 minutes faster than taking a bus to/from light rail.</p>
<p>Light rail has been severely overcrowded as well as delayed, making it impossible to count on it for travel to/from work and always a risk for other things like whether I/we will get to SeaTac or other places on time. How would someone with a cane/walker/crutches/wheelchair/sensory issues ride light rail during busy times? This wasn't an issue for me prior to the Lynnwood station opening. How will Seattle handle more people if light rail doesn't work for commuting etc?</p>
<p>Passanger information continues to be a weak point, years after better real-time information was promised. From in-station announcements to text alerts and signage, one has to possess a fairly high-level understanding of the system and inconsistencies to navigate any kind of disruption.</p>
<p>Link light rail will not come to Issaquah/Sammimish for another 20 years. I'll be almost 100 years old. This is NOT what I voted for and I want my money back.</p>
<p>I get the work on time riding the bus each day. If you take the bus service away. A lot of riders will be very unhappy. Because the bus is so important to our community people come from Auburn, SeaTac Milton all around the sound to commute on the express. Some people is afraid of the trains.</p>
<p>DONT GET RID OF THE BUSES THERE IS NOT ENOUGH SPACE FOR ALL RIDERS ON A TRAIN LOGISTICALLY IT DOESNT MAKE SENSE</p>
<p>It's important that travel times are not increased. Sometimes the ST Express buses in south king county offer faster service than the new trains.</p>
<p>Please don't remove the 510 or 515 bus. It's a lifeline when the light rail is down, which seems more often than desired.</p>
<p>Need more parking and/or more frequent feeder transit connections.</p>
<p>Good luck</p>
<p>The 515 from Lynnwood to Stewart St. is faster and more reliable than Link. Please keep it running!</p>
<p>Can't wait for 2 line to cross I-90 replacing the crowed 550 bus ride. This opening will be a game changer for my daily work commute.</p>
<p>Hoping there could be a better way to deal with the homeless on the Link.</p>
<p>While I would be able to use the 1 line the bus would be faster and closer to the office. Using the 1 line adds an additional half hour at least to my commute and the additional line would not change that.</p>
<p>Why the stations between Angle Lake and Federal Way are opening sooner? I commute everyday from South FED to Angle Lake for work and the garage parking lot is always at capacity. We need other options soon. One that does include starting your commute 2 plus hours prior the start of the work day to be on time. Open more parking options or stations.</p>

A title of “INSERT TITLE HERE” for this survey tells me your plans will be as disruptive and unprofessional as your current operations. Get the trains to run on time. Keep the stations open, clean and operational. Improve safety. That’s all I want
Please make any transfers between lines in the same station. No stairs or long walks!! Make this a usable system that people will actually be able to use easily!!
It would be very helpful if all ST coaches had racks or space behind the driver for luggage, baby strollers, rolling carts, etc., even if it means removing seats. It’s often very difficult for people to move large items down the aisles of the coaches, which slows passenger loading and therefore bus times. The coaches with steep stairs and narrow aisles make no sense, particularly on the #574 which serves SeaTac. Of course people have luggage! Give them a place to put it!
Just get nervous when they run late. We take the 594 from Seattle to Lakewood and catch the bus to Lacey and Olympia. If you miss that last bus you are stuck.
The graphic you used to explain the future service routes for the lightrail is misleading, especially on the page for North KC/Snohomish C where it doesn’t specify in writing that the Cross Lake connector won’t open at the same time as the Redmond-Marymoor section, but the graphic has both of those currently out-of-service sections marked in the same color indicating they will BOTH open in May 2025. The only reason I figured out that it wasn’t the case was by checking the East KC information page, which does specify. My transit use will dramatically increase when the cross lake light rail connection works, because it will mean I no longer need 3 transfers, so this was really misleading and disappointing. Please update your graphic and written information on the N. KC/Snohomish C Info page to reflect the actual timeline.
The trips I've taken were very smooth. Quiet enjoyable as well.
Reliable service and Safety
The system is not reliable. Almost daily service interruptions and delays.
There needs to be an iOS ORCA CARD phone tap feature.
Cleanliness getting worse. Seats are often stained and gross. Please keep them clean and stain free.
Please continue running the 510 until the light rail station opens in Everett. The light rail stations in downtown Seattle don't connect very well with Metro service to the First Hill neighborhood. That's a pretty big service gap for an area with so many commuting healthcare workers.
Please note. It's great the train will run every 8 minutes. But if you expect patrons to be on the train for 50- 65 minutes from Federalway to Downtown...that is unacceptable. A person can drive themselves in thar amount of time. An Express train is needed and much appreciated.
Improve bus service to the Eastside. It’s been continually degrading over the years due to what has. Wen sold to Eastside residents as “service upgrades”, but they’ve been reductions in frequency and consolidation of routes. Rehire the thousands of bus drivers fired for not getting vaccinated.
Eliminating 556 thru Bellevue will cause seniors and disabled to be unable to get to work ... 556 should go to Bellevue transit center and not to south Bellevue station and force use of light rail to downtown Bellevue!!!
I ride the Tacoma Link train from Freighthouse Square to St Joseph Hospital. I walk two blocks when I get off. I don't ride the 594 or 595 like I use to. I would ride the 594 to Seattle in the morning. Do my running around and take the 595 to Narrows Park and Ride in Tacoma. I walk two blocks to home. I have the extra account with my Monthly Pass and pay with money in the account. Your Welcome
Extensive service is important. So is the use of less fossil fuels for travel in the greater metropolitan area by the public.
It is important to keep the 550 bus route as it is. Light rail stations are too far away from West Bellevue. Trip time to downtown Seattle will be longer if have to bus to light rail stations and the use light rail to downtown Seattle.
Keep the service safe.

Please don't cut 577 and 578 ST Express bus back too much. Light rail is too inconsistent with construction, service delays due to power outages and rainier valley blockages, and etc. I am predicting that the ST bus may be faster than light rail even taking rush hour highway traffic into account.

I hope the new light rail from federal way, will go all the way downtown and to west lake center and not have to change any trains at king street station. Definitely having an express lane from federal way to downtown, making only 2-3 stops in between. And enough room to accommodate a lot of people. There are so many commuters from federal way to Seattle.

The ST Express is a better product and service than the light rail. The light rail is uncomfortable, dirty, and too many people ride for free. And there are not enough seats available on the train. The bus has provided consistent and reliable travel daily. Please install fare gates at all light rail stations. Please keep the 515 direct bus line to Downtown Seattle

I'm very disappointed that the 1 Line won't be extended to Everett until 2041. It should have been extended to Everett already.

You need to prioritize frequent service or increasing capacity of the train cars, or both. The only way to encourage more people to use the light rail is if it's consistently reliable and you don't have to worry about being squished into someone's armpit because the trains are packed to the brim because of poorly managed maintenance schedules or not enough trains being in service. You cannot decrease bus service in hopes people will use the light rail and then not have the same frequency/reliability as said bus routes. That's a recipe for disaster for a lot of people who can't afford vehicles and fully rely on public transit to get to work/appointments/etc.

I hope that the changes take into consideration the LONGER commute some people may now have. If the 554 bus no longer goes into Seattle, my commute WILL be longer. I am hoping that the transfer from bus to light rail will occur on Mercer Island, as this would be the most direct and add the least amount of time to my commute. I currently need to drive to the issaquah transit center and am very satisfied with the bus - I don't need to transfer. The bus has been very reliable and I am not thrilled that I will need to take 3 modes of transportation now to get to work!

I am very very excited for the link to open up across the lake. It's been unclear that the 2 line will also go all the way up to Lynnwood. Having a date for when the Judkins Park Station will open would be amaaaaazing.

It would be nice to have a Link light rail to West Seattle. The C line is great but it is always full. It would be nice to have a Link light rail, C line, and more 21x buses to Gatewood.

I wish cleanliness was upkept more on the trains <3

Please keep 542!

The biggest issue with the one line is that it isn't reliable. There are so many outages due to power outages, track issues, accidents, etc and angle lake to downtown is already longer than commuting via car most days. I'm hoping the new parking garage locations correct the issue of no parking available for weekday one line commuters.

There are no reliable transportation options available in Renton/Kennydale. To get to a train station, it's 2 or more buses that are frequently canceled. Light rail up I405 would have been nice, but it's as though all of Renton is a no-transit area.

Trains are always full and often broken or delayed, I really hope the extension helps with both problems.

The Redmond train doesn't go to the U district and there would be no way to get to work with the train
It's dumb they don't connect the trains !

It is frustrating when the Link has service disruptions and the bus routes that were terminated due to Link are no longer available. It makes travel very difficult because the options are limited and The emergency shuttle busses are overcrowded, delayed, and unreliable.

Trains are cleaner and feel more safe. I still observe many riders that appear to continue riding for free.

I live in Puyallup and the hardest part of my commute is from the South Hill Mall to the Puyallup transit center. Once I am at the train station, I can take either the 578 or the Sounder to my destination, but balancing the timing of the Pierce County Rt 4 to the Pierce County Rt 402/409 can be very difficult.

I need to be downtown by 5:45 am from Issaquah. I take a single bus so don't have to get out in the weather and wait for another form of transit. I am dropped off two blocks from work which is manageable. Your information indicates trains every 8 minutes but that's after I need to be at work. How long will I have to wait and how early will I have to get up to keep my work schedule?

I haven't used light rail recently because I've found it unreliable, which is sad to say!

Forcing ST express riders into the Link when a new station opens causes massive problems and delays. And the Link takes longer than the bus unless there is a catastrophic accident. If I drive to Angle Lake, the ride from there to my workplace in the Link is longer than my bus ride from Federal Way to my workplace, which is next to a Link station. The trains are already overcrowded and poorly monitored and frequently gave issues in arrival times. At least once a week one of my coworkers who do use the Link to commute is late to work because of the Link. Honestly, if you take my bus away when the Link station at Federal Way opens, I'll probably drive to Auburn to take the Sounder train, because even though that is more of a hassle and requires more transfers, it's better than being forced to rely on the Link for my daily commute.

I live in Olympia, but come up to Seattle regularly to visit friends and have medical visits. When in town I use the light rail and metro. I have been taking Amtrak to get to the city. But once the light rail gets to Federal Way I will try taking the light rail to the city.

Please do a better job of maintaining stations. And when elevators and / or escalators are out there should be signage on the platform announcing this. We should not have to go to the escalator or elevator (often both!) to find out they are out of service. Not notifying riders (YOUR clients) of this ahead of time makes it difficult on folks with handicaps- and shows an incredible amount of disrespect by Link Light Rail.

The lack of cohesive timing between services means I will be at King St for an earlier train than usual or will have to run and barely make my normal train. It is unacceptable for such a significant swing schedule.

I would like to see more dependable elevator service, and less train breakdowns. Shut service down between stations, and get work done once and for all. Postponing repairs, dragging them out only disrupts ridership, and shows it's not reliable.

The Pierce County ST Express bus services are unsatisfactory in their frequency, and their timespan. Please increase both.

I will only take light rail again when it's safe. No people doing drugs and the trains are clean. Your survey is broken I do not ride sound transit currently you eliminated bus 567. Do not feel safe and it takes too long on 566.

I currently have two options to get to Seattle from Parkland on time for work, the sounder train which only services Tacoma done station at 7:50 AM which gets me to work an hour early or the 835 route 594 from 512 park-and-ride which gets me to work 15 minutes late so coming from Parkland it's two buses to get to Tacoma Station and a three hour commute or get to work late with only having to take two buses why is there no other options in that time. And why is it that on Saturdays which I also ride the bus to work to Seattle? Is there a large bus but yet on the weekdays there is a small bus and there's never enough seating and why is it that there isn't accommodations for people coming from Lakewood during the hours of sounder transit but yet the sounder doesn't service Lakewood for those times it's very difficult to maneuver from Parkland to Seattle and also the last number four that leaves the 512 park-and-ride to get me home cut it so close from me getting off the train onto the 594 to the 512 p&r to catch the last number 4 of the night in order to make it home without having to walk miles in the dark through sketchy neighborhoods I don't understand why there is not more routes or more options especially considering women traveling alone at night by themselves. It's very very hard, especially for people who work in an industry where they can't get off early I'm a hairdresser and if I miss a bus because the train is late or miss a connection because the bus is late. I'm forced to pay for an Uber or walk. There should be a more user-friendly and more options in well-served areas especially for young women traveling alone there's been several times I've had people follow me and I have been terrified at the park-and-ride. There is always place presence in the morning in the daylight, but at night when there's super scary things and I'm sitting there for 45 minutes to an hour waiting for a bus, I have literally been terrified.

I feel like 532 is still going to be quicker than driving all the way down to Lynnwood to pick up the Link and ride all the way to Downtown Bellevue. I normally start my ride of 532 at Ash Way P&R. I would pick Link if it was somehow just as fast, has express stops, or if there ever was an Eastside route.
Reliability is better but not great. Looking forward to more frequent trains
More.
I frequently take my bike on Link Light Rail. The bike hanging areas are extremely difficult to use. They might work for someone strong who is riding a light weight racing bike, but for normal commuters on commuter bikes getting a bike on and off is difficult if not dangerous. Even more so when trains are crowded.
Thanks for improving sidewalks near the Belred station :D
Access to ADA seats is a constant problem. Strollers, able bodied, drunk, passed out, luggage, bikes, wagons, etc come first.
Please provide all day service on route 556
I'm really glad to have trains finally, we've gotta catch up and give people travel solutions that aren't road based
I'll be damned if I'm going to use the 2 line to cross Lake Washington. It doesn't make logical sense how a train can run on a floating bridge that moves. Especially in a windstorm. I give it a year before it derails in a windstorm
Retain route 510 as a super express option. Link will be too crowded to board and ridership from Everett will crumble if transfers were forced on peak riders.
Continue to running 590/594 all the way to downtown Seattle. Do not force a transfer at Link. 594 is much faster than Link on I-5 during most of day.
Create a bus route on Dash Point Road that travels to the Star Lake light rail station
Please continue service on the 574 all the way to the airport. Please don't make people have to transfer at Federal Way onto the light rail. Fewer (or no) transfers makes a transit trip so much more desirable, especially if carrying luggage!
Will light rail replace the 574? I ride the 574 from Federal Way and have to get to work at the airport at 4am. If light rail doesn't start that early will the 574 still run?
Create a bus route on Dash Point Road that travels to the Star Lake light rail station
More 596 trips would be nice, especially on weekends. Also, more Sounder trips.
The light rail is great, but it does NOT fix every transportation issue in Seattle. As an example, I used to take the 555 from Northgate to downtown Bellevue and it was a smooth 25-minute ride, even with traffic. Now it requires boarding the light rail, getting off after 3 stops, and taking another bus to go across the bridge for a total trajectory that takes at least 45 minutes. And it's not going to improve much once the light rail connects between Seattle and Bellevue.
Both Sound Transit and the County need to stop canceling existing routes just because a new light rail station just opened 5 miles away. This measure does not make transportation easier if passengers need to take a bus to the LR station, ride the LR, and then board another bus to cover the short distance between point A and point B that used to be available with one single bus route.
Prefer bus service. Goes exactly where I need to. Less costly overall with the biggest benefit.
do not truncate my bus to federal way
Please retain all day express service from Tacoma and Federal Way to Downtown Seattle via I-5. Currently it is just 25 minutes from Fed Way to Seattle, and link itself from downtown to the Airport takes like 15 minutes longer than that. From the description of the changes, I am very concerned that there will be no express service from the south end. It will seriously limit the places one can reach within a reasonable time from South end. With bus connection to a major transit hub and the long distance, the number of places that can be reached within an hour is already low. If the portion of the trip from Federal Way to Seattle lengthens from 25 minutes to around 50, the south end residents that got priced out of Seattle pretty much can't get anywhere outside of the south side.

<p>currently connect to the 550/554 to get to/from Mercer Island, usually take KCM 271 if to Bellevue. being able to turn what would otherwise be 3-seat rides w/ transfers to 1-seat rides is going to be really nice as long as frequencies on some of the Eastside buses also increase :)</p>
<p>Please do not change the 554 unless you are going to increase frequency. The 2 line doesn't go to the Eastgate Park and Ride station which is where I get off and adding connections takes time away from being with my family. It is much easier to just take the 554 from Seattle and get off at Eastgate P&R like I have done the past 7 years for work.</p>
<p>Please don't cut any more service from KIRKLAND! I used to ride the 255 to downtown Seattle and now I can't. I have to connect either at Evergreen Point Rd or UW depending where in Seattle I am going.</p>
<p>Sound Transit tried to eliminate all I-5 service into Seattle back when Northgate Link opened and once again when Lynnwood Link opened in past service plans. Please do not try that again as it is an essential service that link simply doesn't work well</p>
<p>I commute from Tacoma to Bellevue - it is so strange to me that there is direct bus service from Everett/Lynnwood to Bellevue but not from Tacoma to Bellevue. It adds a substantial amount of time to my travel to have to go into Seattle first, *then* take the 550 into Bellevue, *then* if I have to go up to Redmond take the 2 Line. Yes, once the cross-lake connection is open those last two legs combine into one, but regardless, it's annoyingly out of the way to have to go into Seattle first to get to the Eastside when Snohomish County riders don't have to do the same thing. Stride is still going to be several years before it opens, so direct service between Tacoma Dome and Bellevue Transit Center would be game-changing.</p>
<p>Please run busses along the 1 and 2 line routes after the bars close!</p>
<p>Please don't discontinue route 545 to downtown Seattle. It's the only service to downtown Seattle from the Clyde Hill/Yarrow Point and Evergreen Point stops. There are far too many disruptions on the Montlake bridge and around Husky stadium to rely on only this connection to reach downtown Seattle which is the primary destination The connection at UW Husky is poorly designed and slow Please don't discontinue direct service to downtown Seattle. It's an important safety valve when there are disruptions on the Montlake bridge and at UW and it's much much faster service</p>
<p>It would be good for St and KCM to extend bus services to pre-COVID routes, which would give me the option of leaving my car at home. Currently it is 25-30 minute walk to my nearest bus stop, and once in a car it is easy to carry on driving</p>
<p>U should consider some link express trains to shorten the length of time for long distance commuters. Taking the link from Seattle to federal way and transferring to a bus will be A LONG commute if link makes all the stops. Add some express trains from Seattle to federal way with just one or two stops in between</p>
<p>It will take over 2 hours to get to seattle from tacoma if you dump us off at Fed Way and expect us to use light rail? The 590 gets me downtown in 45 minutes when I leave at 5:20. This will not be doable from Fed Way using 1 line. Please keep 590's going to seattle!!!</p>
<p>Better connections to South Hill and Orting would be appreciated</p>
<p>Still need St express from sumner/puyallup to get to federal way</p>
<p>The 515 is essential for backup reliability for the increasingly frequent times the 1 line has been down. The parking situation at the Lynnwood TC is terrible. Paid parking is not a solution unless reliable bus service can connect to the TC. Buses every half hour during peak is not good enough when the option to drive cuts the transit time in half. The Swift buses are great but only if you're near a bus stop.</p>

I think it would be wise to:

1. Keep the 545 as it provides shorter travel times between Seattle and Redmond which riders might want to still use if available as well as providing the most reliable service between Medina, Clyde Hill & Yarrow Point and Downtown Seattle all day.
2. Keep the 550 to prevent overcrowding on the 2 Line.
3. Keep 554 service to Downtown Seattle for easier travel.
4. Remove Kent Des Monies Rd & Star Lake Freeway Stations from the 574 to cut down travel time.
5. Remember that routes 577 and 578 are the quickest between Seattle and Federal Way and something riders might still want to use if available.

It's important to continue to have express services alongside the metro system. This is important for Route 542 between Redmond and U District and Route 577/578 between Federal Way and Seattle. Sound Transit should increase trips on Sounder to provide express services between Tacoma and Seattle and maintain Route 578 between Federal Way and Seattle. Sound Transit should also look at a new express Link route that serves South Park & Georgetown instead of Rainier Valley to speed up end-to-end trips.

Rather appreciate the security presence on board.

The Link 1 line extension to Federal Way is not a direct substitute for the ST Express 577 and 578 lines since the Link is a local train that stops frequently and the express bus goes straight downtown with higher top speeds and no stops. I will be using the Link 1 line extension to visit friends primarily on weekends and evenings. I will also use the 1 line extension and 2 line cross lake when traffic is bad enough that the 545, 577, and 578 are delayed substantially due to heavy traffic in the evenings. I am excited to have the option of both the bus and light rail to get home during times where the frequency of the 577 and 578 busses is lower than I would like, such as after events in downtown Seattle or nights that I work late in the office. I will be bringing my bike with me on transit for most trips to lower my time moving between stations or drop off points, so walking distance between stations is not as important to me.

I take the bus from Issaquah. If the route changes so that a connection to the 2 line is necessary, it will greatly extend my total commute time. You need to make sure that Issaquah transit riders still have a direct commuter route to downtown Seattle since light rail service isn't going to serve Issaquah for decades. Please make sure that Issaquah riders have adequate bus service or people will be forced to opt out of using transit due to the inconvenience/slow travel times compared to car travel.

ST522 provides a vital connection from Lake City to the Roosevelt Link Station.

Travel time from Everett to Bellevue with the 1/2 Line combo will likely be time consuming enough that I would choose to drive instead of taking transit. Adding a trip from Lynnwood through Seattle to the east side is not time efficient enough to justify reductions in that bus service.

I cannot wait for the Federal Way extension to open since I am a Des Moines resident. Additional parking and the shorter drive instead of going to Angle Lake will build a lot of additional flexibility to my schedule.

I am still waiting for all day Sounder + Sounder on the weekends to mirror the expanded garage capacity. It would be a great supplement to Link and create the ability to "skip" the slow part of Link, then switch to Link in Seattle for more localized service.

Keep 510

I just learned that the 545 bus will go away once line to goes across the lake. That's a bummer for people taking the bus from downtown Seattle. Taking the 2 line will significantly increase travel times, and with how unreliable the light rail has been lately I'm not confident that getting rid of the buses will be a good idea. Also, for people bringing bikes on ST express buses, having to bring a bike during peak hours won't be great if trains are crowded. I'm not happy about this at all

You need to open the Lake Washington Crossing. It is wildly unacceptable to open it more than two years late. Also, you need to make the Light Rail reliable again. The frequency of issues and canceled service is unacceptable. Please, build and maintain functional transit!

It would be great if the current time/clock can be added back to the displays at Link stations.

Sound Transit contractors rebuilt eastbound bus stop at Mercer Island Park-and-Ride (stop number 64065), but left work unfinished. Poured concrete base or foundation for bench or some utility, but never installed the rest. They put a traffic cone on top and left as-is, several months ago. No work has been done on it since. Please send someone out to take a look and fix promptly.

General why is previous question REQUIRED - no options are true for me since I will NOT be using that route so I just selected last one - skews your survey results (poor survey design).

- 1) Please keep SOME (what you may consider duplicate service) bus routes operating AFTER Link lines start. I learned the hard lesson that your garages are FULL and it is not possible to take rail after about 8:30AM. Therefore also need bus option during those 'garage full' hours.
- 2) Link service (southbound) starts at 5:00AM which makes it impossible to use for those many 6AM airport departures. Link service (northbound) stops at 11:00PM which make is impossible to use for those many 11PM airport arrivals. Please consider extending the service hours esp in the morning to cover that gap.

***2026 Service Plan
Engagement Phases 1-4
Summary Report***

Appendix B

Phase 1 Survey Results – Spring 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 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 presented in Phase two, which is expected to launch in June 2025.

How were people notified about the survey

4 Engagement events virtually and in Seattle, Bellevue and Redmond



2 Passenger notices to subscribed riders

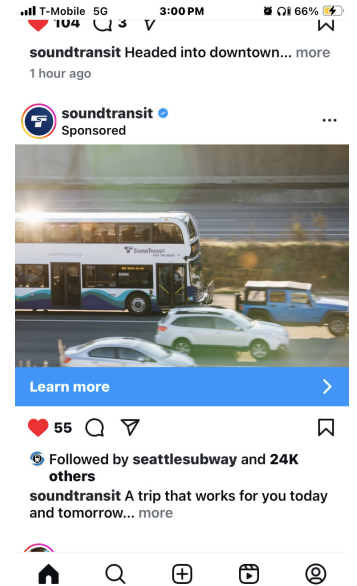
Articles in 3 newsletters

Emails to 23 CBOs throughout the service area

— social media ads with 867 link clicks

1 News release April 7

20 ambassador shifts during AM and PM commute times



How many people took the survey

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

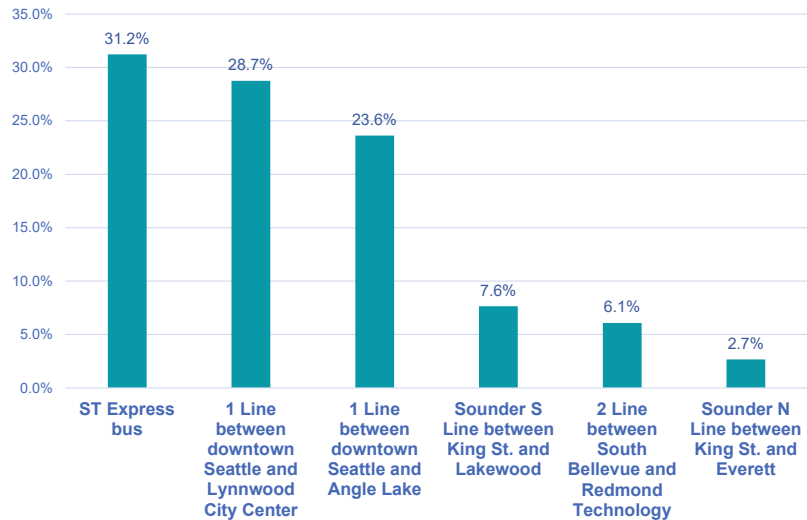
Language	Count	Percentage
English	2318	99.2%
Simplified Chinese	8	.3%
Traditional Chinese	3	.1%
Spanish	3	.1%
Korean	2	.1%
Vietnamese	2	.1%
TOTAL	2336	100%

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

1. Which Sound Transit services do you currently ride?

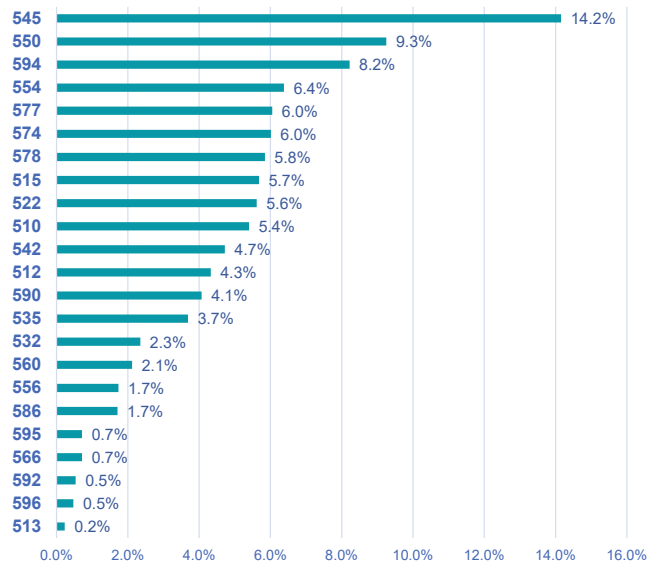


Which ST Express bus do you primarily use?

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

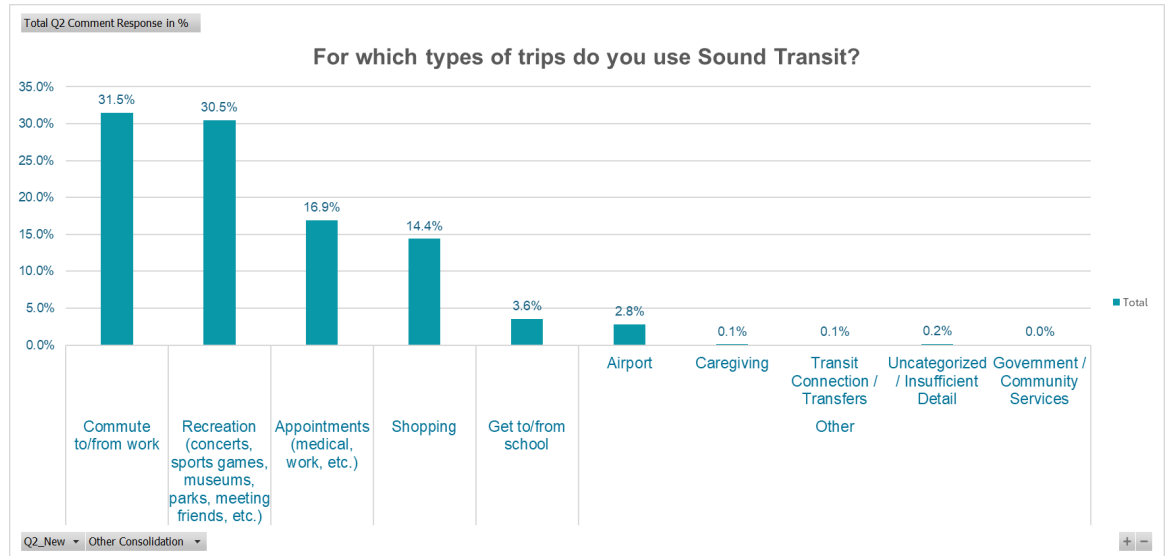
1-2. Which ST Express route do you primarily use?



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

There were 5093 responses

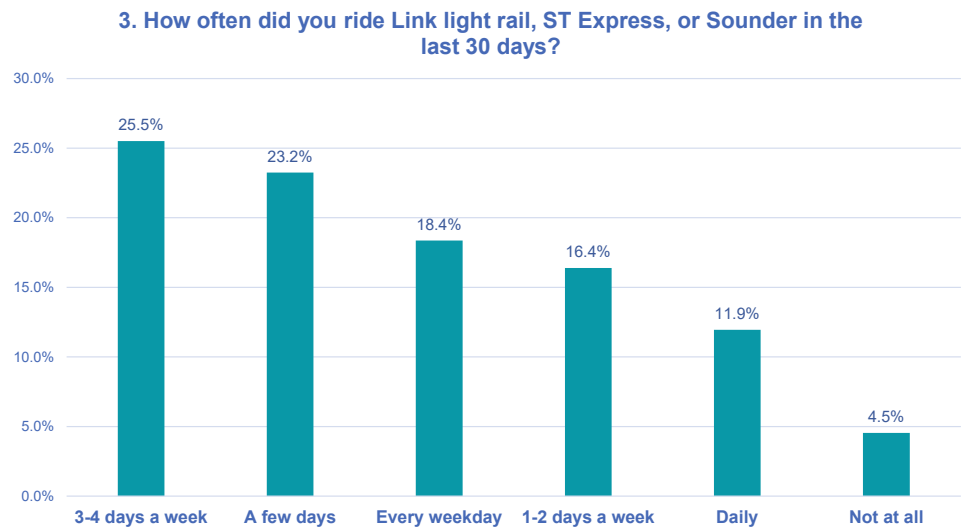
The most popular trip is to commute to/from work, followed closely by recreational trips



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

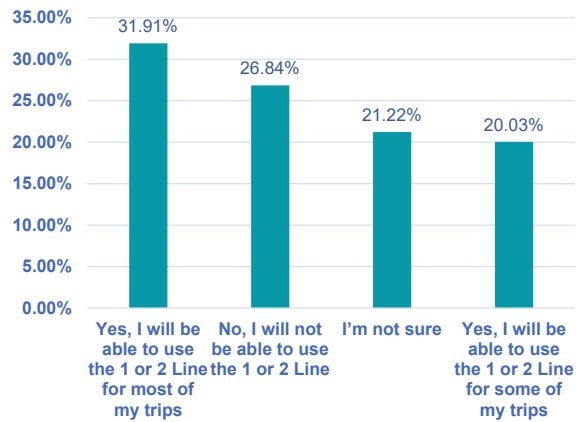


For the trips when you use ST Express, will you be able to take some or all of your transit trips using the 1 line extension to Federal Way and/or the 2 Line Cross Lake Connection after they open?

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.

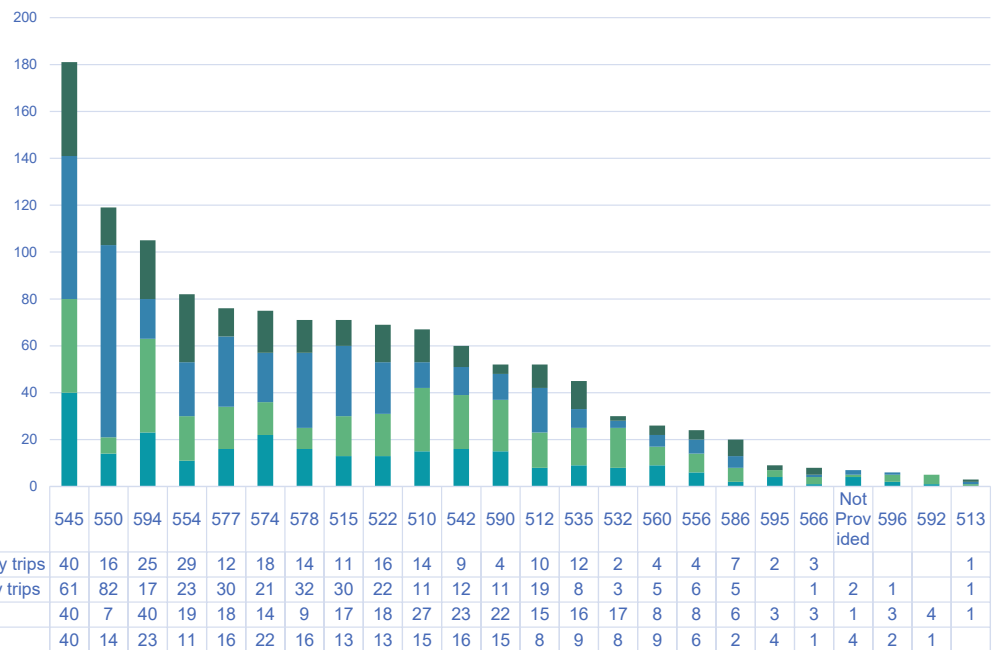
1-4. For the trips when you use ST Express, will you be able to take some or all of your transit trips using the 1 Line extension to Federal Way and/or the 2 Line Cross Lake Connection after they open?



All or some trips by route

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

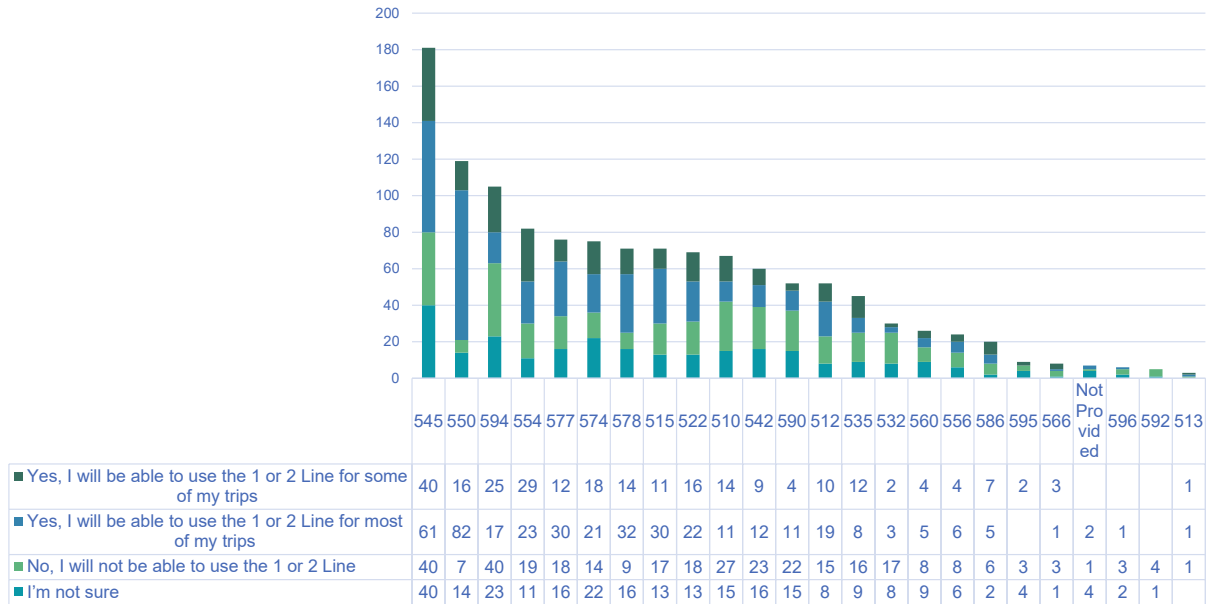
Line 1 / Line 2 Trips x Primary ST Express route



South Link: All or some trips by route

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

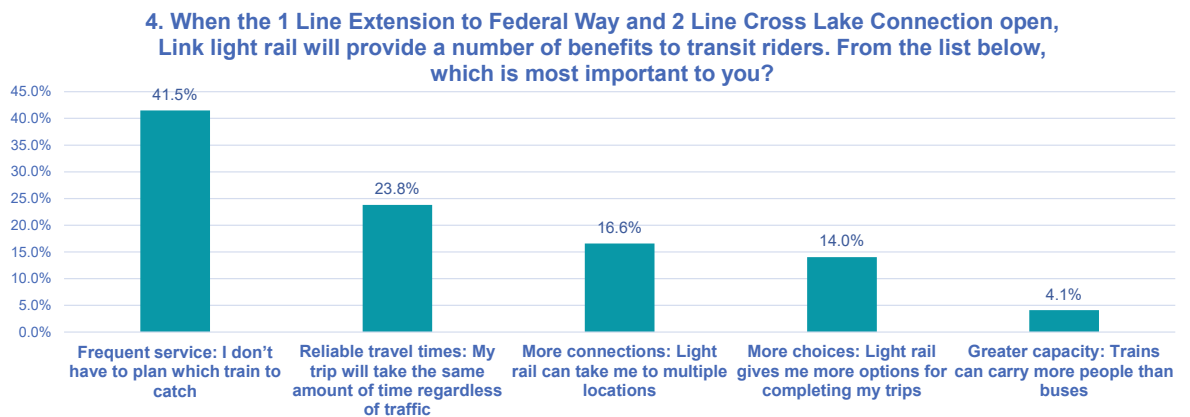
Line 1 / Line 2 Trips x Primary ST Express route



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

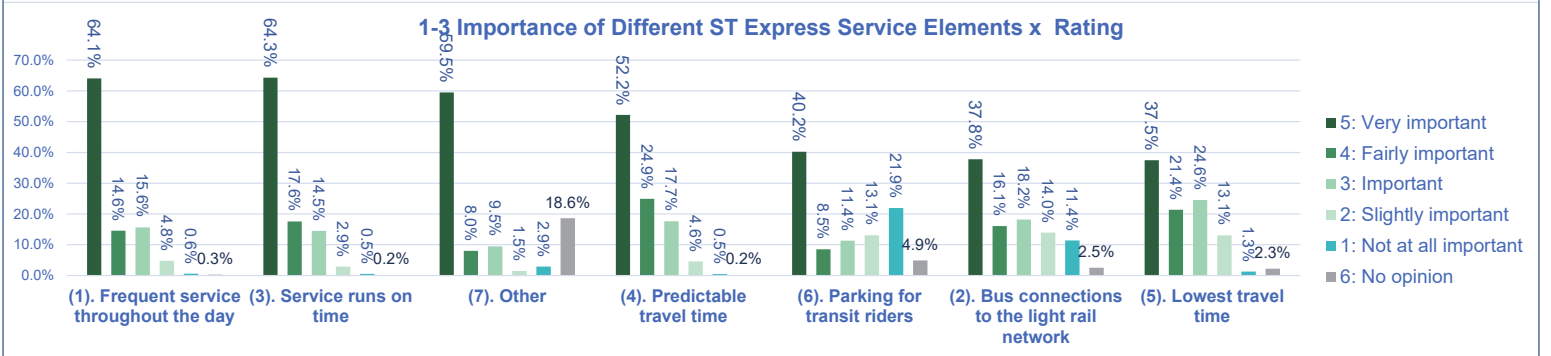


Sound Transit is considering changes to ST Express routes throughout the region. Many routes could change to provide connections to Link light rail. Please help us understand how important each of the following elements of transit service are to you.

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

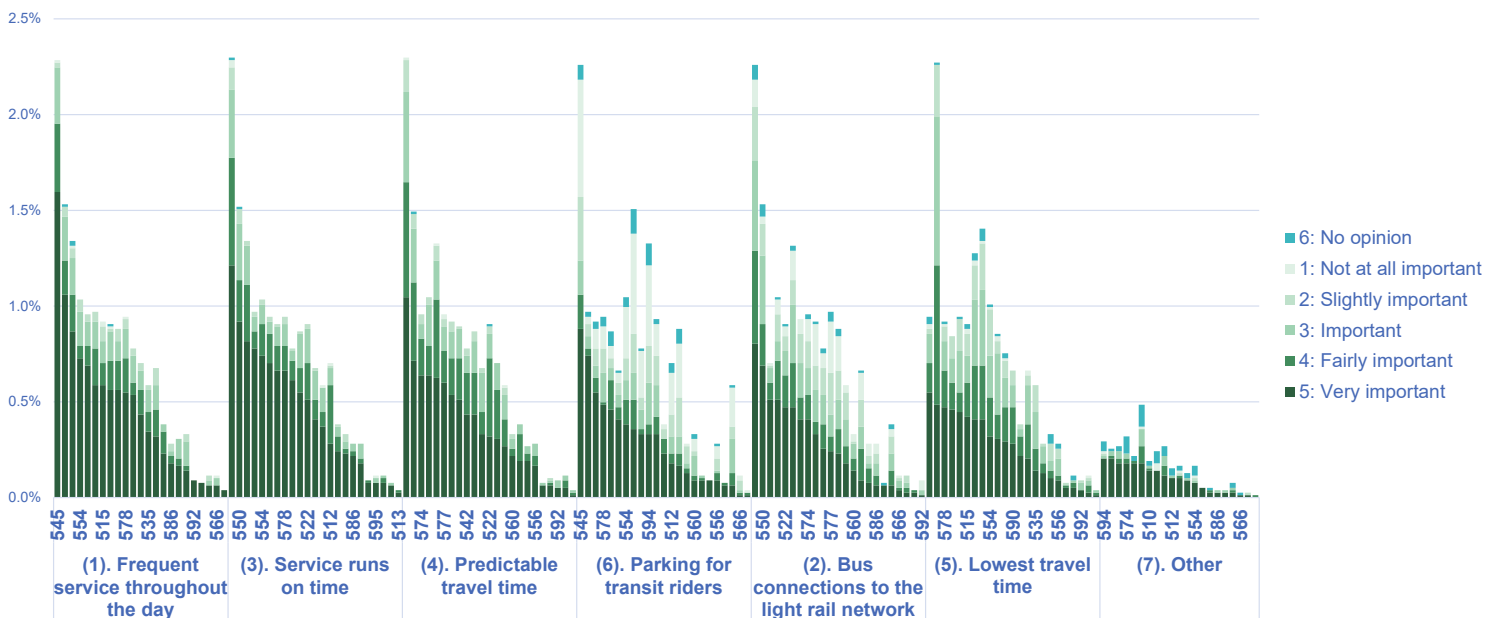
"Other" very important responses included a preference for direct service.

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%
Grand Total	2288	100.0%

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)

	Total Q8 Counts	Total Q8 Response in %
White	1516	63.0%
Asian	387	16.1%
Prefer not to say	190	7.9%
Prefer not to say	190	7.9%
Hispanic or Latinx	116	4.8%
Hispanic or Latinx	116	4.8%
Black or African American	108	4.5%
Black or African American	108	4.5%
American Indian or Alaska Native	34	1.4%
American Indian or Alaska Native	34	1.4%
Native Hawaiian or Pacific Islander	28	1.2%
Native Hawaiian or Pacific Islander	28	1.2%
Other	26	1.1%
Grand Total	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 %
Employed, full time	1581	69.2%
Retired	310	13.6%
Employed, part time	133	5.8%
Student	103	4.5%
Prefer not to say	84	3.7%
Unemployed, looking for work	40	1.8%
Unemployed, not looking for work	33	1.4%
Grand Total	2284	100.0%

Demographics, disability

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

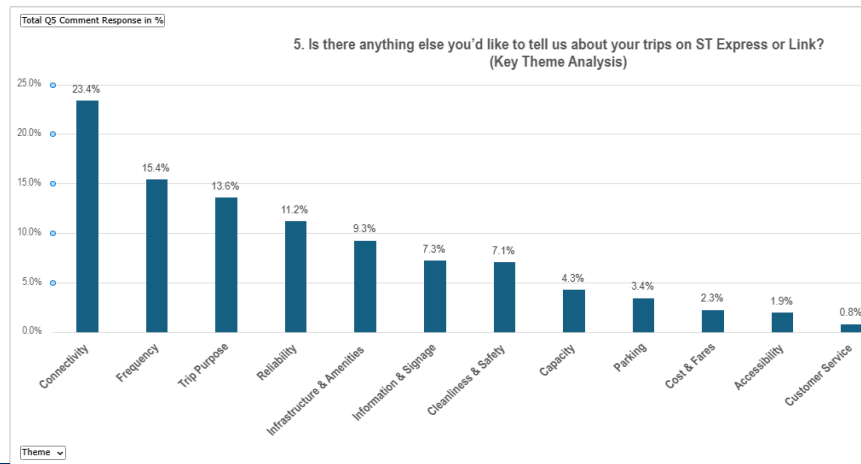
10. Do you have a disability that impacts your ability to use Sound Transit? (select all that apply)

- I do not have a disability**
- Prefer not to say
- Prefer not to say
- I have a mobility or physical disability**
- I have a mobility or physical disability
- I have a mental health disability**
- I have a mental health disability
- I have a hearing disability**
- I have a hearing disability
- I have a vision disability**
- I have a vision disability
- I have a cognitive disability**
- I have a cognitive disability
- Other**
- Grand Total**

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

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

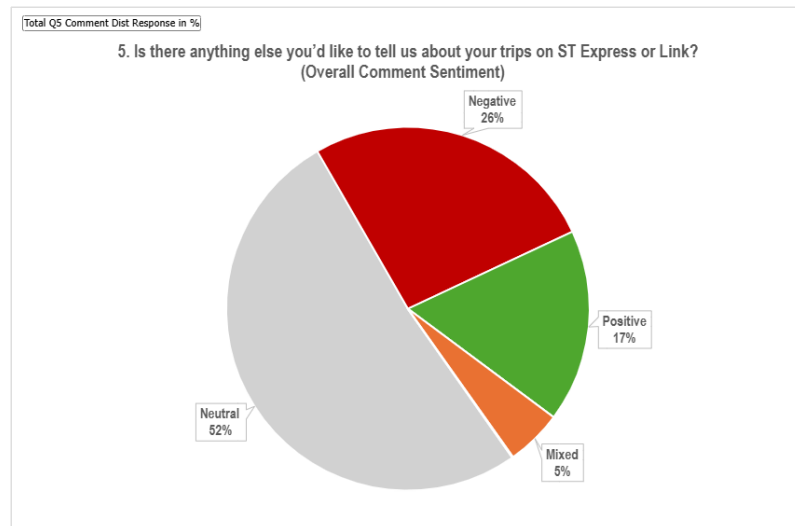
This question allowed respondents to write in an answer. Out of 998 comments, most responses mentioned topics such as connectivity, frequency and trip purpose.



"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

***2026 Service Plan
Engagement Phases 1-4
Summary Report***

Appendix C

Phase 3 Engagement Results – Fall 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 so that they provide connections to light rail.

Survey Description

Sound Transit conducted the Phase three service plan online survey from October 6 to November 11, 2025.

The survey was conducted using opportunity sampling - a non-probability sampling method where people take the survey on their availability and ease of access.

The survey included questions about how and when they use Sound Transit services, which ST Express routes they ride, and how proposed route changes would affect them.

How were people notified about the survey

- **Staff Ambassador outreach**
- **Social media posts**
- **Passenger/Rider alert messaging**
- **Community Based Organizations – Cohosted open houses and electronic toolkits**
- **Multi-cultural media**
- **Tabling at fairs, festivals, and community events**
- **Shared information with governmental partners (King County Metro, Connect Bellevue, etc.)**

4

How many people took the survey

Including languages other than English, there were 4,515 survey responses.

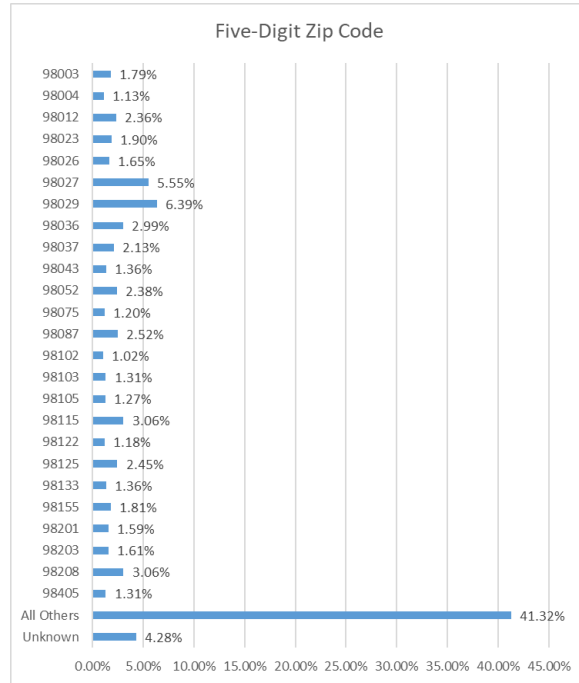
Language	Count	Percentage
English	4412	98%
Spanish	53	1%
Simplified Chinese	32	.07%
Russian	6	.01%
Korean	3	<.01%
Tagalog	3	<.01%
Traditional Chinese	3	<.01%
Vietnamese	3	<.01%
TOTAL	4515	

5

What is your zip code?

4223 responses (189 nonresponses)

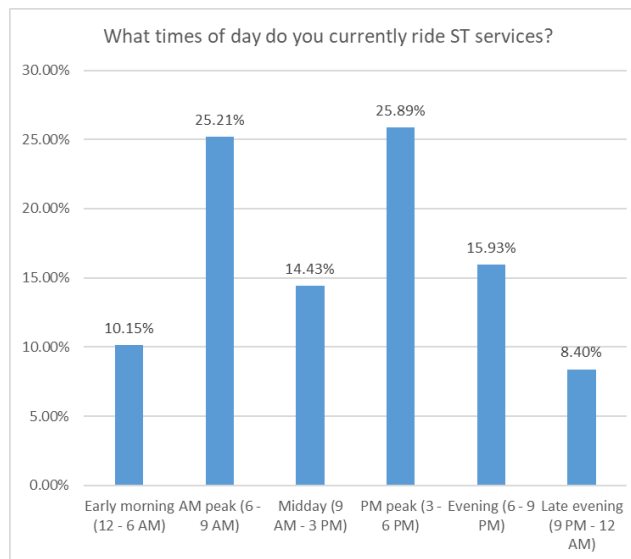
Top 5 zip codes 98029, 98027, 98208, 98115, 98036 - Issaquah, Issaquah, Everett, Seattle (near U Village), Lynnwood/Bothell.



What time of day do you currently ride ST services?

11029 responses (select all that apply).

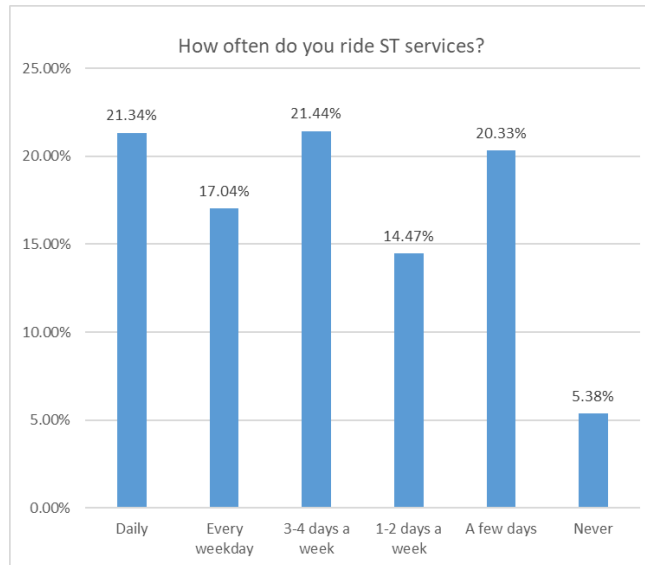
AM peak and PM peak were the most selected responses.



How often do you ride Sound Transit's services?

4348 responses

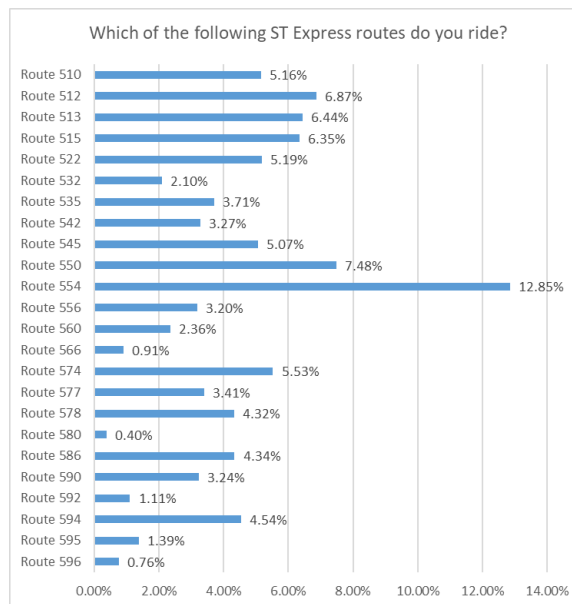
Almost 40% of all respondents said they ride daily or every weekday.



Which of the following ST Express routes do you ride?

6568 responses (select all that apply).

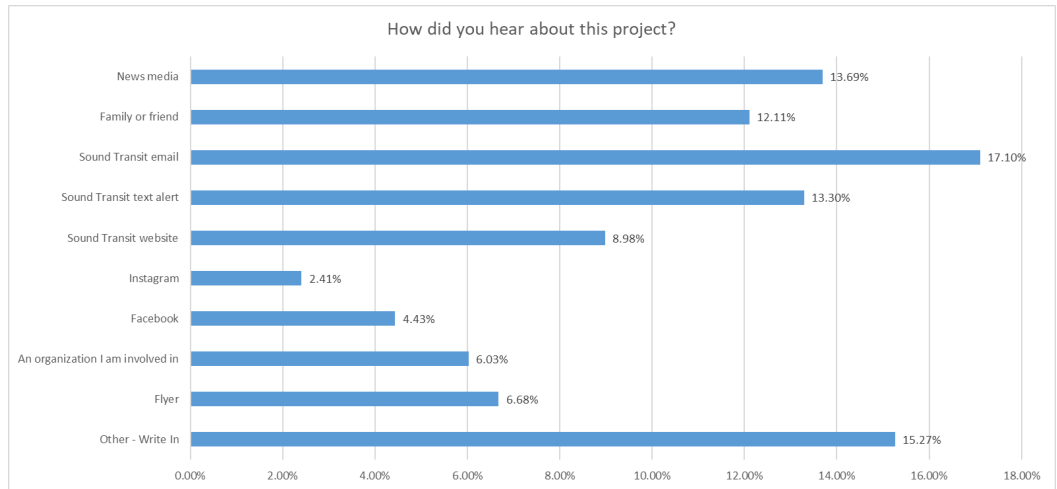
Routes 554 and 550 were the most selected routes.



How did you hear about this project?

5391 responses (select all that apply).

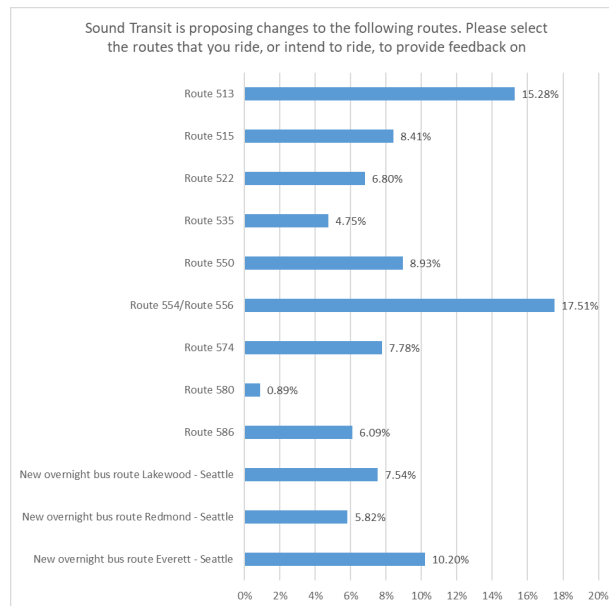
Sound Transit email and Other-write in were the most selected responses.



Sound Transit is proposing changes to the following routes. Please select the routes that you ride, or intend to ride, to provide feedback on

5306 responses (select all that apply).

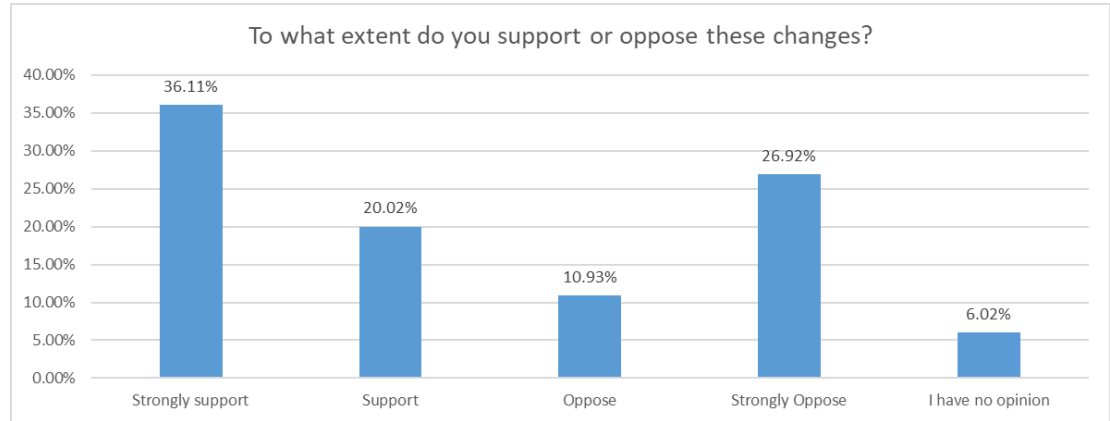
554/556 and 513 were the most selected routes.



All routes - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

5231 responses

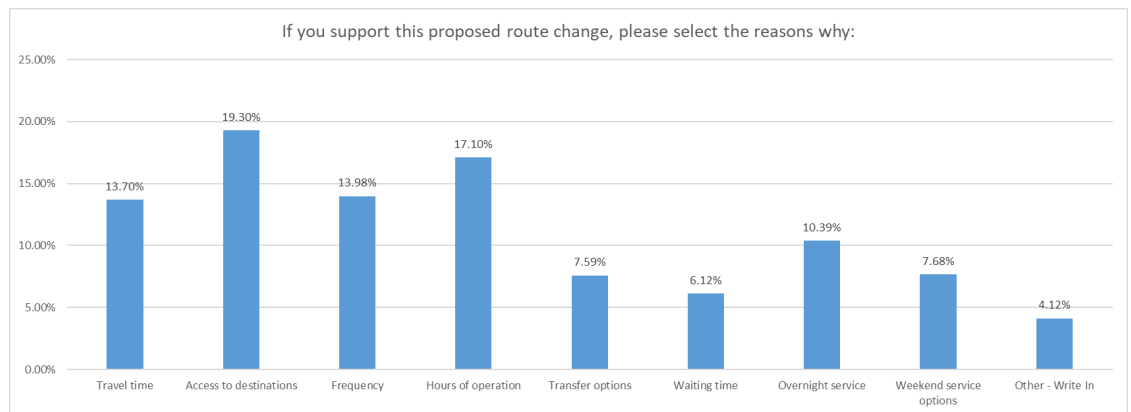
In general, over 56% of respondents support or strongly support these changes



All routes – If you support these changes, please explain the reason why

8947 responses (check all that apply)

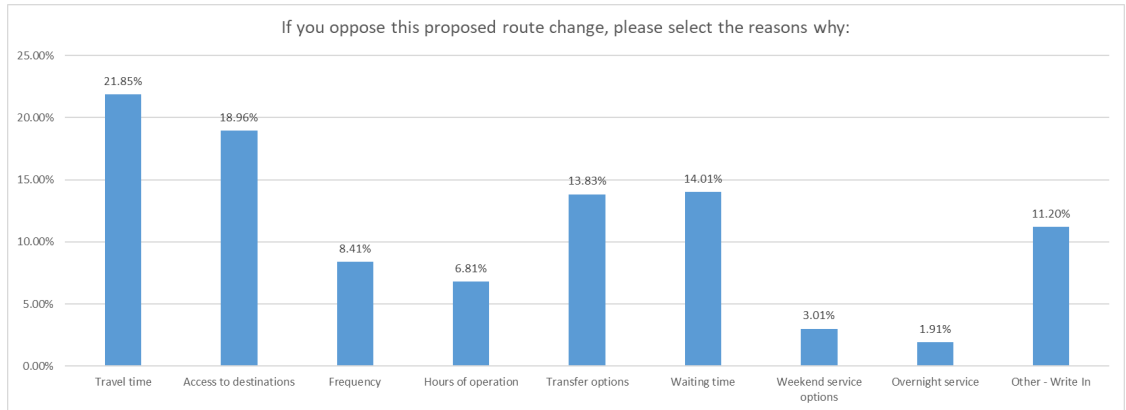
Access to destinations and hours of operation were selected most



All routes – If you oppose these changes, please explain the reason why

6008 responses
(check all that apply)

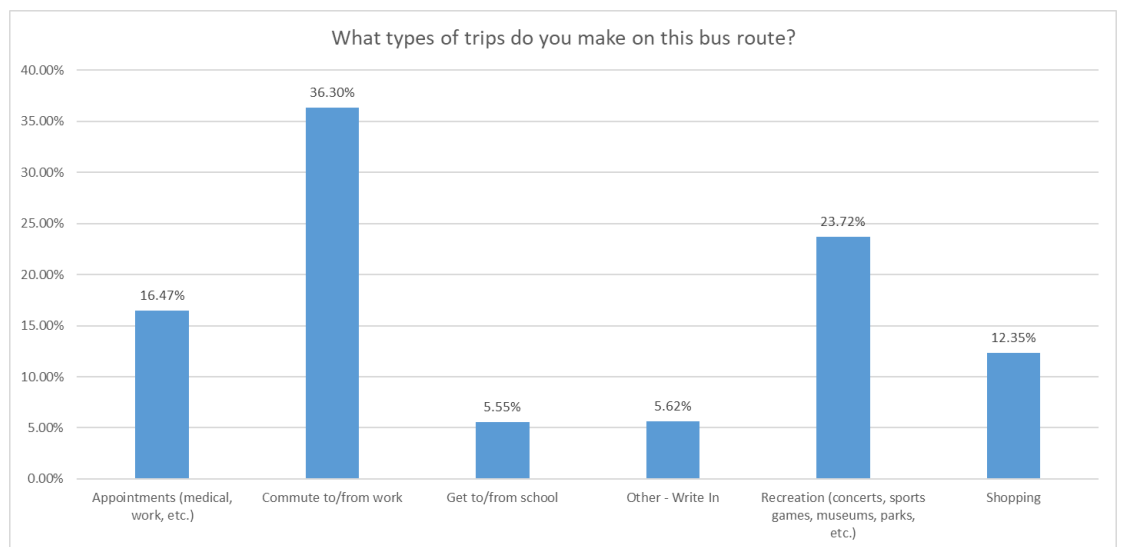
Travel time and access to destinations were selected most



All routes*-What types of trips do you make on this bus route?

5410 responses
(check all that apply)

Commute to/from work was the most common type of trip

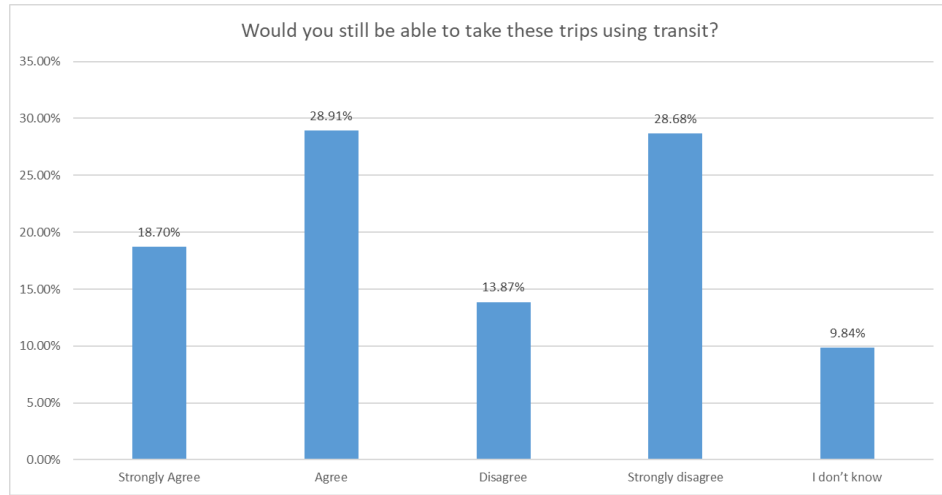


* Asked for routes 515, 522, 550, 554/556, 574, 580, 586

All routes* - With these proposed changes, would you still be able to make these trips using transit?

**2957 responses
(check all that apply)**

There are similar levels of agreement and disagreement to being able to make trips with proposed changes

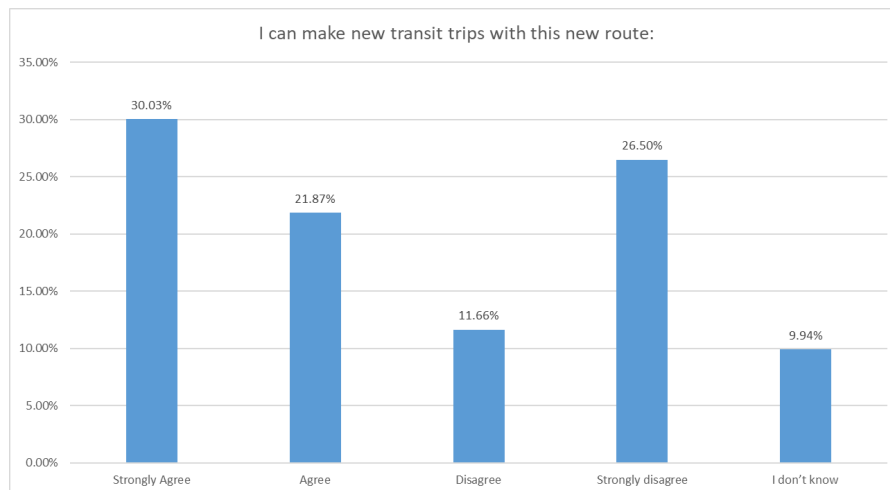


* Asked for routes 515, 522, 550, 554/556, 574, 580, 586

All routes* - This proposed routing change would make it easier for me to make the trips that I currently make

2917 responses

There are similar levels of agreement and disagreement to proposed changes making trips easier.

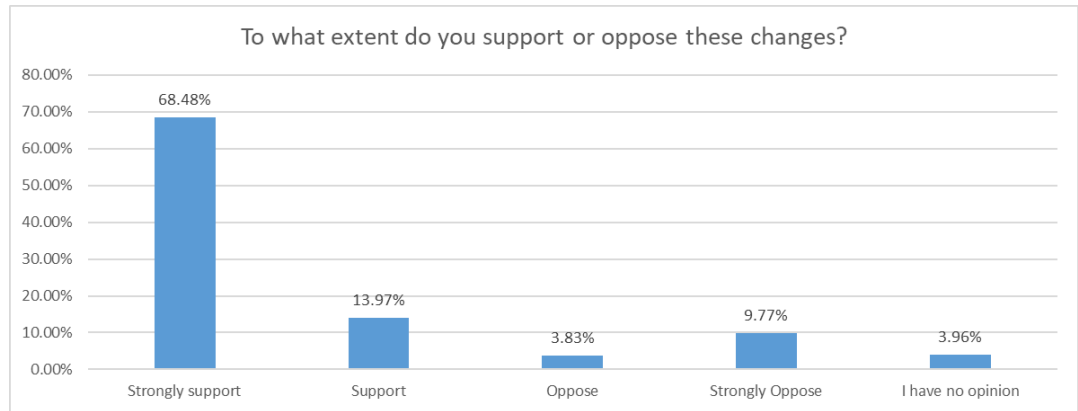


* Asked for routes 522, 554/556, 574, Everett-Seattle, Lakewood-Seattle, Redmond-Seattle

Route 513 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

804 responses

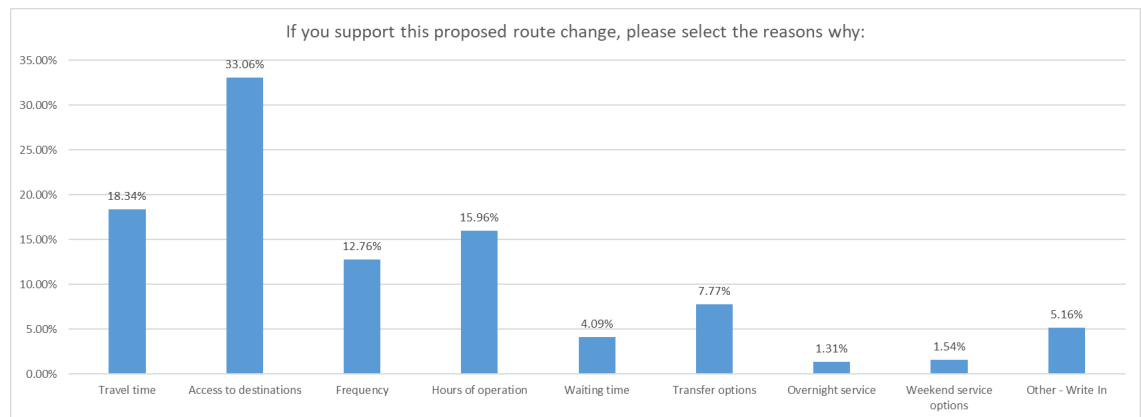
82% of respondents support or strongly support these changes



Route 513 - If you support these changes, please explain the reason why

1685 responses (check all that apply)

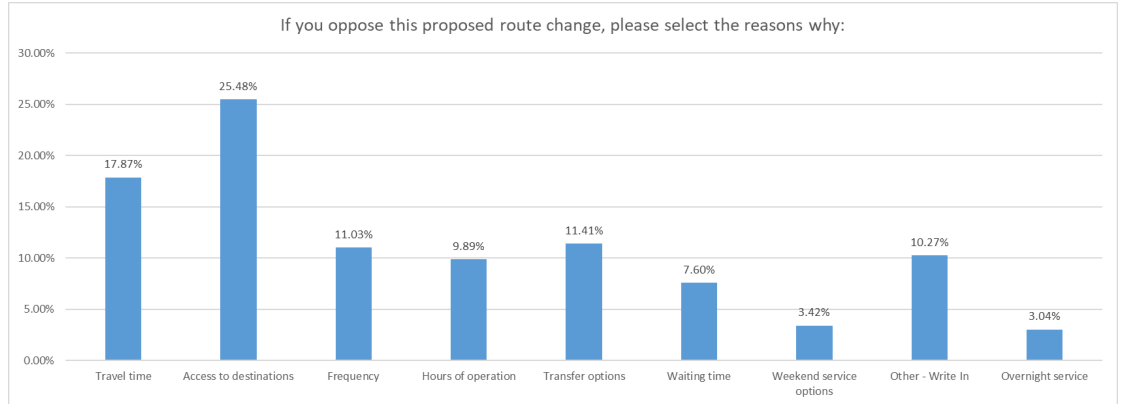
Access to destinations and travel time were selected most



Route 513 - If you oppose this change, please explain the reason why

263 responses
(check all that apply)

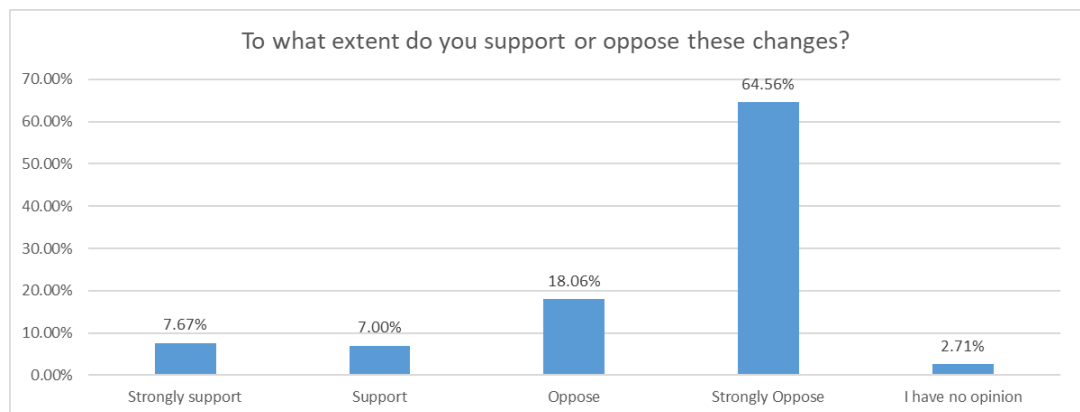
Access to destinations and travel time were selected most



Route 515 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

441 responses to this question

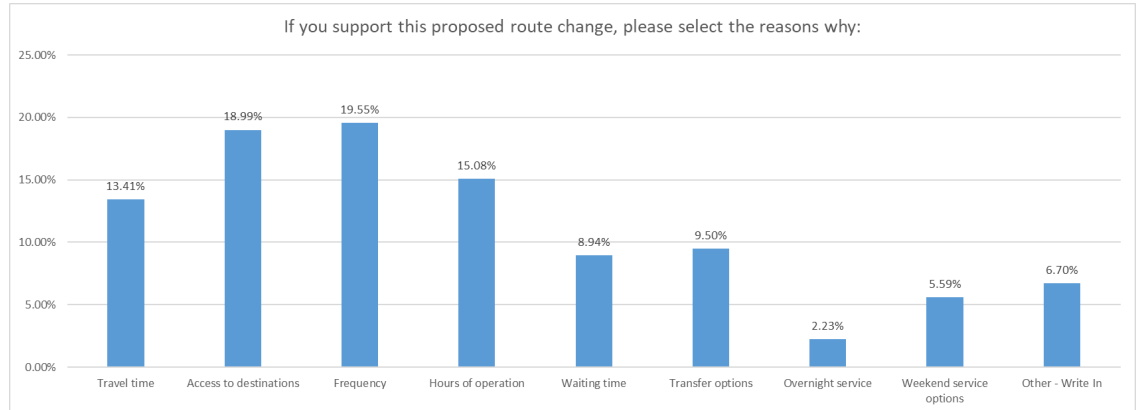
83% of respondents oppose or strongly oppose these changes



Route 515 - If you support these changes, please explain the reason why

179 responses to this question (check all that apply)

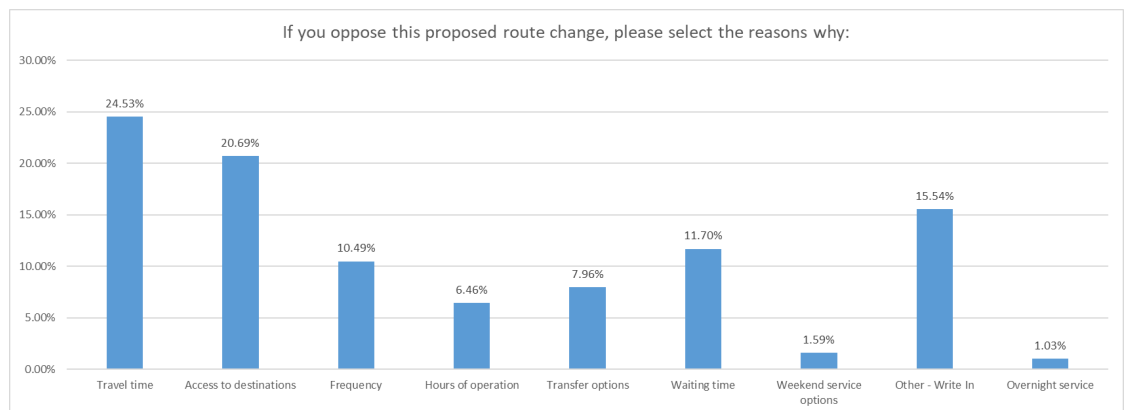
Frequency and access to destinations were selected most



Route 515 - If you oppose this change, please explain the reason why

1068 responses (check all that apply)

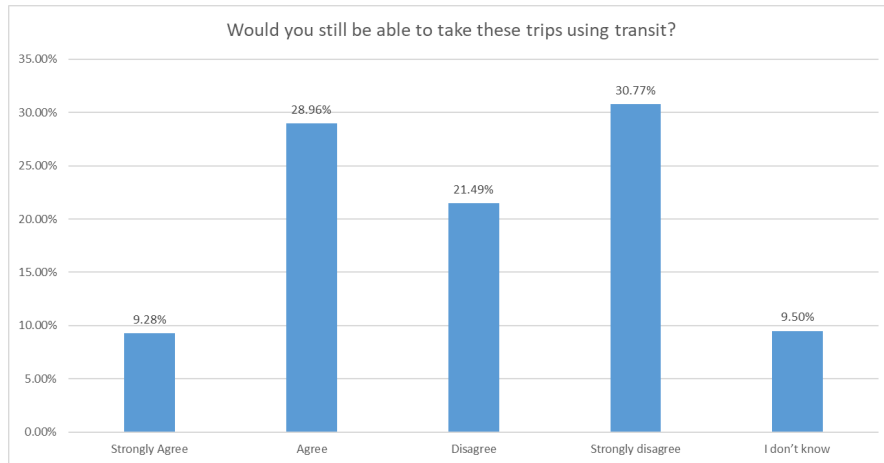
Travel time and access to destinations were selected most



Route 515 - With these proposed changes, would you still be able to make these trips using transit?

442 responses

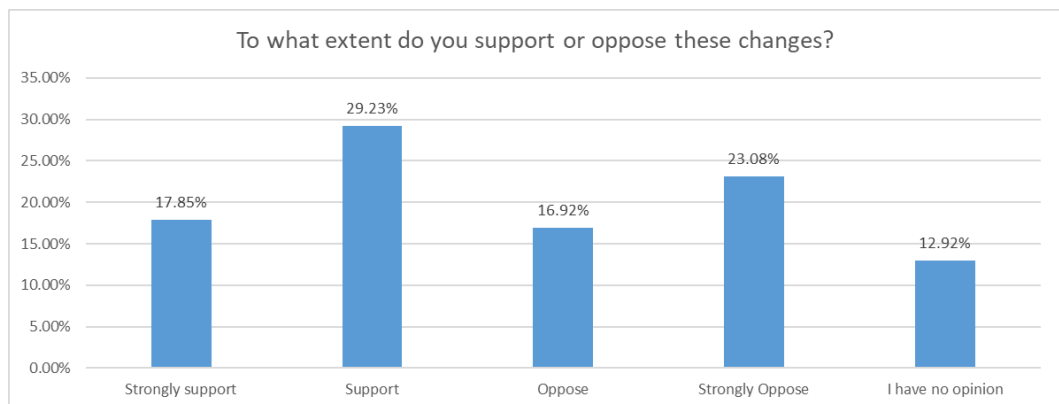
52% of respondents disagree or strongly disagree that they would still be able to make trips



Route 522 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

323 responses

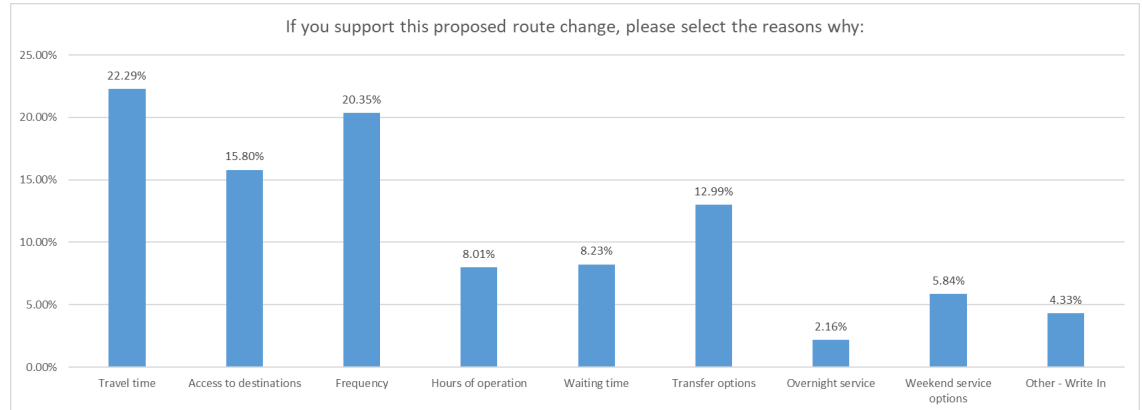
There are similar levels of support and opposition to these changes.



Route 522 - If you support these changes, please explain the reason why

462 responses
(check all that apply)

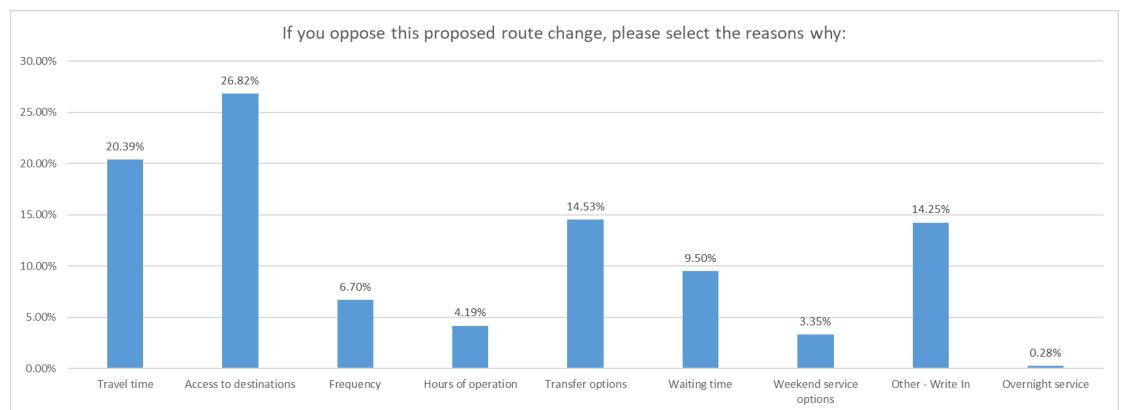
Travel time and frequency were selected most



Route 522 - If you oppose this change, please explain the reason why

358 responses
to this question
(check all that apply)

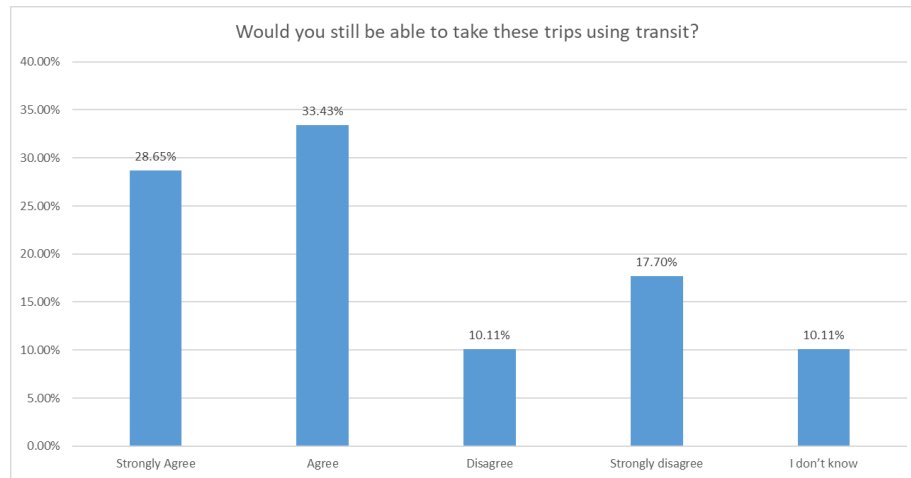
Access to destinations and travel time were selected most



Route 522 - With these proposed changes, would you still be able to make these trips using transit?

356 responses

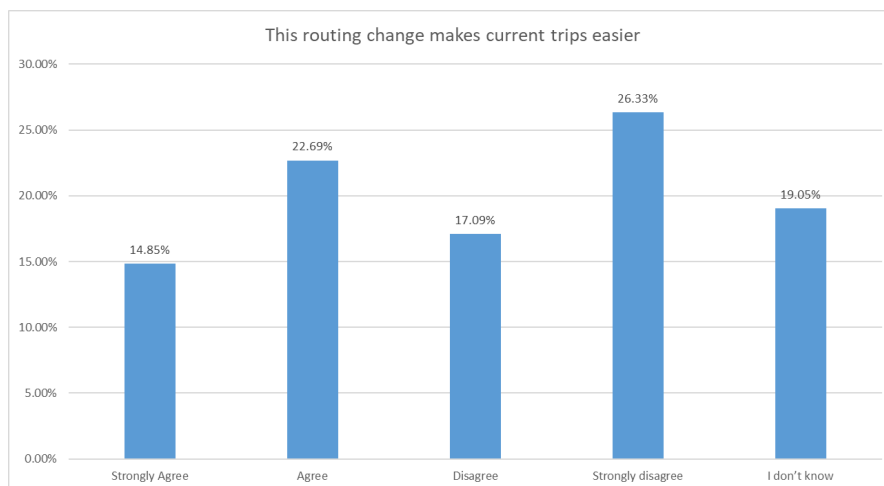
62% of respondents agree or strongly agree that they would still be able to make trips



Route 522 - This proposed routing change would make it easier for me to make the trips that I currently make

357 responses

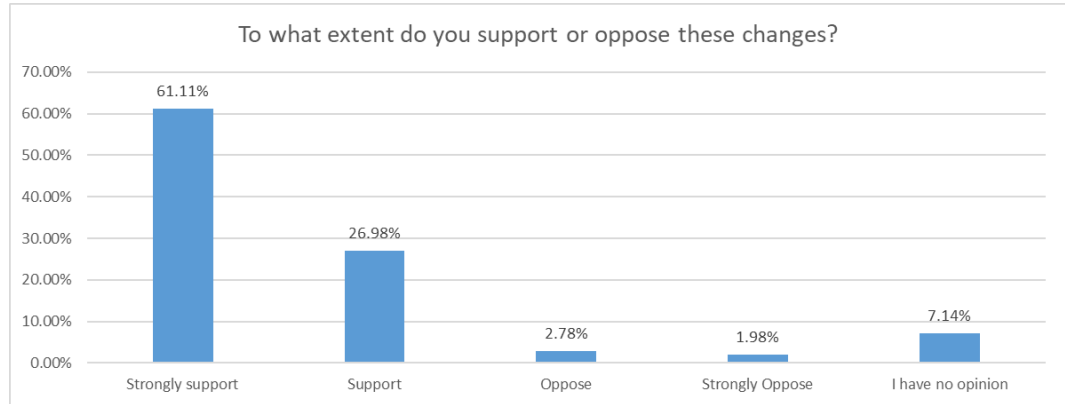
There are similar levels of agreement and disagreement to proposed changes making trips easier.



Route 535 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

249 responses

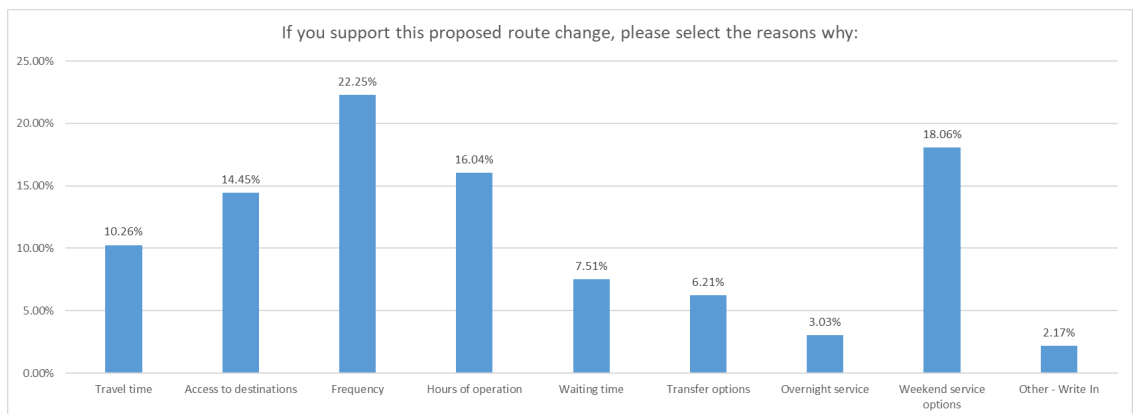
88% of respondents support or strongly support these changes



Route 535 - If you support these changes, please explain the reason why

692 responses to this question (check all that apply)

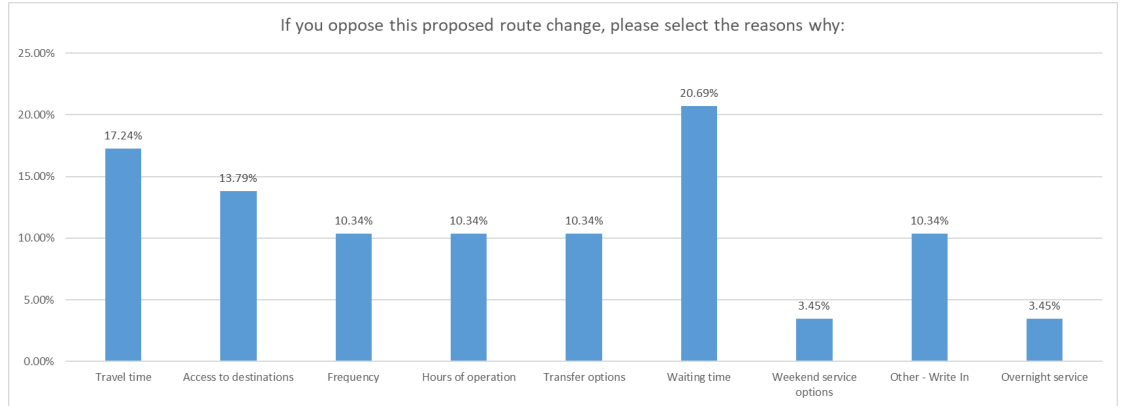
Frequency and weekend service options were selected most



Route 535 - If you oppose this change, please explain the reason why

32 responses
(check all that apply)

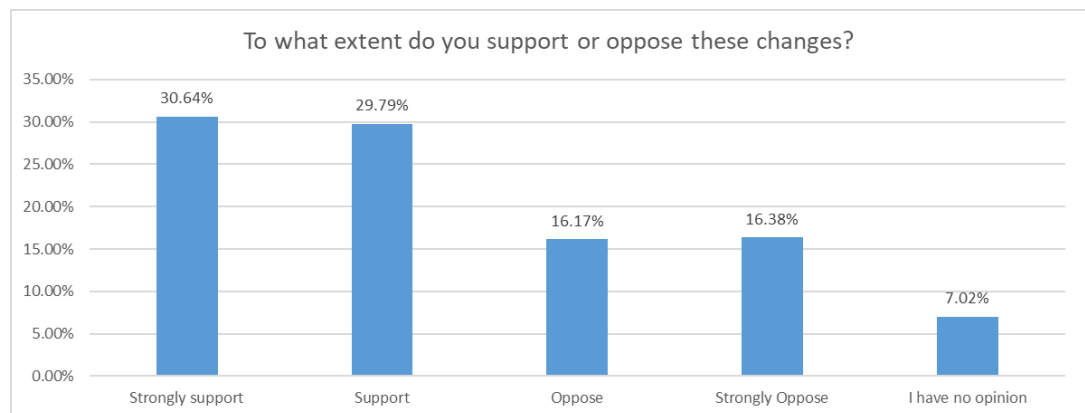
Waiting time and travel time were selected most



Route 550 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

468 responses

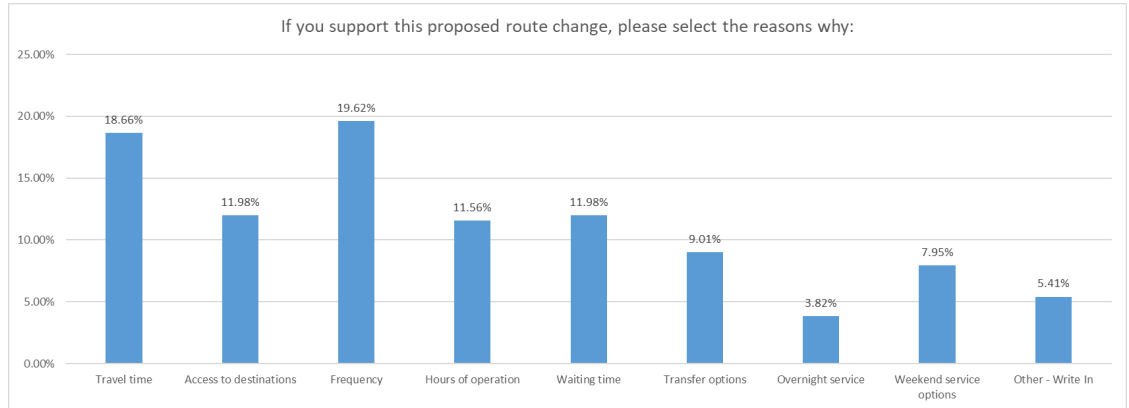
61% of respondents support or strongly support these changes



Route 550 - If you support these changes, please explain the reason why

**940 responses
(check all that apply)**

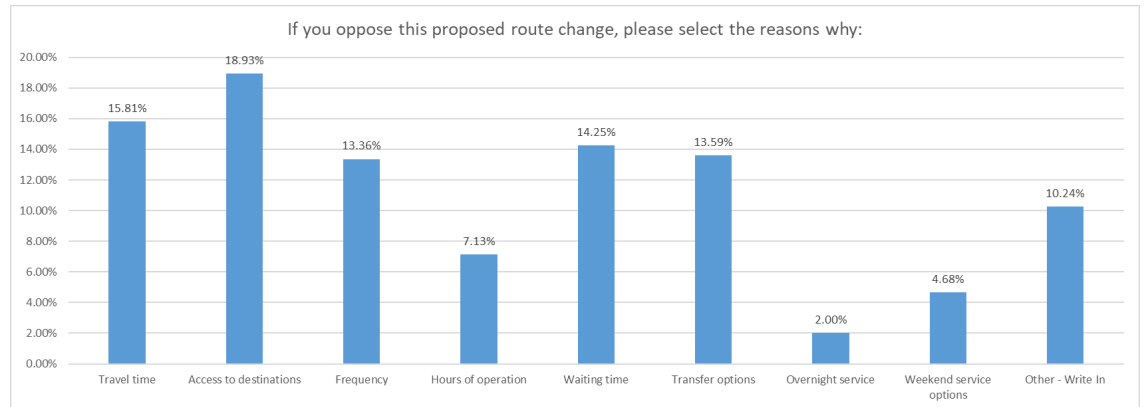
Frequency and travel time were selected most



Route 550 - If you oppose this change, please explain the reason why

**449 responses
(check all that apply)**

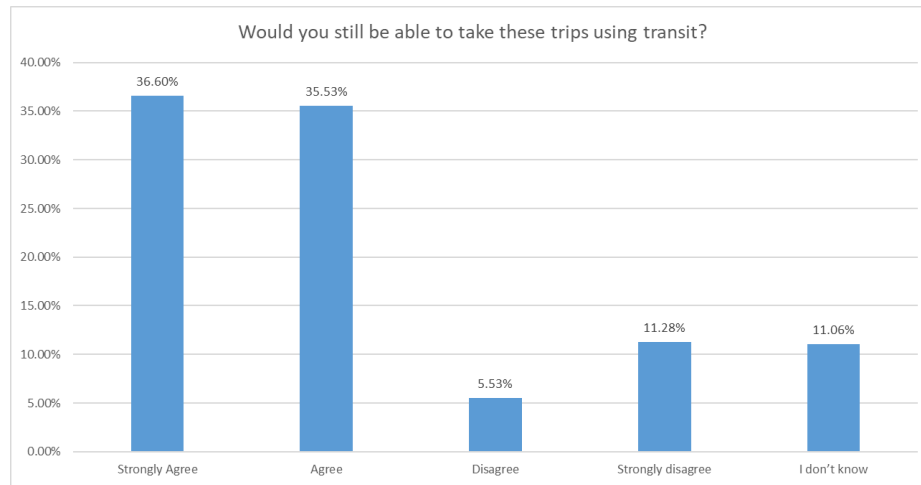
Access to destinations and travel time were selected most



Route 550 - With these proposed changes, would you still be able to make these trips using transit?

470 responses

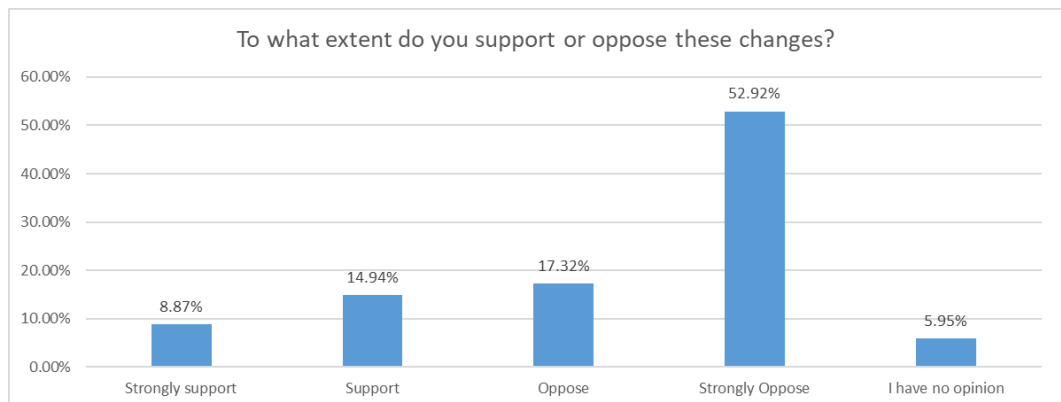
72% of respondents agree or strongly agree that they would still be able to make trips



Route 554/556 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

924 responses

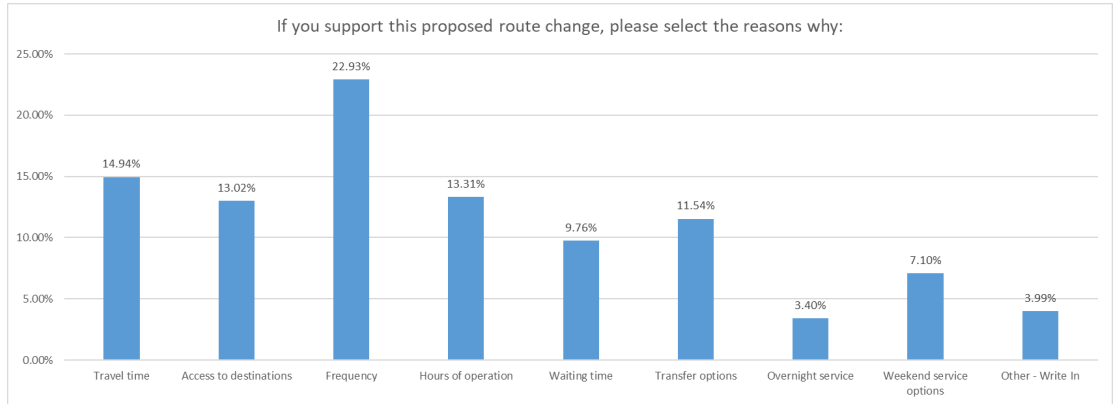
70% of respondents oppose or strongly oppose these changes



Route 554/556 - If you support these changes, please explain the reason why

678 responses to this question (check all that apply)

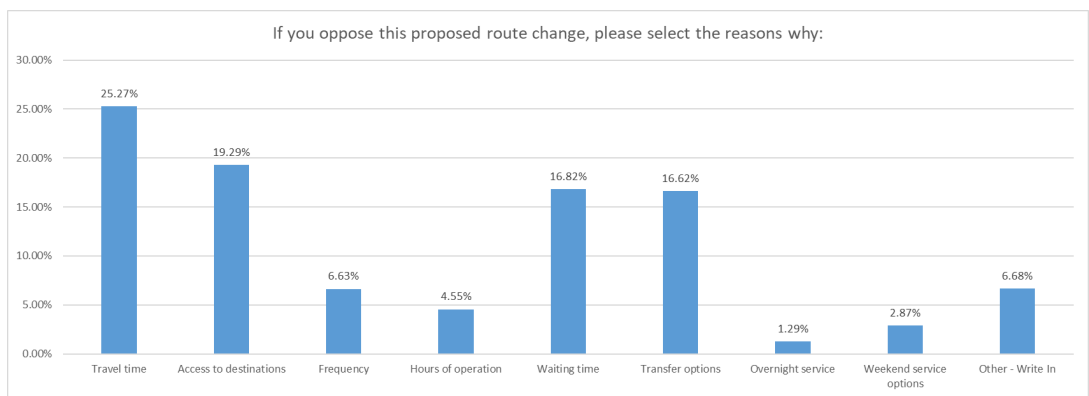
Frequency and travel time were selected most



Route 554/556 - If you oppose this change, please explain the reason why

2022 responses (check all that apply)

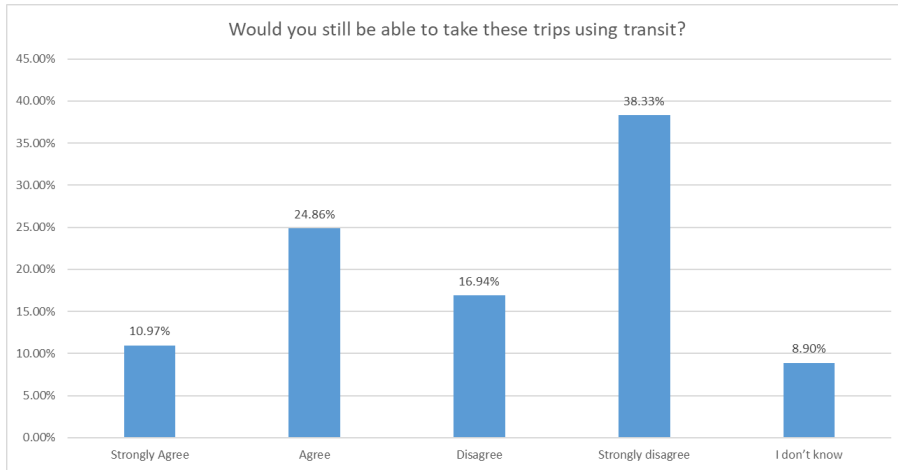
Travel time and access to destinations were selected most



Route 554/556 - With these proposed changes, would you still be able to make these trips using transit?

921 responses

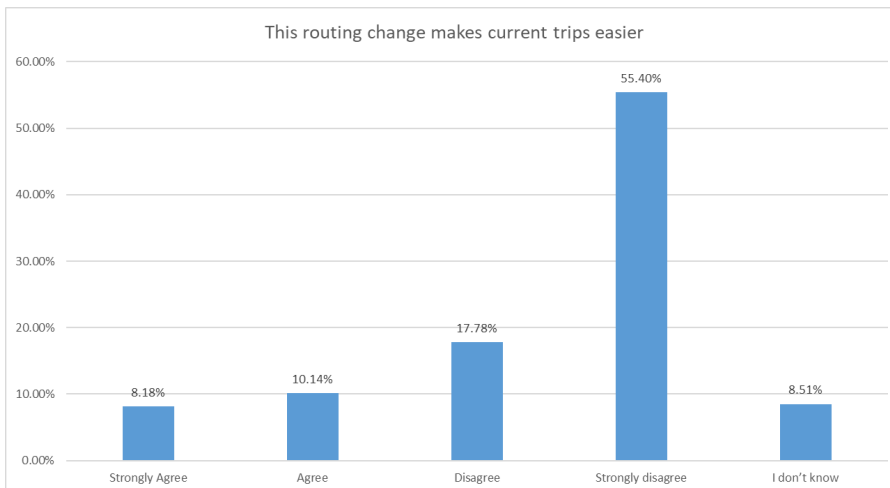
55% of respondents disagree or strongly disagree that they would still be able to make trips



Route 554/556 - This proposed routing change would make it easier for me to make the trips that I currently make

917 responses

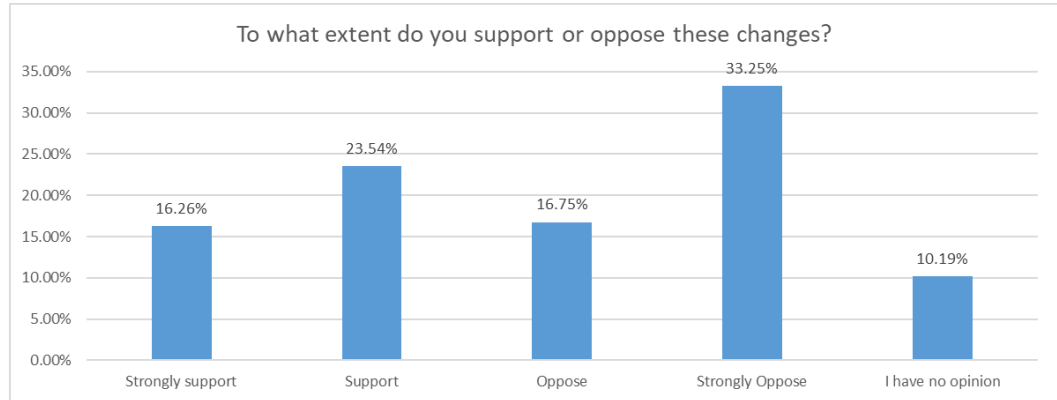
73% of respondents disagree or strongly disagree that proposed changes would make trips easier



Route 574 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

412 responses

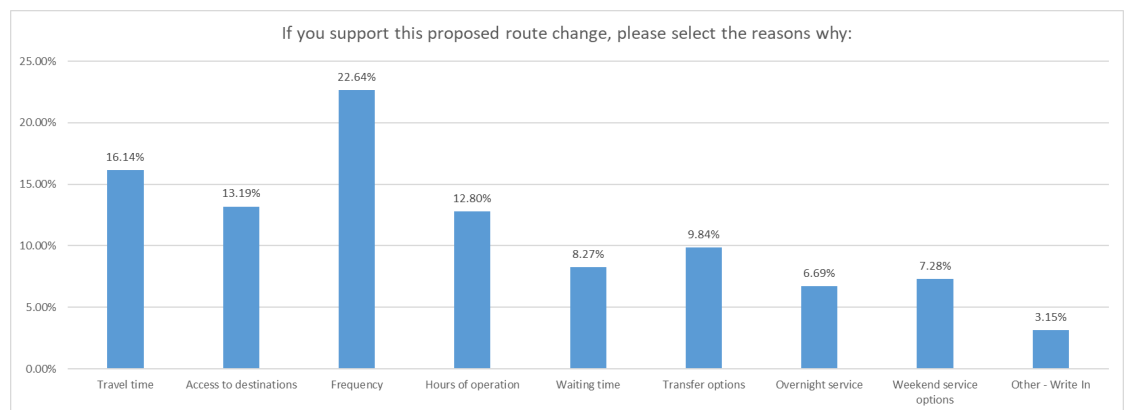
There are similar levels of support and opposition to these changes but 33% of respondents strongly oppose these changes.



Route 574 - If you support these changes, please explain the reason why

508 responses (check all that apply)

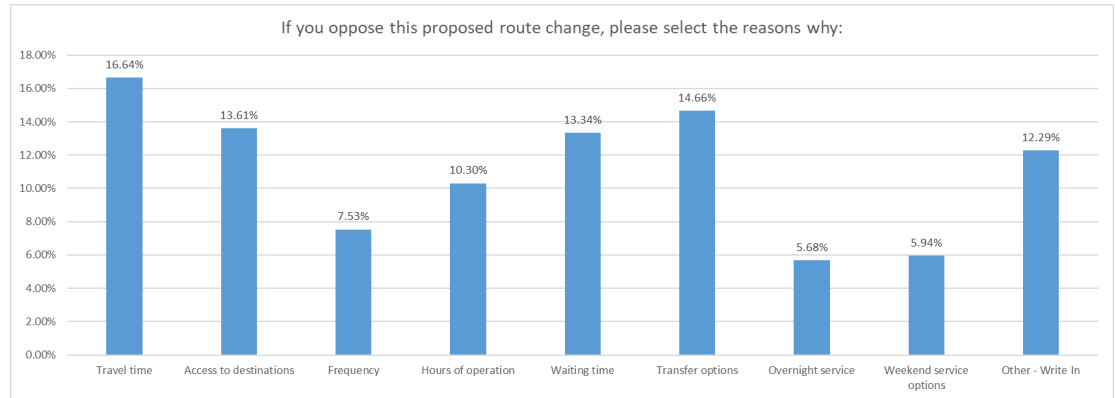
Frequency and travel time were selected most



Route 574 - If you oppose this change, please explain the reason why

757 responses
(check all that apply)

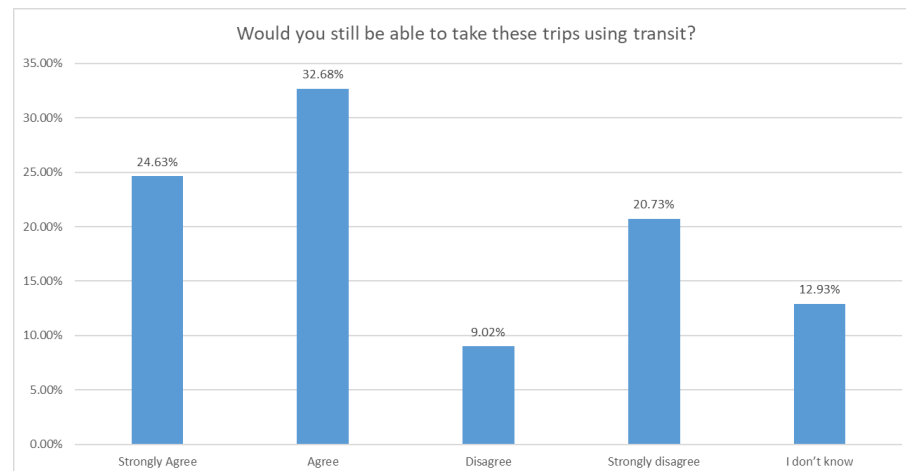
Travel time and transfer options were selected most



Route 574 - With these proposed changes, would you still be able to make these trips using transit?

410 responses

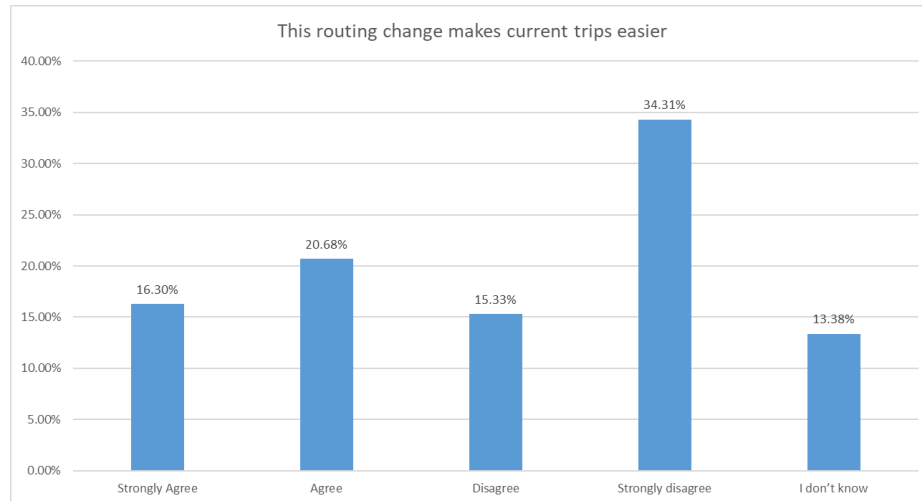
58% of respondents agree or strongly agree that they would still be able to make trips



Route 574 - This proposed routing change would make it easier for me to make the trips that I currently make

411 responses

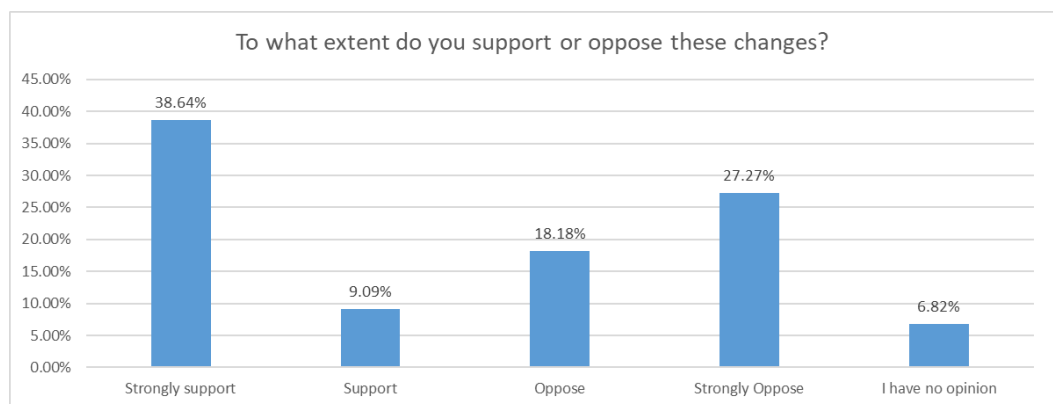
49% of respondents disagree or strongly disagree that proposed changes would make trips easier



Route 580 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

44 responses

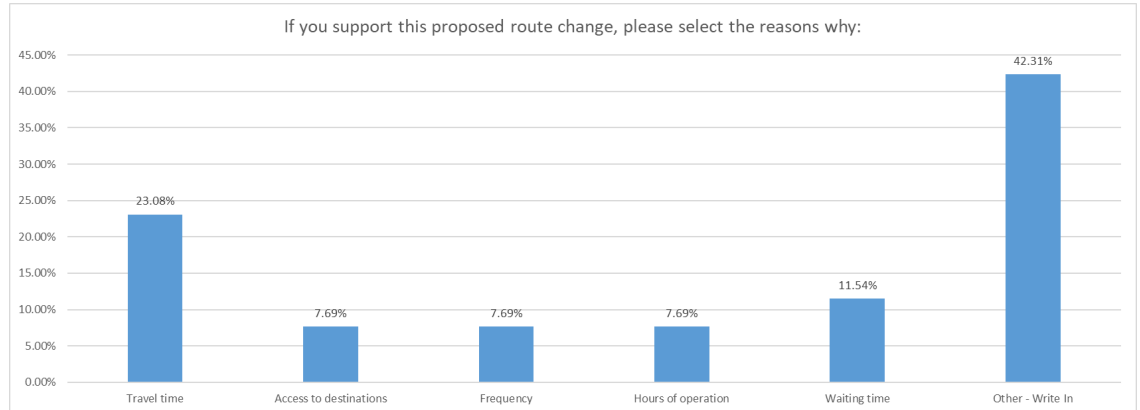
48% of respondents strongly support or support these changes but over 25% of respondents strongly oppose these changes



Route 580 - If you support this change, please explain the reason why

26 responses
(check all that apply)

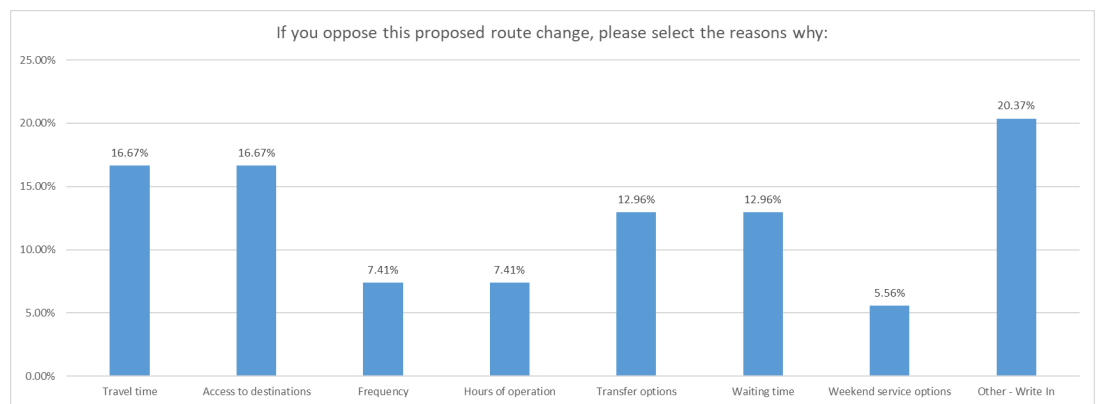
Other and travel time were selected most



Route 580 - If you oppose this change, please explain the reason why

54 responses
(check all that apply)

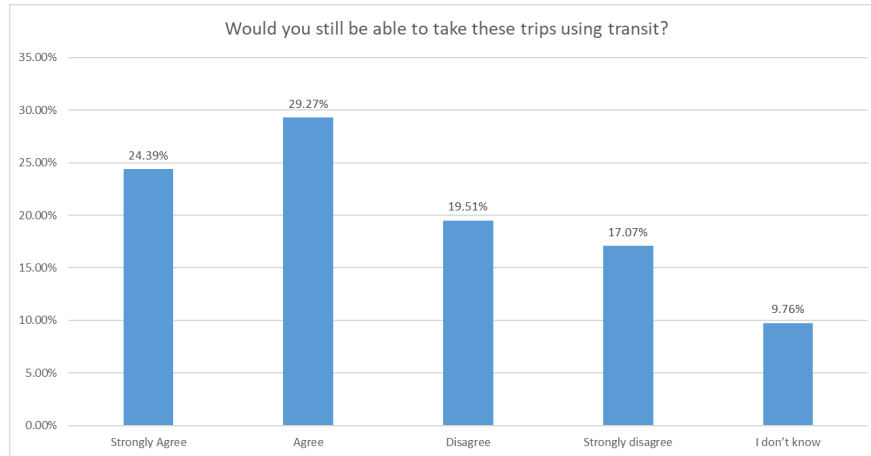
Other, travel time and access to destinations were selected most



Route 580 - With these proposed changes, would you still be able to make these trips using transit?

41 responses

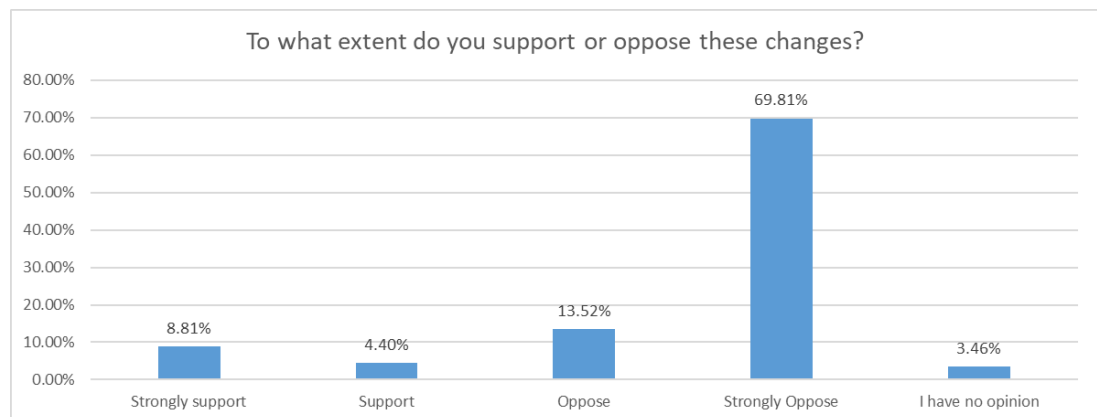
53% of respondents agree or strongly agree that they would still be able to make trips



Route 586 - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

318 responses

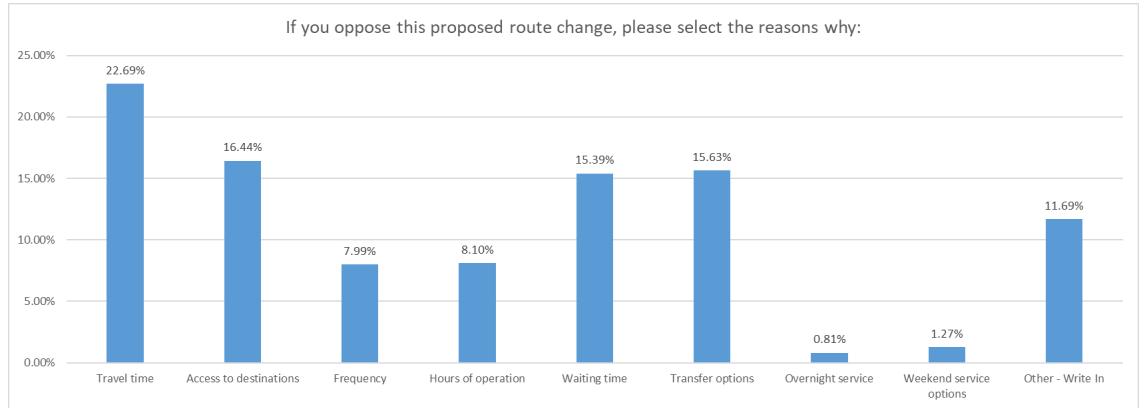
83% of respondents oppose or strongly oppose these changes, with 70% in strong opposition



Route 586 - If you oppose this change, please explain the reason why

864 responses
(check all that apply)

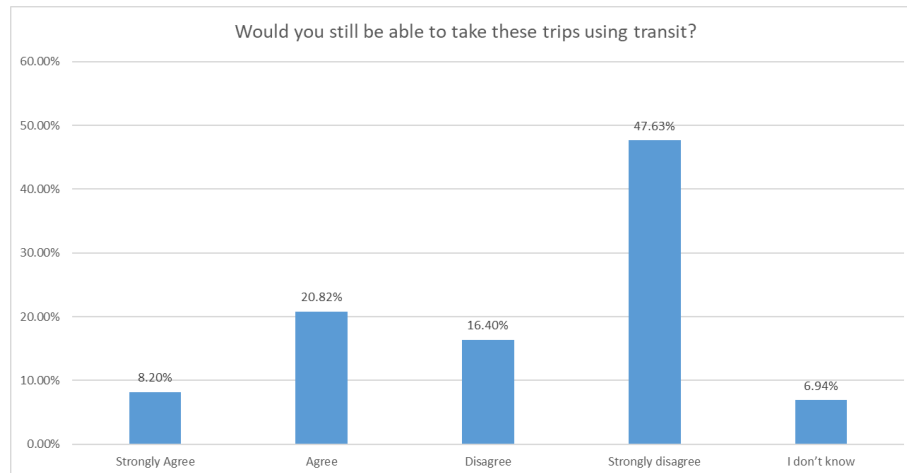
Travel time and access to destinations were selected most



Route 586 - With these proposed changes, would you still be able to make these trips using transit?

317 responses

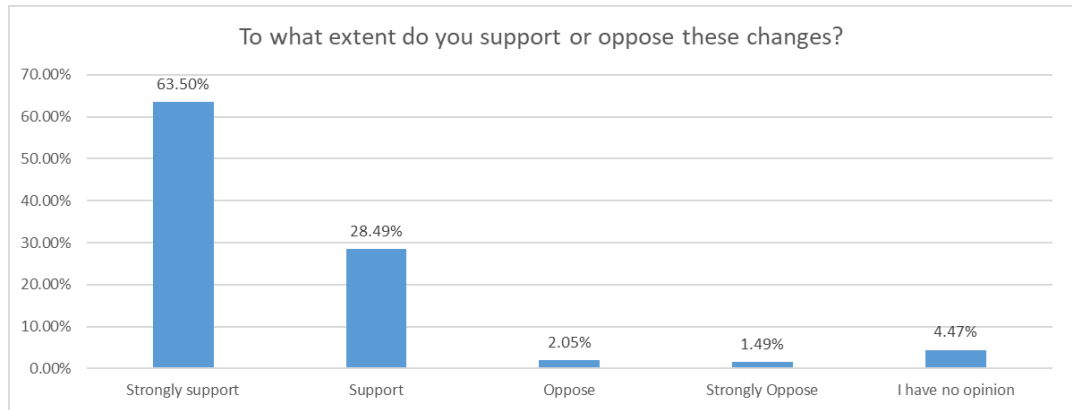
64% of respondents disagree or strongly disagree that they would still be able to make trips



Everett-Seattle - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

537 responses to this question

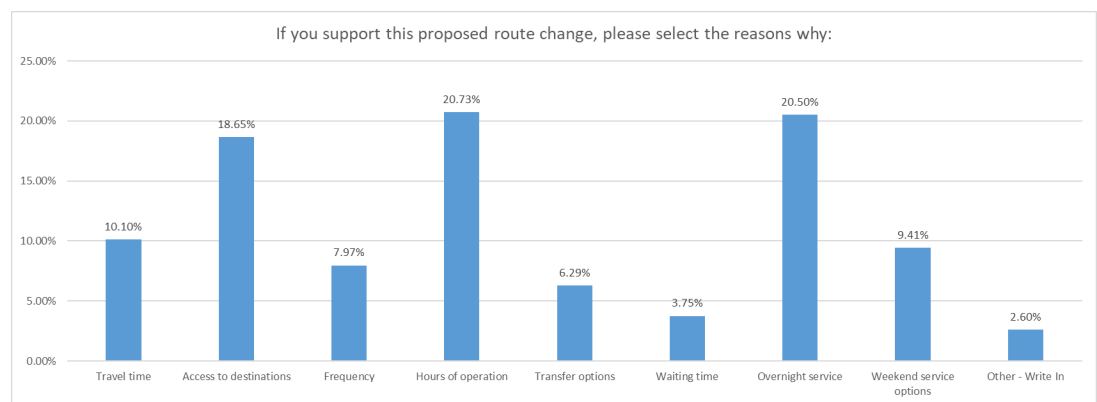
92% of respondents support or strongly support these changes



Everett-Seattle - If you support this change, please explain the reason why

1732 responses

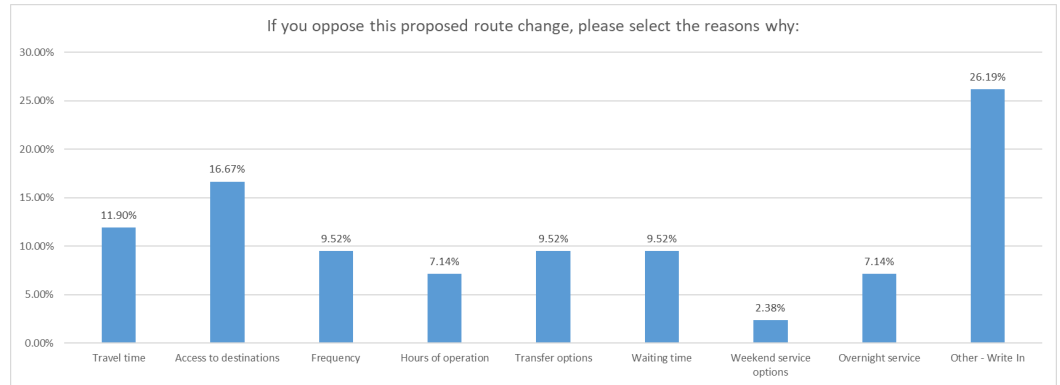
Hours of operation and overnight service were selected most



Everett-Seattle - If you oppose this change, please explain the reason why

42 responses to this question

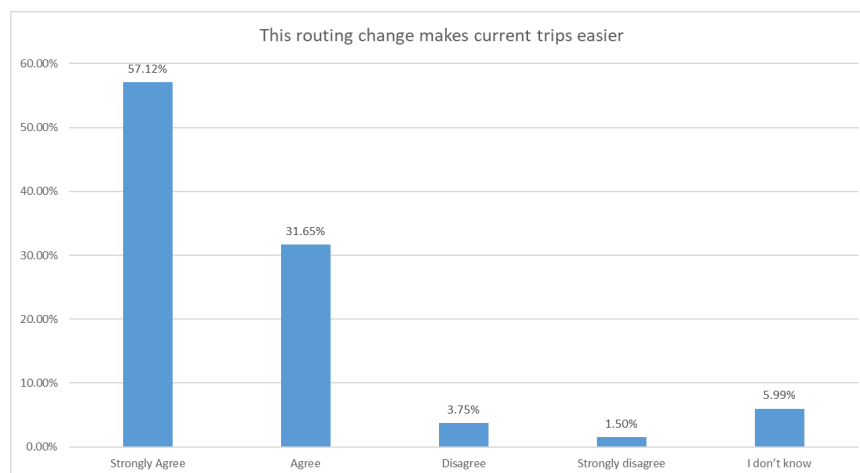
Other and access to destinations were selected most



Everett-Seattle - This proposed routing change would make it easier for me to make the trips that I currently make

534 responses

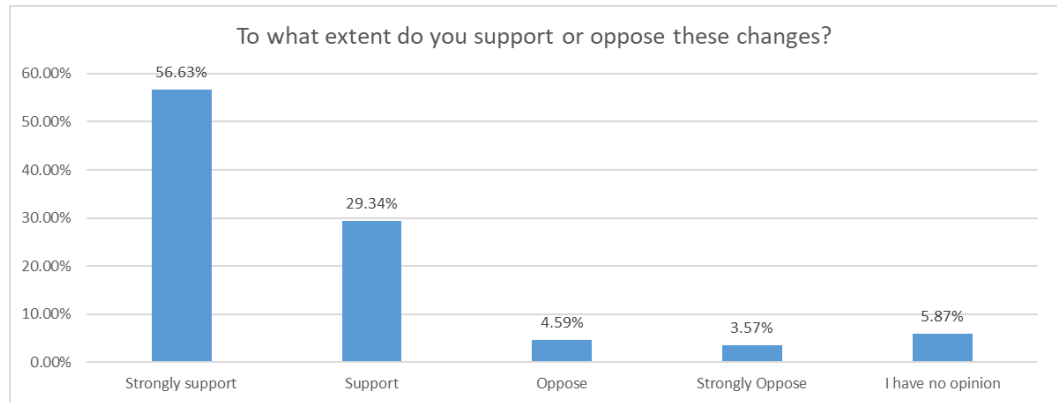
89% of respondents agree or strongly agree that proposed changes would make trips easier



Lakewood-Seattle - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

392 responses

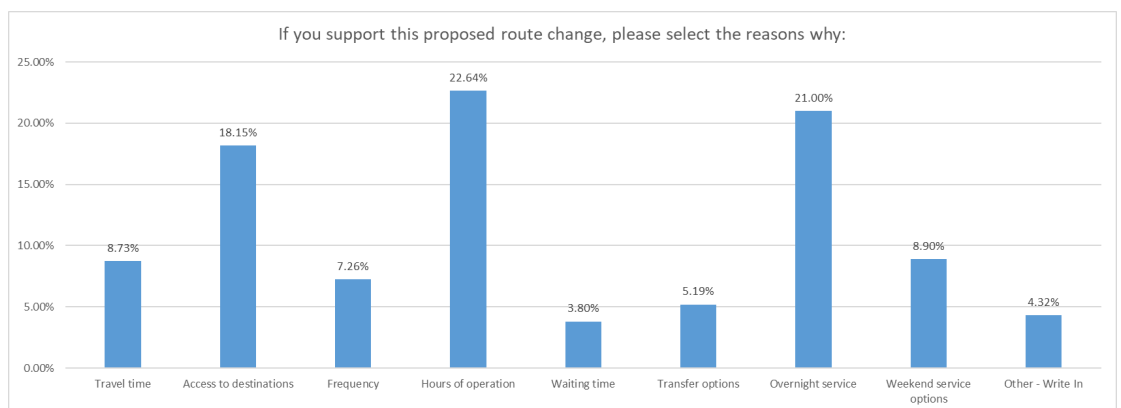
86% of respondents support or strongly support these changes



Lakewood-Seattle - If you support this change, please explain the reason why

1157 responses

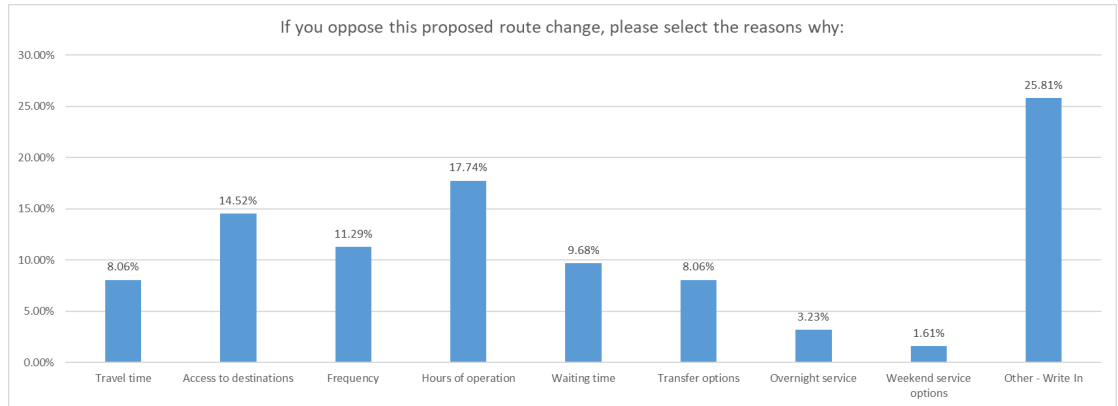
Hours of operation and overnight service were selected most



Lakewood-Seattle - If you oppose this change, please explain the reason why

62 responses

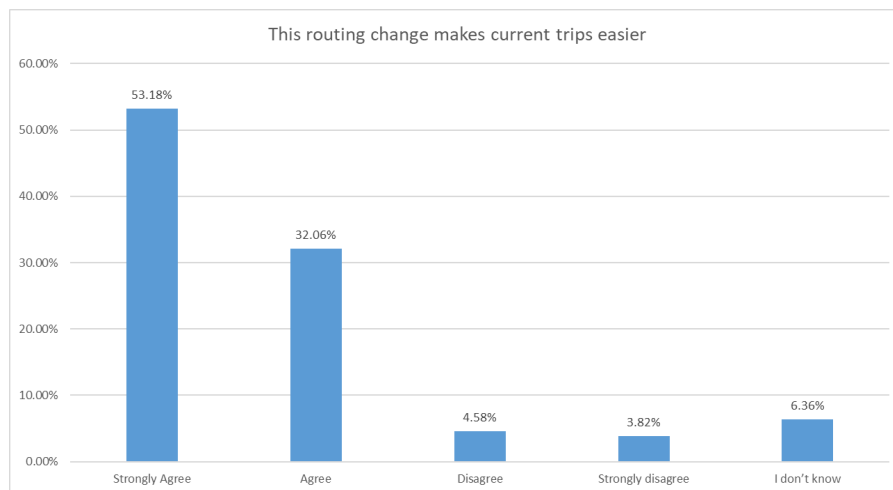
Other and hours of operation were selected most



Lakewood-Seattle - This proposed routing change would make it easier for me to make the trips that I currently make

393 responses

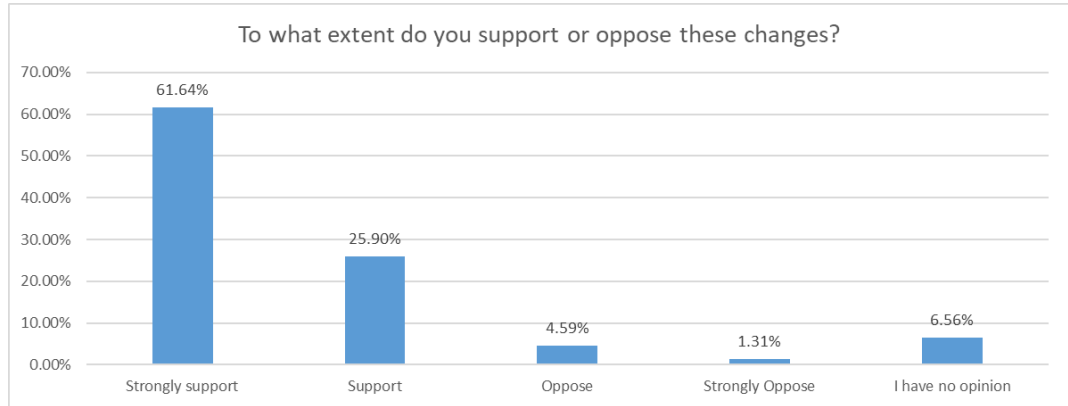
85% of respondents agree or strongly agree that proposed changes would make trips easier



Redmond-Seattle - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

305 responses to this question

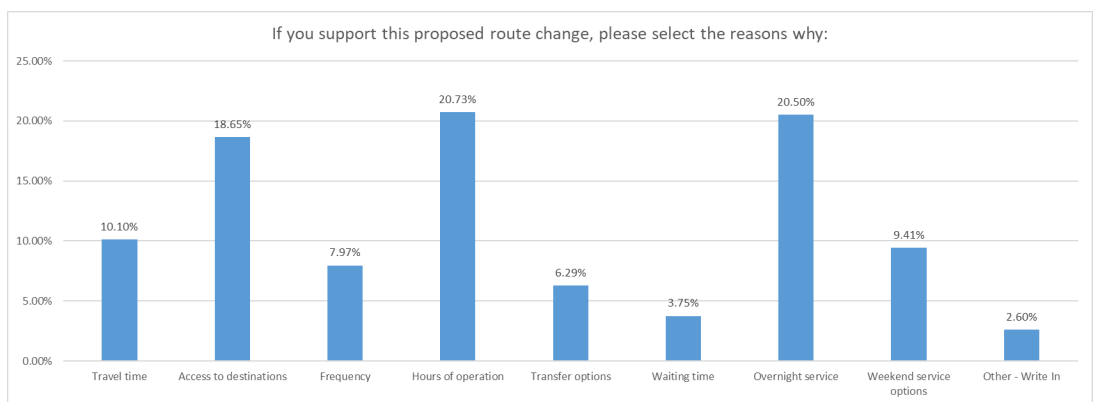
88% of respondents support or strongly support these changes



Redmond-Seattle - If you support this change, please explain the reason why

770 responses

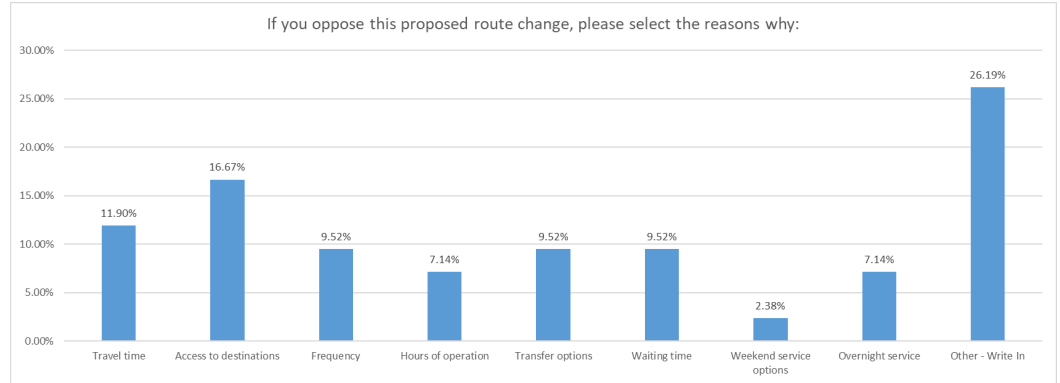
Hours of operation and overnight service were selected most



Redmond-Seattle - If you oppose this change, please explain the reason why

40 responses to this question

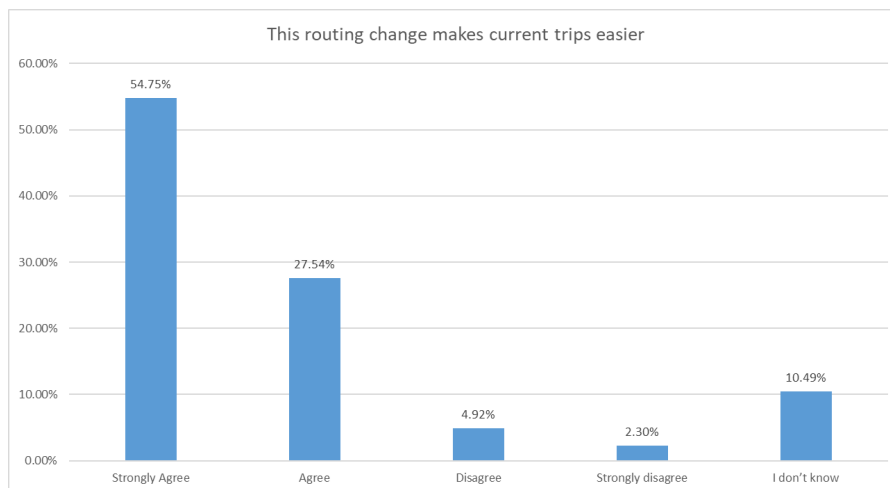
Other and access to destinations were selected most



Redmond-Seattle - This proposed routing change would make it easier for me to make the trips that I currently make

305 responses

83% of respondents agree or strongly agree that proposed changes would make trips easier



Emailed Comments

50 comments

- Route 554/556: 11
- Route 515: 4
- Route 574: 2
- Route 586: 2
- Route 510: 1
- Route 513: 1
- Route 522/535: 1
- Route 560: 1
- Route 586: 1
- Route 594: 1
- Several routes: 1
- FWLE: 1
- Other: 2

Opposition to proposals

- 515
- Route 554/556
- Route 574
- Route 586

Support for proposals

- Route 510
- Route 513
- Route 522
- Overnight service

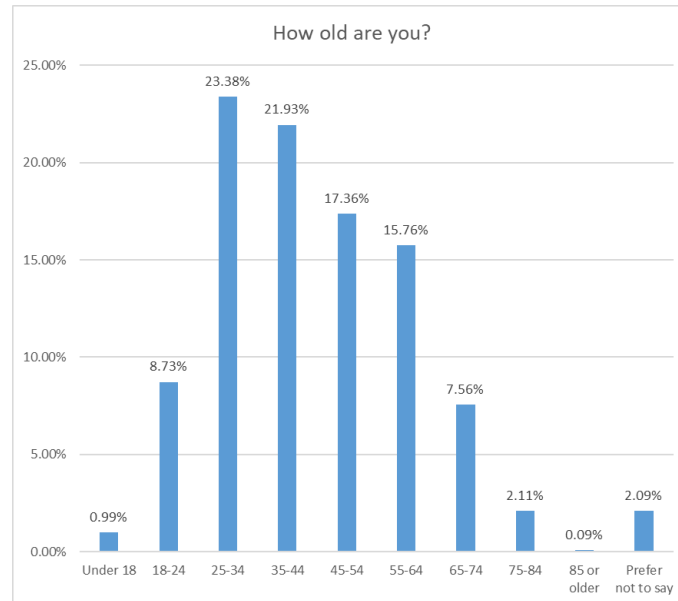
Key Themes

- Desire for a direct route between Issaquah and Seattle, especially for senior riders.
- Many riders use the routes proposed for elimination regularly and are concerned about how future service will meet their needs, specifically for work commutes
- Riders are concerned about a lack of redundancy when routes are eliminated, citing frequent disruptions in light rail service

Demographics, Age

4354 responses

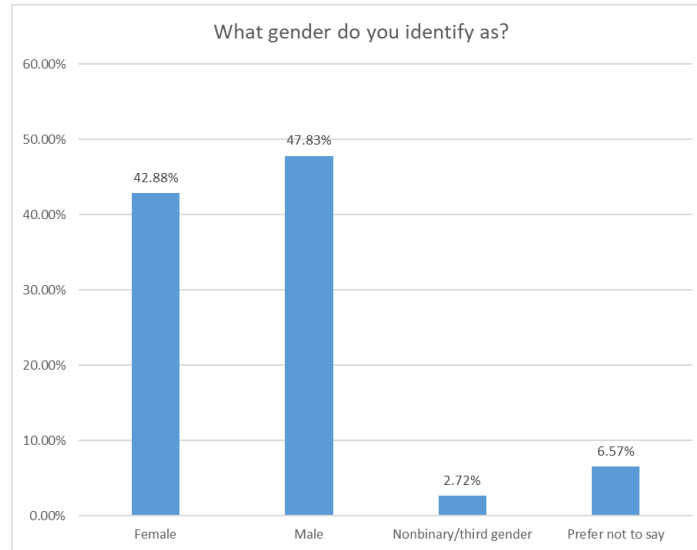
45% of respondents are between 25 and 44 years old



Demographics, gender

4340 responses

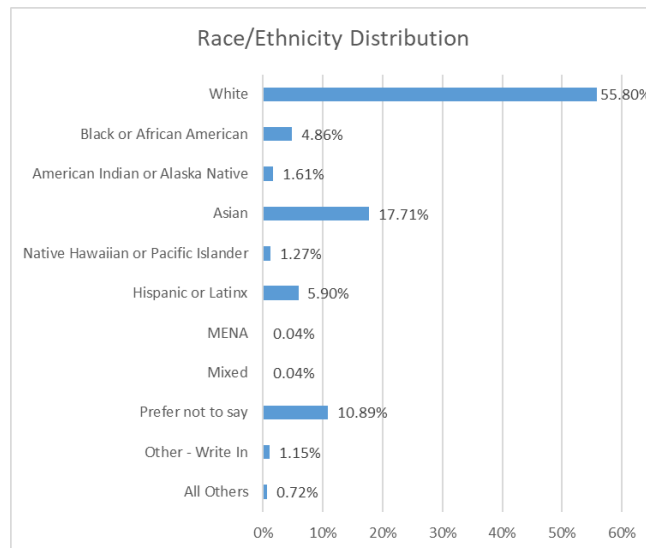
48% of respondents identify as male



Demographics, race

4710 responses
(select all that apply)

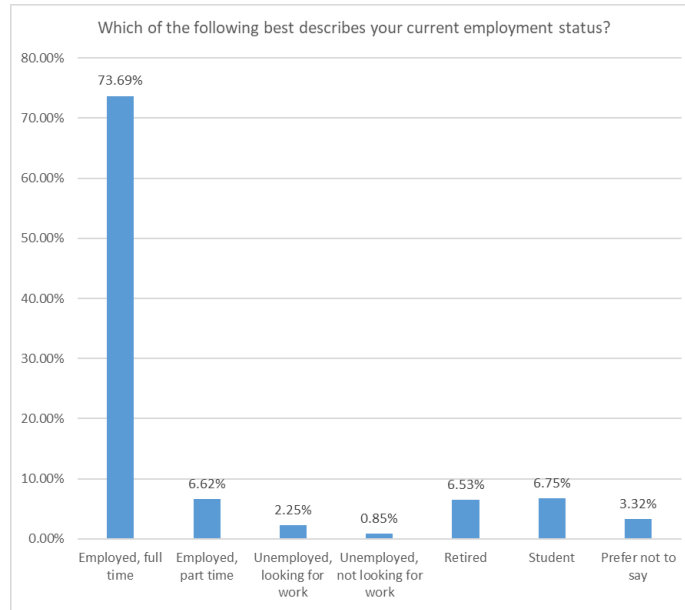
56% of respondents identify as White and 18% identify as Asian



Demographics, employment status

4580 responses
(check all that apply)

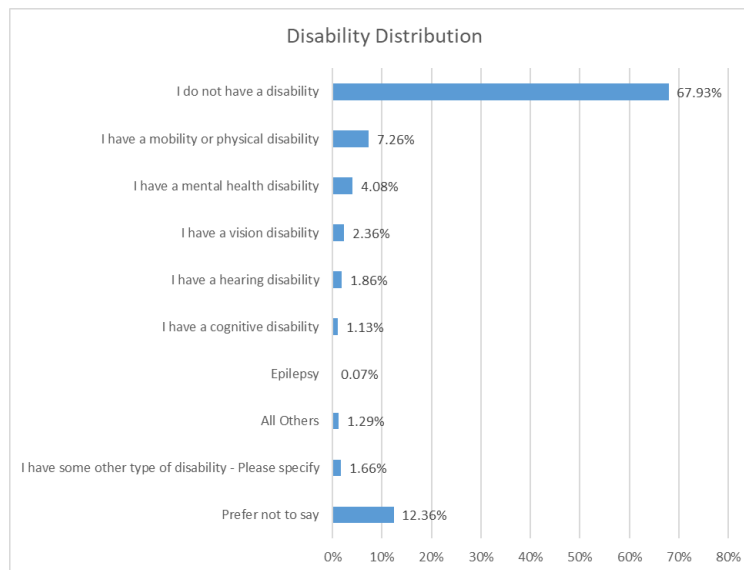
74% of respondents are employed full time



Demographics, disability

4409 responses
(check all that apply).

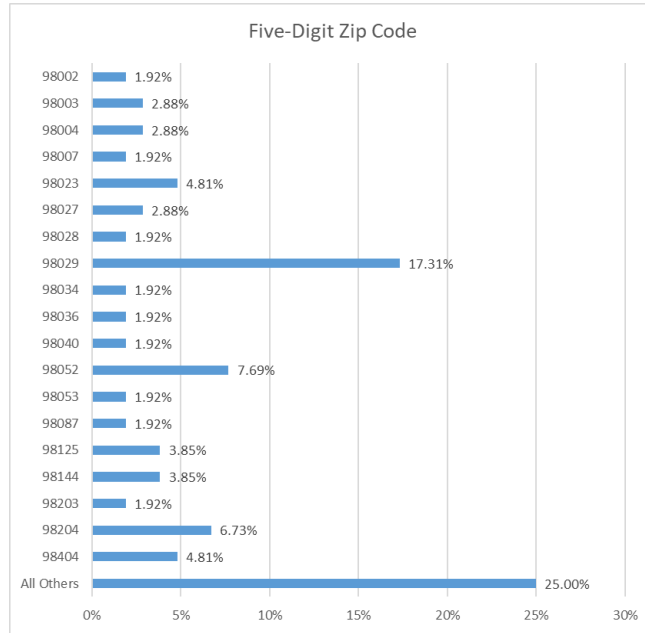
68% of respondents said they do not have a disability and 7% said they have a mobility disability



What is your zip code?

104 responses

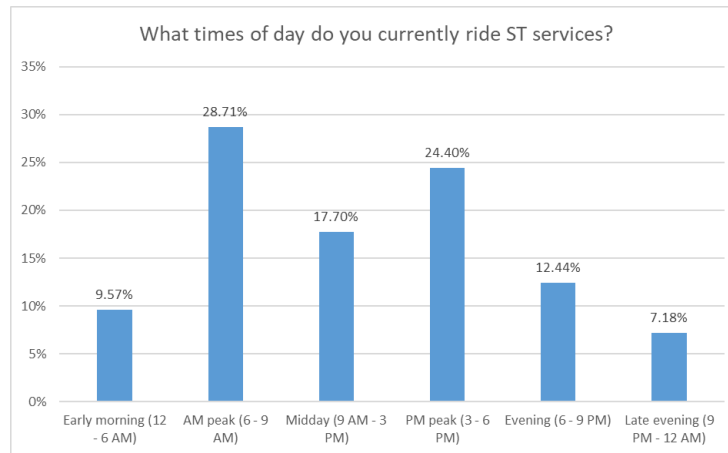
Top 5 zip codes 98029, 98052, 98204, 98023, 98404 - Issaquah, Redmond, Everett, Federal Way, Tacoma



What time of day do you currently ride ST services?

209 responses (select all that apply).

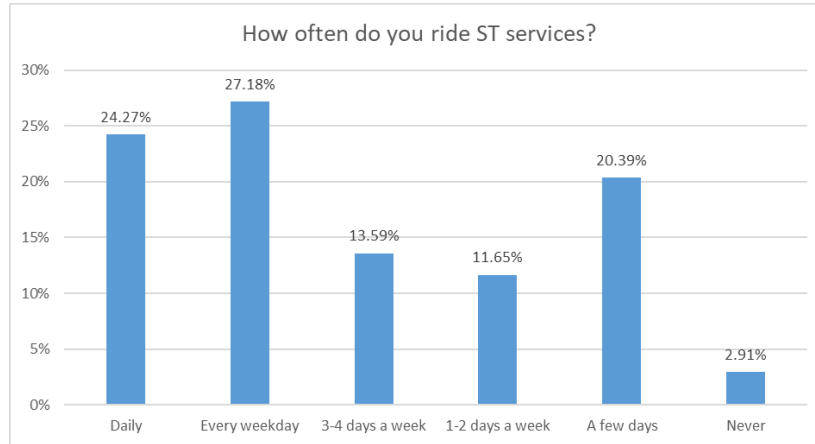
AM peak and PM peak were the most selected responses.



How often do you ride Sound Transit's services?

103 responses

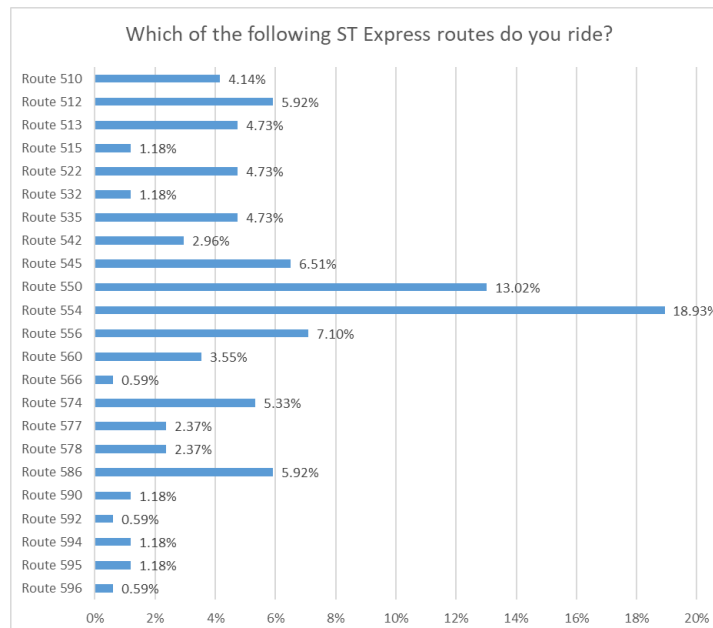
51% of all respondents said they ride daily or every weekday.



Which of the following ST Express routes do you ride?

169 responses (select all that apply).

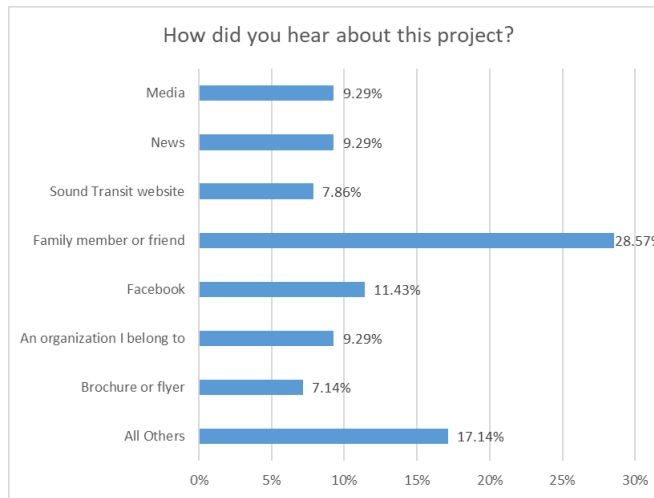
Routes 554 and 550 were the most selected routes.



How did you hear about this project?

140 responses
(select all that apply).

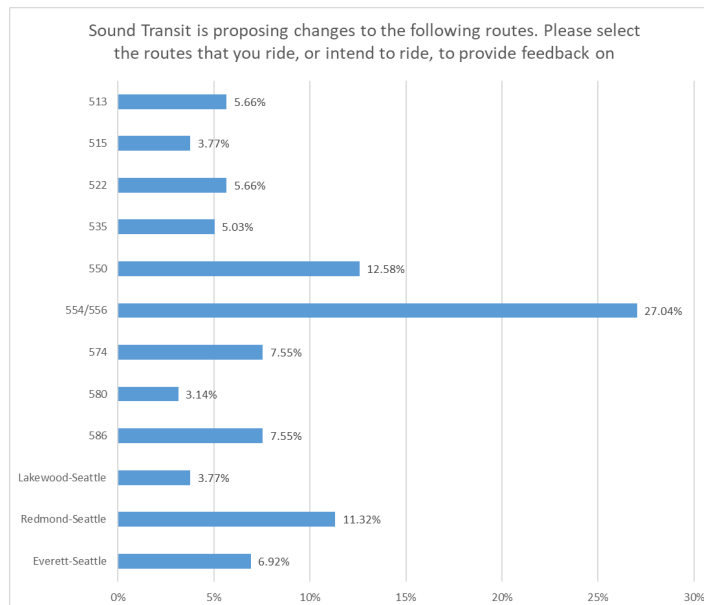
Family member or friend and All others were the most selected responses.



Sound Transit is proposing changes to the following routes. Please select the routes that you ride, or intend to ride, to provide feedback on

159 responses
(select all that apply).

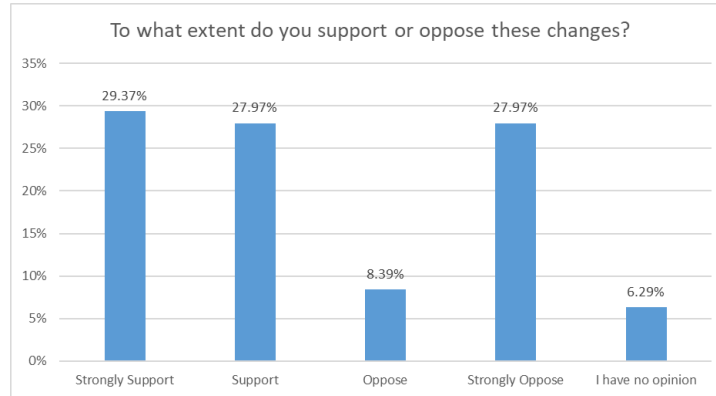
554/556 and 550 were the most selected routes.



All routes - We would like your opinion on the proposed changes for this route. To what extent do you support or oppose these changes?

143 responses

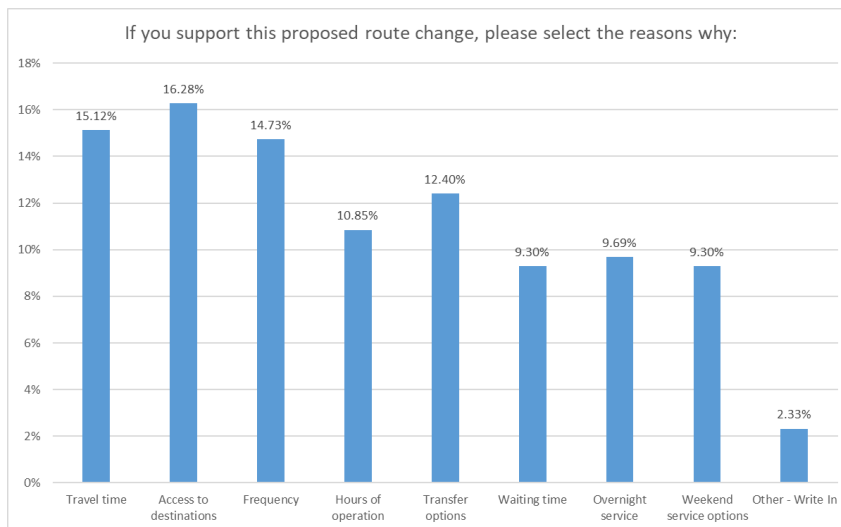
In general, 57% of respondents support or strongly support these changes



All routes – If you support these changes, please explain the reason why

258 responses (check all that apply)

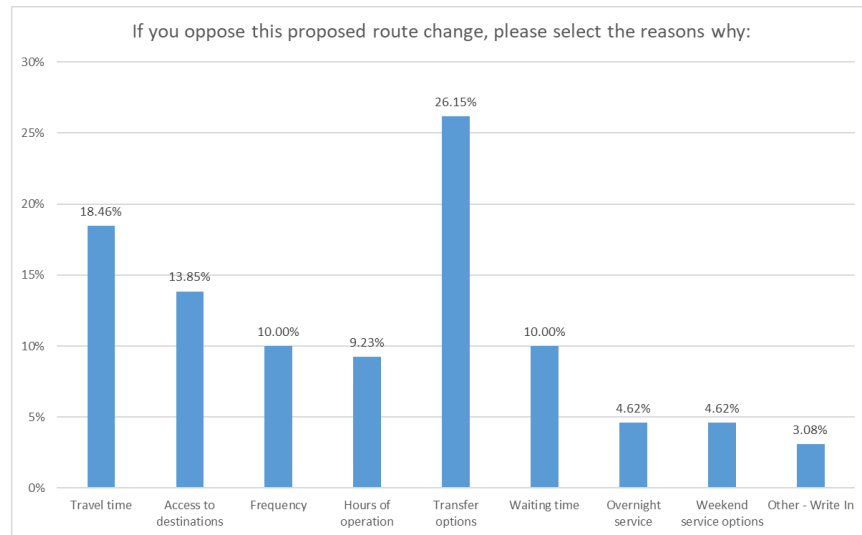
Access to destinations and travel time were selected most



All routes – If you oppose these changes, please explain the reason why

**130 responses
(check all that apply)**

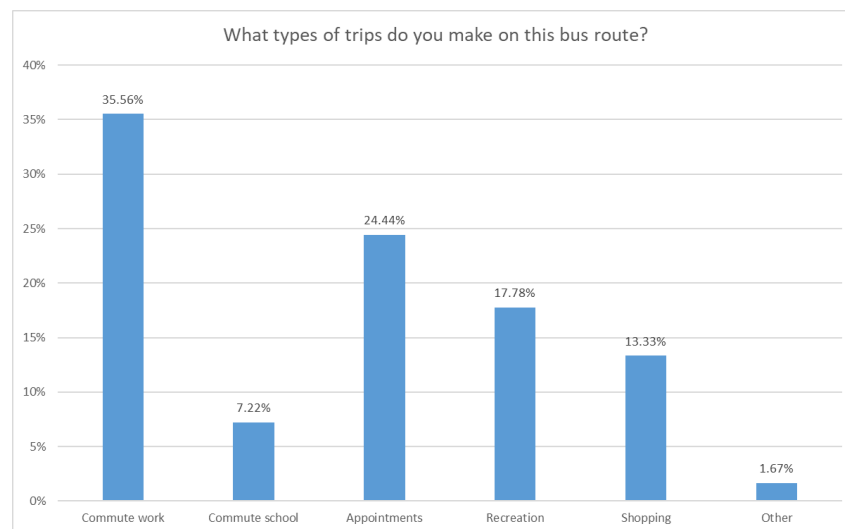
Transfer options and travel time were selected most



All routes*-What types of trips do you make on this bus route?

**180 responses
(check all that apply)**

Commute to/from work was the most common type of trip

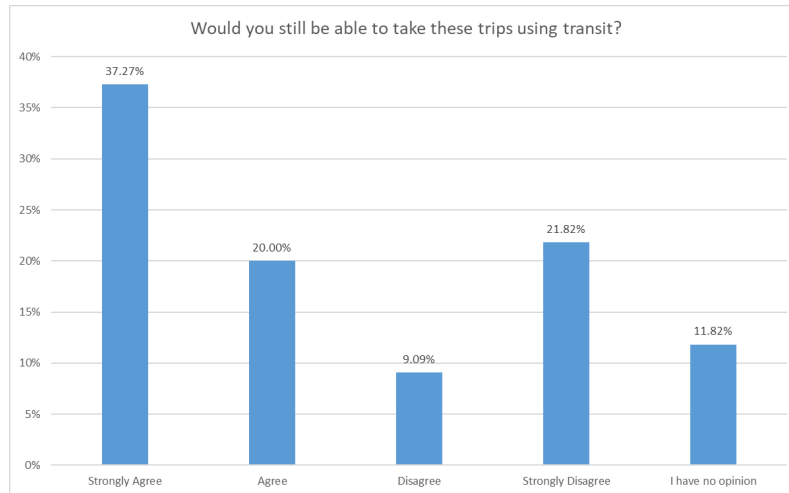


* Asked for routes 515, 522, 550, 554/556, 574, 580, 586

All routes* - With these proposed changes, would you still be able to make these trips using transit?

**110 responses
(check all that apply)**

57% of respondents agree or strongly agree that they will still be able to make trips with proposed changes

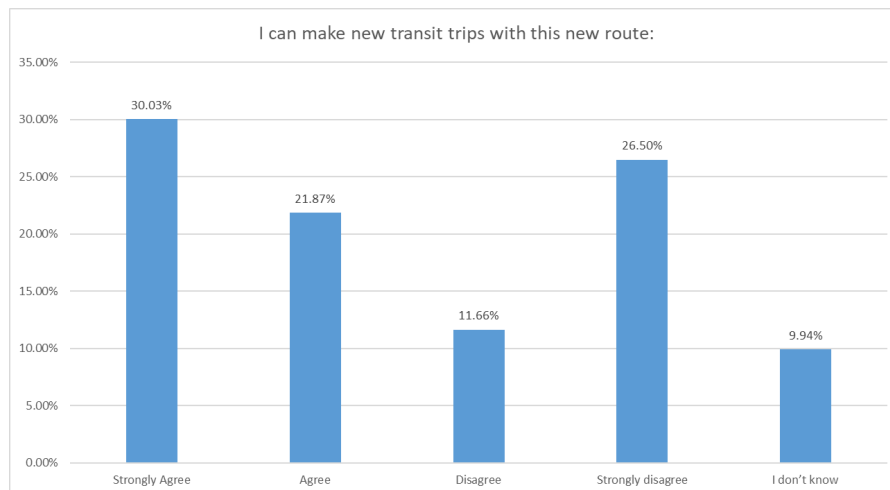


* Asked for routes 515, 522, 550, 554/556, 574, 580, 586

All routes* - This proposed routing change would make it easier for me to make the trips that I currently make

2917 responses

There are similar levels of agreement and disagreement to proposed changes making trips easier.

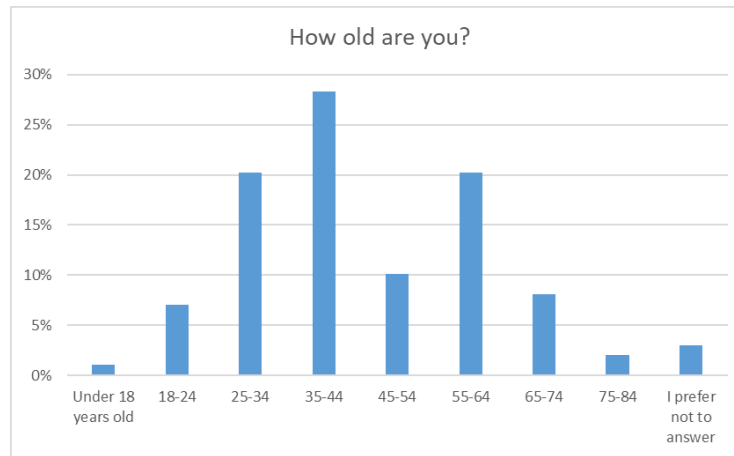


* Asked for routes 522, 554/556, 574, Everett-Seattle, Lakewood-Seattle, Redmond-Seattle

Demographics, Age

99 responses

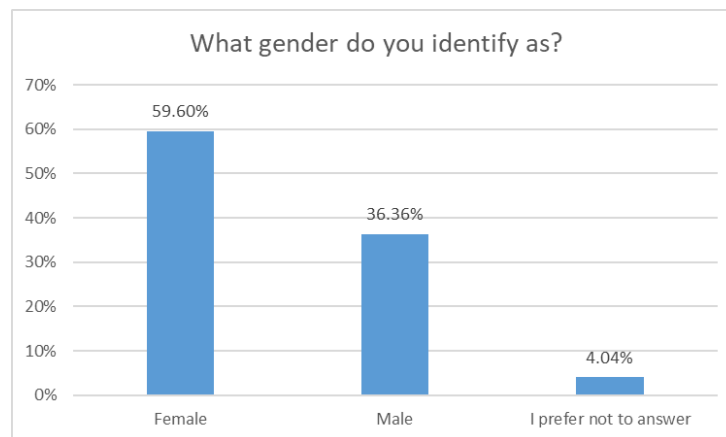
48% of respondents are between 25 and 44 years old



Demographics, gender

99 responses

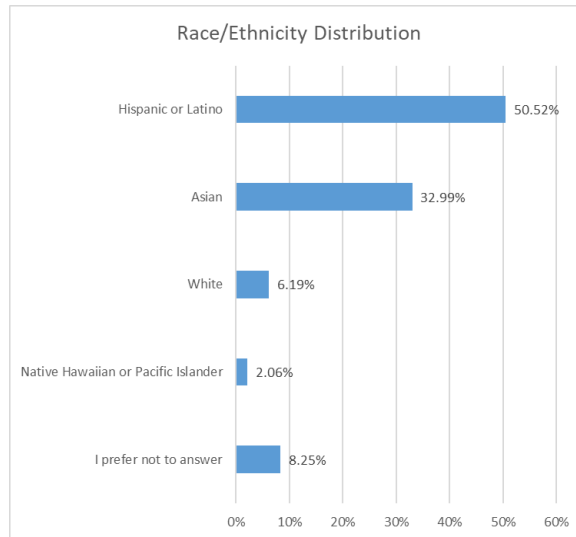
60% of respondents identify as female



Demographics, race

97 responses (select all that apply)

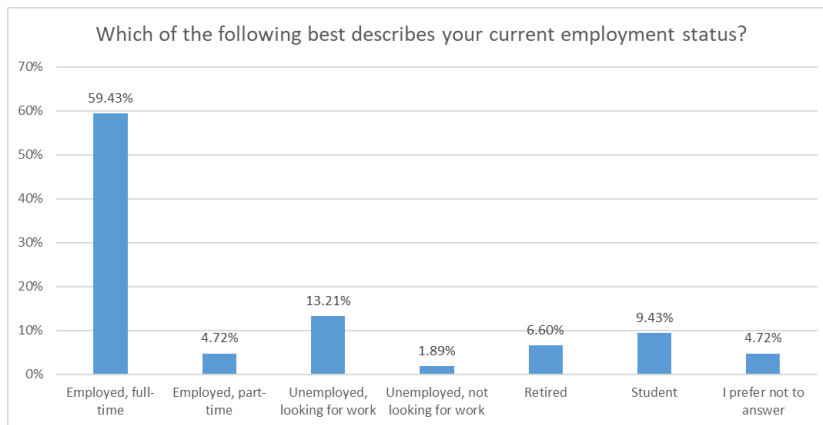
50% of respondents identify as Hispanic or Latino and 33% identify as Asian



Demographics, employment status

106 responses

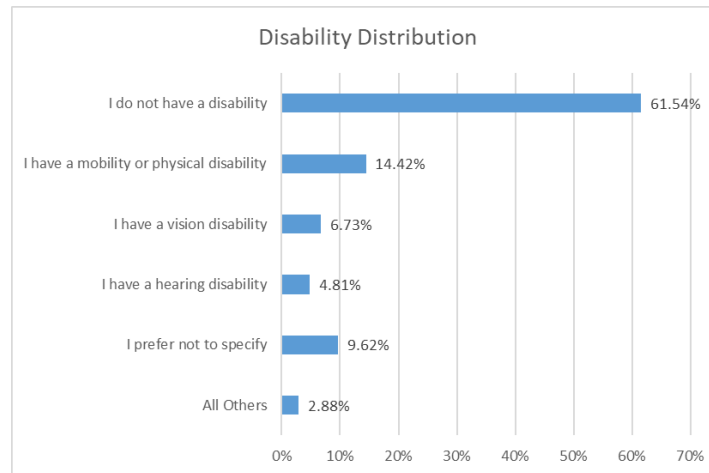
59% of respondents are employed full time



Demographics, disability

104 responses
(check all that apply).

62% of respondents said they do not have a disability and 14% said they have a mobility disability



In-language microsite statistics

October 6 – November 12**All languages: 6635 users, 7393 views****68% visited on mobile****27% visited on desktop**

Language	Views
English	5884
Spanish	705
Simplified Chinese	458
Tagalog	61
Korean	42
Traditional Chinese	37
Russian	28
Vietnamese	27

***2026 Service Plan
Engagement Phases 1-4
Summary Report***

Appendix D

Community-Based Organizations Engagement Summary



2026 Service Plan: Community-Based Organizations Engagement Summary

December 2025



A photo of Sound Transit presenting in Spanish at the North Region Open House

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Acronyms and Abbreviations

TBD: To Be Determined

CBO: Community-Based Organization



Executive Summary

The proposed 2026 Service Plan lays out Sound Transit’s proposed Express Bus routes and schedule times for implementation in fall 2026. Sound Transit developed an engagement plan to seek community feedback on these proposed changes to the proposed Service Plan for 2026. Part of the engagement plan included conducting outreach and engagement to community-based organizations (CBOs). Between October and November 2025, Sound Transit partnered with seven CBOs to conduct inclusive, multilingual outreach to gather feedback on the proposed Service Plan changes. Through regional open houses, digital engagement, and CBO-led marketing and recruitment, this phase of engagement reached hundreds of residents across East, North, and South King County.

The outreach built on Phase 1 and 2 findings and centered CBO partnerships as the foundation for culturally responsive engagement. Some partners co-hosted multilingual open houses, while others expanded reach by sharing information through their networks and communication channels. Together, they created accessible spaces for community dialogue—with interpretation in eleven languages—and provided clear information about the proposed service changes.

These outreach strategies strengthened Sound Transit's relationships with trusted community partners, expanded language access, and delivered valuable input to inform the proposed 2026 Service Plan and future phases of outreach.

As a result of the outreach activities, Sound Transit engaged 84 individuals across three regional open houses, provided interpretation in 11 languages, and collected 24 surveys. Participants consistently requested clearer messaging on changes and timelines, more accessible take-home materials, and plain-language explanations of how the proposed changes affect specific communities. Safety concerns, job-impact questions, and interest in near-term travel alternatives also surfaced across regions, shaping key themes for future engagement.



Project Overview

Phase 3 of public outreach represents the implementation of the CBO Engagement Plan, which established a tiered partnership model to ensure equitable outreach and in-language engagement across the Sound Transit service area.

This phase supports Sound Transit's preparation for significant updates to Link light rail and ST Express bus service as part of the proposed 2026 Service Plan. These changes aim to improve efficiency and better reflect how and where people travel throughout the region.

This phase of engagement built on the insights gathered during Phases 1 and 2 of public outreach, which included service planning website updates, community-based outreach, and a multilingual online survey to gather information on how riders are currently using Sound Transit services and what they value about those services (frequency, reliability, travel time, etc.). Key findings showed high ridership concentrations on certain routes (e.g., 545, 550, 594) and revealed that nearly half of surveyed riders were uncertain about their ability to shift trips to Link light rail. Feedback also emphasized the need for frequent and reliable service to meet the needs of all users and ensure trust in the system. Additionally, the diversity in survey responses highlighted the necessity of increasing in-language engagement in future efforts to better support individuals who may face language barriers.

Engagement Purpose and Goals

The purpose of Phase 3 engagement was to ensure communities most impacted by the proposed service changes are informed, represented, and heard. By partnering with trusted community-based organizations, Sound Transit created culturally responsive, multilingual opportunities for residents to learn about proposed changes and share their feedback.

The goals of this phase were to:

- **Inform and prepare CBOs** to support public engagement around the proposed 2026 service changes.



- **Ensure equitable access to information** by providing multilingual toolkits, culturally responsive messaging, and in-language support.
- **Strengthening Sound Transit’s relationships with trusted CBOs** across the region, especially those serving riders most affected by service changes.
- **Create multiple, accessible opportunities for feedback** through an online, multilingual survey about the proposed changes, open houses, briefings, and toolkit-supported outreach.
- **Document and share community input** with Sound Transit to inform Phase 4 proposals and future engagement practices.

Engagement Criteria and Methods

Engagement activities followed the criteria outlined in the CBO Engagement Plan, with a focus on communities that are transit-dependent, multilingual, and often underrepresented in public processes. Outreach was distributed across North, East, and South King County to maintain a balance of geographic and language equity.

This phase focused on connecting with riders and residents most likely to be affected by upcoming changes to ST Express and Link light rail service, including:

- Current riders who live or travel through areas where 2026 service changes are planned, particularly those relying on routes with high ridership or limited transit alternatives.
- Community members with limited transportation options who may face greater barriers to accessing public transportation opportunities.
- Non-English-speaking communities, especially those speaking the most common languages across the Sound Transit service area. Information and support were provided across a broad language set. Materials were transcreated into Spanish, Ukrainian, Russian, Simplified Chinese, Traditional Chinese, Arabic, and French. Interpretation services at open houses expanded language access further, with options available in Spanish, Ukrainian, Russian, Cantonese, Mandarin, Dari, Amharic, and Maay Maay.



- Priority populations identified by Sound Transit and partner CBOs, including low-income, immigrant, refugee, and BIPOC communities, elders, and others with strong transit dependence.

This plan prioritizes geographic and language alignment to ensure outreach efforts are relevant, targeted, and equitable.

Tiered CBO Participation

To ensure engagement was both effective and equitable, Sound Transit partnered with CBOs across the region using a tiered participation model. This structure accounted for each organization's capacity, community relationships, language reach, and ability to host or support events, aligning partnerships with the areas most impacted by the 2026 changes. Under this structure, Tier 1 partners co-hosted open houses and supported in-person engagement, while Tier 2 partners expanded awareness and trust through digital channels and community networks.

All selected CBOs for Tiers 1 and 2 serve transit-dependent communities, with a focus on low-income, immigrant, and refugee populations historically reliant on public transportation.

Tier 1: Regional Open House Co-Hosts

Tier 1 CBOs worked closely with Sound Transit and collaborated with additional community partners to co-host regional open houses. They led outreach efforts, helped plan and promote events, distributed the full outreach toolkit, and served as on-the-ground leads for each open house.

There were several criteria evaluated when determining which CBOs to partner with on the Tier 1 level. Sound Transit prioritized CBOs that:

- Have an existing or prior relationships with Sound Transit, King County Metro, or demonstrated capacity working with public agencies.
- Located within the Sound Transit service area, especially close to upcoming light rail extensions (Federal Way, Lynnwood, Redmond, etc.).



- Serve communities that speak priority languages: Spanish, Mandarin, Cantonese, Vietnamese, Russian, Korean, Tagalog, Somali, and Ukrainian.
- Serve communities highly dependent on public transportation (e.g., low-income immigrant and refugee communities, seniors, persons with disabilities).
- Have access to an event venue in the service area.
- Trusted by the community with demonstrated outreach capacity.

Once eligible Tier 1 CBOs were identified, Sound Transit conducted one-on-one interviews to deepen understanding of each organization’s strengths and community insights. These interviews were designed to assess organizational capacity, gather recommendations for effective community engagement, and understand expectations and willingness to support the project. The interviews also helped identify anticipated partnership contributions, such as assisting with information dissemination and tailoring outreach approaches to reflect community needs. Examples of actions informed by these conversations include providing a private registration form for the North open house, distributing open house information through a CBO’s widely circulated weekly newsletter, and incorporating a DJ at the East open house.

Sound Transit partnered with the following CBOs on the Tier 1 level:

- North King County: Centro Cultural Mexicano
- East King County: Hopelink and the Latino Educational Training Institute (LETI)
- South King County: Hopelink and Mother Africa

Tier 2: Outreach Amplifiers

Tier 2 partners were selected to broaden outreach and strengthen community engagement. They received the full toolkit, took part in a one-on-one interview, and helped promote their region’s open house.

There were several criteria evaluated when determining which CBOs to partner with on the Tier 2 level. Sound Transit prioritized CBOs that:

- Serve one or two priority language communities within the service area.



- Maintain active communication channels (e.g., social media, newsletters, WhatsApp groups).
- Are located in or near areas affected by the 2026 Service Plan changes.
- Can amplify messaging through their networks without needing a venue.

Sound Transit partnered with the following CBOs on the Tier 2 level:

- Region-Wide: Community Health Worker Coalition
- South Region: Highline College
- South Region: Somali Health Board
- King County: Indian American Community Services

Tier Deliverables

- **Tier 1:** Participate in an interview with Sound Transit, co-host an open house, utilize the toolkit to amplify the regional open house.
- **Tier 2:** Participate in an interview with Sound Transit, utilize the toolkit to amplify the regional open house.

Tier Compensation Strategy

To support equitable participation, Sound Transit compensated Tier 1 and Tier 2 CBOs for their time and outreach work. Tier 1 partners, who co-hosted the regional open houses and led community-based recruitment, received a flat fee of \$2,200 for approximately 20–30 hours of engagement. Tier 2 partners, who amplified awareness through their networks and conducted lighter-touch outreach, received a flat fee of \$1,200 for an estimated 10–15 hours of participation. This compensation model helped ensure smaller organizations could meaningfully participate without bearing uncompensated labor.

Regional Open House Model

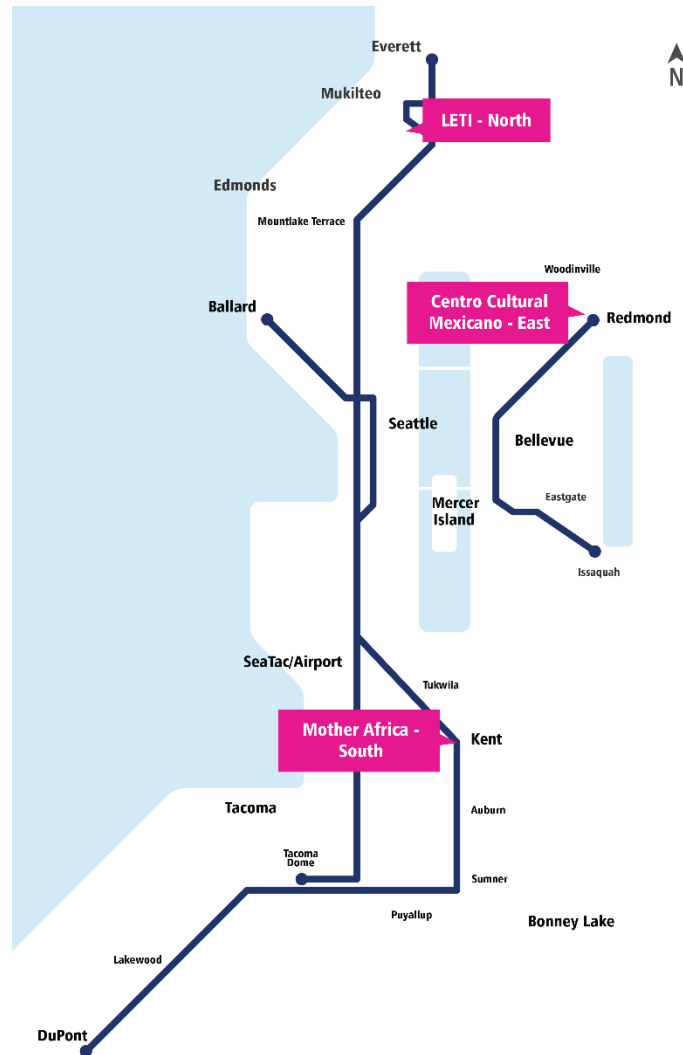
As a central part of the CBO engagement plan, Sound Transit co-hosted three regional open houses in partnership with Tier 1 CBOs. These open houses created direct opportunities for



community members to learn about the 2026 service changes, ask questions, and share input. Attendees were also encouraged to take the online survey during the open houses.

Open house locations:

- East King County: at Centro Cultural Mexicano
- North King County: at LETI
- South King County: at Mother Africa



A map of the three open house locations in the region

Each event was hosted by Tier 1 CBOs. Sound Transit provided staffing, materials, logistics, and interpretation support. CBOs helped shape the format of each open house to reflect the needs and norms of their communities. For example, the north region open house was presented in Spanish with English interpretation available, since the majority of their community are Spanish speakers. Additionally, Mother Africa was able to provide interpretation in additional languages to those provided by Sound Transit, such as Dari and Amharic, by utilizing members from their

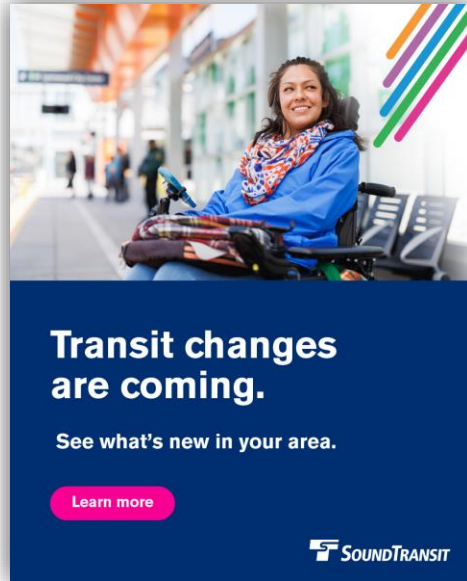


community. Hopelink utilized their strong regional network to amplify and co-host two of the regional open houses.

Toolkit

To ensure all CBOs were able to participate in outreach at a level that fits their capacity, Sound Transit provided an outreach toolkit.

The toolkit included messaging guidance, event flyers, talking points, multi-language materials for community engagement, ready-to-use social media posts, graphics, and a short guide for sharing content across channels like Facebook, Instagram, and WhatsApp.



An Instagram Grid Post included in the toolkit

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SOUNDTRANSIT		
Open House Reminder: October 20		
<p>Don't miss the opportunity to learn about ST Express bus service changes and what that could look like for you!</p> <p>Come to the open house, take our survey, and be entered for a chance to win a \$50 Visa gift card!</p> <p>October 27, from 6:30-8pm at 9930 Evergreen Way, Building Y, Everett, WA 98024</p>	<p>Don't miss your bus! Don't miss the ST Bus Changes!</p> <p>Come to the open house, take our survey, and be entered for a chance to win a \$50 Visa gift card!</p> <p>October 27, from 6:30-8pm at 9930 Evergreen Way, Building Y, Everett, WA 98024</p>	<p>Don't miss your bus! Don't miss the ST Bus Changes!</p> <p>Come to the open house, take our survey, and be entered for a chance to win a \$50 Visa gift card!</p> <p>October 27, from 6:30-8pm at 9930 Evergreen Way, Building Y, Everett, WA 98024</p>
Mid Survey Period: October 20		
<p>Upcoming Link light rail openings mean there maybe changes to ST Express bus service as soon as fall 2026. Learn what changes could look like for you in our survey.</p> <p>[Take the survey here!]</p>	<p>Transit updates are coming—see what we mean for our community 🗣️</p> <p>[survey link]</p>	<p>Transit updates are coming—see what we mean for our community 🗣️</p> <p>[survey link]</p>
Survey Period Ending: November 2		
<p>Don't miss the opportunity to learn about ST Express bus service changes and what that could look like for you!</p> <p>[Take the survey here!]</p>	<p>Don't miss your bus! Take the ST bus changes survey</p> <p>[survey link]</p>	<p>Don't miss your bus! Take the ST bus changes survey</p> <p>[survey link]</p>

Example of copy options to use for social media posting in the Toolkit



¡Asista a la jornada de puertas abiertas de LETI y entérese de cual es el Plan de servicios de Sound Transit 2026!

Acompáñenos el 27 de octubre de 6:30 p. m. a 8:00 p. m. en 9930 Evergreen Way Building Y, Everett, WA 98024

Debido a la próxima apertura de estaciones del tren ligero Link, es posible que haya cambios en el servicio de autobuses ST Express a partir del otoño de 2026. Infórmese sobre cómo le afectarán estos cambios.

Cuando la 2 Line inaugure la Crosslake Connection a principios de 2026, los trenes de esa línea circularán entre las estaciones Lynnwood City Center y Downtown Redmond.

Las dos líneas de Link aumentarán la frecuencia en el servicio de los trenes durante el día a cada 4 o 5 minutos entre Lynnwood City Center y el centro de Seattle. Dado que el tren ligero llegará más lejos que nunca, algunas rutas de autobuses cambiarán para mejorar la conexión de la región.



Acompañe a Sound Transit y LETI a la jornada de puertas abiertas que se llevará a cabo el 27 de octubre de 6:30 p. m. a 8:00 p. m. en 9930 Evergreen Way Building Y, Everett, WA 98024

- Conozca los planes
- Haga preguntas y de su opinión
- Contribuya al diseño del servicio futuro

¡Traiga sus ideas y a alguna de sus amistades!

¡Venga a la jornada de puertas abiertas, llene nuestra encuesta y participe en la rifa para ganar una tarjeta de regalo Visa de \$50!



Sobre los cambios propuestos de autobuses en el Plan de Servicio 2026



En 2026, la 2 Line se abrirá completamente, conectando Redmond, Bellevue y Seattle con el servicio al otro lado del lago Washington. Con trenes que pasan cada 8 a 10 minutos, y tan a menudo como cada 4 a 5 minutos entre las estaciones International District/Chinatown y Lynnwood City Center, los pasajeros tendrán opciones más frecuentes y confiables en toda la región.

A medida que estas extensiones se abran, las rutas de autobuses de ST Express en los condados de North King y Snohomish se modificarán a partir del otoño de 2026. Estos cambios han sido diseñados para conectar sin problemas a los pasajeros con el nuevo servicio de tren ligero, mejorando el acceso y facilitando los viajes.

2 Line cruza el lago Washington en 2026.

Comuníquese con nosotros

¿Tiene preguntas sobre los cambios en el Plan de servicio de Sound Transit 2026? Envíe un mensaje a: Servicechanges@soundtransit.org

Puede obtener más información a través de nuestro sitio web.



Example of Spanish open house flyer (front and back)

East Region Open House

Summary of Event

Date and Location: Wednesday, October 22 | Centro Cultural Mexicano, Redmond

Partners: Centro Cultural Mexicano and Hopelink

- 43 attendees
- Interpretation was available in:
 - Spanish
 - Ukrainian
 - Russian
 - Cantonese

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- Mandarin
- 11 people used Spanish interpretation
- 9 people used Mandarin interpretation
- 13 surveys were completed during the event

Key Feedback

Below are some of the comments shared by attendees at this event:

- Participants asked for practical “what changes when” timelines, and attendees requested plain-language summaries of the proposed changes.
- Attendees shared an interest in take-home materials in Spanish and Chinese dialects.
- Communities expressed gratitude for the opportunity to be involved.

North Region Open House

Summary of Event

Date and Location: Monday, October 27 | LETI, Everett

Partner: LETI

- 11 attendees
- Presentation was given in Spanish
- Interpretation was available in:
 - English
- 2 people used English interpretation
- 10 surveys were completed during the event

Key Feedback

Below are some of the comments shared by attendees at this event:

- Concerns about how these proposed changes may impact or reduce the number of jobs for bus drivers.
- Concerns for safety; both related to the current political climate and to station safety.



- Questions about bus service to Marysville.
- Participants expressed interest in receiving plain-language summaries of the changes and how they affect specific communities
- Some participants requested paper surveys in order to participate, noting technology access challenges.

South Region Open House

Summary of Event

Date and Location: Wednesday, October 29 | Mother Africa, Kent

Partners: Mother Africa and Hopelink

- 30 attendees
- Interpretation was available in:
 - Spanish
 - Ukrainian
 - Russian
 - Cantonese
 - Mandarin
 - Dari
 - Amharic
 - Maay Maay
- 3 people used Dari interpretation
- 3 people used Amharic interpretation
- 4 people used Maay Maay interpretation
- 1 survey was completed during the event

Key Feedback

Below are some of the comments shared by attendees at this event:

- Some participants expressed gratitude for being included in the conversations.



- Many participants expressed appreciation for Sound Transit showing up and being present with interpreters even if they chose not to speak during Q&A.
- Questions were asked about job openings and current employment opportunities.
- Interest in practical “what changes when” timelines; attendees asked for plain-language summaries.
- Desire for take-home materials in Spanish and Chinese dialects.

Lessons Learned

Below are common suggestions across the three open houses for the team to incorporate into future events:

- **Allocate more time for CBO activation.** While this round of CBO engagement was successful, partners noted that additional lead time would have strengthened their ability to interact with their communities, address competing priorities and timelines, and share project information more widely across their networks.
- **Provide more opportunities to engage with and tailor project content.** Although communities responded well to the materials, CBOs expressed a desire for earlier and deeper interaction with the content, so they could tailor messaging to better resonate with their audiences.
- **Enhance survey support and diversify collection methods.** Despite strong survey participation and an increase in total responses, CBOs recommended offering on-site support to walk attendees through the survey and continuing to provide paper versions, along with staff to help community members complete them if needed.
- **Expand promotional methods through CBO-driven platforms.** Promotion was effective overall, but CBOs indicated they could have contributed additional outreach activities, such as featuring the project on their podcasts, radio programs, or other community media channels if given more time and coordination.



Open Houses Conclusion

Sound Transit’s responsiveness to community needs and partnerships with CBOs resulted in successful open houses. Sound Transit received positive feedback from community members and from the CBO teams.

Across the 3 open houses:

- 84 people attended
- 20 people used Spanish interpretation/received the presentation in Spanish
- 9 people used Mandarin interpretation
- 3 people used Dari interpretation
- 3 people used Amharic interpretation
- 4 people used Maay Maay interpretation
- 24 surveys were completed

The open houses drew diverse audiences in age, language, and culture. The events were well attended and produced good engagement in both the number of surveys taken and questions asked during and after the presentation. CBOs expressed appreciation to Sound Transit for the opportunity to work together and conveyed their enthusiasm for maintaining and strengthening their partnership moving forward. These events have established a strong foundation for continuing partnerships with these CBOs in the future.

Going forward, Sound Transit should prioritize creating key messaging earlier in the planning process to share with CBO partners and continue to work on simplifying public-facing materials even further for more effective understanding.

Multicultural Media Campaign Report

Digital Campaign Background

This campaign aimed to create awareness about the upcoming proposed service plan changes and drive people to the Sound Transit website. The website is where people could learn more about the proposed 2026 Service Plan changes and take the survey.



The total campaign budget was \$20,000. The tactics used to promote this campaign included mainstream digital display ads and promotion on various multicultural media outlets - which serve as trusted sources for local community members.

The campaign ran from Monday, October 6 through Monday, November 3, 2025, for a total of four weeks.

Key Terminology

Impressions: Total number of times an ad was viewed.

Clicks: Total number of times someone clicked the ad itself and was re-directed to our landing page.

Click-Through Rate (CTR): Percentage of people that clicked on the ad itself. This is found by dividing the total number of clicks by impressions and multiplying by 100.

Digital Campaign Results

Metrics Per Language Results

Language	Impressions	Clicks	CTR
English	873,505	819	0.09%
Spanish	346,883	478	0.14%
Russian	157,886	227	0.14%
Korean	139,545	226	0.16%
Vietnamese	92,469	152	0.16%
Chinese	334,335	590	0.18%
Totals	1,944,623	2,492	0.13% (Average)

Multicultural Media Results

Outlet	Tactic	Language	Impressions	Clicks
El Siete Dias	Social	Spanish	5,300	274
Seattle Medium	Digital Display	English	100,000	20
Se Habla Media	Social	Spanish	330,000	222



NW Vietnamese News	Digital Display	Vietnamese	5,000	11
Seattle Chinese Times	Digital Display	Chinese	5,000	7
The Korea Times	Digital Display	Korean	20,850	22
Russian Town Weekly	Digital Display	Russian	28,000	15
Totals	-	-	489,150	571



Ads in Use



A screenshot of a Sound Transit ad in Vietnamese on the NBC News website



A screenshot of a Sound Transit ad in Korean on thetimesnews Website

Central Puget Sound Regional Transit Authority • Union Station
 401 S. Jackson St., Seattle, WA 98104-2826 • Reception: (206) 398-5000 • FAX: (206) 398-5499
www.soundtransit.org



A screenshot of a Sound Transit ad in Spanish on the Cultura10 Website

Media Campaign Conclusion

The campaign collectively amassed 1,944,623 impressions through broader digital advertising, and 489,150 impressions through local multicultural outlets. In total, it generated 2,433,733 impressions and 3,063 clicks.

The campaign had a unique reach of 472,865 individual people and a healthy frequency of 2.11. This means the digital media ads reached 472,865 unique individuals roughly 2.11 times. Having a frequency higher than 1 means that there is enough exposure generated for a conversion (click-through to the website) to happen.

To maintain a healthy and flourishing campaign, the following optimizations were performed:

- Site level optimizations to remove any low performing app/domains from the list
- Pushed traffic towards top performing targeting tactics and languages



The original strategy was estimated to receive under 2 million impressions. This campaign successfully generated 2,433,733 impressions, significantly exceeding expectations.

Next Steps

Sound Transit will use feedback gathered during Phase 3 to inform the approach for Phase 4. Sound Transit will reconnect with the CBOs engaged during this phase to share how their feedback impacted service plan proposals in early 2026.

Once the changes to the service plan have been finalized, they will be implemented in Fall 2026.

***2026 Service Plan
Engagement Phases 1-4
Summary Report***

Appendix E

Phase 3 Email Comments

Phase 3 Email Comments

1	<p>Dear Sound Transit,</p> <p>I am writing to voice my strong opposition to the elimination of Route 515 in Fall 2026. I ride this route round trip daily from Lynnwood City Center (6:05am) to 7th and Stewart, as I work full time in the Federal Courthouse. I occasionally ride the light rail, and I do not find this a viable full time option for the following reasons:</p> <p>1) Safety: the Westlake station is several blocks from the Federal Courthouse and as a female I do not feel safe walking this distance during the dark winter months. Especially since I arrive at work and leave work when it is dark. Route 515 drops me off at the doorstep of the courthouse. Additionally, I have had several experiences on the light rail where I have felt uncomfortable. Mainly due to substance abusers and homeless passengers that camp out on the trains. The presence of the transit security officers, while welcome, has done little to deter these passengers from sleeping on the trains and disrupting others. I do not think we can ignore this concern in light of what happened in Charlotte. The bus is safer as everyone is a fare-paying passenger.</p> <p>2) Reliability: The light rail breaks fairly often, which creates huge delays and crowded trains. For instance, a couple of months ago I had planned to take the light rail home. However, when I arrived at the station the train was sitting there packed with people, and hundreds of others were standing on the platform. A tree had fallen on the track and it was going to take several hours to clear. I was thankful I had the 515 bus, albeit crowded, as an alternative. There have been other occasions where the train has been delayed several minutes or has stopped on the tracks. This will be a huge issue if the buses are not available as a back-up.</p> <p>3) Comfort: The light rail during busy commuter times is packed. This is especially true when there are sporting events during the week. The problem is exacerbated by people forcing bikes and electric scooters onto already crowded trains. I've been shoved on several occasions, and it is an overall unpleasant experience.</p> <p>4) Use: The 515 is always full, so clearly riders prefer this option. It is also a better option for riders with limited mobility. There are often riders who are older or disabled on the bus.</p> <p>Thank you for your consideration!</p>
2	<p>Riders gave feedback:</p> <ul style="list-style-type: none"> • Lack of shelter from the cold, rainy weather • Walking distance from the parking garage to the bus area and light rail, especially for those with disabilities. • Would like to see some type of covered walking path or bridge
3	<p>I am writing to express my strong opposition to the proposed elimination of Bus 586. As a daily rider who relies on this route to commute to the University of Washington for work, I cannot</p>

	<p>overstate the negative impact this change would have on my ability to travel efficiently and reliably.</p> <p>Bus 586 is not a convenience—it is a necessity. The proposed alternatives would require me to travel to Federal Way, navigate additional traffic congestion, or attempt to coordinate multiple modes of transportation with unpredictable timing. I have previously tried these options, and they proved to be inefficient, stressful, and time-consuming. The experience was frankly awful and unsustainable for a daily commute.</p> <p>The link does not come to Tacoma and is not express, thus will take much longer for many people’s commute. It will add additional traffic between Tacoma and Federal Way, which is already stop and go. And additional safety concerns. The bus is always full and at times I have had to stand it was so full.</p> <p>Eliminating this route would not only disrupt my professional responsibilities but also undermine the broader goals of public transit: accessibility, reliability, safety, and reducing traffic congestion. For many of us who depend on Bus 586, this decision feels like a step backward.</p> <p>I urge you to reconsider this proposal and preserve Bus 586 for the sake of working professionals, students, and community members who rely on it every day. The consequences of its removal would be deeply felt and widely damaging.</p> <p>Thank you for your attention to this matter.</p>
4	<p>Comments: Please expedite the proposed night bus network implementation as much as possible from ~Fall 2026 to hopefully early 2026 before World Cup, (or even at the end of November 2025 for the petty and rather selfish reason of having a very early flight near the start of December, but that's probably not possible is it?).</p> <p>Also consider:</p> <ul style="list-style-type: none"> - Lynnwood-Seattle-SEA routing, where a late night 512 or Everett-Seattle night bus could transfer to that route and then interline with the Everett-Seattle from there to provide shorter headways (15-30) from Lynnwood to Seattle and moderate headways (30-60) from Everett to Seattle, and 30-60 minute headways from both cities where Everett has a transfer. OR; - If funding/staffing allows, a direct Everett-Seattle-SEA route would be nice to have. This could be done where some trips extend to serve SEA (for example, every hour or so). This could allow tactically interlining the bus network to provide shorter headways between SEA-Seattle (i.e Lakewood-SEA-Seattle running about half hourly, and SEA-Seattle-Everett routes running hourly could allow ~20 minute headways) - For expediting implementation in Snohomish County: Consider coordinating some funds to supplement Community Transit's eventual plan to have Swift run late at night. This may be an option towards phasing the plan if necessary by starting with a truncated Lynnwood-Seattle night bus, where riders in Snohomish County can utilize overnight Swift routes to connect with. Kickstarting Community Transit's night bus network early would help to provide additional regional mobility before these night busses get implemented. - Please also consider having overnight Stride S2/S3 service with 60-90 minute headways once that network is built out.

	<ul style="list-style-type: none"> - Everett-Seattle night busses should have downtown Everett service in *both* directions, following existing 510/512 routing. Everett Transit does not have the resources to run night busses to connect to Everett station, which is adjacent to downtown. - Ensure adequate lighting is available for each stop, and that transfers (i.e. Everett-Seattle <-> Seattle-Redmond, or Lakewood-SEA-Seattle <-> Seattle-Everett) are as close together as possible if not at the same stop
5	<p>Hello,</p> <p>I just completed the survey and forgot a couple of comments.</p> <p>In general, I'm disappointed to learn that the plan is to discontinue the 515 route. I made several blunt observations related to light rail which factor into my use of the bus versus light rail (to/from Lynnwood/Downtown).</p> <p>Additional factors I forgot to add are the frequent breakdown of elevators and escalators. I'm not disabled but a cranky knee makes stairs awkward and uncomfortable. And the elevators at Westlake Station are deplorable. They smell like piss from several feet away and sometimes have puddles of piss inside. The street and bus stops are now cleaner than the elevators.</p>
6	<p>Hi,</p> <p>I just took your survey on proposed changes to ST Route 515 for next fall. There wasn't a place in the survey for additional comments so if there's another website or email address I should be sharing these to, please let me know.</p> <p>In the proposed service changes, there was no mention of changing the time morning service starts for the 1 Line, so anyone who uses the first 515 at 4:30 am is forced into a 30 minute delay waiting for the light rail.</p> <p>Additionally, and most importantly, redundant bus service is critical for a well functioning transit system. I have been stuck several times on the light rail when there's been a mechanical issue, emergency at a station or some other delay that was never explained and was told by some ST employees that we should consider using alternatives to get where we need to go. But since I live in Lynnwood and work in Seattle, I have very few options that don't involve taking multiple busses and going out of my way to get home.</p> <p>I don't think you should eliminate route 515, I think you need to expand service to include additional times throughout the day and additional stops. I know that parking capacity at Lynnwood Transit Center has been an issue because it's the last stop on the line. The closest park and ride to my home is actually Ash Way, but since there's no direct service to downtown Seattle I can either drive to Lynnwood and get to my office near the convention center in 30 minutes or go to Ash Way and add an additional 15-30 minutes to my commute each way. I don't have that extra time in my day.</p> <p>The area around Ash Way and Swamp Creek Park and Rides has added a lot of new housing and more is being built even now. But instead of adding additional bus service to support new residents, you're forcing them to either go to an already crowded parking lot in Lynnwood or add a significant amount of time to their commute. I have several colleagues, a lot of them</p>

	<p>parents, who had to stop using transit after the light rail was opened because the service options closest to them were changed to add a significant amount of time to their commutes and they could no longer get home quickly when they needed to.</p> <p>I know that many agencies are facing a budget shortfall and eliminating routes is a way to save money. But transit needs to be accessible not just physically but also geographically and eliminating bus service from northern Snohomish county directly to downtown Seattle when Line 1 opened was a mistake and is pushing more people in those areas to drive when they would otherwise be taking transit.</p>
7	<p>Hi Service Planning,</p> <p>I did my shift today from 6a – 9a at Lynnwood Transit Center.</p> <p>Route 513 (Lynnwood – Seaway TC)</p> <ul style="list-style-type: none"> - No Feedback <p>Route 515 (Lynnwood – Seattle 5th Ave)</p> <ul style="list-style-type: none"> - Overwhelming negative feedback regarding the proposed elimination of Route 515 - Some riders mentioned: <ul style="list-style-type: none"> o Feeling unsafe to ride Link o The bus was more comfortable/more spacious than Link o Distance of Westlake station compared to where current Route 515 stops was far o Mobility Issues make riding link more difficult o 515 was faster than link in the early morning hours. - I did mention that Route 510 has no proposed changes, but riders mentioned that Mountlake Terrace and Ash Way were far out of the way or took more time to get to. <p>Route 535 (Lynnwood – Bellevue)</p> <ul style="list-style-type: none"> - Feedback regarding this route was either positive or most were neutral as they didn't ride this route on the weekends. - Few riders made comments regarding more frequency to be added on Route 535 during weekdays.
8	<p>Hi,</p> <p>I am inquiring about the proposed revision and eliminations of ST routes between Issaquah and Downtown Seattle. I have viewed the proposed changes for 2026 service plan and I think the proposed 556 route was not looked at thoroughly. Based on the map it looks like the 556 would make multiple stops in Issaquah before going to the transit center. I am assuming that the new route would go along Front St; and I would like to note that road gets extremely backed up during peak service times with drivers commuting to/from Hobart/Covington areas. The impacts of congestion on Front St is already a concern I have for Emergency vehicles. I don't know if someone has actually taken the time to drive this proposed route with a larger sound transit bus to fully understand what they're proposing. I would like to get further details on the stops in Issaquah and hope that actual "testing" of this route during peak travel times is conducted. I see</p>

	<p>that Sound Transit is making changes with the thought being Link 2 ridership but I don't think this expansion plan was vetted properly or at least with the perspective of a resident.</p>
9	<p>So it needs to be like a good stretch time standard and improving on time performance because the schedule today it's just not a on-time performance because the ace on how it's laid out the schedule and needs to rearrange and readjust and I will make sure that it happens for the spring service change</p> <p>Travel time and the schedule needs to rearrange because the 560 is always running late because it doesn't give you a perfect time stand and the schedule travel time is so crappy as well</p>
10	<p>Please discontinue all considerations of further increases in property taxes to cover the ~\$30B shortfall (for now; no doubt will grow) in funding the buildout of the original \$54B plan.</p> <p>If you are unable to build the promised system for the \$54B already funded, you must determine which parts of the system you will not build. Puget Sound families cannot afford ever higher property taxes to support the minority of people who want the luxury of living in distant suburbs provisioned with very expensive Sound Transit access to a Seattle core with a 35% vacancy rate.</p> <p>The Sound Transit commuter model is obsolete. While there will always be exceptions (a minority), people want to (and should) live close to where they need to work. As a resident of unincorporated Snohomish, I have no interest in further subsidizing Seattle and Bellevue real estate developers.</p>
11	<p>Hello! It was just brought to my attention that there was 'good news' that Sound Transit decided not to retire the 590/594 for the immediate future. The idea that these buses being removed was a complete shock to me!! I ride these all the time and do not see light rail as a viable alternative. During the very highest traffic it's possible the light rail times could approximate a very late 590, but at 8 or 9pm, it's completely nuts that anyone would choose to ride light rail through Federal Way when a bus could have them from downtown to the Dome in 45 minutes.</p> <p>Rather than being relieved they are still in operation, I was disappointed to see they were not restored to being every 20 mins. These buses are PACKED and very popular, providing a crucial link to the two biggest cities in Puget Sounds.</p> <p>Over and over I've heard from friends, "Wow, that was actually really easy to get between Tacoma & Seattle, I had no idea!" Why ruin this mostly decent service with less buses, or even removing it entirely?</p> <p>Please please do NOT get rid of the 590/594, and instead make it an even more important alternative to driving!</p>
12	<p>Hello!</p> <p>Please find attached a comment letter from Everett Mayor Franklin on the proposed service changes.</p>

13	I LOVE the idea of Night Owl service on the Eastside
14	<p>Hello,</p> <p>I apologize if this is the wrong email to send this to, but I'm writing to comment on the 2026 Service Plan since the survey does not provide room to comment on routes that aren't changing or the network as a whole. This is a problem since, in my opinion, many of the issues with the plan have to do with the lack of changes in certain corridors, rather than the changes currently proposed.</p> <p>I-5 North Corridor:</p> <p>I like the changes being made to the 513 and the deletion of the 515, however, I think 510 and 512 service could be modified to reduce redundancy with Link and enhance connections to Everett. The 510 should be deleted as it provides a duplicative service to the 512 + Link connection. I understand some riders may want to keep the 510 for faster travel times, but during peak hours when I-5 is most congested, the 510 is not always faster. The travel time issue could be addressed by removing the Ash Way P&R stop from the 512 since Community Transit's 201 and 202 already provide a frequent service to this stop. This would keep the 512 in the HOV Lane the whole way between Everett and Lynnwood, improving speed and reliability. The service hours saved from speeding up the 512 and cutting the 510 could be reinvested to improve the 512's frequency, which would help offset the transfer penalty for 510 riders. The N Line also provides a comparable peak hour option for 510 riders, and should be leveraged now that service has been fully restored.</p> <p>Routes 522 & 535:</p> <p>The 535's improved weekend service would be great and I'm glad ST has finally got around to implementing it. The 522 shortening to Shoreline South is a welcome change to connect people to the Link transfer faster and aligns with Metro's plans for Routes 72 and 77. However, I am disappointed that despite this significant shortening of the route, it doesn't come with a lot of frequency improvements, especially on the Woodinville segment. I understand that the 522's Woodinville segment is low ridership, but I believe this stems mainly from how the route avoids Woodinville's main retail and density core on 175th in favor of serving the light industrial area to the north of the downtown. With Metro's 931 now restored, I think rerouting the 522 onto 175th St in Woodinville should at least be considered. I would love to see the route upgraded to 10 min frequencies to Bothell and 20 min frequencies to Woodinville if possible, though I understand if those upgrades are not possible prior to the S3 Line and 534 conversion.</p> <p>Eastside:</p> <p>The lack of changes on the SR-520 corridor is my main problem with this service plan. Keeping the 545 after the 2 Line's cross-lake connection is finished wastes resources and blocks improvements that riders were previously promised. The backtracking on the 542 improvements that were shown to riders years ago is especially disappointing. The 545 is only <i>sometimes</i> marginally faster to <i>some</i> parts of Downtown Seattle compared to the 2 Line,</p>

assuming the bus is on time, which it often isn't. Current conditions on the 545 are chronically late buses, bus bunching, and a slow crawl from SR-520 to Stewart St, even during off peak hours. Keeping this route with its current frequencies for a handful of riders to have a slightly faster trip to the north end of downtown is simply an inefficient use of limited resources when the 2 Line will be more frequent, higher capacity, and more reliable. The 545 should be deleted with its service hours reinvested to provide the previously proposed upgrades to the 542 (10-15 min service + extension to Bear Creek P&R), which will provide *meaningful* time savings for Shoreline/North Seattle/UW to Redmond riders compared with the 2 Line and address peak hour crowding on the existing service. Faster trips to the north end of Downtown and SLU would continue to be provided during peak hours by connecting between the 542 and Metro's 256, but if it is *really* deemed necessary to preserve a one-seat ride, ST should commit to the original plan of restoring the 544, rather than wasting resources on the 545. Ideally, though, remaining service hours could be invested into the 566 which, if shortened to Bellevue Downtown to eliminate redundancy with the 2 Line, could combine with the 560 to provide much needed frequent service between Bellevue and Renton, dramatically improving connectivity between South King County and the Eastside. The I-90 corridor's elimination of the 550 and 554 enabling improved service on a shortened 556 is a good model for how to effectively leverage Link expansion to improve previously low-quality connections, but for some reason this was not applied to the SR-520 or I-405 corridors.

I-5 South Corridor:

The lack of substantial bus changes on this corridor is another huge missed opportunity to consolidate bus routes and simplify service. The 574 changes and deletion of the 586 are good, but neglecting to modify any of the other bus routes to leverage the new Link service represents wasted resources. Due to the additional travel time from Link's Rainier Valley segment, I understand the desire to keep some service to Downtown Seattle, however during peak hours, there is no meaningful travel time benefit to keeping ST Express service to Downtown, especially with the S Line already providing a one seat peak hour alternative. Routes 577 and 594 could be deleted to consolidate service, the 578 could terminate at Federal Way Downtown to improve frequency to Auburn and Puyallup to 15 mins, the 590 could be modified to provide an all-day connection from Downtown Tacoma to Downtown Seattle, crucially, with a stop in Federal Way to enable transfers, and the 592 and 595 could be shortened to Tacoma with timed transfers to S Line trains. If these changes are implemented, the 574 could be upgraded to 10 minute frequencies, meeting every 1 Line train and creating a seamless transfer experience. If any service hours remain, then those could be put toward all-day DuPont service, extending the 578 to Tacoma, or replacing the 580 with an improved SR-512 corridor service. The Federal Way Link Extension provides the potential for a complete transformation of South King and Pierce County bus service, but the current plan hardly touches any of that potential.

Overnight Service:

The proposed overnight service is amazing. My small critique is that it should serve Rainier Valley as well to enhance overnight connections between the Rainier Valley, the Airport, and points south. It's also important to make sure that the routes are well timed in Downtown Seattle to ensure transfers between the overnight routes are as convenient as possible. If additional resources are available, adding the 522, 535, or 560 to the overnight network should be considered since those are future Stride Lines.

	<p>I hope some of these ideas will reach ST's service planning for consideration since I know many other people who would like to see similar improvements, but can't voice their concerns of the current proposal due to the survey's setup. Thank you so much for your time.</p>
15	<p>Hi,</p> <p>I have read the route proposal for fall 2026. While I love the overnight bus idea and the preservation of express bus service that are time-competitive to link service, I think the I-5 South corridor can use some consolidation to deliver frequent express service between South Sound and Seattle. Since the service plan survey is focusing on routes that are changing and does not provide a field for open ended comments, I am writing to provide suggestions on I-5 South service.</p> <p>In the 2022 service plan, services between both Federal Way and Seattle and Tacoma and Seattle were proposed to be increased to every 15 minutes. Unfortunately, that didn't happen with operator shortage. As link extends to Federal Way and provides additional capacity, I believe there is now a new opportunity to bring that frequent service in with minimal new resources and also at the same time enhance link connection.</p> <p>I propose consolidating route 577 into the 594, providing a streamlined I-5 South spine from Lakewood to Downtown Tacoma to Federal Way and then express into downtown Seattle. Currently, Sound Transit already runs 4 trips an hour into Downtown Seattle even during off peak hours. This should already allow for 20 minute frequency, which psychologically feels a lot better than the current every 15 minutes.</p> <p>Then there are some peak oriented services that are not time competitive to Sounder or even Federal Way Link that can be consolidated into all day service. Routes 592 and 595 are subject to I-5 traffic and have poor on time performance. There presents the opportunity to turn 592 and 595 into Sounder Feeders and preserve resources for all day service.</p> <p>Speaking of feeders, the consolidated route that I suggested would also provide additional options to feed into Link Light rail. The service plan uses 574 as a light rail connection, which would require people in Downtown Tacoma or riding a local bus into downtown Tacoma to first catch the T line before getting on a bus to the Link station. By adding a 594 stop at the Federal Way Transit Center, Downtown Tacoma will gain a direct, one seat option to access the light rail system.</p> <p>I understand that a lot of feedback comes in during the public outreach, and I appreciate the time reading the email.</p> <p>Sidenote: While the survey didn't ask for feedback, I also appreciate the preservation of 545 and 510 a lot. They provide additional options for traveling from Redmond and Everett, and combined frequencies of 542/545 for Redmond to Seattle and 512/201/202 for I-5 North to Lynnwood Link are pretty good.</p>
16	<p>I was looking at the proposed change of the 554 to 556 with a transfer to Link Light Rail in downtown Bellevue. Traffic can be horrible from I 90 to the new light rail station. Is there a dedicated bus lane to get there or will the bus be stuck in traffic? Thanks for your reply.</p>
17	<p>I am an 73 year old person in Issaquah - still working - because I have to for income. I rely daily on the 554 bus. The other routes do not get me where I need to go without an extreme amount of walking, which is very difficult - the metro ride is not an option at that distance.</p>

	Do NOT eliminate the 554 route.
18	<p>Hello,</p> <p>I understand there is a plan to eliminate the 554 route from Issaquah to downtown Seattle. This is particularly distressing to me, a senior living in Issaquah who has only this bus as a means to get downtown.</p> <p>I don't know what to do to convince you that the senior population is in need of transportation solutions to help us live our lives safely. When I moved to Issaquah, the idea that this bus was available gave me peace. I use it to go to cultural venues such as the Seattle Art Museum, as well as for medical appointments.</p> <p>Please keep this route!</p> <p>Thank you for your consideration.</p>
19	<p>As an older person who enjoys visiting Seattle's many attractions I am very disappointed that this bus line is to be eliminated. It is such a treat to hop on in downtown Issaquah and enjoy a direct trip into Seattle. Many of my older friends use this bus line also to attend events in Seattle. If it is eliminated we will be forced to wait for the 2 line, pay more and have a delayed arrival to Seattle. Please take in consideration your older riders.</p>
20	<p>Hello,</p> <p>I am writing to express my deep concern with Sound Transit's dedication to force every rider onto the problematic light rail system as a frequent transit user for the last two decades.</p> <p>The light rail has been hailed as the pinnacle of transportation in the region since its inception, touting promises of faster commutes and easier access.</p> <p>These are lies.</p> <p>The light rail is not faster. The light rail is unreliable, uncomfortable, and slow.</p> <p>Just Angle Lake to Husky Stadium on the light rail is longer than my bus trip on the 586. And that's if there are no delays or issues with the light rail- which it frequently faces.</p> <p>Because Sound Transit has been forcibly focusing on the light rail the trains are often over full, making passengers wait multiple trains before they can even get on. And that's without a special event flooding the system with users.</p>

	<p>There are no express trains to run long stretches. The platforms cannot accommodate more cars.</p> <p>Routinely people in my office already come in that they'll be late because of an issue with the light rail. Seeing a this hasn't been addressed over the years, I don't see that improving with even more riders as new stations open. Are we just expected to plan on regularly being delayed?</p> <p>There are also access concerns. Routinely it is not adequately advertised when there are issues with elevators, causing issues for riders who cannot use the stairs. And when this happens there is often not a solution suggested.</p> <p>Using the light rail for my daily work commute would deeply impact my day to the point I would need to seriously reconsider working in Seattle at all.</p> <p>Why is a longer, more uncomfortable, unreliable daily commute better for me? For the region?</p> <p>I do agree there are times for the light rail- short trips, attending events like baseball or football games, an emergency back up commute option. But the current system is not appropriate for long commutes. Or for shoving every transit use in the region onto it.</p> <p>Thank you for your time and considering my feedback.</p>
21	<p>Many rides on the bus route (574 Lakewood to SeaTac) are extremely angry and concerned about the termination of the route to SeaTac , specifically in the AM hours 3 am to 5 am . These hours fill the gap before the light rail starting from federal way at 5am . Many commuters rely on this bus , will it continue to operate to SeaTac in the early AM hours between 3 am and 5 am to SeaTac?</p>
22	<p>I have finally-after being here for 6 years- gotten my Orca card. Now I can join SAM and attend functions in Seattle by using the bus. I won't drive from Seattle after dark and parking fees are outrageous. But I hear the 554 bus is being discontinued. All my hopes for enjoying the riches of Seattle are dashed. Please don't discontinue our access to Seattle.</p>
23	<p>Routes 510 and 512: Leaving these routes unchanged is not good for travel times between Lynnwood and Everett. While this benefits riders travelling between Everett and downtown Seattle, rider who are transferring to Link would still have to take a route stopping at ash way park and ride. Due to a lack of direct access ramps to the north, exiting I-5 to serve this park and ride can often take a at least one third of the total travel time between Lynnwood and Seattle during peak traffic. this wasted service hours, along with 510 service that will be duplicated by Link, could be used on other routes where riders would benefit from more service. Service between Everett, Ash way, and Lynnwood is already provided by community transit route 201/202, which provides 15 minute frequencies on weekdays, and 20 minutes on weekends. I would suggest getting rid of the 512 (at least during peak hours) and shortening the 510 to Lynnwood.</p> <p>Route 513: I really like the proposal of running the 513 in the Boeing-oriented direction! However, I think the reason why Eastmont has such low ridership is because of the 513's poor</p>

	<p>service (ash way stop, no Seattle service), rather than a lack of demand in that area. Improving the 513 by eliminating the ash way stop might be better than eliminating Eastmont.</p> <p>Route 545. I do not think the 545 should be retained, especially with the all-day, frequent service that is proposed. Although it would be a few minutes slower, riders can take the 2 line from Redmond and Overlake to Seattle. The route can also be served by the 542 with a transfer to Link at UW station, as originally proposed. Like with the 512, service hours saved from eliminating this route can be used to provide more frequency on other routes.</p> <p>570s and 590s: I think this draft plan is the best way to go for now. It avoids duplicating federal way link with the 574, and keeps travel times from the south sound to Seattle reasonable. A forced transfer to link would significantly prolong travel times during the off-peak period.</p> <p>Sounder: I support the proposals for sounder. I think that a northbound afternoon trip from Lakewood and earlier N line trips would help align travel needs with the time of day.</p> <p>Also, if the 2 line opens around April, I would HIGHLY recommend implementing these changes when it opens. If the old routes would help for world cup crowds, I do not think delaying these service changes for six months just for two weeks of increased ridership is a good decision.</p> <p>overall, I think this plan has a lot of duplicate service that may not be needed, and could be better used on other routes.</p>
24	<p>Hi,</p> <p>I have heard online on an instagram post comment section and some discord servers that some activists plan to right a mass amount of email urging for the removal of the 545 bus. I am instead writing to be in support of the service plan element of preserving the 545 and also offer some potential suggestions for more higher efficiency in case it is needed.</p> <ol style="list-style-type: none"> 1. I appreciate the easy ride and flexibility 545 provides I live near Overlake work for a cleaning company to clean various downtown area office and retails, and I find the 545 very useful. Even with normal traffic volume, the 545 is a pleasant and easy ride into downtown faster than taking the 542 then link. On the days I need to head south to SoDo and Rainier Valley, I also find the current setup pretty easy to use. The 545 and 542 comes to the stop at Redmond at alternate times meaning it is a short wait for me to get either of the bus to get to link. Having both routes allow for flexibility and let people choose how they like to travel according to their preferences. 2. 545 is the only all day 520 to downtown direct connection With the 255 being shortened to U District a few years ago, the 545 is the only all day express into downtown. The availability of the 545 benefits not only commuters in Redmond and Overlake but also people coming from further north like Totem Lake, Kirkland and parking at South Kirkland to access downtown not just for jobs but for social services, ball games, doctor's appointment, etc. 3. 256 is insufficient as a replacement

	<p>Some may say that 256 is a valid alternative, but I wholeheartedly disagree. I have read Metro's outreach report and the 256 is unfortunately only every 30 minutes during peak due to limited service hours available to them. It is barely enough for the demand in the Woodinville and Kingsgate area and would not be able to attract and support many passengers transferring from the 542 to the 256. The 545 will be needed.</p> <p>4. Potential for reallocating capacity related peak trips to other times / routes While I appreciate the retention of route 545 in the service plan, I do agree the addition of line 2 would provide capacity for some city hall / county office to Redmond commuters and would lessen the peak load on the 545. I think peak frequency can adjust from 10 minutes to 15 minutes. That would allow for better evening frequency on weekends, which currently drops to hourly at 8pm coming from Seattle into Redmond. My napkin math says this would mean 50 fewer round trips per day by reducing peak frequency, that should be enough for more weekend or even weekday evening trip and still provide additional service hours for other service desires, like more 566 trips.</p> <p>I appreciate your time reading the email.</p>
25	<p>I totally object to the elimination of the ST554 that is the direct link from Issaquah to downtown Seattle. Without this service, the only reasonable option is to drive, which is what we are trying to avoid. If and when Sound Transit chooses to recognize the residents along the I-90 corridor with a continuous rail service, then the bus service could be replaced.</p> <p>Additionally the light rail has not proven to be reliable. Line 2 went down recently due to a power outage and has had other disruptions, including a suspension due to a power issue. These issues occur on Line 1 west of the lake. Furthermore the trip across the lake is totally untested for regular commute situations. In my opinion, it is much too soon to make everyone take the light rail into Seattle until the problems are worked out.</p> <p>The 554 along I-90 is the backbone of the Issaquah-Seattle commute. You can not expect people to make the uncertain transfer to catch a train that will clearly add time to the commute.</p>
26	<p>I have tried to reach out via the number that was listed in the survey, which is 206-553-3774, but have gotten no response to any of my messages that I've left and no one ever answers that line. I am trying to find out a little more information before I take the survey about the 554 route changing to 556 and going into downtown Bellevue to transfer to link light rail I would like to know how the bus is going to travel from I 90 to downtown Bellevue because there is a lot of traffic And it would not serve customers well to change that service if traffic is going to be so much worse, even if you are increasing the stops on sunset way in Issaquah, could you please get back to me and explain how the new 556 bus will travel to downtown Bellevue from Issaquah.</p>
27	<p>Hi,</p> <p>I saw on the Annual Service Plan (https://www.soundtransit.org/system-expansion/planning-future-service/2026-service-plan/east-king-county#556) that the 554 will be eliminated and the 556 route altered to replace it. I can't tell from the page which stops will be serviced by the new</p>

	556 route - could you let me know if it will service stop #64502 at E Sunset Way & 1st Ave NE in Issaquah?
28	<p>PLEASE do not eliminate the 554 Express Bus route from Issaquah to Seattle!!! It is the fastest and most direct way to travel into Seattle, and back home to Issaquah for commuting to and from work, without the hassles and delays of transferring in Bellevue to take light rail. Why would you even consider eliminating this reliable and most valuable express bus route!?! </p> <p>I can guarantee you it will only result in more people choosing to drive, rather than deal with the considerable inconvenience of requiring transfer in Bellevue. Totally defeats the purpose of providing reliable public transport!</p>
29	<p>I wanted to email to if Sound Transit Engagements are planning to come out to Uwt for engagement for ST express. And/OR I am trying to get materials for it.</p> <p>Lot of students who goes to UWt is commuter and transit rider, but services is limited in Tacoma. So I wanted more people to know about this. And I just created Students transit union, so I would love to collaborate.</p>
30	<p>It was brought to my attention today, 10/20 that sound transit have plans of discontinuing bus route 515 when the blue line opens up. My friend told me that 2-3 weeks ago sound transit staff was handling survey to commuters for feedback about this plan but I was wondering why I did not get any. I HIGHLY oppose removing bus route 515 going to downtown from Lynnwood. Right now the light rails are always packed, have mechanical issues causing tardiness on commuters, cancelled trip, late bus etc. This will definitely ruin the bus system and light rail system tremendously if this proposal will materialize. So, I want to be informed with first hand information instead of hearsay that's why I decided to ask if this is even true or not. Please advise. Thank you for your help.</p>
31	<p>I live in Issaquah and frequently ride the 554 bus route. It has been my link to downtown Seattle for Mariner and Seahawks games, in addition to doctor's appointments and entertainment. I cannot believe you would take that away from us. I realize I would still be able to make a transfer but that adds another 15-25 minutes onto a schedule. Issaquah was already slighted with light rail. Why would light rail stop at Eastgate? Do you not see the traffic that flows from Issaquah, Sammamish and Snoqualmie areas? The 554 has carried Seattle workers for a long time. When I ride it in the late afternoon, it is standing room only. Is there an option to run it less frequently and keep it going? Please keep the 554!</p>
32	<p>I currently take 554 to downtown often and to airport by connecting at ID. It is a long trip but reachable when I have enough time.</p> <p>The change with connection/ transfer at Bellevue will add additional time and 2 transfers to airport. It's very bad for people living in Issaquah.</p>

	<p>I like the previous proposal better that route 250 from Issaquah highland to Mercer island, with increased frequency, transfer to 2 line. that is at least most straight route. Certainly additional transfer will add trip time!!!</p> <p>Please reconsider your plan, consider the convenience of people in Issaquah.</p> <p>Btw, I didn't receive any email from transit or metro about this planed change. I saw this in Nextdoor chats.</p>
33	<p>I haven't been able to find a crucial piece of information re these 2 routes.</p> <p>I currently take KCM from the Northwest Kidney Center (145th and Bothell/Lake City Way) to my home (near 25th Ave NE and 70th Street to the Northwest Kidney Center after dialysis, 3x a week. This is a relatively short trip, requiring just one bus. Except on holidays, when KCM372 stops at 130th and Lake City Way and I have to transfer to a ST522 to go from there to the kidney center on 145th.</p> <p>It looks like there will be no way to get from 145th/Bothell/Lake City Way to my home after dialysis.</p> <p>This is worrisome.</p> <p>Dialysis is exhausting.</p> <p>I really don't want to have to spend what could be 30 - 45 minutes trying to get from the kidney center to a light rail station on 148th, then light rail, THEN another KCM bus to get home from the light rail station. I have a very short turnaround time between end of dialysis and heading off to a part time job across town (3 buses). If the schedule change is what I think it will be, I will have NO time to do anything after eventually getting back home, except reload my wheelie bag with the things I need for the job and immediately head back out to a bus stop to catch one of three buses I need to get to jobsite.</p> <p>Right now, I can catch KCM372 at 145th and Bothell Way, 1 short bus ride to a stop right by my place, then at least 1 hour of "down" time before having to go back to that bus stop and begin the long 3-bus trek to the jobsite. This is brutal, but doable.</p> <p>With the service change, things will become VERY brutal.</p> <p>ACCESS brings me to dialysis early in the mornings. But ACCESS can only guarantee timely pickup/dropoff for one trip per day. I would not be able to depend upon a timely pickup after dialysis. That is crucial.</p> <p>My question: If the proposed service change takes effect, will there be any way to get from 145th and Bothell Way(Lake City Way) to the University District - - a TIMELY way, that does not involve having to go through that new 148th street station? No one has satisfactorily answered this question. I've checked online, no luck there.</p> <p>The service change could add up to an hour of travel time, instead of a 15 minute bus ride (what happens now).</p> <p>I do not consider this really effective "service."</p>
34	

	<p>Hey Sound Transit,</p> <p>I have some suggestions with the 2026 Service Change because as I do enjoy the most of it but not all. Here's what I would suggest to change:</p> <ol style="list-style-type: none"> 1. 513 - continue service to Eastmont Park & Ride as people still use it, and if possible, having it go all day instead of being peak hours only. 2. 556 - Service to University District should be continued, at least during peak hours, as some will not be pleased with having to transfer in Bellevue just to get to U-District or those not wanting to deal with extra stops between Bellevue and UW Station. 3. 560 - increase frequency to 30 minutes on weekends and 15 minutes on weekdays, even if it means having to transferring the route back to King County Metro Transit, to improve connections between Bellevue, SeaTac and West Seattle, especially for Bellevue, Renton, Burien and West Seattle riders heading to SeaTac. 4. 566 - making it all day everyday due to the reasoning it was cut to peak times only no longer existing, ie Pierce Transit no longer operates the 566. 566 became peak time only due to Pierce Transit's driver and bus shortage and then was transferred to Metro. So, 566 going all day could become a possibility. 5. 574 - KEEP SERVICE TO SEATAC AIRPORT STATION AND TERMINAL. Many people ride the 574 because it directly serves the SeaTac Airport Terminal, and from what I have heard from other people (including someone who is currently doing the 574 this shakeup and yes he does work for Pierce Transit, he's a good friend of mine) plus there's a lot of the MCI D4500s that get put on that route so there is going to be many people are going to board the 574 at Tacoma Dome Station, hull large baggage up these D4500s, and then have the transfer to the 1 Line at Federal Way Downtown, and have to walk to the terminal upon arrival to SeaTac Station which has the potential, to put it lightly, piss a lot of people off. A lot of riders, especially airport travelers and TSA agents, ride the 574 because it directly serves the terminal and could potentially be opposed to the change. The best course would to keep the 574 to SeaTac, delete the Star Lake Freeway and Kent Des Moines Dr Freeway stops (maybe Federal Way Downtown too?), allow riders between TDS/Lakewood and SeaTac to take a one seat trip between their home cities and the airport. <p>592 - If possible, expanding to all day service on this route to help improve access for riders to work opportunities and light rail. If needed, only have peak time trips serve Lakewood Station and SR 512 P&R.</p>
35	<p>Hi,</p> <p>There appears to be a bug in the 2026 service change survey - for the new overnight bus route from Seattle to Redmond, on the page for reasons you support the change, the "Other" box does not appear to support write in.</p> <p>I would also like to voice a strong opinion for changes to the service plan that they survey did not ask about. In the future, please leave an "addition comments" box on the survey so that I don't have to use email for this!</p> <ol style="list-style-type: none"> 1. In earlier planning documents, many more ST express routes were going to be cut due to Link expansion. I understand that the new policy is to preserve routes that offer significant time savings over Link. I agree in principle, but please consider the travel time of all alternative transit options, not just Link. For example, please eliminate the 545 for increased 542 service, which will not significantly increase travel time to downtown Seattle, as Link will be a fast transfer at 4-

	<p>minute headways. Please consolidate the 574 and 594 into a single route to increase frequency stopping at Lakewood, Tacoma, Federal Way, and Downtown Seattle.</p> <p>2. Overnight Link replacement bus service is an excellent first step. However, I have some concerns and suggestions for which there was no obvious place to write on the survey. For the South route, please serve Rainier Valley and Judkins Park via I-5, MLK Way, and Rainier Ave, skipping SODO and Stadium. Use the same signal priority as Link trains if possible for fast service. This area needs late night airport connectivity most, since downtown already has the 124, and will not add too much delay, being a straight line. For the North route, please coordinate with KCM to through-run Routes 67 and 49 late nights, and have timed transfers with I-5 Link replacement service. The Northgate - Westlake segment has by far the most riders on Link, so it would be terrible if the only service were the dark and dingy I-5 freeway stop on 45th. I understand that this segment would be quite slow for Snohomish County riders, which is why I am suggesting a separate service with timed transfers.</p>
36	<p>We heard from friends that sound transit is planning to close down the 554 next year? This true?</p> <p>We are seniors living in downtown Issaquah, and we use the 554 to get into various things in Seattle. That's to doctor's appointments (cancer) , cultural events, see friends, eat, airport. Losing that bus will be a huge change to our ability to get places. We literally chose our current living location because of access to the 554.</p> <p>Can you explain the reasoning behind this change? Is there a plan to replace it with something that will be as fast, frequent, inexpensive? Please don't tell me Uber.</p> <p>I took the 554 in once for an event near King street, ending around 10pm. my return 554 bus was cancelled (mechanical failure) and I was going to have to wait till 11:30 for the next 554 (dark, cold outside in the international district) , so I took an Uber -- \$65! Having an Orca card and the 554 is a quality of life changer. I get using a smaller bus for the later buses, but eliminating makes no sense.</p>
37	<p>The current system, where routes 156 and 165 both stop at the campus of Highline College, provides more safety than re-routing these stops to across Pacific Highway South.</p> <p>Pacific Highway South is a very busy road, and the intersection of 240th Street and Pacific Highline is a busy intersection, so requiring more students to cross the road to access common bus routes, especially Route 165, increases risks of bodily injury. We are talking about hundreds of more students crossing this road every day of classes, at all times from mornings to evenings.</p> <p>This is especially concerning for students going to and from early morning (8:00 a.m.) classes and evening classes (6:00 p.m. to 8:20 p.m.), during commute times when drivers are in a hurry, feel tired, and have impaired vision due to darkness, rain and especially fog. The most vulnerable people are the pedestrians.</p> <p>Many Highline students are immigrants, refugees and people of color; they are already among the most vulnerable in our society. It is important to not add any additional injuries - or additional risks of injuries - to the insults that are happening now.</p>

	Please keep the current stops at Highline College on both routes 156 and 165.
38	<p>Hello,</p> <p>Will Sound Transit be adding any bus routes that connect Central Tacoma with either the Federal Way or Kent-Des Moines light rail stations?</p> <p>Best,</p> <p>I'm also wondering what the estimated average travel time will be from Kent-Des Moines to the Lynnwood station, as I may be moving up there.</p>
39	<p>I strongly object to the proposed changes. My disabled son takes the 554 daily to/from work from the Issaquah Highlands P&R to downtown Seattle daily. I realize with the light rail implementation that changes to routes will happen.</p> <p>The proposed 556 meandering route through Issaquah is unacceptable.</p> <p>After waiting for the bus train transfer, how long will the trip take between the S Bellevue station and the Highlands P&R?</p> <p>Especially during peak morning and evening commute times?</p> <p>Traffic on Front Street is at a standstill at these times, and so will the buses! Has this travel time been measured at peak times?</p> <p>When the Issaquah Transit Station was built, extra bus lanes were added on State route 900 to accommodate bus access from I-90. At great expense I might add. This was to get the buses to/from the freeway and not sitting in traffic. And now the 556 will not use these bus lanes and instead drive through very heavy street traffic with many, many stops.</p> <p>Have you ever tried to travel north on Front Street at 8 AM or south on Front Street at 5 PM????</p> <p>The Plateau (including part of Issaquah and all of Sammamish) has a population of greater than 100,000. We deserve better commute time bus service than what has been proposed.</p> <p>Please propose an expedited route for travel between the Highlands P&R and the S Bellevue station.</p>
40	<p>ST planning,</p> <p>I participated in the survey, read the materials, examined the timetables, and attended the Redmond open house. I heard that the bus service will remain largely unchanged until fall 2026; it may be changed then; management and the board have approved spending more on bus service. After the fall 2026, ST may consider another restructure. Thank you for the willingness to spend more on the bus network; now, please do so efficiently.</p> <p>Phasing. Please be more assertive. Please change the network faster. We want our local transit agency partners to integrate with Link; ST bus should integrate with Link. There will be several months of "joint" operation of the continued bus network and the Link extensions; south in fall</p>

2025; east in mid 2026. So, use that ridership data to help you develop a bus network that better integrates with Link.

Future ST3 Bus

Please revise Stride3 to extend to Woodinville and provide a 10-minute headway. Its main purpose will be as the Northshore spine; yes, it will connect with Link at south Shoreline, but it will also provide two-way all-day local service within Northshore (e.g., Woodinville, Bothell, Kenmore, LFP, and now Shoreline). The initial ST3 concepts about Stride were incorrect and had to be revised: Stride1 and 2 were split at BTC; serving Bothell was more difficult than expected. The initial Stride3 was to have half its trips turn back at UWB/CCC; this led ST to report that it would have a reliability issue from two outer termini. The answer advanced was to truncate all trips at a made up terminal under I-405. A better answer, and one that should be selected for the ST3 network, is to have all Stride3 trips begin and end at Woodinville. Woodinville is in the ST district; it is a real place with significant multifamily housing and commercial development. Under the new East Link Connections (ELC), Metro will have several routes terminate at Woodinville; they would feed the ST route; it would be their trunk route. I suggest that Metro extend new East Link Connections (ELC) Route 222 to Woodinville as well. Yes, Stride3 will use more service hours if extended to Woodinville. Yes, Stride3 would need a few more BEB. It would be worthwhile for the network.

Fall 2026 Changes

Route 522

Please aim to provide a 10-minute headway during all time periods. In 2021, ST seemed to have enough buses for that service level. ST relied on unreliable Route 322 service instead of providing even headway. In the meantime, please do not operate a turnback variant of Route 522 at UWB/CCC; extend all trips to/from Woodinville. Several years ago, ST dropped a stop pair from the Route 522 pattern at Ballinger Way (SR-104); this is the transfer point with Route 331; please reinstate the stop pair in the pattern. Stride3 has a long term plan to stop there.

Snohomish County

The improvement to Route 535 is good.

SR-520

Please delete Route 545 and consolidate its buses and hours into a very frequent Route 542 with two pathway revisions: it should serve the Bear Creek P&R, as Route 545 has; it should serve the downtown Redmond Link station. (I was shocked to hear at the open house that Route 545 would not be changed at all, even to serve the Link station). I expect ST has coaches and hours to provide two-way 10-minute headway service if not even shorter headway. Route 545 is poor service; it has its buses sitting in too much congestion on the I-5 general-purpose lanes in both directions, in downtown Seattle, on 5th Avenue inbound and 4th Avenue outbound. SDOT took a lane from 5th Avenue in March 2019; SDOT took a lane from 4th Avenue in 2020 for PBL. The consolidation of routes 542 and 545 has been a sound concept since March 2016 and U Link. Please consider a "pony race" between Evergreen Point and Westlake, Route 545 v. Route 542 and Link. Under a valid pony race, wait, walk, and in-vehicle times are summed; it is all about the minutes. Link is about eight minutes between UW and Westlake, at all times. In 2016, Route 542 and Link was faster in both peaks in both directions due to slow bus times on I-5. Route 545 may have won when congestion was absent. Traffic

congestion has rebounded since Covid; traffic congestion will grow. Downtown Seattle is slower today.

We will not miss Route 544. Note how ST and Metro seemed to plan around the now delayed WSDOT reversible ramp differently. That was odd.

Metro East Link Connections (ELC) Route 270 does not provide enough service; it is only 15/15 weekday headway; Route 271 provided 10/15 headway on weekdays. Route 556 provides a peak overlay. Between the University and downtown Bellevue the bus connections are faster than the 2 Line.

I-90

Given the travel time of Link, the Sound Move ramps, and the WSDOT center HOV lanes, a different network is warranted. In general, east-west routes should meet Link at Mercer Island and north-south routes should meet Link at either downtown Bellevue or South Bellevue. The former has great access given the NE 6th Street center access ramps; the latter faces congestion and the pathways must weave. Given this geometry and the travel times provided by the ST routes, I suggest the fall 2026 network be different than you suggest. The Metro Transit ELC network also has flaws; the ST network can fill some of its holes.

Routes 552 and 554 would meet Link at Mercer Island; new Route 552 would use the Route 212 pathway between the Eastgate local bays and Mercer Island via the 142nd Place SE center access ramps; Route 554 would use its current pathway between the Issaquah Transit Center and Mercer Island via the Eastgate freeway station. At Mercer Island, routes 552 and 554 could be through routed and live loop; layover could be taken at Eastgate and Issaquah TC.

Route 556 would connect Issaquah Highlands and the U District via Issaquah TC, Eastgate local bays, Richards Road, and downtown Bellevue. Between BTC and SR-520, it could use the NE 10th Street ramp and weave over to the center or use 112th Avenue NE directly into the center. Please see the version of Route 555 from about 2010. Note that the Metro ELC network has deleted routes 240 and 246 from the Richards Road area.

Routes 552 and 554 would be complemented by routes 269, 215, and 218 (it is weak for Metro to use a one-way peak-only route post Link).

Route 552 is important as only Route 212 has connected the local bays with the inside HOV lanes and fast regional service. The local bays are 800 feet and four levels from the freeway station. That is a wide seam for transfers. Route 552 would not take many minutes.

The Metro ELC network does not provide as many routes across I-90 via 142nd Place SE as it should; it could be a key bus-to-bus connecting point. ELC routes 220, 223, 226, 240, and 245 serve the local bays; only Route 240 serves 142nd Place SE.

Please cost out routes 552, 554, and 556 at 15/15 headway. The frequency is more important than the extension to the U District, though that would be powerful. The Route 555 loads would turn over along its pathway.

Please ask that Metro Transit Route 240 serve the Route 550 arterial pathway (e.g., Bellevue Way, NE 4th Street). Just because a blue ST bus has served Bellevue Way SE since it was implemented, does not mean that a blue bus needs to serve it in the future. Link is the main connection between BTC and South Bellevue. ELC places Route 240 on 112th Avenue SE. (ELC Route 240 is also shaped like a fishing knot).

<https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/projects/east-link-connections/routes/240.pdf?rev=c4f86b79b631447b972362cba2e74910&hash=EF0CFE5968051BF7857B5CC07E863C19>

For background on I-90 service and travel times, I provided this passage to you several months ago:

The ELC outreach has included the ELC Route 554 for several years. However, it is suboptimal, as it does not use the I-90 infrastructure well. Sound Move and WSDOT provided the Eastgate freeway station at 142nd Place SE and the center HOV lanes all the way to/from 80th Avenue SE at Mercer Island. The current pathways of routes 214 and 554 have much better speed and reliability than Route 556 does. The latter must go through periodic congestion on Bellevue Way SE and the ramps to/from I-90 and weave to/from the center HOV lanes. See Google Maps for a graphic of congestion by time period. Please see Route 554 timetable; there is a link below. The scheduled peak period running times between the Issaquah Transit Center and Mercer Island P&R are fast: 15 minutes outbound; 14-19 minutes inbound. In contrast, the scheduled running times of Route 556 between South Bellevue and the Issaquah Transit Center are slower and have more variation: 21-24 minutes inbound; 18 to 23 minutes outbound. The ELC network provides slower service between Issaquah and Seattle than need be. Issaquah riders oriented to/from Seattle will have a transfer to/from Link in either hypothetical networks. Under the ELC Route 554 they will also have the Link running time between South Bellevue and Mercer Island; that would be about four minutes. So, in the peaks, the ELC Route 554 option would take about 10 minutes longer in both peak periods. Many riders will be oriented to/from Eastgate and Bellevue College; they would have better frequency and speed with this suggestion as well. Under ELC, outbound riders bound to Eastgate would face a choice to alight at Mercer Island or South Bellevue; service would be split under ELC and concentrated at Mercer Island under this option, reducing wait times and in-vehicle times. (The MI to Eastgate market could have routes 554, 215, 218, and 269).

So, please do not provide slow service to Issaquah riders oriented to Seattle. Their transfer point with Link should be at Mercer Island. Please provide faster service to the riders of local routes at Eastgate. Under the ELC network and the ST 2026 plan, outbound riders oriented to Eastgate would have an awkward choice whether to alight Link at Mercer Island or South Bellevue. Issaquah riders would have a slower trip.

Note that downtown Bellevue may have a constrained layover situation with Metro ending routes 270 and 220 there and Route 556 replacing Route 550.

East Link capital

Please add pairs of new bus stops near two stations

BTC. On NE 6th Street just west of 112th Avenue NE; this will reduce the transfer walk between the I-405 routes and the 2 Line at the downtown Bellevue station. Why take bus riders west to the BTC only to have them walk back to the east? The Link to BTC walk is uphill.

MI. On 77th Avenue SE at the south entrance of the Link station. The network should call for MI local routes to have shorter transfer walks. In the mid term, the MI DART routes could be replaced by bus routes with off-island components.

Route 566

	<p>This route was mistakenly not included in the ELC project. In the 2024 SIP, ST asserted that most of its riders would have to transfer if it was truncated at the downtown Bellevue Link station. This was incorrect. Between BTC and RTS, Route 566 duplicates the 2 Line. See SIP 2024, page 20. The minutes saved on Route 566 if it were truncated at BTC could be used to add trips and reduce waiting. In the short term, please truncate Route 566 at BTC and add trips with the minutes saved. In the longer term, its southern terminal could be shifted to the Tukwila Sounder station and more minutes could be saved. Sounder has a 20-minute headway; it is fast and reliable. The a.m. peak span of Route 566 is slightly longer. Route 566 could become a two-way service; almost a turnback variant of Route 560.</p> <p>Federal Way Link Extension Please consider a more aggressive restructure for 2026. Enough is known about the markets. Many suggested a similar change in the aughts then the South 317th Street ramps opened. Consolidate routes 574, 590, and 594 into one. Use one tail in Tacoma. Have all trips serve the Federal Way Link station. Provide a short headway; waiting is a key cost to riders. The bus route could use the Sound Move South 317th Street ramps in both directions. Federal Way Link opens up many transit markets to Pierce County riders.</p>
41	<p>Your plans to change the 556/554 suck.</p> <p>Signed, All of Issaquah</p>
42	<p>I'm a long time worker but rider been taking the bus from Lakewood 512 park and ride for over 19 years. I really appreciate the service you guys provide us. I live in DuPont. So I can sleep on the bus and not have a headache fighting traffic. The bus dropped me right at the airport. It was perfect! I'm usually getting the bus at 4:17am out of Lakewood 512 park and ride. Get up to the airport at 5:15am. My job starts at 6am-3pm. I really liked the direct stop at SeaTac Airport. Didn't have to connect with any other bus or train. I could just get some more sleep. Sometimes I pick up overtime. I could be working 16 hour days at times. It's really important for me to the bus so I can sleep and not worry about traffic. I work for Horizon airlines at SeaTac Airport. I really don't like idea of bus having to make a connection at federal way to get to SeaTac Airport. Lots of us workers rely on the bus to get to work. We don't want to drive and want to do our part to eliminate more cars on the road. If they ever had a train from Tacoma to SeaTac Airport I would take that someday. So we don't get stuck in I-5 traffic. I just don't like the idea of getting off at federal way to get on a train or a different bus just to get to work. Lots of us at my company agree keep the 574 Bus Route from Lakewood to SeaTac Airport. Really helps us in the morning and coming home. I'll be ok with taking the train if it's operating from Tacoma or Lakewood. The train should be more on time with no traffic. Just please keep the 574 bus coming up from Lakewood. We really appreciate it! Those people in federal way could take the train. I just can't handle more stress just to get to work. Need a train running 24/7. So people starting early can make it to work on time if they live in federal way.</p>
43	<p>I have a condo in Seattle near the space needle. My son has a condo in the same building. I care for my 96 year old parents in North Bend, which I plan to keep after they pass. My family rides the 554 bus frequently. My 34 year old daughter has physical/cognitive disability and is unable to drive. She lives with me and frequently uses this bus to go back and forth from Seattle to North Bend.</p>

	<p>My son chooses not to have a car and uses this bus to help out his aunt (whose husband recently died), me and my elderly parents. It is a long enough commute considering the 208 bus to North Bend is infrequent and not reliable during weather events.</p> <p>This change will require me to drive in to Seattle frequently to shlep family back and forth. We love taking public transportation- but this will require now 2-3 changes, verses 2. The last stop on the 554 is about 5 short blocks to the condo. The closest light rail will require another transfer to the 8 bus or take the monorail.</p>
44	<p>I serve as the Founder and Executive Director of the Central Puget Sound Youth Transportation Alliance (CSYTA).</p> <p>On behalf of our organization, I am submitting feedback regarding Sound Transit’s 2026 Annual Service Plan. Our comments are based on a member survey in which 82% of respondents supported our proposed modifications, which align closely with Sound Transit’s plan while aiming to utilize resources more efficiently and improve coverage in areas where service is most needed.</p> <p>Please find our proposal attached for your review. Our feedback primarily pertains to Sound Transit services in South King County and Pierce County, including corridors connected to the Federal Way Link Extension.</p> <p>Thank you for your consideration, and for continuing to engage the community — including youth advocates — in shaping a stronger regional transit network.</p>
45	<p>Hello can you guys like not take the bus away because I like it and also I like it</p>
46	<p>I hope this message finds you well. I wanted to take a moment to express my appreciation for all the work Sound Transit does to make regional transportation accessible, efficient, and environmentally sustainable. Your continued efforts to improve our transit network are noticed and valued by so many of us who rely on it daily.</p> <p>I recently learned about the proposed change to the Issaquah–Seattle direct bus route, which would require riders to transfer to light rail in Bellevue instead of maintaining a direct route to Seattle. While I understand the goal of better integrating regional transit systems, this change would unfortunately add approximately 12 minutes to the commute and introduce an additional transfer that could be burdensome for many riders.</p> <p>The direct bus route provides a critical, efficient connection for Issaquah commuters traveling to Seattle. Removing it could discourage transit use among those who depend on convenience and reliability to make public transportation a viable option.</p> <p>I respectfully ask that you reconsider this proposed change or explore options to preserve a direct route between Issaquah and Seattle. Maintaining this service would continue to support riders who depend on it for work and daily life while aligning with Sound Transit’s commitment to accessible and efficient transit solutions.</p> <p>Thank you again for your dedication and thoughtful planning. I truly appreciate your time and consideration of this feedback.</p>
47	<p>The proposed elimination of the only direct bus route to Seattle from Issaquah will have very negative impacts on all its riders. Your proposal states that Riders will add on average an</p>

	<p>additional 7-11 minutes to each direction of our daily commutes. That is unacceptable. I commute to Seattle from North Bend. I drive to Issaquah Park and Ride to catch a bus. Under the proposal I would drive to Issaquah, catch a bus which would then have to fight through 90/405 area traffic to exit the highway and take surface streets to South Bellevue Station. There I would change for a light rail train. Once in Seattle, I would have to walk an additional 5 or more minutes to get to my office from the train station. If I am faced with adding 30-40 minutes a day more to take public transit, I will consider other options such as driving all the way in, which will only worsen traffic. A better plan that Sound Transit should propose is continue the 554 bus so its riders do not take such additional commute time impacts. Perhaps later when Link trains and car travel are more settled you can plan how to better connect to light rail.</p> <p>I would like a response to my comments.</p>
48	<p>To the Sound Transit</p> <p>am writing to submit a proposal for a new ST Express bus route, "Route 559," to create a vital, direct connection between Duvall, Everett, and Lynnwood.</p> <p>The Problem:</p> <p>Currently, there is no direct public transit service connecting the Snoqualmie Valley (Duvall) with the major employment and transit hubs in Snohomish County. A resident of Duvall traveling to the Lynnwood Transit Center or Everett Station must take a 2.5+ hour journey with at least two transfers. This makes commuting by transit impractical and isolates Duvall from the growing regional transit network.</p> <p>The Solution: ST Express Route 559</p> <p>I propose a new peak-hour, weekday commuter route that would provide this missing link. This route would serve commuters, students, and travelers by connecting them directly to major regional hubs.</p> <p>Key Connections: This route would connect Duvall residents to:</p> <ul style="list-style-type: none"> * Lynnwood Transit Center (for the 1 Line and 2 Line Light Rail) * Everett Station (for the Sounder N Line, Amtrak, and Everett Transit) * Major Employers (like Boeing and the I-5/I-405 corridor) <p>Suggested Route & Stops:</p> <ol style="list-style-type: none"> 1. Duvall Park & Ride 2. Woodinville Park & Ride 3. Canyon Park & Ride 4. Everett Station 5. Lynnwood Transit Center <p>This route would fill a major service gap and integrate the Snoqualmie Valley into the broader Sound Transit network, significantly reducing travel times and providing a practical alternative to driving.</p> <p>Thank you for your consideration of this proposal for the 2026 Service Plan.</p>

49	<p>As a rider living in South Snohomish County, I want to offer the following comments regarding the 2026 Service Plan.</p> <p>Sound Transit should conduct a joint proposal with Community Transit to better coordinate services connecting Downtown Edmonds with regional centers. Sound Transit should propose a ST Express route connecting Edmonds Station with Shoreline North Station. The route should run on Railroad Avenue to W Dayton Street to 5th Avenue and continue on Edmonds Way (SR-104) and then continue on Aurora Avenue before turning on 185th St and ending at Shoreline North Station.</p> <p>Sound Transit needs to work with WSDOT, Snohomish County, and other partners to build the northern half of the Ashway direct access ramps as soon as possible. This will speed up Routes 512 and 532.</p> <p>Regarding Route 566, Sound Transit should truncate the route to end at Bellevue Transit Center. The route completely duplicates Link in the Bellevue-Redmond section. Does the bus “offer substantial travel time benefits over Link”? No! At best the bus is just as fast as the train — quite often it is slower.</p> <p>Sound Transit's MCI buses on ST Express</p> <p>Good transit makes riding and transferring easy. This quality—<i>ease</i>—is essential, particularly if we are to serve riders who have children, mobility impairments, are carrying groceries or luggage, or are experiencing any variety of conditions or situations that call for extra care. Transit <i>can</i> be good and convenient. Where this is the case we find cities and societies that are better places for everyone.</p> <p>Sound Transit's MCI buses are an enemy of this vision. These buses are not good transit. They are poor transit personified by a single vehicle, which is somehow used extensively on Pierce County routes.</p> <p>Unlike buses that are actually suited for the purpose of mass transit, there is only one means of egress, forcing many to struggle along its full length to reach an open seat. As the floor is perched well above sidewalk level, ADA access is terrible. Should an individual need mechanical assistance to get inside, interior seats need to have their occupants relocated before being shuffled about, and then a power lift deployed. This totally avoidable procession delays the trip by several minutes. Worse, it creates a potentially embarrassing situation for the passenger at no fault of their own, but who must still bear the burden of a failed transit operation. If more than one person needs a lift, riders will sit idle for an unknowable and untenable duration. Confoundingly, the MCI coaches are often used on the 574 ST Express run to Sea-Tac Airport. As poor souls heave their suitcases upstairs and bang them on the vehicle's protruding edges, a shockingly poor rider experience is had on what should be a marquee busline. Not only should the MCI use here end, but the vehicles should be sold and replaced at once.</p> <p>ST Express post-Federal Way Link opening</p> <p>In general, ST Express buses headed between Tacoma and Seattle during the off-peak needs to make a stop at Federal Way Station. A central outcome out of this exercise ought to be a bus every 10 minutes off-peak, timed to Federal Way train arrivals, heading south to Tacoma. Alternating 594s and 574s, each running 20-minute headway, would serve fit the bill. Anything resulting in something goofy like 15-minute headway should be avoided on Route 574. Failure to implement 10-minute headway on all-day bus service between Federal Way and Tacoma would</p>
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	<p>be a huge waste of the new stations, and a disservice to riders in south Seattle, south King County, and Tacoma.</p> <p>Sound Transit should study a \$3 flat fare for Sounder. This should be done in order to maximize the ridership of South Sounder.</p> <p>Sound Transit night owl service needs to directly connect the Rainer Valley with Sea-Tac Airport without requiring backtracking to Downtown Seattle. Getting from SeaTac to Rainier Valley at 2:00 am requires going downtown first. That is a big detour. The same is true in reverse. It seems like this is one of the bigger service holes in this plan. A route could run from Mount Baker to Sea-Tac Airport.</p>
50	<p>I took the ST Express 2026 restructure feedback survey but it didn't have a text box for custom comments or routes other than the subset listed, so here's my feedback.</p> <p>Add a Federal Way stop to the 594 and maybe the 590 and 592 too. That would greatly improve access to Federal Way from both Pierce County and downtown Seattle, giving all of them 15-minute frequency all day.</p> <p>It could replace the 577 and 574, and allow truncating the 578 to be more service-hour neutral.</p> <p>Put a north-south ST Express in Kent. Federal Way and Auburn have all-day express service to Seattle but Kent doesn't. Metro's 150 takes over an hour from Kent Station to Westlake in the midday, afternoon, and early evening. Going via Kent-Des Moines Link station will undoubtedly take longer than that because Link is already 42 minutes at Angle Lake. That leaves only 18 minutes to get to KDM, wait for a bus, and ride to Kent Station. Metro's 161 to SeaTac is comparable and takes 28 minutes, so that's already slower than the 150 and that's even before the transfer walk/wait.</p> <p>Truncate the 566 at Bellevue TC because it's redundant with Link to Redmond Tech. This would save some hours or a Kent-Seattle route.</p> <p>Make all the all-day ST Express corridors at least every 15 minutes all day. With the next Link extensions after that not coming for years, we need robust bus connections in the interim.</p>

One option would be to reroute the 578 to Puyallup-Auburn-Kent-Seattle. Another would be adding a Kent-Seattle route. Another would be to have two routes, that and Federal Way-Auburn-Kent-Seattle. This could be done by splitting the 578 or adding a route.

There has also been interest for years in a Bellevue-Tacoma Dome route. That could be extended to Lakewood, potentially replacing one of the other Lakewood-Tacoma Dome services.

I like the new overnight routes. However, many people in the region go to Capitol Hill nightlife venues or work at them. Extending the three routes to Capitol Hill station would make it much easier to get home from there.

The 545 seems redundant with the full 2 Line, especially with its 10-minute weekday frequency. I'd put at least some of those hours into making the 542 more frequent.

I'm glad Issaquah-Bellevue service would be upgraded to 15-minute frequency. I've been hindered from going to Issaquah or riding from the Eastgate freeway station to Seattle because of its 30-minute frequency. However, there's also an argument for having it go to Mercer Island instead, and having Metro backfill the south Bellevue Way service. I understand that would allow it to use the HOV lanes the whole way.

I'm disappointed Lake City will lost the 522. That's where half its riders are.

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Title VI Service Equity Analysis
2026 Service Plan
ST Express Plan – Part Two

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 as defined by the Federal Transit Administration (FTA) and the Sound Transit Board of Directors.

The 2026 Service Plan service equity analysis evaluates the potential service changes to ST Express bus service planned in Pierce and south King Counties in response to the 2 Line extension across I-90, and the 1 Line extension to Federal Way. 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.

Due to the complexity and scale of the ST Express changes associated with the Federal Way Link Extension and the Cross Lake Connection (2 Line extension across I-90), the 2026 Service Plan will follow precedent established with the 2024 Service Plan and be split into two parts. The first part of the 2026 Service Plan was focused on rail and was presented to the Sound Transit Board of Directors in October 2025. The second part will contain the associated ST Express bus changes and is scheduled for Board review in early 2026.

No major changes were included in Part one of the Service Plan, containing information about the opening of Pinehurst Station – which will be served by both the 1 and 2 Lines. This document, the Title VI Analysis for Part two, includes individual analyses for the bus service restructure proposals. The systemwide analysis is also included.

The **individual route analysis** for bus changes **did identify disparate impacts or disproportionate burdens on protected populations from September 2023 through September 2026. Therefore, mitigations are required.**

Mitigations include new 1 Line service to Federal Way, 2 Line service across Lake Washington to Seattle and Lynnwood, improved service levels on ST Express Routes 574 and 556, and new overnight bus service.

Table 1 summarizes the results of the Title VI service equity analysis in part two of the 2026 Service Plan – ST Express. Additional details are included in the following analysis.

Table 1: Summary of major ST Express service changes in the 2026 Service Plan Title VI Service Equity Analysis

Route	Service Change	Title VI Protected Populations	Adverse effects	Disparate impact ¹	Disproportionate burden ²	Mitigations
513	Increase Service, Delete Stops at Eastmont P&R	Minority - District Average: 42.6% Existing Route 513: 43.8% New Route 513: 43.8% Low Income – District Average: 19.5% Existing Route 513: 14.7% New Route 513: 14.7%	Yes	No	No	Not Required.
522	Reroute to Shoreline South	Minority - District Average: 42.6% Existing Route 522: 32.3% New Route 522: 35.4% Low Income – District Average: 19.5% Existing Route 522: 14% New Route 522: 15.6%	Yes	No	No	Not Required
550	Eliminate Service	Minority - District Average: 42.6% Route 550: 50.5% Low Income – District Average: 19.5% Route 550: 17.4%	Yes	Yes	No	New 2 Line service would be available, as would increased service levels on Route 556, which would connect riders from Issaquah to 2 Line service at South Bellevue or Bellevue Downtown Stations

¹ 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.

² 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.

554	Eliminate Service	<p>Minority - District Average: 42.6% Route 554: 49.5%</p> <p>Low Income – District Average: 19.5% Route 554: 14.5%</p>	Yes	Yes	No	New 2 Line service would be available, as would increased service levels on Route 556, which would connect riders from Issaquah to 2 Line service at South Bellevue or Bellevue Downtown Stations.
556	Truncate to Bellevue Downtown Station, Increase Service levels, Add Stops in Issaquah	<p>Minority - District Average: 42.6% Existing Route 556: 47.3% New Route 556: 49.4%</p> <p>Low Income – District Average: 19.5% Existing Route 556: 13.9% New Route 556: 11.5%</p> <p><i>Note: the proposed changes would make Route 556 a Minority Route, but as it currently exists, it is not. For the purposes of this analysis, it is not considered a Minority Route.</i></p>	Yes	No	No	New 2 Line service would be available, as would increased service levels on Route 556, which would connect riders from Issaquah to 2 Line service at South Bellevue or Bellevue Downtown Stations.
574	Truncate to Federal Way, change southern terminus to Lakewood Station from Lakewood Transit Center, Increase Service Levels	<p>Minority - District Average: 42.6% Existing Route 574: 53.7% New Route 574: 52%</p> <p>Low Income – District Average: 19.5% Existing Route 574: 31.2% New Route 574: 31.6%</p>	Yes	Yes	Yes	Increased service levels would be available on Route 574 and new 1 Line service at Federal Way. New overnight bus service would also provide improved connections in the late evening and early morning.
580	Eliminate Service	<p>Minority - District Average: 42.6% Route 580: 27.9%</p>	Yes	No	No	Not Required.

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		Low Income – District Average: 19.5% Route 580: 18.9%				
586	Eliminate Service	Minority - District Average: 42.6% Route 586: 50.6% Low Income – District Average: 19.5% Route 586: 31.4%	Yes	Yes	Yes	Making use of Sounder S Line or Routes 590 and 594 from Tacoma Dome and Transferring to Link provide comparable, if not faster, alternatives that run more often.

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 benefit 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.

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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 station 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 District³ overall. Table 3 shows Title VI population averages for the Sound Transit District using the American Community Survey five-year estimates 2023 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.

³ 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	42.9%
Low-Income	19.5%
Limited English Proficiency	10.6%

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.

As part of our proposals in the 2026 Service Plan, service would be discontinued to South Hill P&R and Eastmont P&R. However, their respective service areas are wholly subsumed by the those of Puyallup Station for South Hill and Everett Station and South Everett Freeway Station for Eastmont respectively. As a result, the Sound Transit service area remains unchanged.

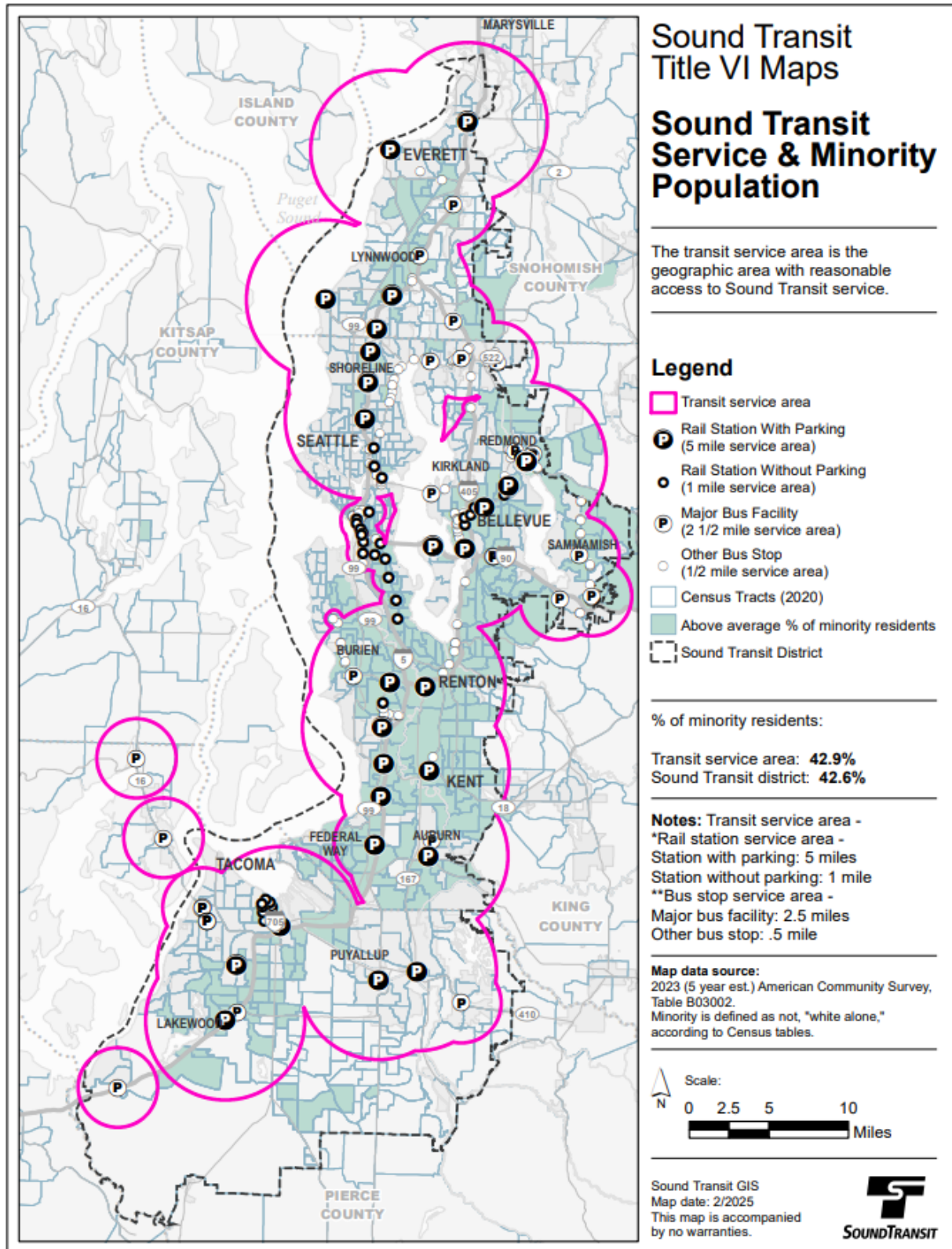


Figure 1: Map of Title VI minority population for Sound Transit service area

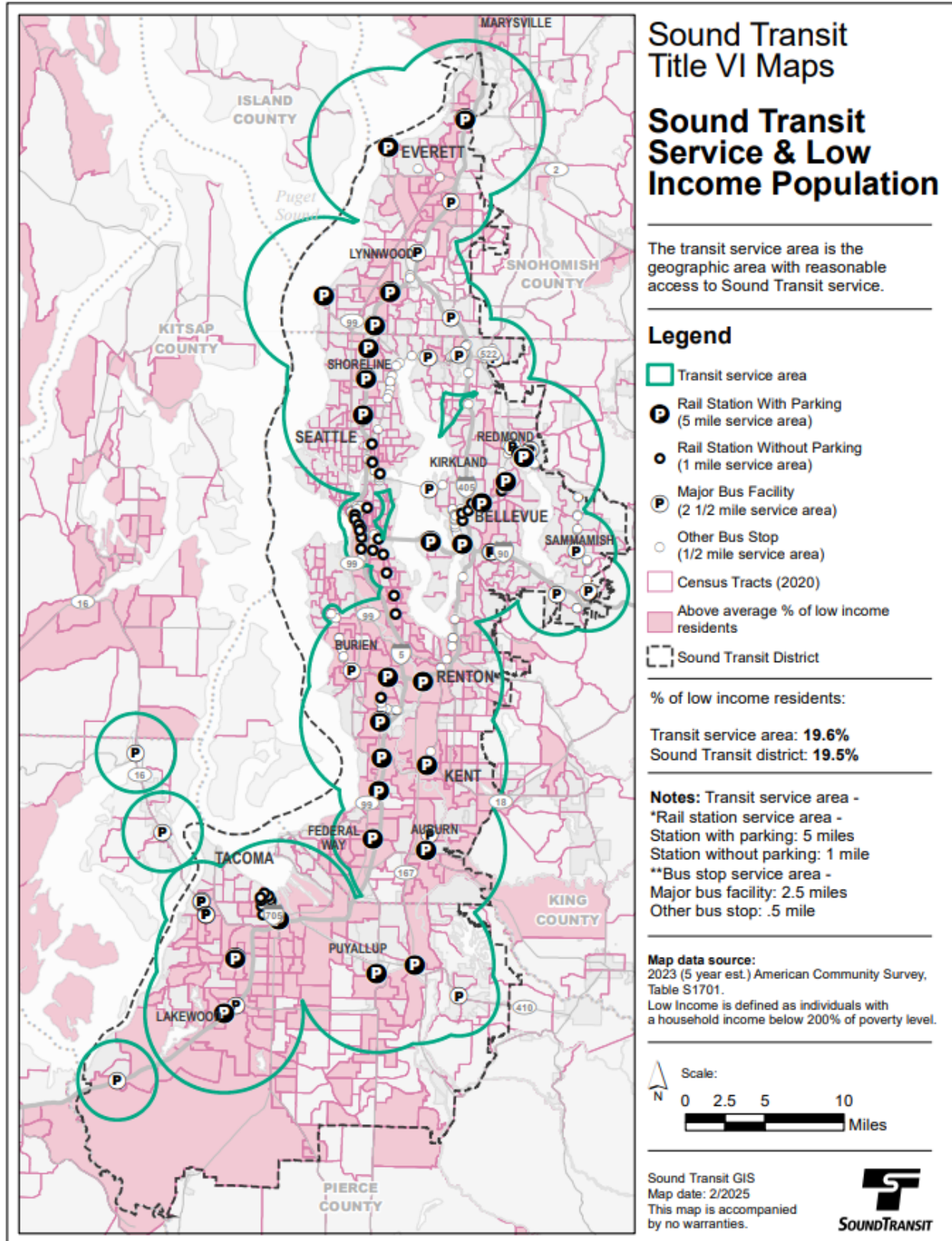


Figure 2: Map of Title VI low-income population for Sound Transit service area

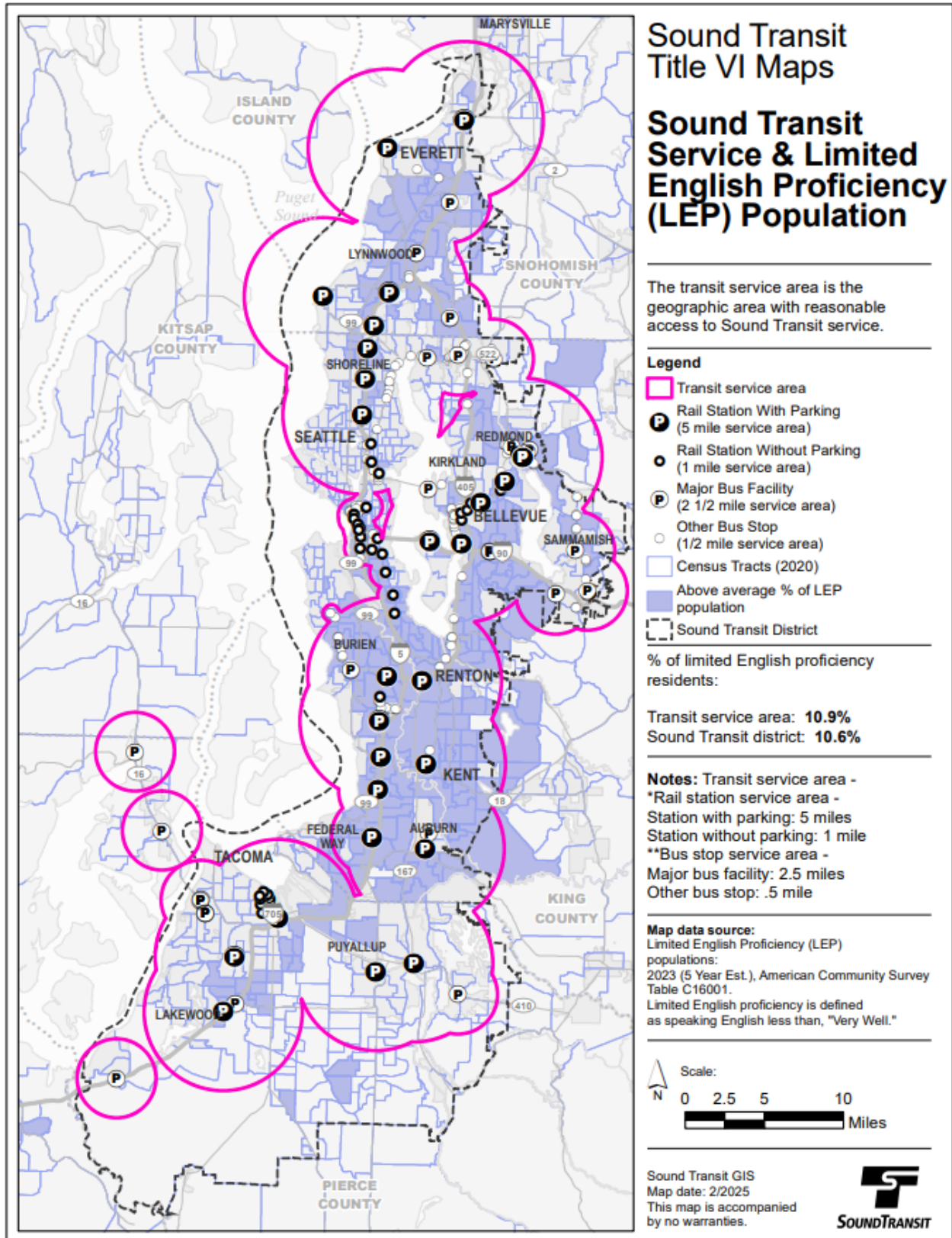


Figure 3: Map of Title VI Limited English Proficiency (LEP) population for Sound Transit service area

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 (regional fare payment) used to evaluate households that qualify for reduced fare payment.

Table 4: Title VI protected population by route (2024)⁴

Route	Minority Population	Low-Income Population	Limited English Proficiency (LEP)
ST Express Bus			
510	41.0%	22.9%	11.8%
512	42.0%	22.4%	13.5%
513	43.8%	20.4%	13.9%
515	41.3%	19.7%	10.7%
522	35.4%	15.6%	8.8%
532	43.4%	19.8%	13.4%
535	41.0%	15.0%	11.4%
542	49.4%	14.9%	12.2%
545	49.3%	15.4%	11.5%
550	50.5%	17.4%	12.5%
554	49.5%	14.5%	11.6%
556	49.4%	11.5%	12.6%
560	53.6%	23.1%	18.0%
566	55.7%	25.6%	18.1%
574	52.0%	31.6%	13.4%
577	54.0%	26.9%	14.1%
578	44.4%	24.7%	13.6%
580	27.9%	18.9%	5.7%
586	50.6%	31.4%	12.9%
590	46.1%	26.9%	8.4%
592	54.2%	32.0%	14.7%
594	48.2%	29.8%	9.5%
595	37.0%	22.2%	6.1%
596	22.0%	14.2%	3.7%
Commuter Rail			
Sounder North	37.0%	21.5%	11.0%
Sounder South	47.4%	24.7%	12.6%
Light Rail			
1 Line	45.1%	20.9%	12.0%
2 Line	40.7%	15.9%	9.6%
Tacoma Link	42.0%	25.4%	8.5%
Averages			
Sound Transit District Average	42.6%	19.5%	10.6%

⁴ 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

Table 5: Service change analysis summary

Major Service Change Analysis Summary					
Route	Proposed Change	Type of Change	Adverse Effects	Disparate Impact ⁵	Disproportionate Burden ⁶
513	Increase service Delete stops at Eastmont P&R.	Major	Yes	No	No
522	Reroute to Shoreline South Station	Major	Yes	No	No
550	Eliminate service on Route 550	Major	Yes	Yes	No
554	Eliminate service on Route 554	Major	Yes	Yes	No
556	Increase service Truncate to Bellevue Downtown Station	Major	Yes	No	No
574	Increase Service Truncate to Federal Way Relocate southern terminus to Lakewood Station	Major	Yes	Yes	Yes
580	Eliminate service on Route 580	Major	Yes	No	No
586	Eliminate service on Route 586	Major	Yes	Yes	Yes

⁵ 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.

⁶ 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 2025 Weekly Revenue Hours	Fall 2026 Weekly Revenue Hours	Percentage Change	Stop Removal	Type of Change
Route 522: Reroute to Shoreline S Station	1,019	785	-23%	Yes	Routing Change
Route 535: Add Sunday Service, increase frequency on Saturday	431	572	+44%	No	Service Addition
Route 550: Eliminate Route	903	0	-100%	Yes	Route Elimination
Route 554: Eliminate Route	663	0	-100%	Yes	Route Elimination
Route 556: Truncate, Increase Service	108	689	+537%	Yes	Truncation & Service Addition
Route 574: Truncate, increase service	828	924	+20%	Yes	Truncation & Service Increase
Route 580: Eliminate Route	8	0	-100%	Yes	Route Elimination

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Route 586: Eliminate Route	123	0	-100%	Yes	Route Elimination
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Route 513 // Increase Service & Delete stops at Eastmont P&R

Description of Proposed Major Service Change

Route 513 is proposed to begin bi-directional service and no longer serve Eastmont P&R.

Service Levels

Current Service

Because Route 513 only operates in the peak direction during peak hours, trip counts during the spans-of-service are provided in place of a frequency table.

There are 8 southbound trips between 4:30 – 8:30 a.m., and 8 northbound trips between 3:05 – 6:40 p.m.

Proposed Service

There will be approximately 16 trips (eight in each direction) between 4:30 – 8:30 a.m., and between 3:05 – 6:40 p.m.

Table 7: Approximate frequencies for Route 513 current and proposed service

Approximate Frequencies	
Proposed Route 513 Seaway Transit Center – Lynnwood City Center Station	
Weekdays	4:00-8:00 a.m. & 3:00-7:00 p.m.*
Early A.M.	30 min.
A.M. Peak	30 min.
Midday	-
P.M. Peak	30 min.
Evening	30 min.
Late Evening	-
*Span will be coordinated with Link schedules. Frequencies and proposed span are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs. Span is based on the departure of the first and last possible trips that serve the full line alignment.	

Table 8: Weekly revenue hours for Route 513 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	69	108	+56%

Route 513 would have 108 weekly revenue hours, an increase of 56% (Table 8).

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Adverse Effects & Benefits

Adverse Effects

This proposal results in adverse effects because it removes service from Eastmont P&R.

Benefits

This proposal benefits riders by offering bidirectional service between Seaway Transit Center and Lynnwood City Center Station during peak hours, improving access to employers in the area.

Title VI Analysis

Changing the revenue hours of a route by 25% or more, and removing a stop without another within ¼ mile is a Major Service Change that is subject to Title VI analysis. In this case, there is an adverse effect because the change is a reduction in service access. However, because neither the low-income nor minority populations served by Route 513 exceed the Sound Transit service area by more than 5%, there are no findings of disproportionate burden nor disparate impact.

- **No disparate impact:** The minority population of Route 513 does not exceed the district average by at least five percentage points (table 9).
- **No disproportionate burden** The low-income population of Route 513 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 Route 513 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
513 Service Area	43.8%	14.7%	22.1%
Difference	1.2%	-4.8%	11.5%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	Yes

Note: While the stop at Eastmont P&R is being eliminated from Route 513, there are no changes to the demographic profile of this route, as shown in the following maps.

Title VI Maps

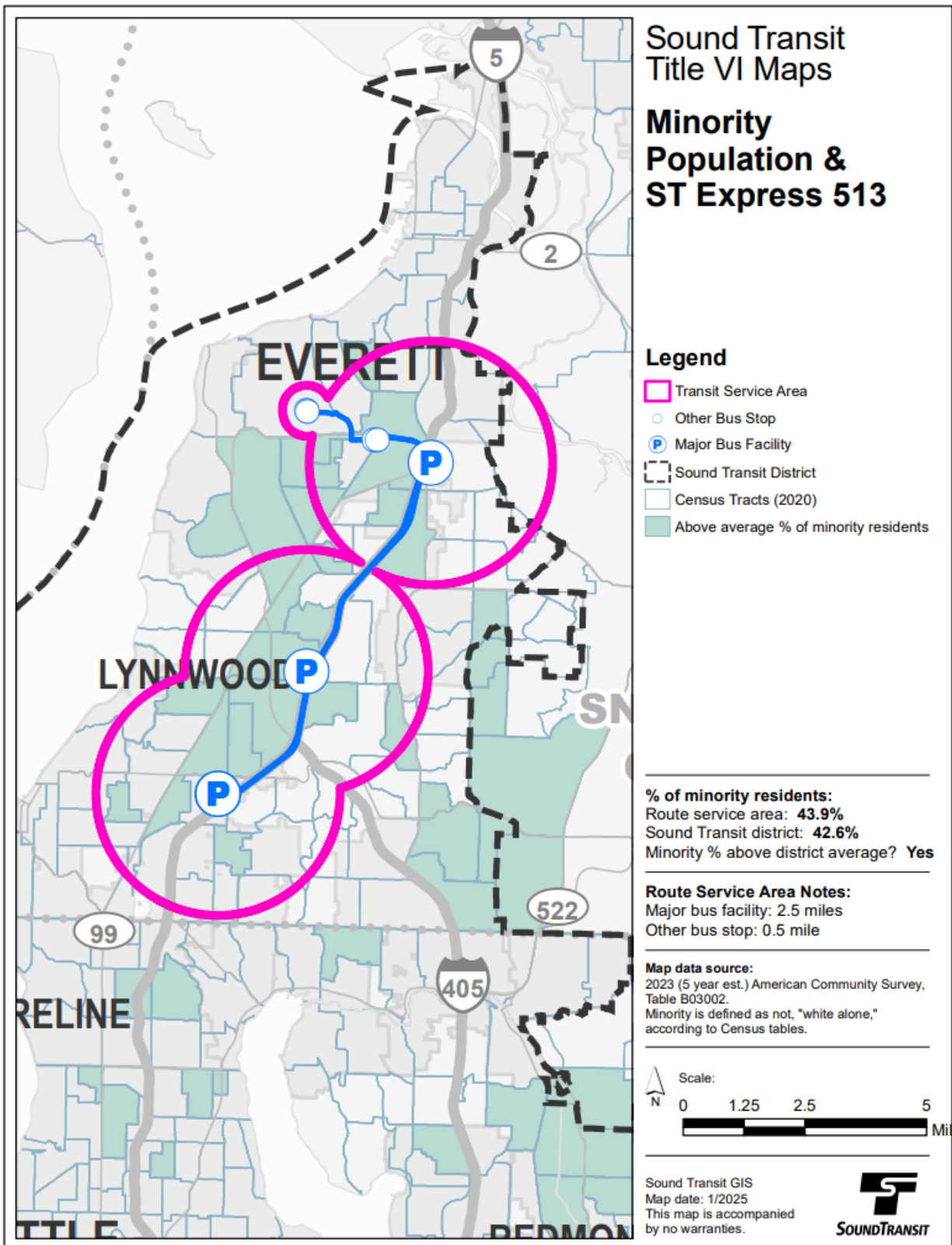


Figure 4: Map of Title VI Minority population of Route 513, before the removal of Eastmont P&R.

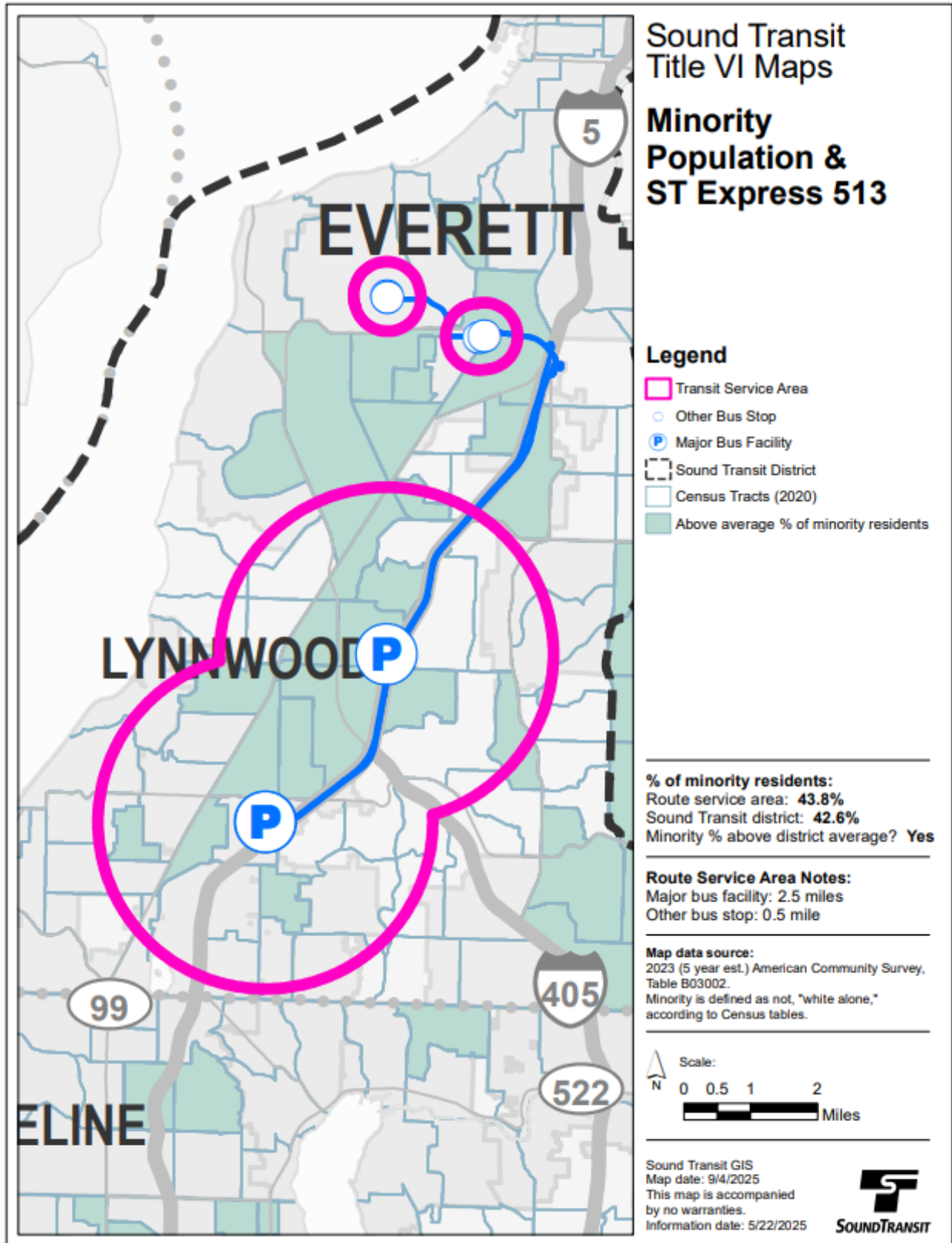
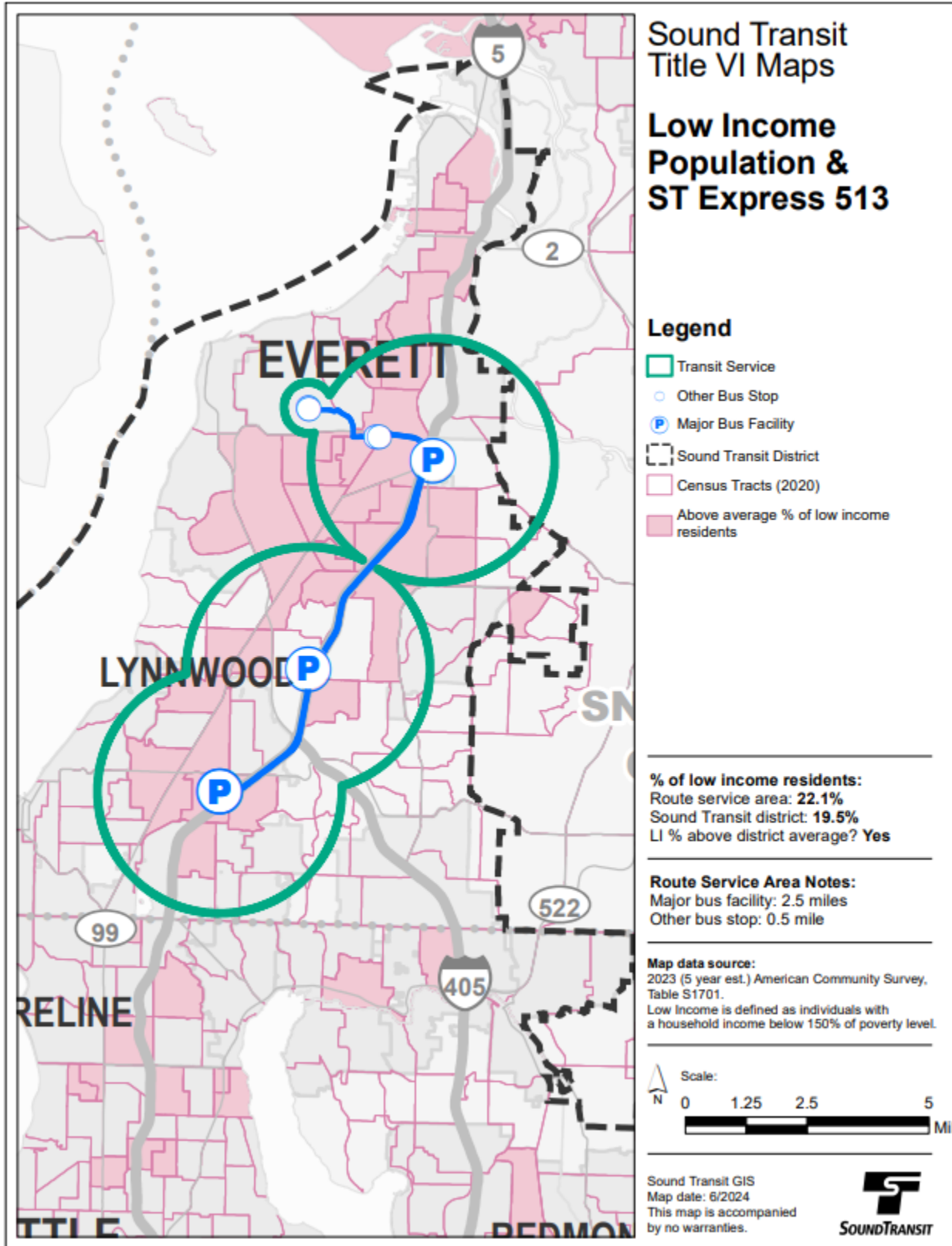


Figure 5: Map of Title VI Minority Population of Route 513 after the removal of Eastmont P&R.



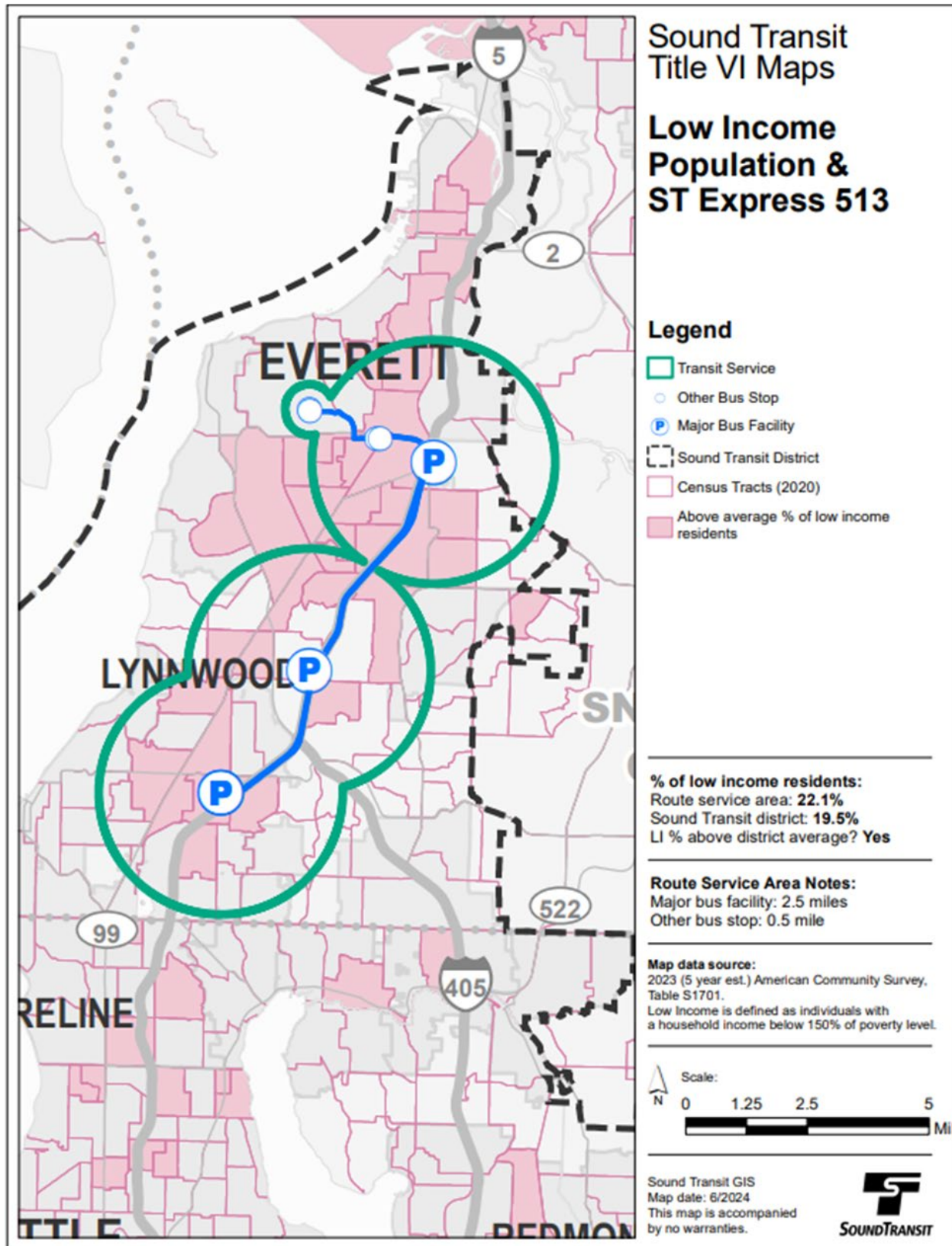


Figure 6: Map of Title VI Low Income population for Route 513, before the removal of Eastmont P&R.

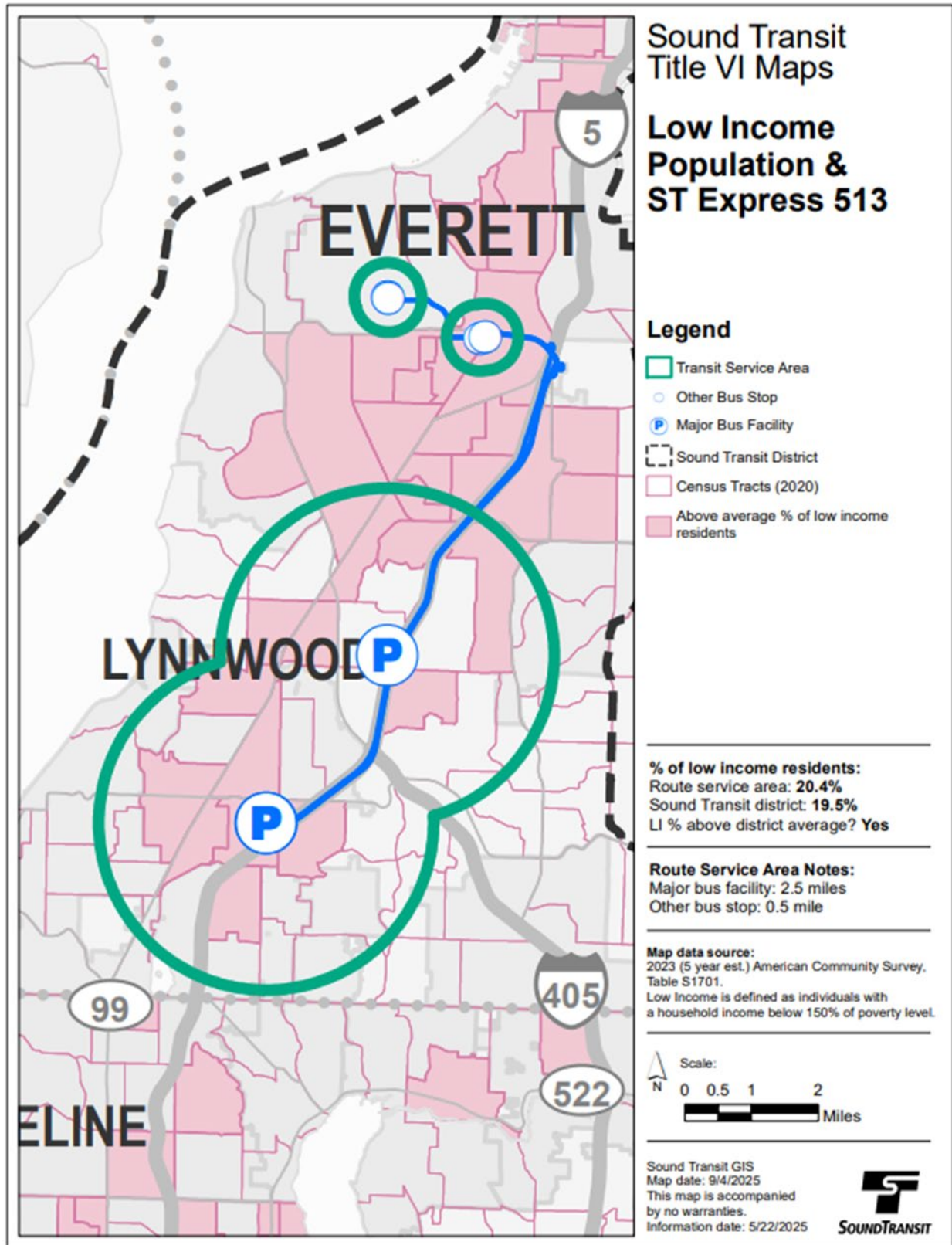


Figure 7: Map of Title VI Low Income Populations for Route 513 after the removal of Eastmont P&R.

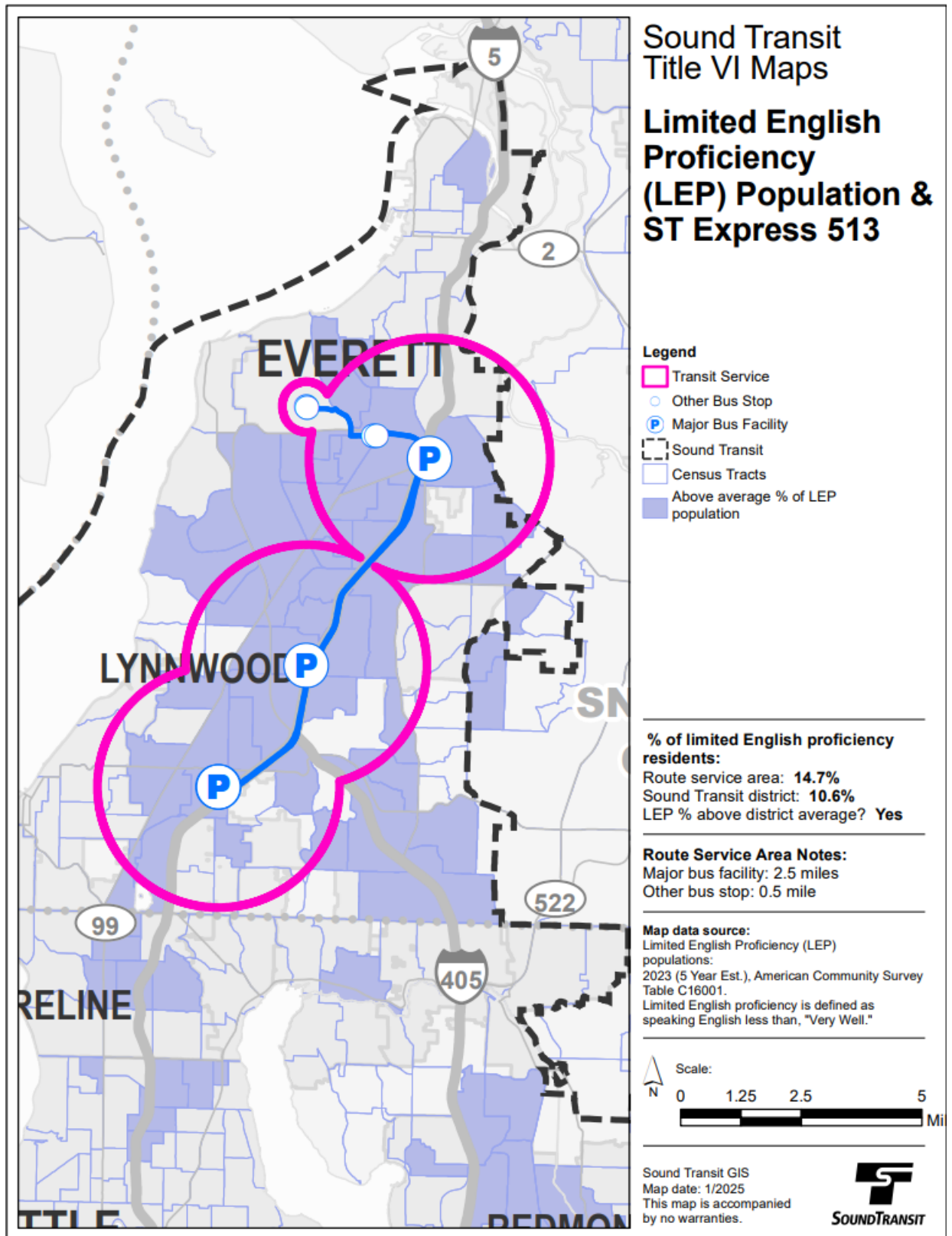


Figure 8: Map of Title VI Limited English Proficiency (LEP) population for Route 513 before the removal of Eastmont P&R

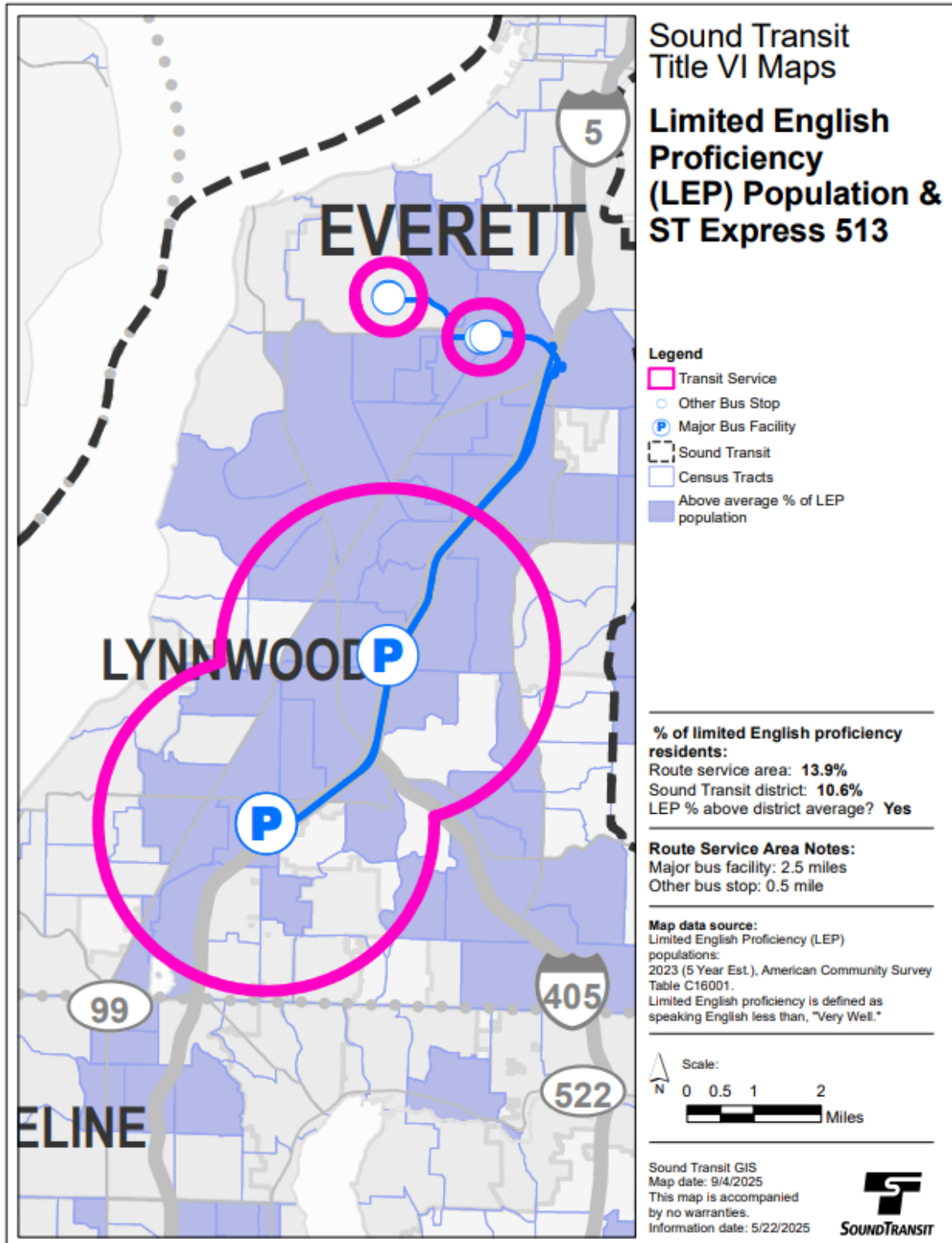


Figure 9: Map of the Title VI Limited English Proficiency (LEP) Populations of Route 513, after the removal of Eastmont P&R.

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Mitigations

Mitigations are not required since there is no finding of disparate impact or disproportionate burden. However, passengers may board Everett Transit Route 29 with service to both Everett Station and South Everett Freeway Station. At Everett Station, passengers may transfer to Route 512 or the Sounder N Line. At South Everett Freeway Station, passengers may transfer to Route 512.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of Seaway Transit Center from Route 513 has adverse impacts, but there is no determination of disparate impact or disproportionate burden, and passengers will benefit from increased service levels.

Route 522 // Reroute to Shoreline South Station

Description of Proposed Major Service Change

Reroute Route 522 to Shoreline South Station, emulating the future S3 Line. There will also be modest service adjustments to facilitate a consistent 15-minute headway.

Table 10: Approximate span of service and headways of Route 522 current and proposed service

Approximate Frequencies		
	Current Route 522 Woodinville – Roosevelt	Proposed Route 522 Woodinville – Shoreline South
Weekdays, Saturday, Sunday	4:58 a.m. - 12:10 a.m.	5:00 a.m. - 12:00 a.m.*
Early A.M.	15-30 min.	15 min.
A.M. Peak	15 min.	15 min.
Midday	15 min.	15 min.
P.M. Peak	15 min.	15 min.
Evening	15 min.	15 min.
Late Evening	15-30 min.	15 min.
*Span will be coordinated with Link schedules. Frequencies and proposed span are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs. Span is based on the departure of the first and last possible trips that serve the full line alignment.		

Table 11: Weekly revenue hours for Route 522 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	1019.5	784.5	-23%

Route 522 would have 784.5 weekly revenue hours, a decrease of 23% (Table 11).

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Adverse Effects & Benefits

No longer serving stops without a replacement within $\frac{1}{4}$ mile qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because Route 522 is proposed to no longer serve stops south of NE 145th Street. The service change results in fewer revenue hours, as fewer are necessary to maintain current service levels with the proposed alignment.

Adverse Effects

The reroute of Route 522 results in adverse effects because it will no longer serve stops south of NE 145th Street or Roosevelt Station.

Benefits

Rerouting Route 522 to Shoreline South Station will emulate the future S3 line, which will replace Route 522. This reroute will help familiarize riders with the future, long-term network.

Title VI Analysis

No longer serving stops without a replacement within ¼ mile qualifies as a major service change subject to Title VI Analysis.

- **No disparate impact:** The minority population of Route 522 does not exceed the district average by at least five percentage points (table 12).
- **No disproportionate burden** The low-income population of Route 522 does not exceed the district average by at least five percentage points (table 12).

Table 12: Title VI Populations in the Sound Transit District and the Route 522 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
Existing 522 Service Area	32.3%	14.0%	7.5%
New 522 Service Area	35.4%	15.6%	8.8%
Difference between new and previous Service Area	3.1%	1.6%	1.3%
Difference between New Service Area and District	-7.2%	-3.9%	-1.8%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	No

Title VI Maps

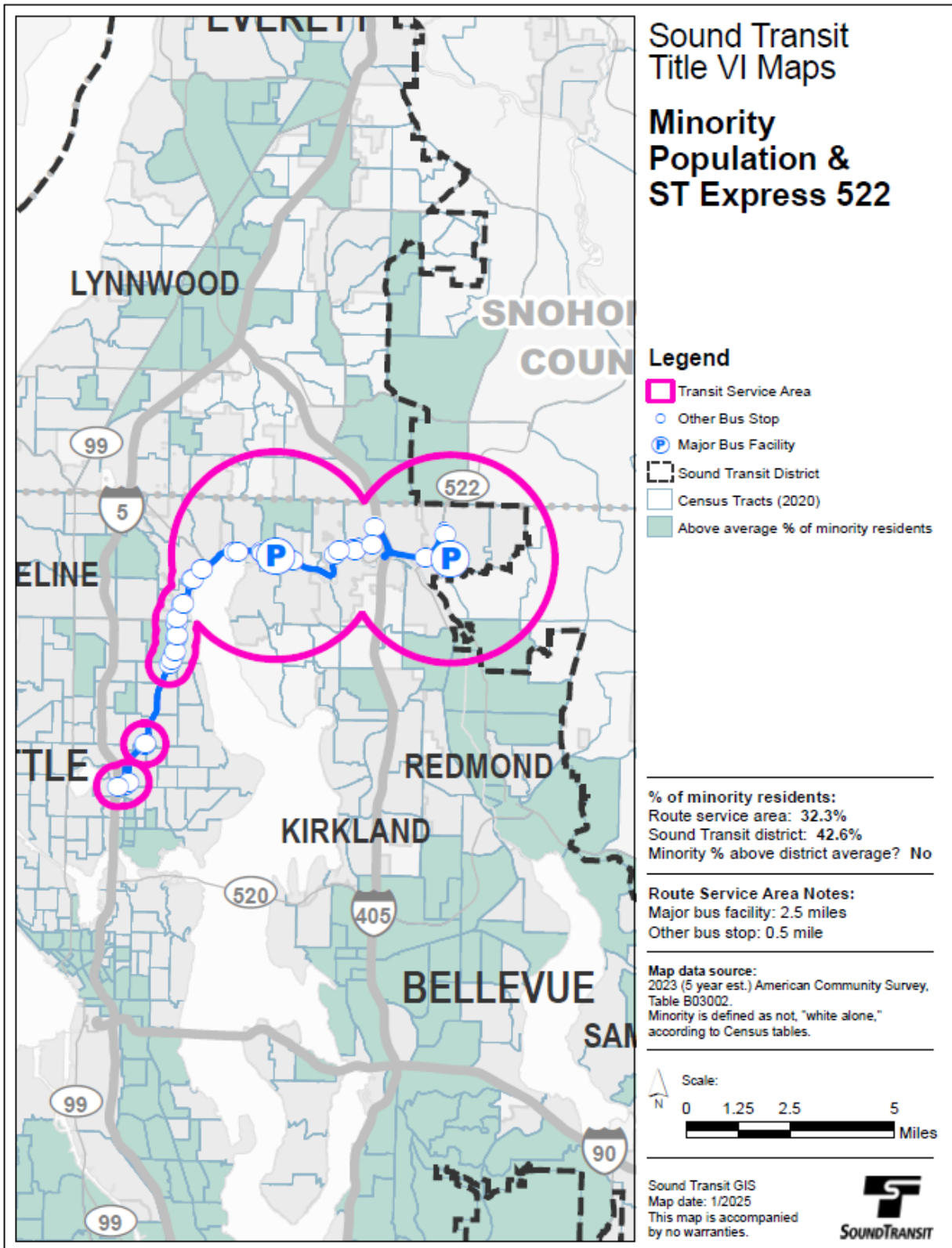


Figure 10: Map of Title VI Minority population of the existing Route 522, prior to the Reroute to Shoreline South.

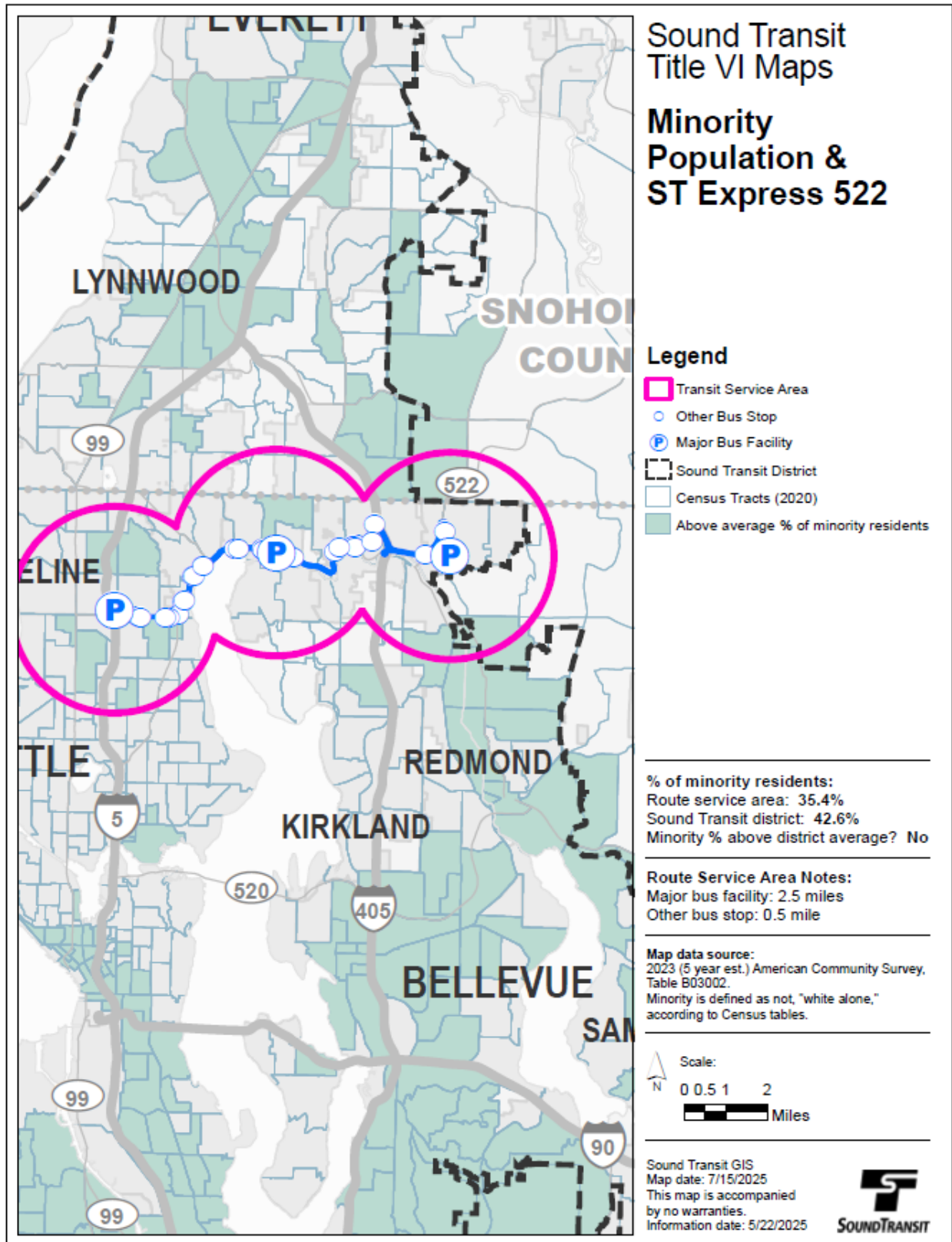


Figure 11: Map of Title VI Minority population for Route 522 after the Reroute to Shoreline South.

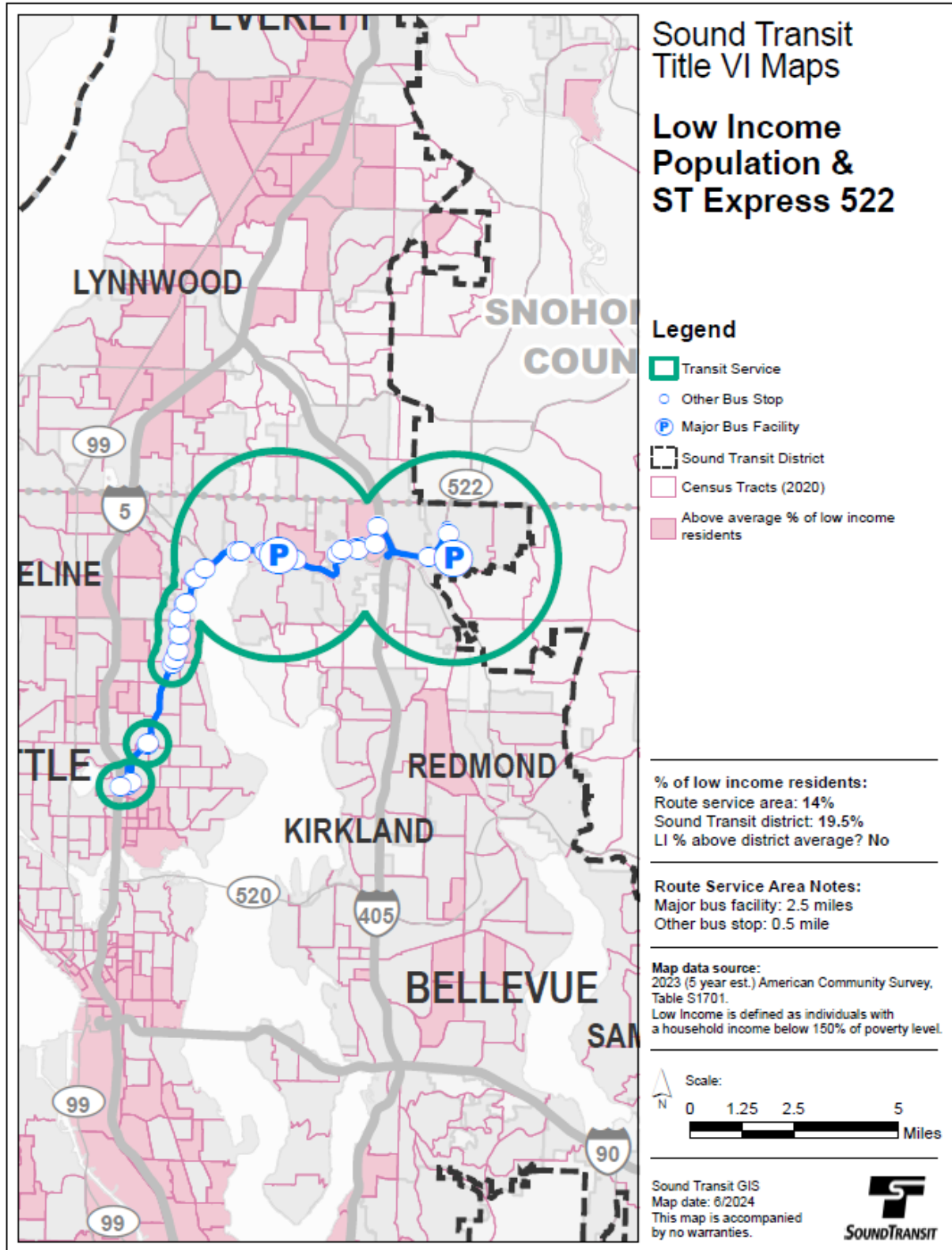


Figure 12: Map of Title VI Low Income population for the existing Route 522, prior to the Reroute to Shoreline South.

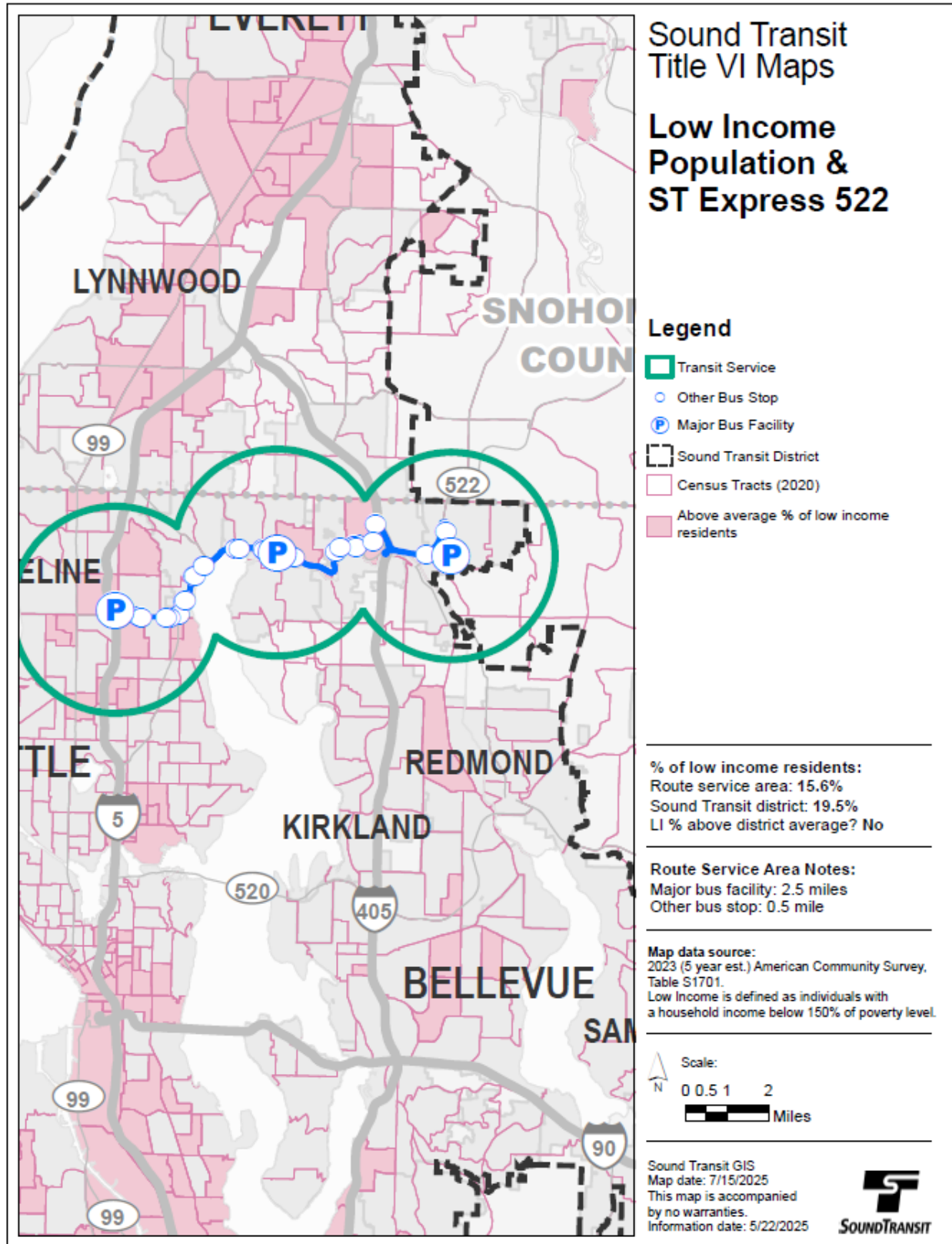


Figure 13: Map of Title VI Low Income population of Route 522 after the Reroute to Shoreline South.

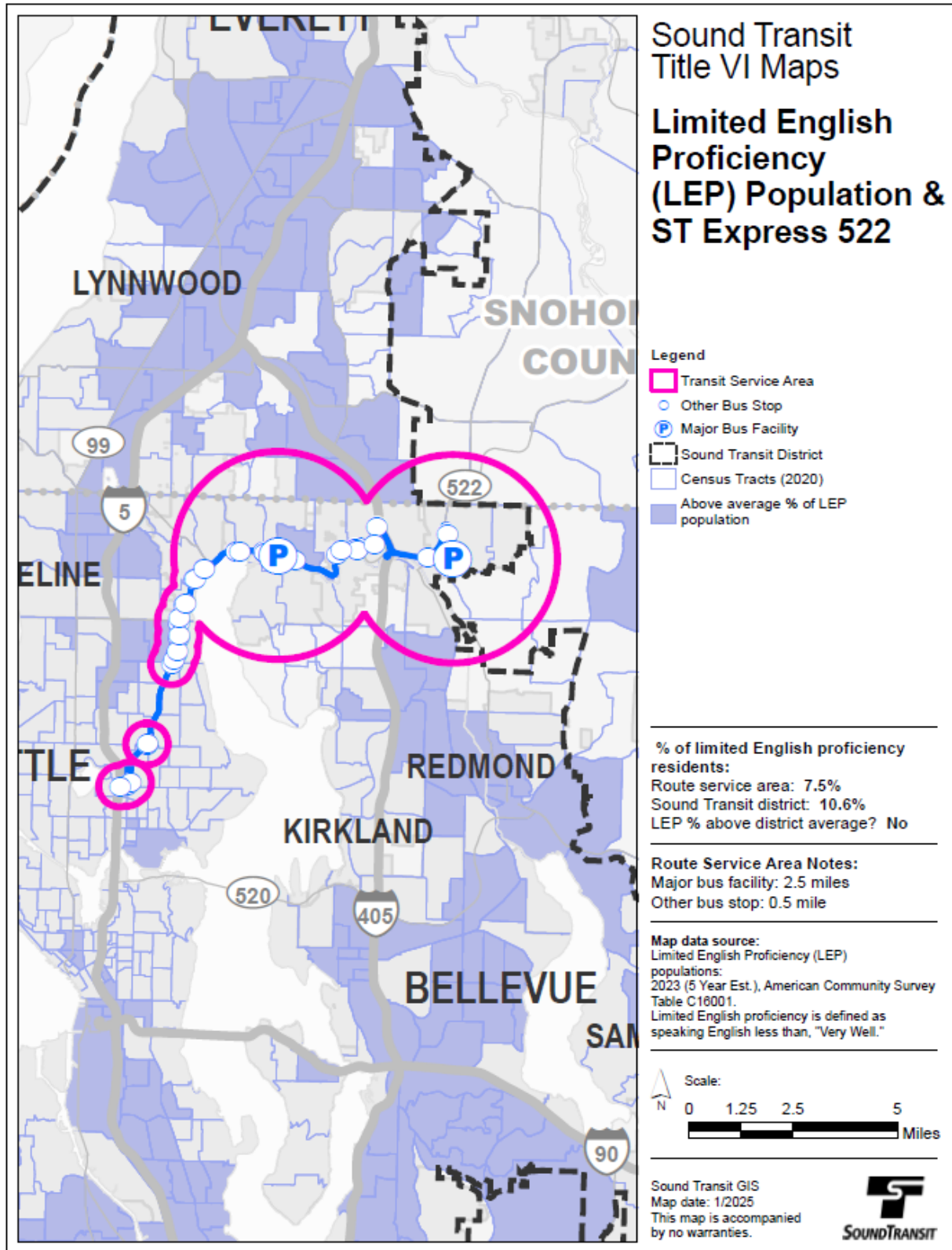


Figure 14: Map of Title VI Limited English Proficiency (LEP) population for Route 522 prior to the Reroute to Shoreline South Station.

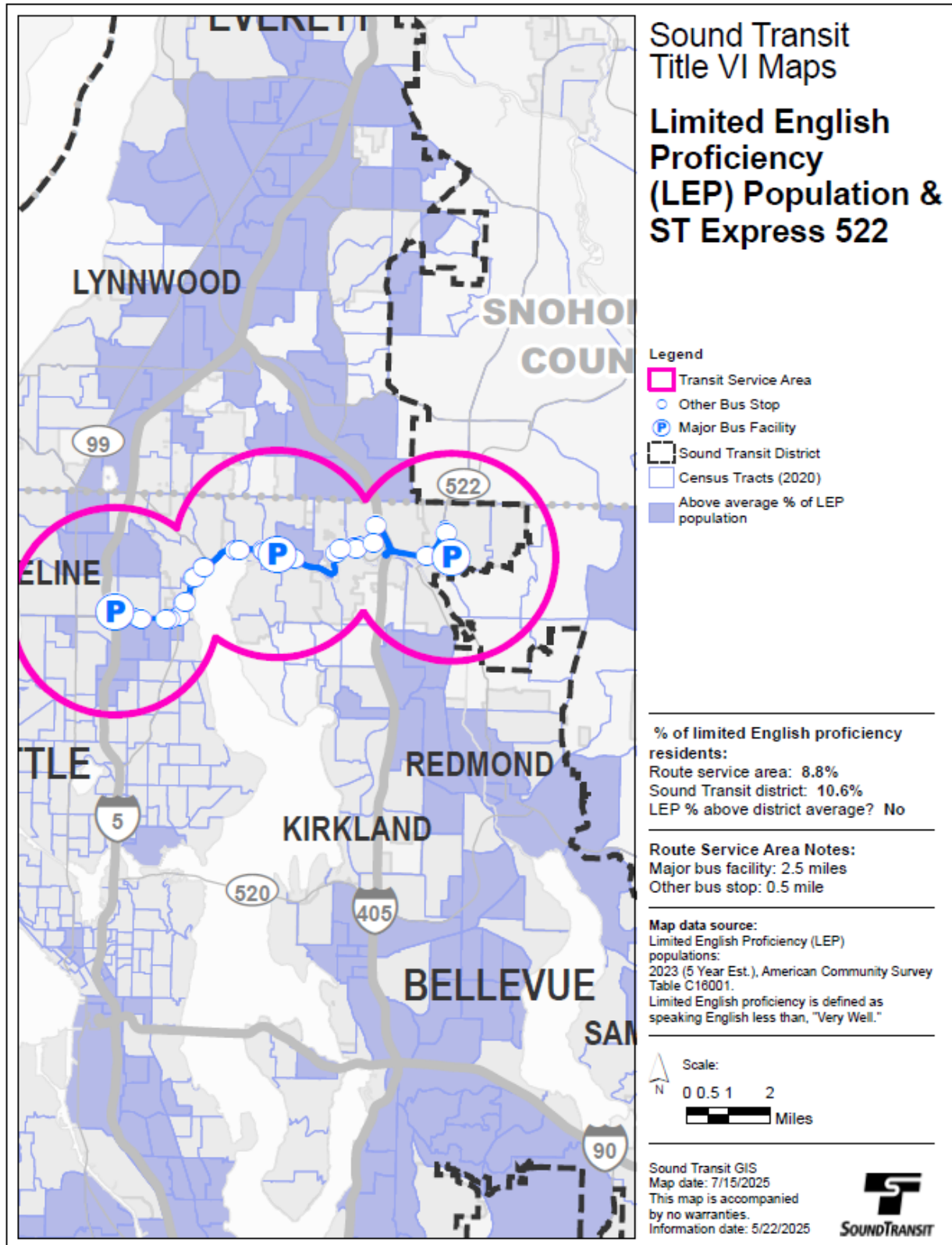


Figure 15: Map of Title VI Limited English Proficiency (LEP) population for the Route 522 after the Reroute to Shoreline South Station.

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Mitigations

Mitigations are not required since there is no finding of disparate impact or disproportionate burden. However, passengers who previously boarded south of NE 145th Street may board King County Metro Routes 72 or 77, which will provide comparable service levels to Route 522 and connect to Shoreline South, Roosevelt, and University District Stations.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The reroute of Route 522 has adverse impacts by eliminating service south of NE 145th St, but there is no determination of disparate impact or disproportionate burden, and there are new local services that will provide similar service to the existing Route 522.

Route 535 // Increase Service

Description of Proposed Major Service Change

Increase Saturday service levels to 30-minute headways. Add service on Sunday, matching service levels on Saturday.

Table 13: Approximate span of service and headways of Route 535 current and proposed service

Approximate Frequencies		
	Current Route 535 Lynnwood City Center – Bellevue Downtown	Proposed Route 535 Lynnwood City Center – Bellevue Downtown
Weekdays	4:40A.M. - 10:20 P.M.	4:40 A.M. - 10:20 P.M.
Early A.M.	30-40 min.	30-40 min.
A.M. Peak	30 min.	30 min.
Midday	30 min.	30 min.
P.M. Peak	30 min.	30 min.
Evening	30-60 min.	30-60 min.
Weekend	7:15 A.M. – 10:30 P.M.	7:00 A.M. – 10:30 P.M.
A.M. Peak	30 min.	30 min.
Midday	30 min.	30 min.
P.M. Peak	30 min.	30 min.
Evening	30-60 min.	30-60 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. Span is based on the departure of the first and last possible trips that serve the full line alignment.</i></p>		

Table 14: Weekly revenue hours for Route 535 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	452	572	27%

The 1 Line would have 572 weekly revenue hours, an increase of 27% hours (Table 14).

Last Updated: March 26, 2026

Adverse Effects & Benefits

A change in the revenue hours of a route by greater than 25% requires a Title VI Analysis. In this case, there are no adverse effects because service is improved.

Adverse Effects

The addition of service on Route 535 does not result in any adverse effects because it adds service.

Benefits

The addition of service on Route 535 improves transit service for riders by adding Sunday service and increasing service levels.

Title VI Analysis

A change in the revenue hours of a route by greater than 25% requires a Title VI Analysis. In this case, there are no adverse effects because service is improved.

- **No disparate impact:** The minority population of Route 535 does not exceed the district average by at least five percentage points (table 15).
- **No disproportionate burden:** The low-income population of Route 535 does not exceed the district average by at least five percentage points (table 15).

Table 15: Title VI Populations in the Sound Transit District and the Route 535 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
535 Service Area	41.0%	15.0%	11.4%
Difference	-1.6%	-4.5%	0.8%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	No

Title VI Maps

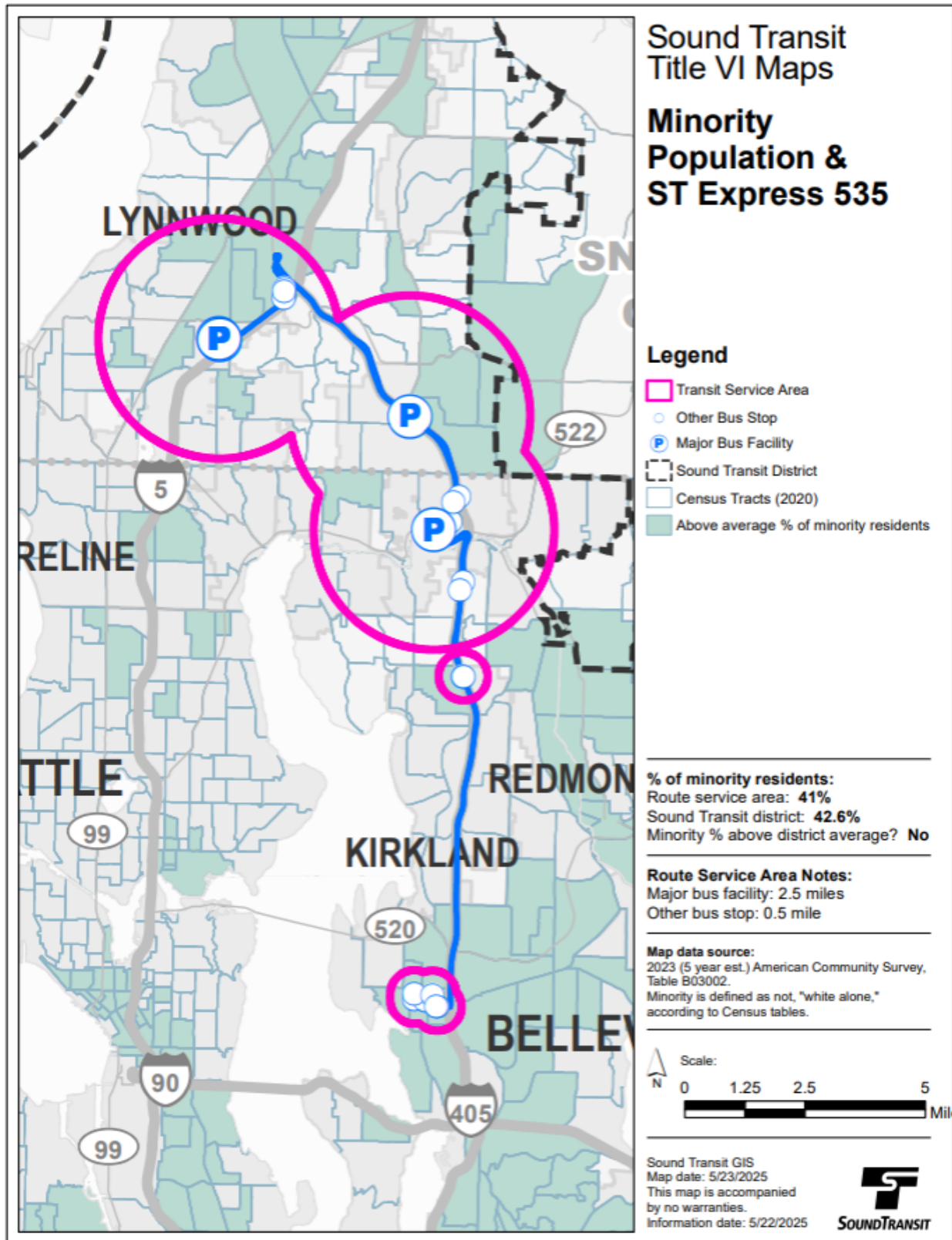


Figure 16: Map of Title VI Minority population of Route 535.

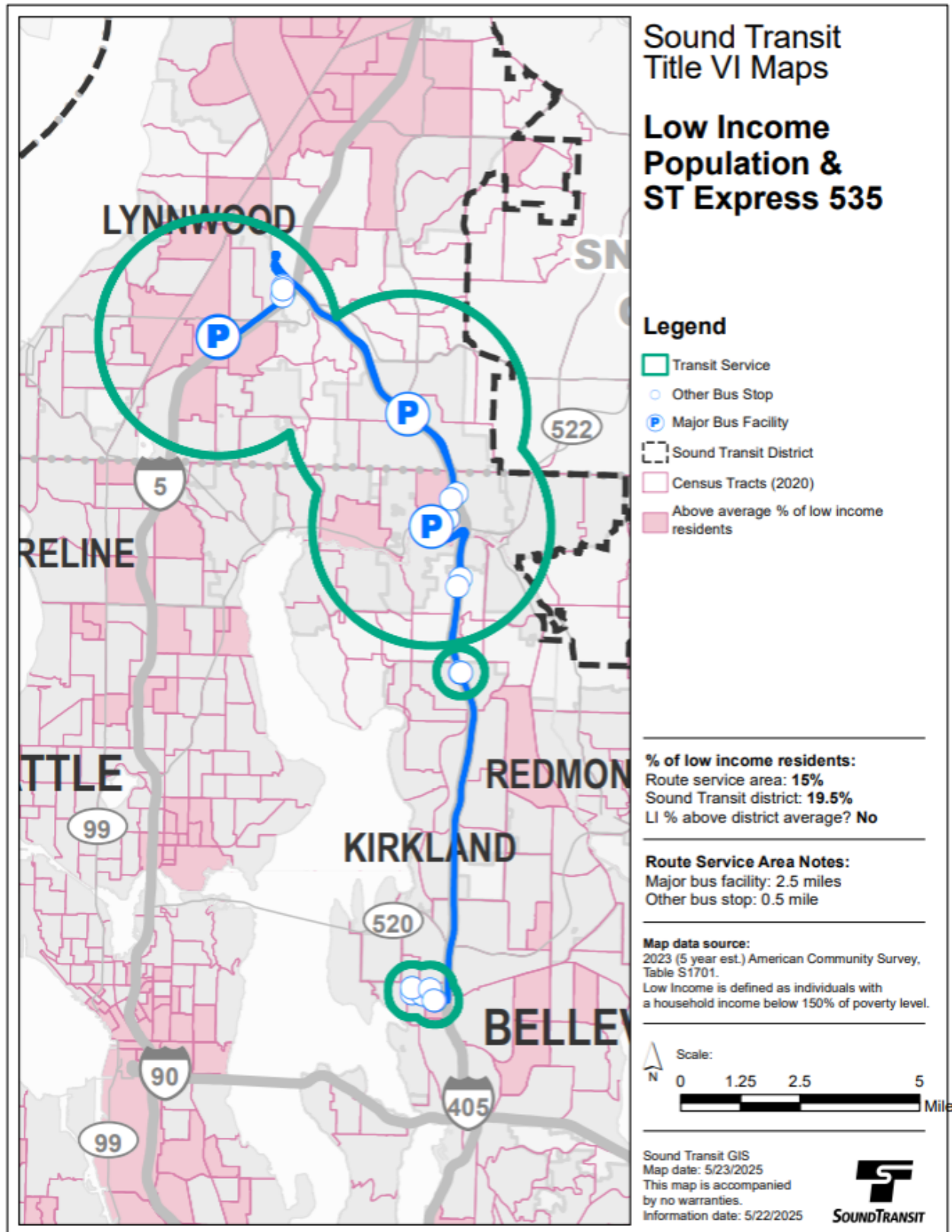


Figure 17: Map of Title VI Low Income population of Route 535.

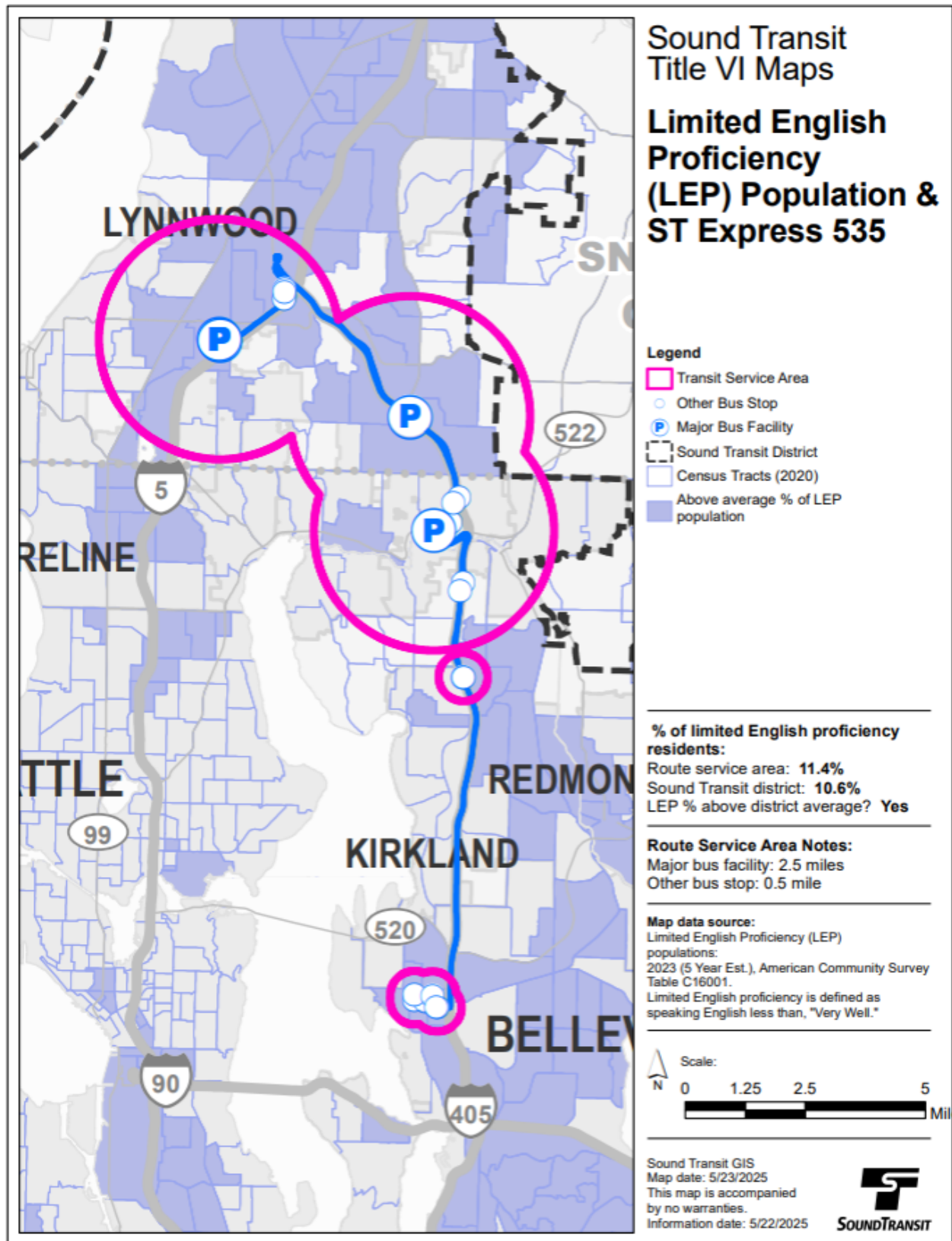


Figure 18: Map of Title VI Limited English Proficiency (LEP) population for Route 535.

Last Updated: March 26, 2026

Mitigations

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

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The addition of service to Route 535 does not have adverse impacts, nor is there a determination of disparate impact or disproportionate burden.

Route 550 // Eliminate Service

Description of Proposed Major Service Change

Eliminate service on Route 550.

Table 16: Approximate span of service and headways of 2 Line current and proposed service

Approximate Frequencies		
	Current Route 550 Bellevue – Seattle	Proposed Route 550
Weekdays, Saturday, Sunday	4:54 A.M. - 12:29 A.M.	-
Early A.M.	15-30 min.	-
A.M. Peak	15 min.	-
Midday	15 min.	-
P.M. Peak	15 min.	-
Evening	15 min.	-
Late Evening	15-30 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. Span is based on the departure of the first and last possible trips that serve the full line alignment.</i></p>		

Table 17: Weekly revenue hours for Route 550 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	898	0	-100%

Route 550 would have 0 weekly revenue hours, a decrease of 898 hours (Table 17).

Last Updated: March 26, 2026

Adverse Effects & Benefits

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

Adverse Effects

The elimination of Route 550 results in adverse effects because it removes service.

Benefits

There are no benefits to eliminating Route 550.

Title VI Analysis

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

- **Disparate impact:** The minority population of Route 550 does exceed the district average by at least five percentage points (table 18).
- **No disproportionate burden** The low-income population of Route 550 does not exceed the district average by at least five percentage points (table 18).

Table 18: Title VI Populations in the Sound Transit District and the Route 550 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
550 Service Area	50.5%	17.4%	12.5%
Difference	7.9%	-2.1%	1.9%
Exceeds percentage of the protected population within the District by at least five percentage points	Yes	No	No

Title VI Maps

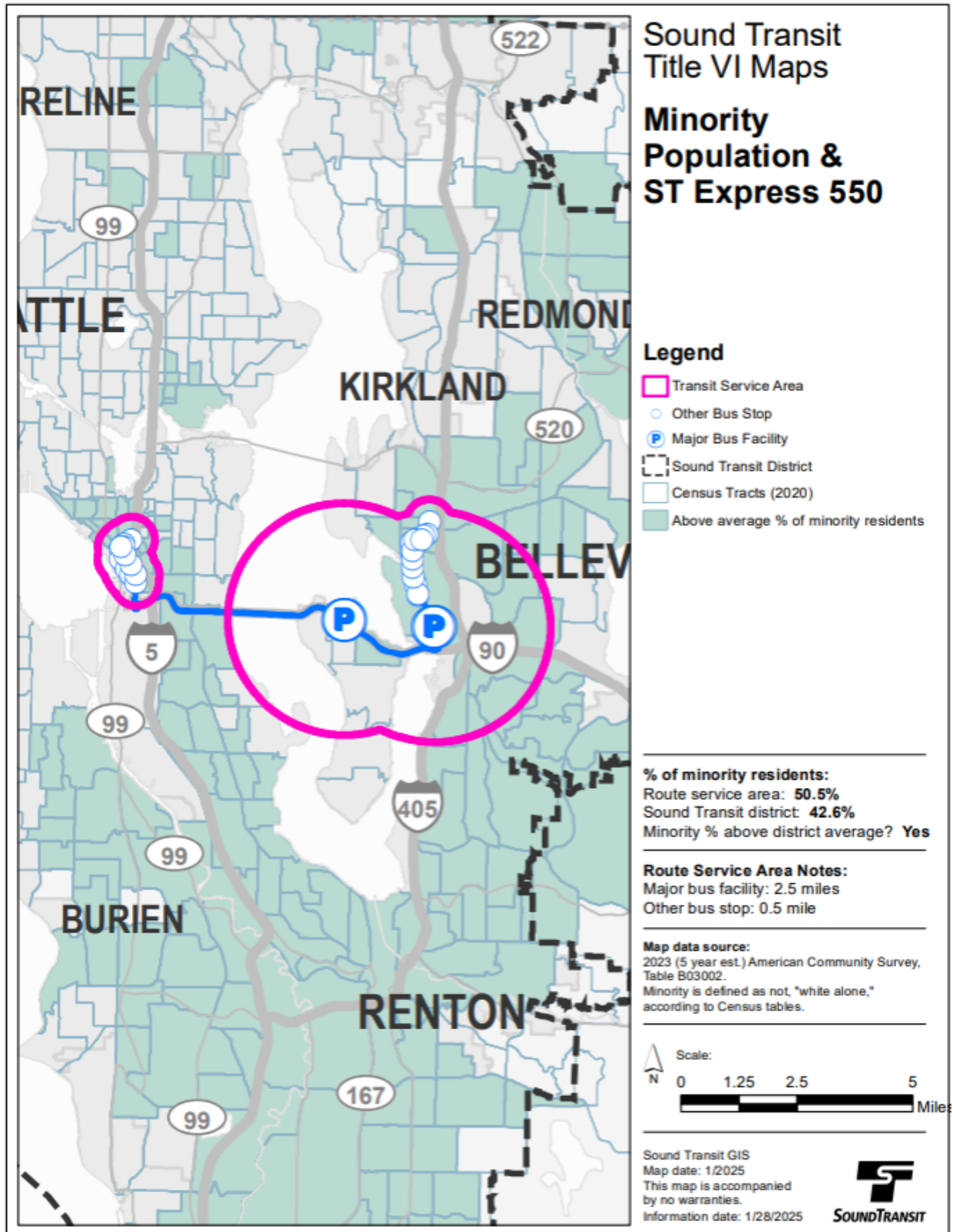


Figure 19: Map of Title VI Minority population of Route 550.

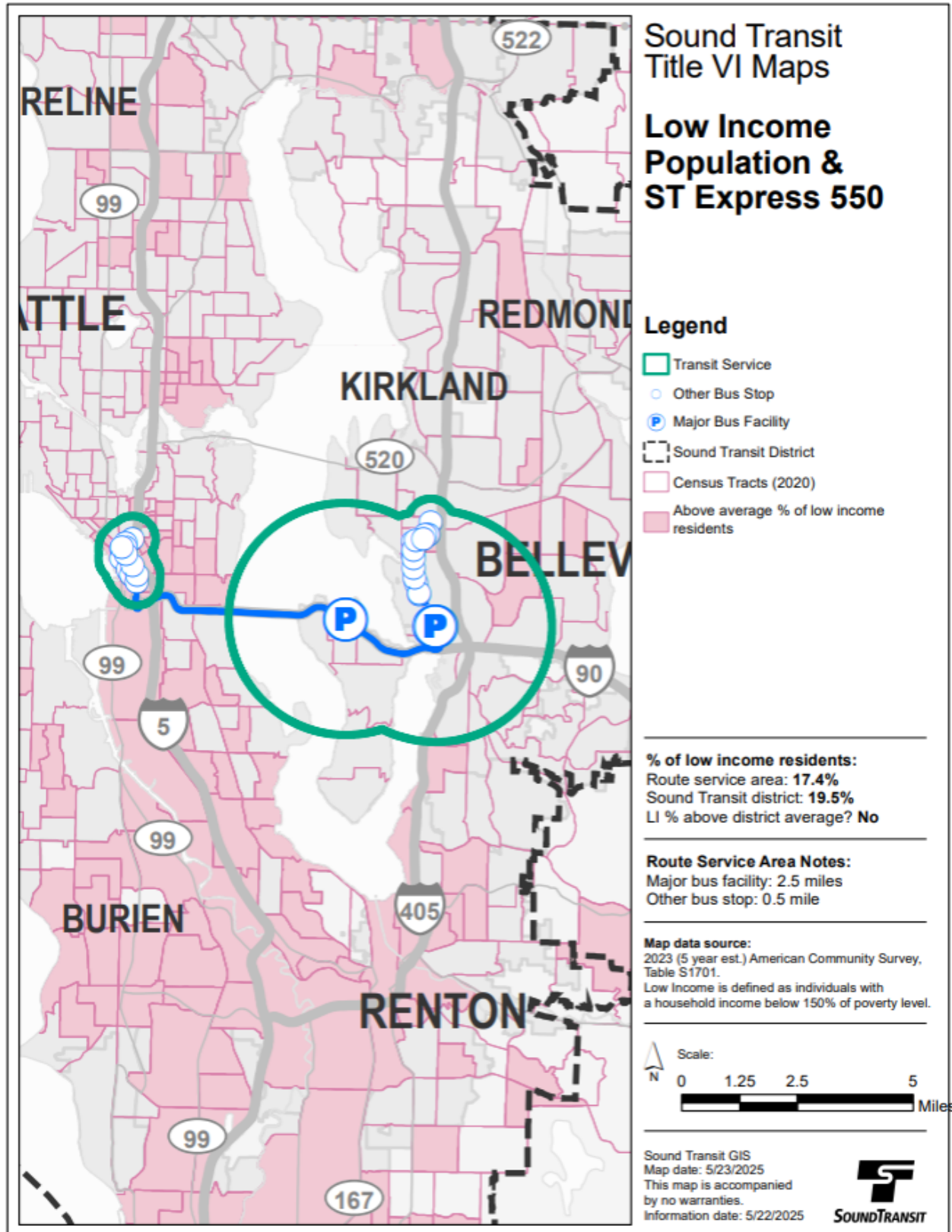


Figure 20: Map of Title VI Low Income population for Route 550.

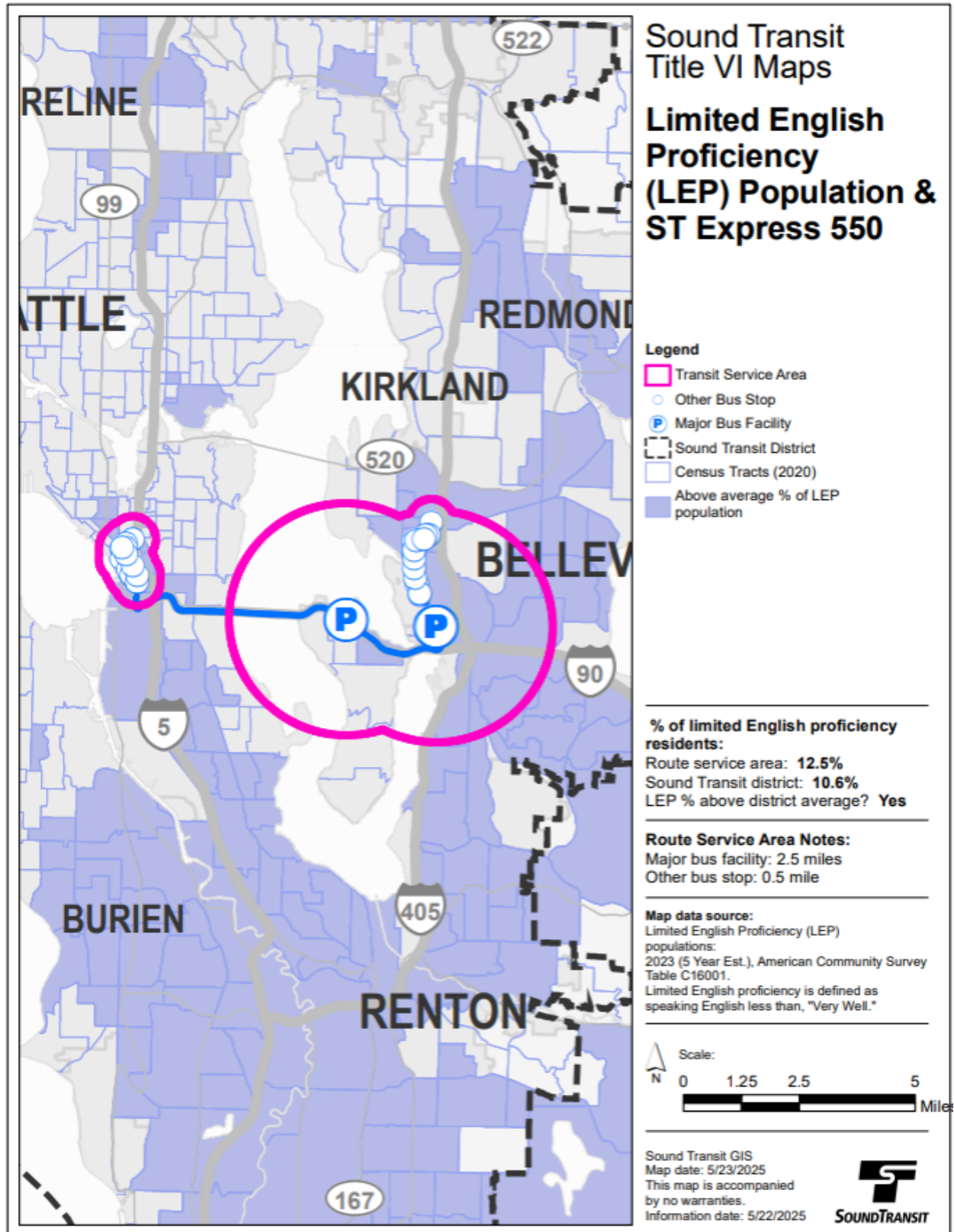


Figure 21: Map of Title VI Limited English Proficiency (LEP) population for the 1 Line prior to the Federal Way Link Extension.

Last Updated: March 26, 2026

Mitigations

Mitigations are required since there is a finding of disparate impact or disproportionate burden. The primary mitigation for the elimination is the 2 Line, which will operate at a higher frequency, with greater capacity. Another mitigation is increased service levels on Route 556, which will provide similar service levels to stops along Bellevue Way and offer connections to the 2 Line at South Bellevue Station, as well as Bellevue Downtown.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of Route 550 does have adverse impacts and a determination of disparate impact. However, riders will have comparable, if not superior cross-lake service via the 2 Line, which will arrive more frequently, with greater capacity. Riders will also be able to use Route 556 for connections along Bellevue Way.

Route 554 // Eliminate Service

Description of Proposed Major Service Change

Eliminate Service on Route 554.

Table 19: Approximate span of service and headways of 2 Line current and proposed service

Approximate Frequencies		
	Current Route 554 Issaquah – Seattle	Proposed Route 554
Weekdays, Saturday, Sunday	4:19A.M. - 12:02 A.M.	-
Early A.M.	20-30 min.	-
A.M. Peak	15-20 min.	-
Midday	20 min.	-
P.M. Peak	20 min.	-
Evening	30 min.	-
Late Evening	30 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. Span is based on the departure of the first and last possible trips that serve the full line alignment.</i></p>		

Table 20: Weekly revenue hours for Route 554 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	664	0	-100%

Route 554 would have 0 weekly revenue hours, a decrease of 100% hours (Table 20).

Last Updated: March 26, 2026

Adverse Effects & Benefits

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

Adverse Effects

The elimination of Route 554 results in adverse effects because it removes service.

Benefits

There are no benefits to eliminating Route 554.

Title VI Analysis

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

- **Disparate impact:** The minority population of Route 554 does exceed the district average by at least five percentage points (table 21).
- **No disproportionate burden:** The low-income population of Route 554 does not exceed the district average by at least five percentage points (table 21).

Table 21: Title VI Populations in the Sound Transit District and the Route 554 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
554 Service Area	49.5%	14.5%	11.6%
Difference	6.9%	-5.0%	1.0%
Exceeds percentage of the protected population within the District by at least five percentage points	Yes	No	No

Title VI Maps

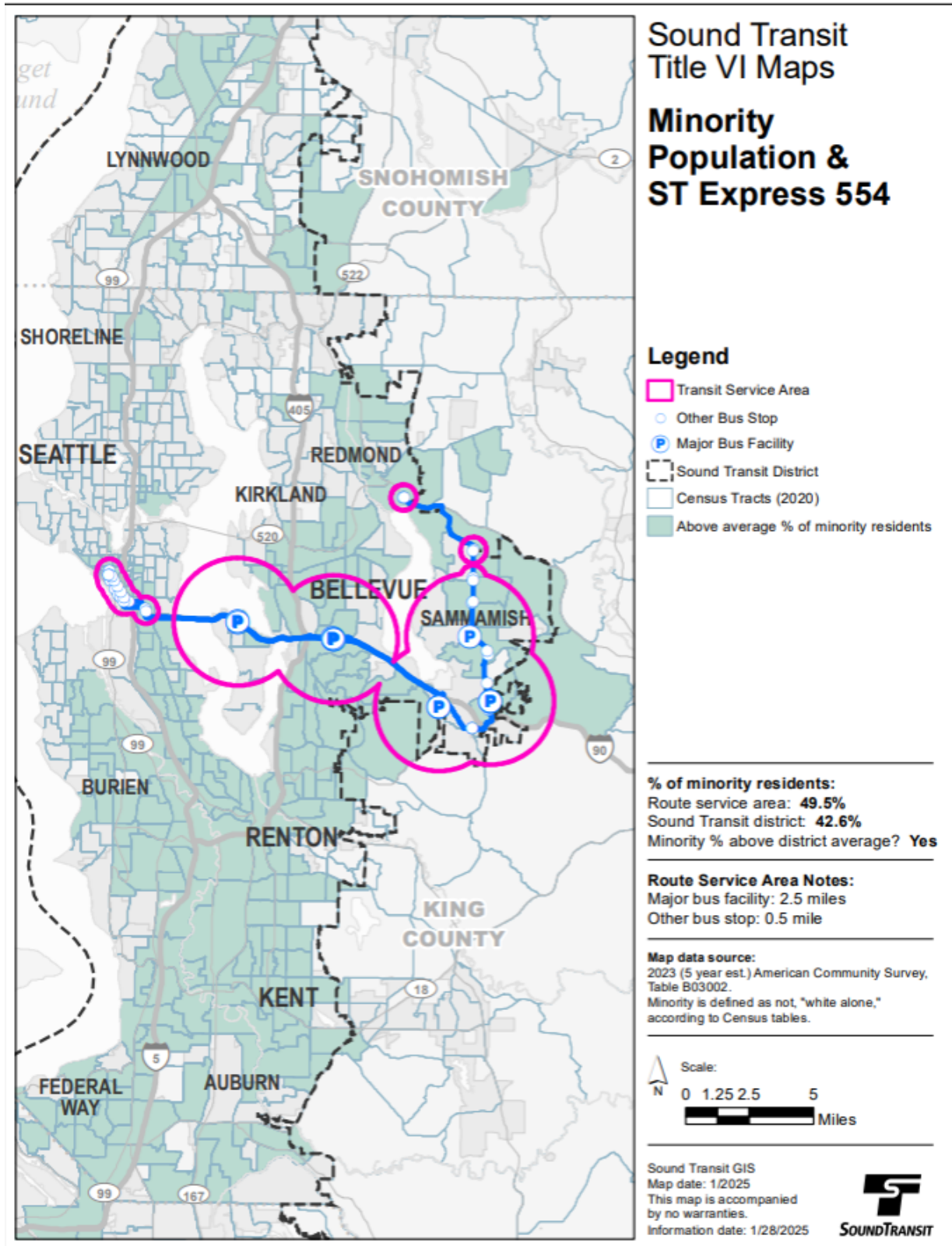


Figure 22: Map of Title VI Minority population of Route 554

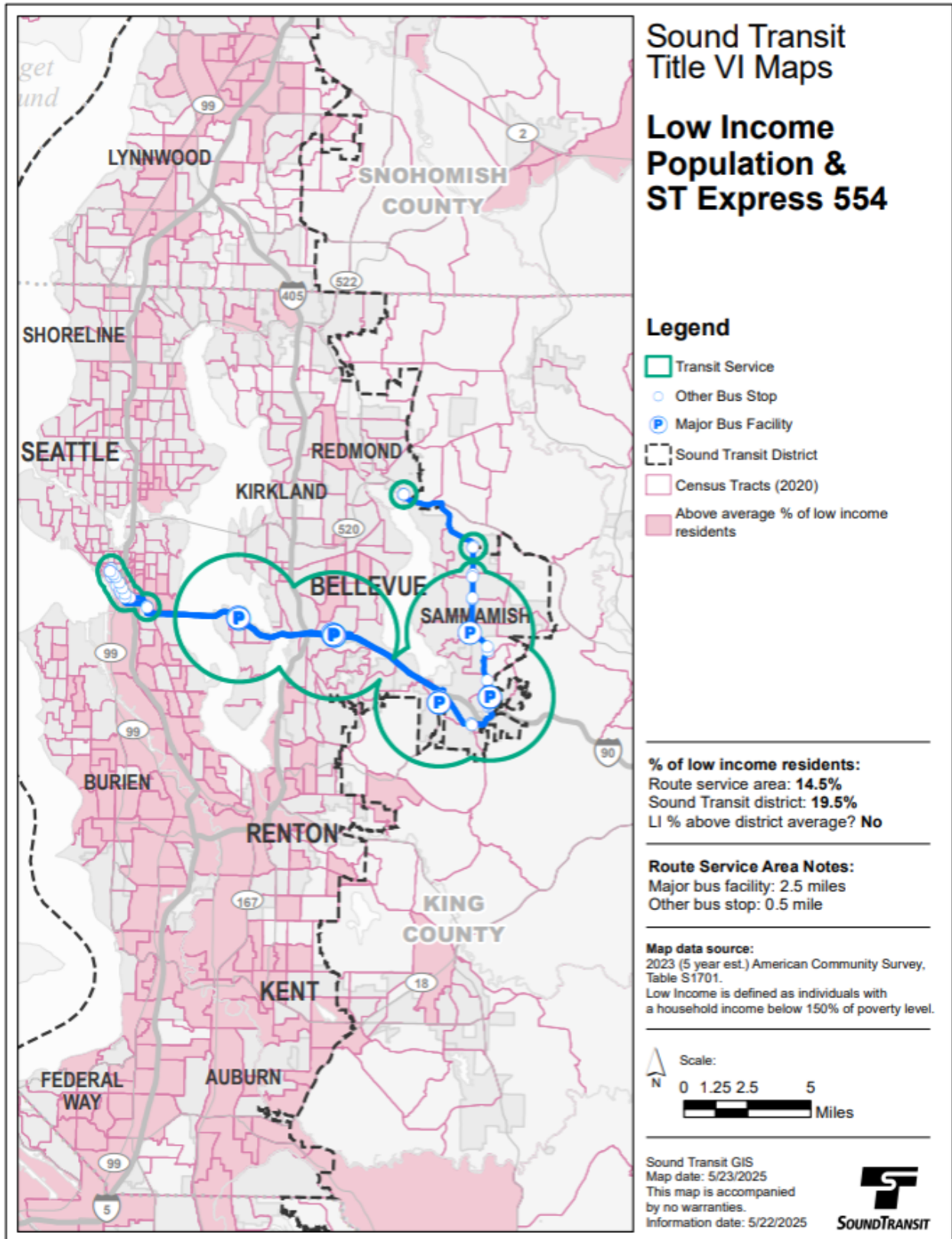


Figure 23: Map of Title VI Low Income population of Route 554.

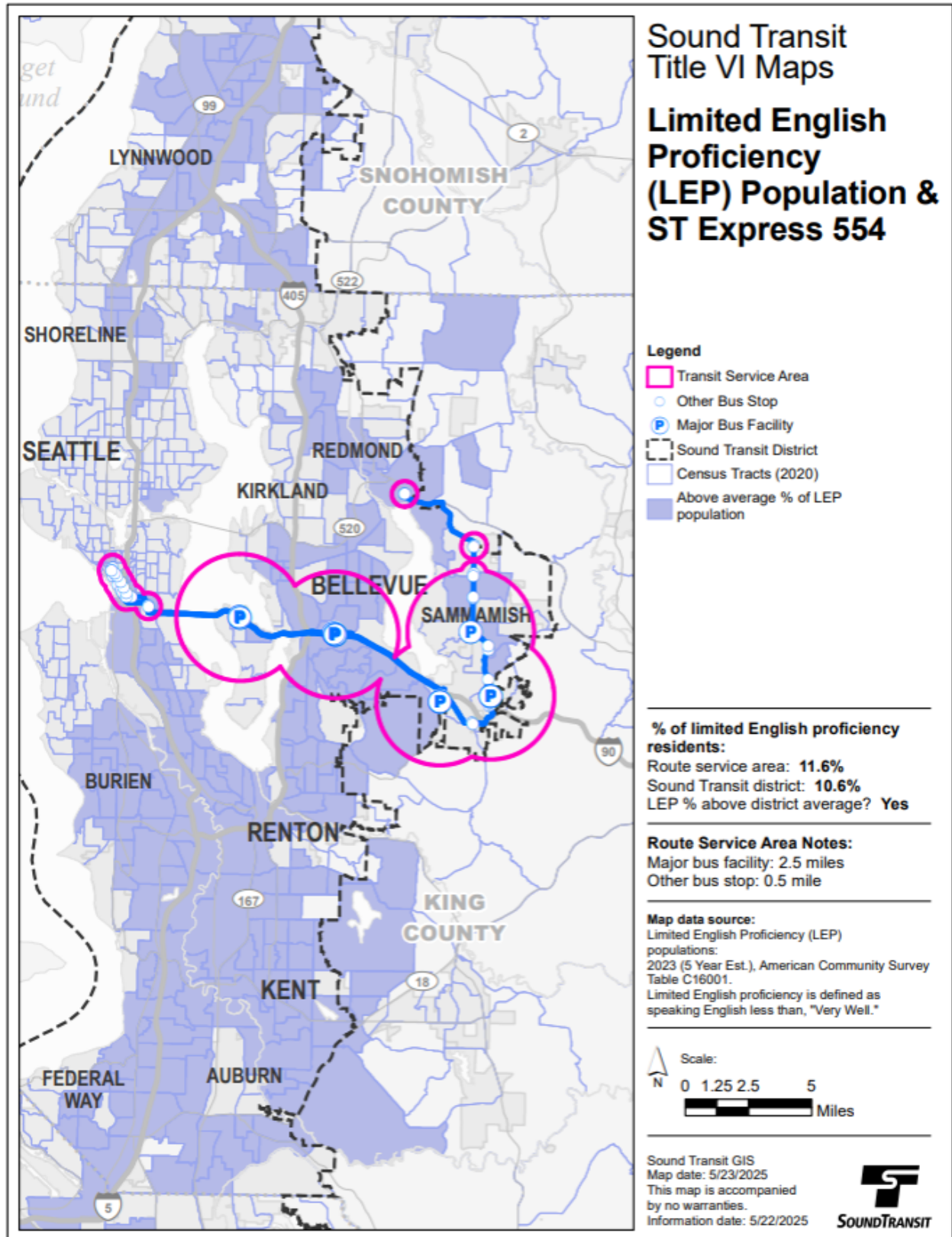


Figure 24: Map of Title VI Limited English Proficiency (LEP) population for Route 554.

Last Updated: March 26, 2026

Mitigations

Mitigations are required since there is a finding of disparate impact or disproportionate burden. The mitigation is increased service levels on Route 556, which will provide service levels that exceed existing Route 554 service levels. Route 556 will connect riders to the 2 Line at South Bellevue and Bellevue Downtown Stations, where they may transfer to continue into Seattle.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of Route 554 does have adverse impacts and a determination of disparate impact or disproportionate burden. However, riders will have comparable service levels via Route 556 and the 2 Line, both of which will arrive more frequently. Riders will also have improved connections to Bellevue.

Route 556 // Truncate to Bellevue, Add Issaquah Stops, Increase Service

Description of Proposed Major Service Change

Truncate Route 556 to Bellevue Downtown, increase service levels, and add stops in Issaquah.

Service Levels

Current Service

Because Route 556 currently only operates in the peak direction during peak hours, trip counts during the spans-of-service are provided in place of a frequency table.

There are 10 westbound trips between 5:00 – 9:30 a.m., and 8 eastbound trips between 3:00 – 6:30 p.m.

Proposed Service

Table 22: Weekly revenue hours for Route 556 proposed service

Approximate Frequencies	
	Proposed Route 556 Issaquah – Bellevue
Weekdays	5:00 A.M. – 1:00 A.M.*
Early A.M.	15 min.
A.M. Peak	15 min.
Midday	15 min.
P.M. Peak	15 min.
Evening	15 min.
Late Evening	-
*Span will be coordinated with Link schedules. Frequencies and proposed span are approximate and may vary by direction and may be revised as additional scheduling and operational planning occurs. Span is based on the departure of the first and last possible trips that serve the full line alignment.	

Table 23: Weekly revenue hours for Route 556 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	105	689	557%

Route 556 would have 689 weekly revenue hours, an increase of 557% hours (Table 23).

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Adverse Effects & Benefits

Removal of a stop without a replacement within $\frac{1}{4}$ mile counts as a major service change subject to Title VI Analysis. In this case, there are adverse effects because stops are eliminated.

Adverse Effects

The truncation of Route 556 to Bellevue Downtown does result in adverse effects because it removes service.

Benefits

The service increase on Route 556 benefits riders by providing frequent, all-day service between Issaquah and Bellevue. It also benefits riders by improving service frequency and capacity to Seattle, and by providing an integrated connection with the 2 Line to improve access to destinations on the eastern side of Lake Washington.

Title VI Analysis

Removal of a stop without a replacement within ¼ mile counts as a major service change subject to Title VI Analysis. In this case, there are adverse effects because stops are eliminated.

- **Disparate impact:** The minority population of the *existing* Route 556 did not exceed the district average by at least five percentage points (table 24). The *new* service area does exceed the district average.
- **No disproportionate burden** The low-income population of Route 556 does not exceed the district average by at least five percentage points (table 24).

Table 24: 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 Average	42.6%	19.5%	10.6%
Existing 556 Service Area	47.3%	13.9%	11.5%
New 556 Service Area	49.4%	11.5%	12.6%
Difference between new and previous Service Area	2.1%	-2.3%	1.2%
Difference between New Service Area and District	6.8%	-6.9%	0.9%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	No

Title VI Maps

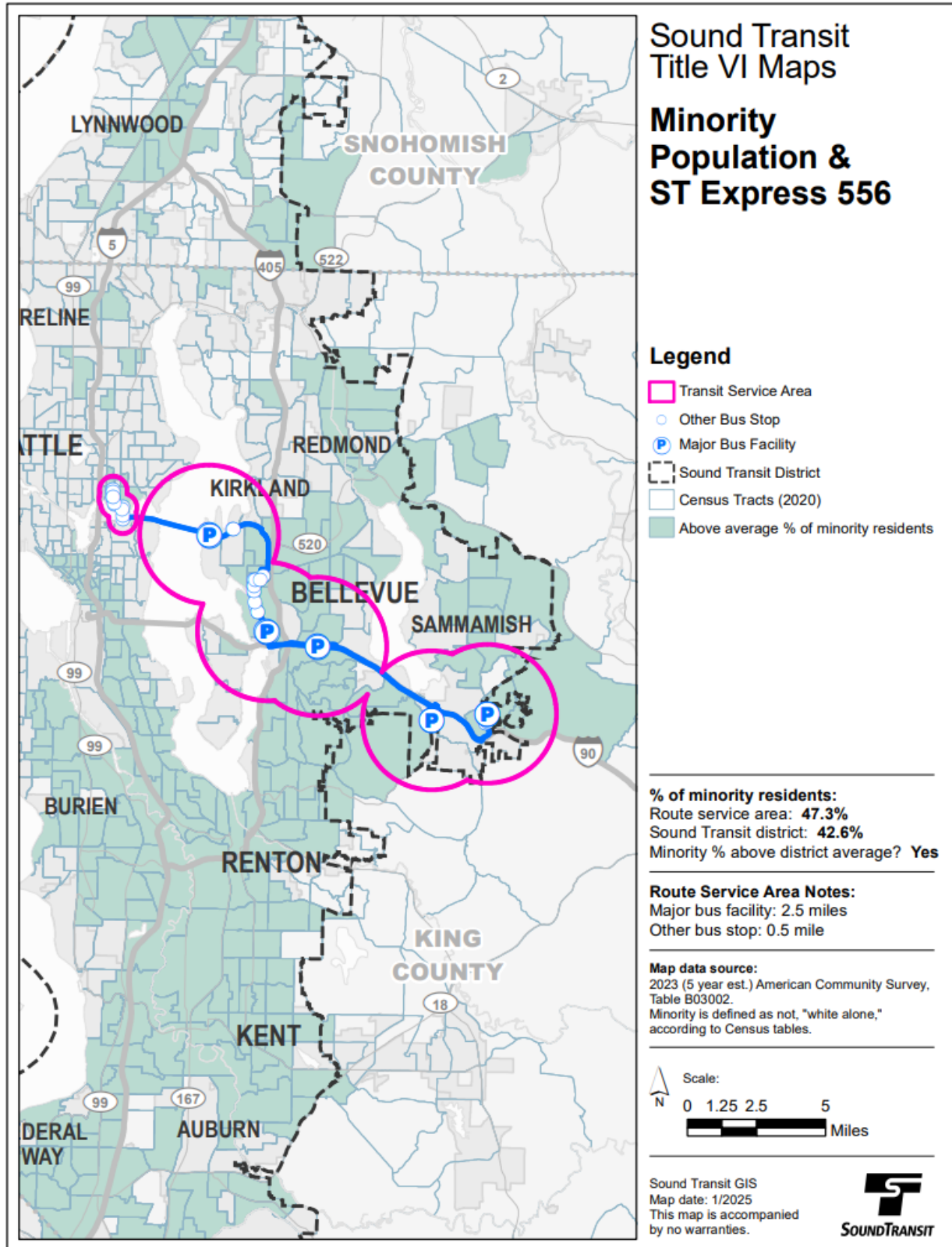


Figure 25: Map of Title VI Minority population of the existing Route 556, prior to truncation.

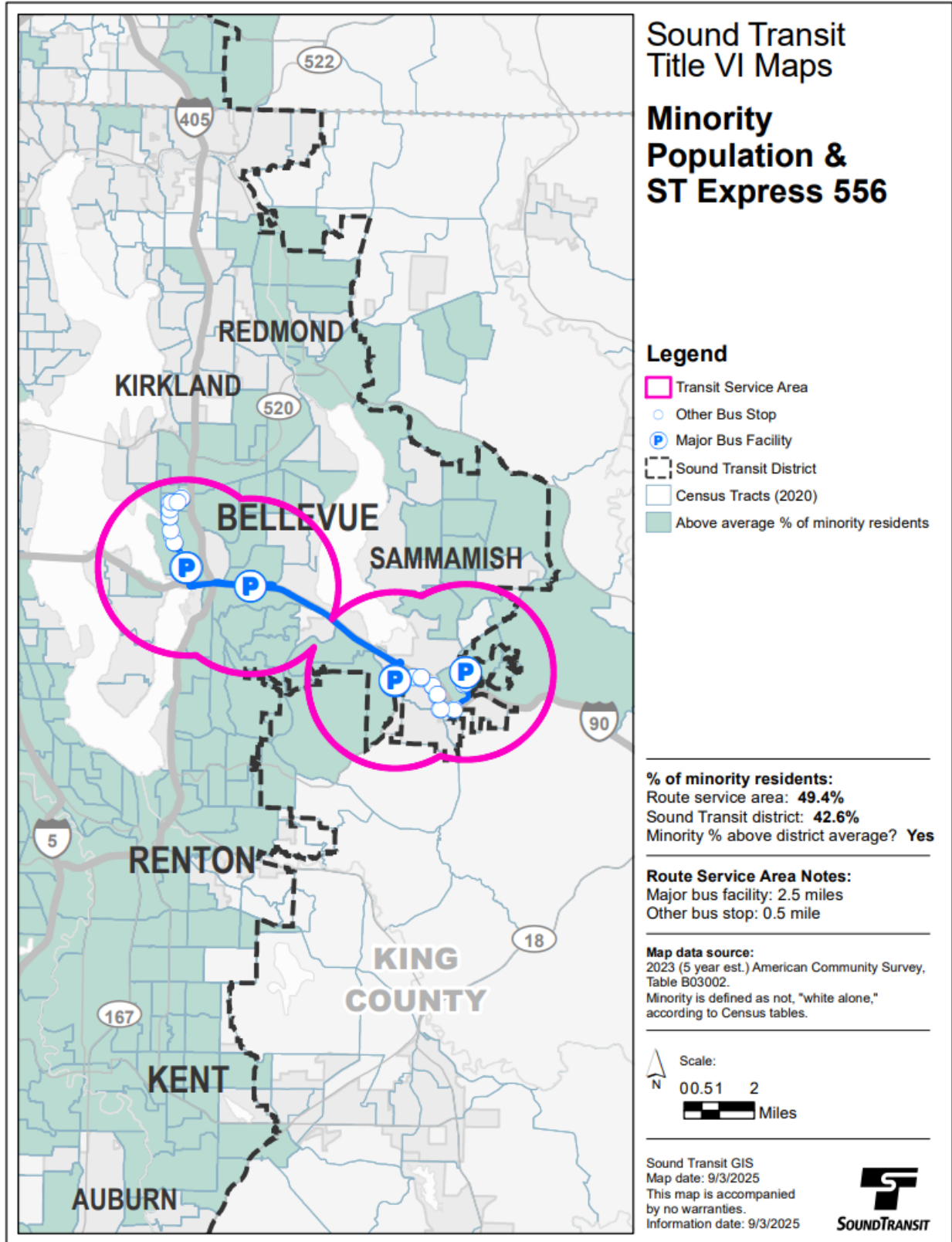


Figure 26: Map of Title VI Minority population for Route after truncation.

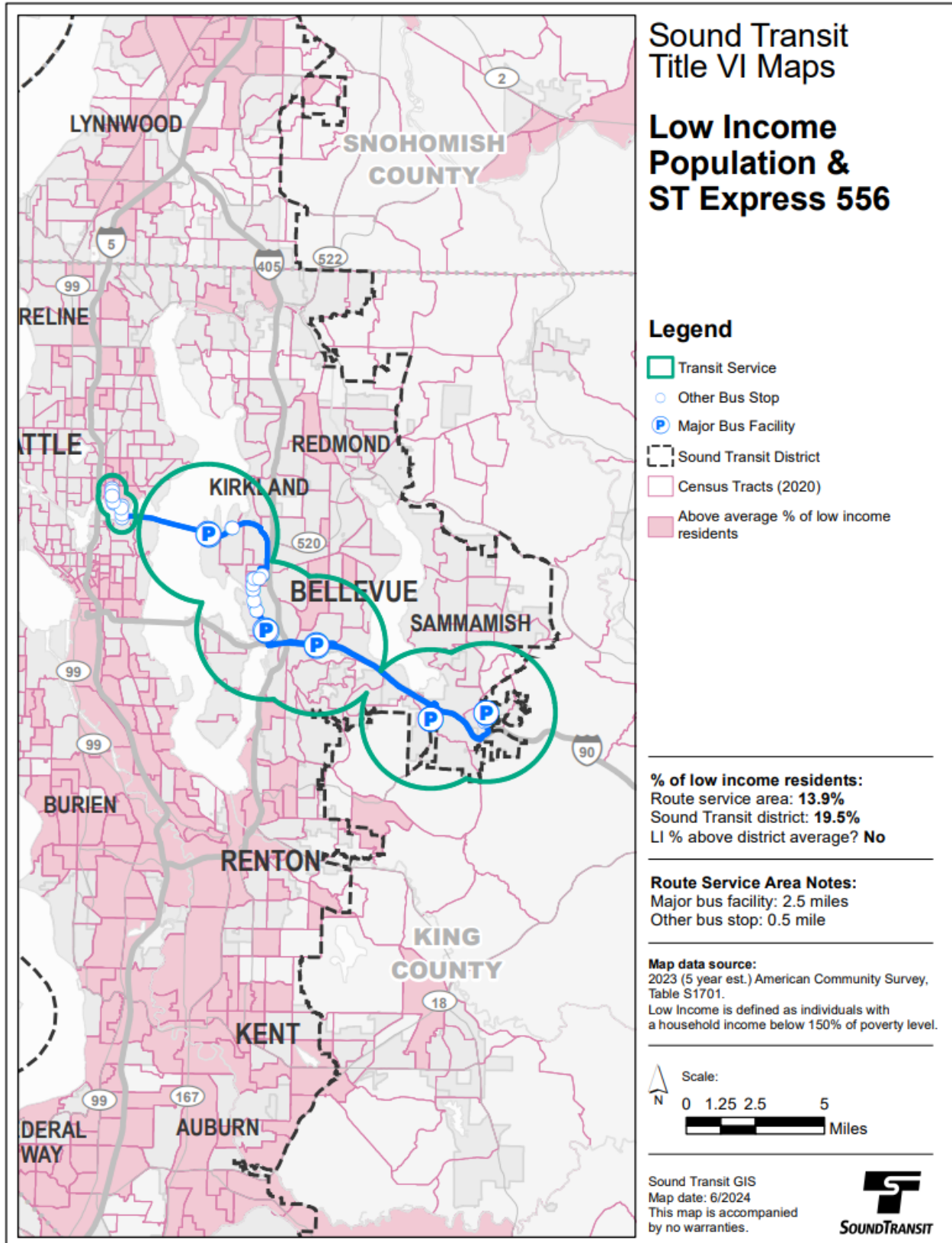


Figure 27: Map of Title VI Low Income population for the existing Route 556, prior to truncation.

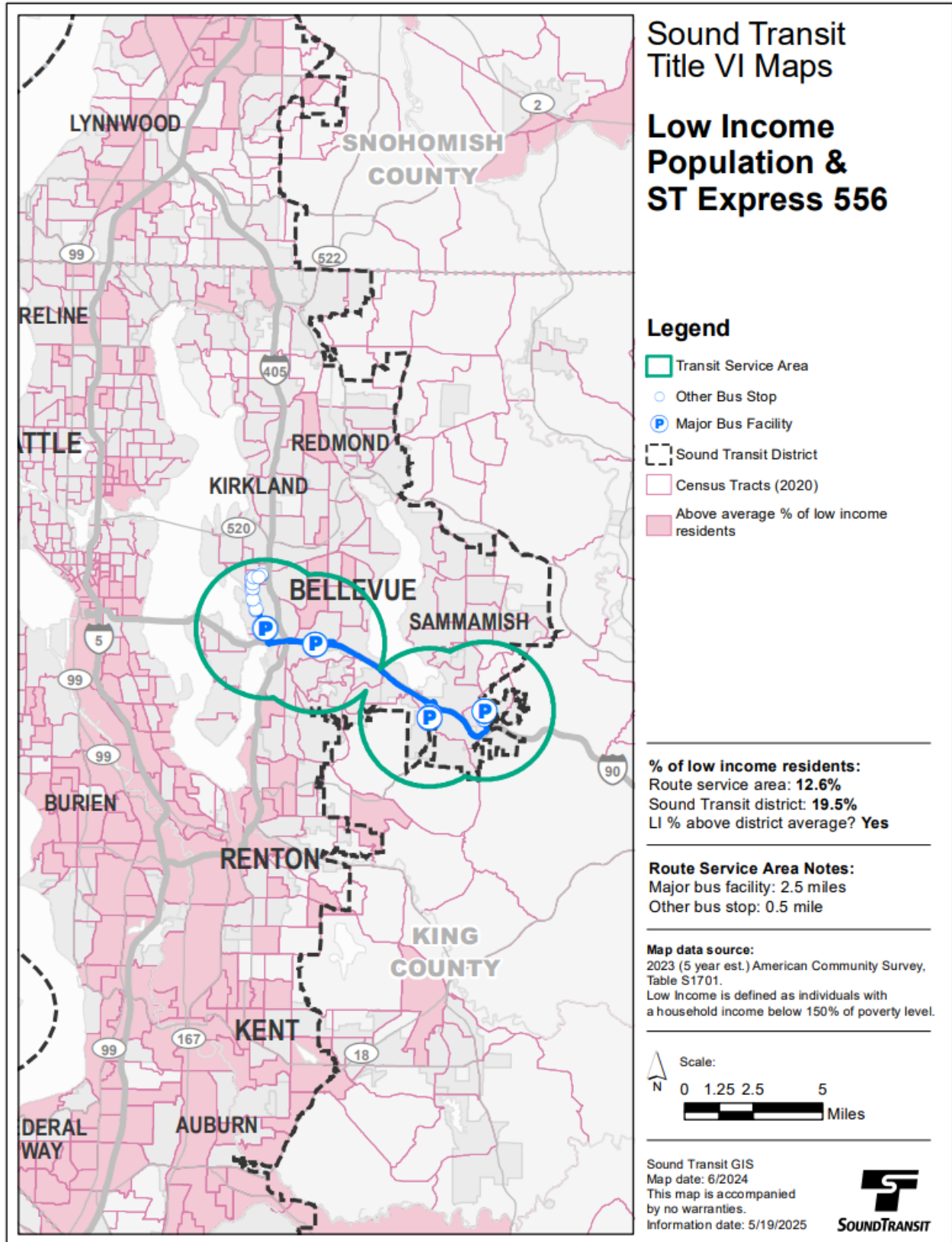


Figure 28: Map of Title VI Low Income population of Route 556 after truncation.

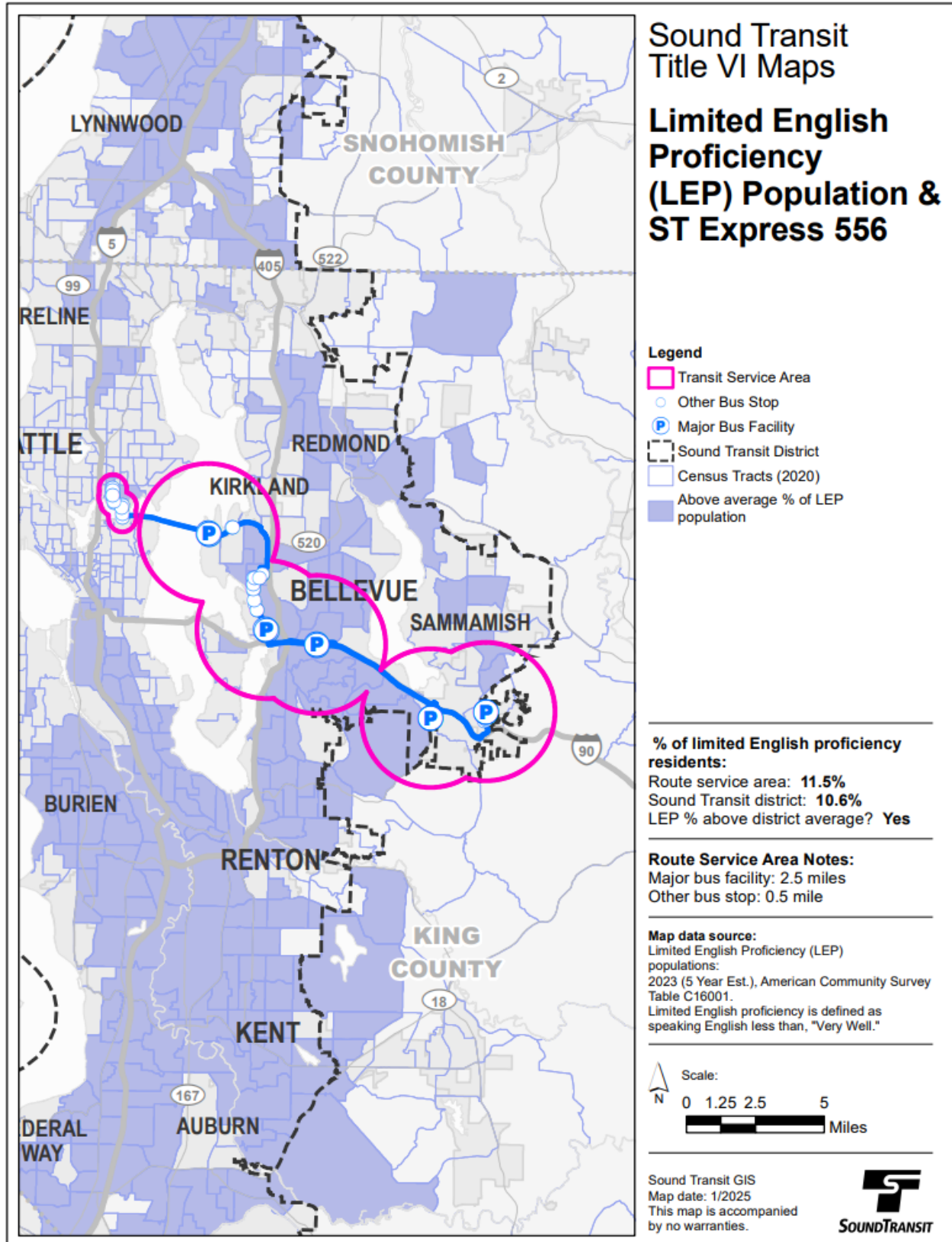


Figure 29: Map of Title VI Limited English Proficiency (LEP) population for the existing Route 556 prior to truncation.

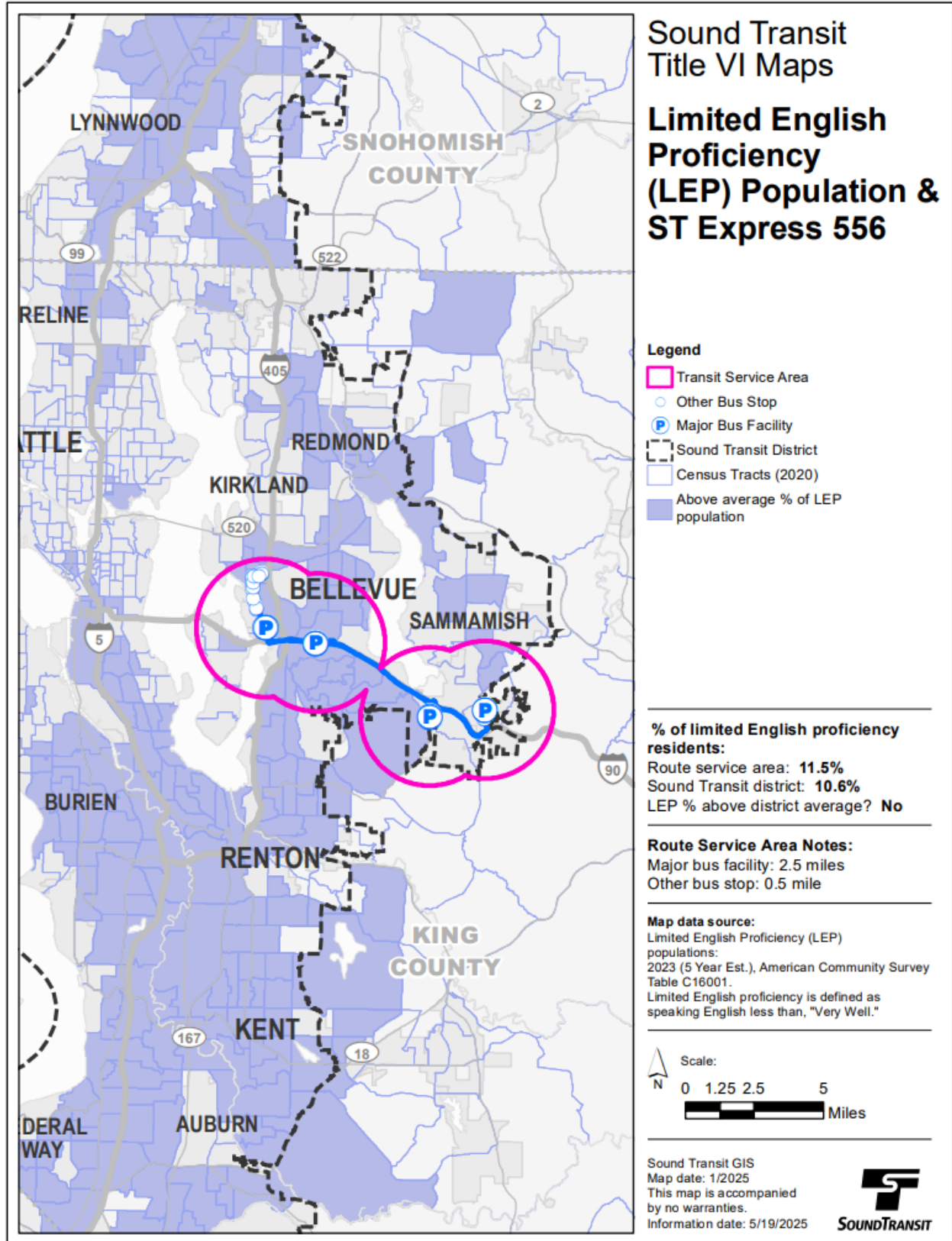


Figure 30: Map of Title VI Limited English Proficiency (LEP) population for Route 556 after truncation.

Last Updated: March 26, 2026

Mitigations

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

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The truncation of Route 556 does have adverse impacts, but there is no determination of disparate impact or disproportionate burden that requires mitigation.

Route 574 // Truncate to Federal Way, Increase Service, Change Southern Terminus

Description of Proposed Major Service Change

Truncate to Federal Way Downtown, increase service levels, and change southern terminus from Lakewood Transit Center (TC) to Lakewood Station.

Table 25: Approximate span of service and headways of Route 574 current and proposed service

Approximate Frequencies		
	Current Route 574 Lakewood – SeaTac	Proposed Route 574 Lakewood – Federal Way
Weekdays, Saturday, Sunday	4:58 a.m.- 12:10 p.m.	5:31 a.m. - 9:34 p.m.
Early AM	30 min.	15 - 60 min.
AM Peak	30 min.	15 min.
Midday	30 min.	15 min.
PM Peak	30 min.	15 min.
Evening	60 min.	15 min.
Late Evening	60 min.	15 – 60 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. Span is based on the departure of the first and last possible trips that serve the full line alignment.</i></p>		

Table 26: Weekly revenue hours for 2 Line current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	828	924	12%

Route 574 would have 924 weekly revenue hours, an increase of 12% (Table 26).

Last Updated: March 26, 2026

Adverse Effects & Benefits

There are adverse effects because Route 574 will no longer serve Lakewood TC and stops north of Federal Way. Passengers who previously boarded Route 574 at Lakewood TC will now need to board at Lakewood Station, or if they boarded north of Federal Way, will now need to board the 1 Line at Federal Way Downtown, Star Lake, or Kent Des Moines Stations, or board local King County Metro service during hours that the 1 Line is in operation . During hours that the 1 Line is not operating, passengers would need to board new overnight service.

Adverse Effects

There are adverse effects because service is removed from Lakewood TC and stops north of Federal Way.

Benefits

Truncating Route 574 to Federal Way Downtown Station helps facilitate improved service on Route 574. Similarly, moving Route 574's southern terminus to Lakewood Station also facilitates improved service. Riders will have more trip opportunities on Route 574, and / or the 1 Line depending on where they boarded and be able to continue onto other destinations served by Link.

Title VI Analysis

The proposed changes to Route 574 are a Major Service Change that is subject to Title VI analysis. In this case, there are adverse effects because stops will no longer be served by Route 574. There are findings of both Disparate Impact and Disproportionate burden, requiring mitigations.

- **Disparate impact:** The minority population of Route 574 does exceed the district average by at least five percentage points (table 27).
- **Disproportionate burden:** The low-income population Route 574 does exceed the district average by at least five percentage points (table 27).

Table 27: Title VI Populations in the Sound Transit District and the Route 574 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
Existing 574 Service Area	53.7%	31.2%	14.6%
New 574 Service Area	51.6%	31.2%	13.0%
Difference between new and previous Service Area	11.1%	11.7%	4.0%
Difference between New Service Area and District	9.0%	11.7%	2.4%
Exceeds percentage of the protected population within the District by at least five percentage points	Yes	Yes	No

Title VI Maps

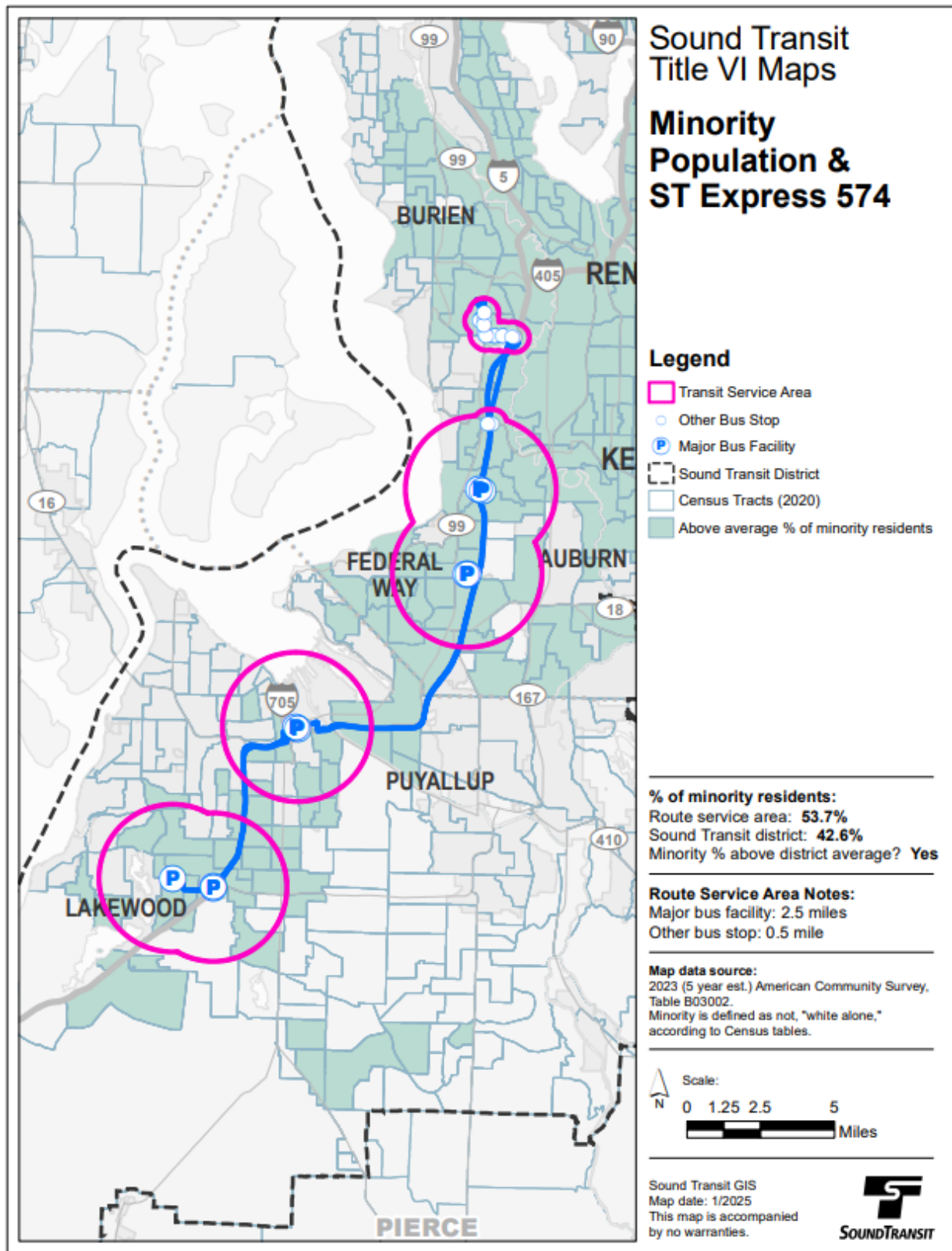


Figure 31: Map of Title VI Minority population of the existing 1 Line, prior to the Federal Way Link Extension.

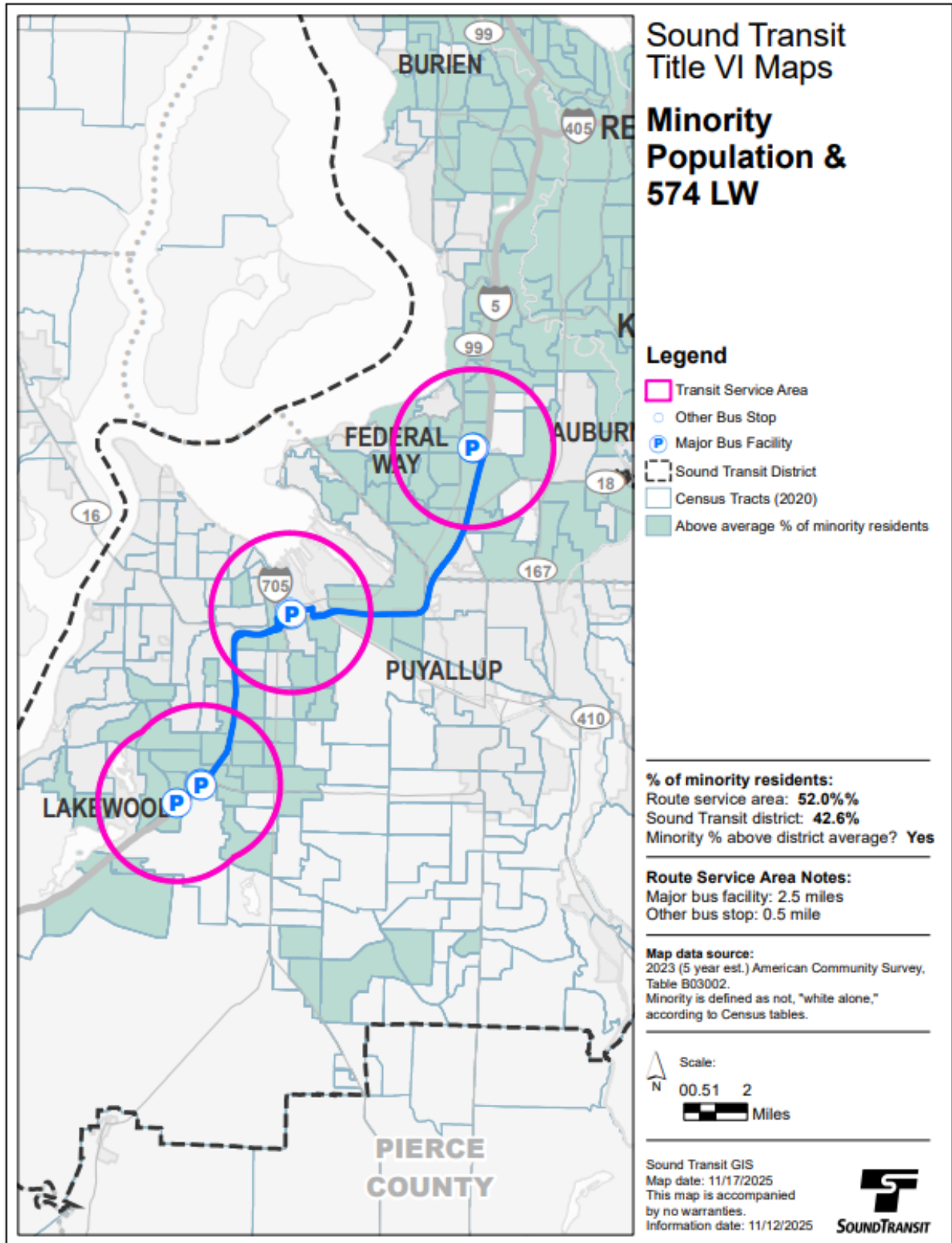


Figure 32: Map of Title VI Minority population for the 1 Line after the Federal Way Link Extension.

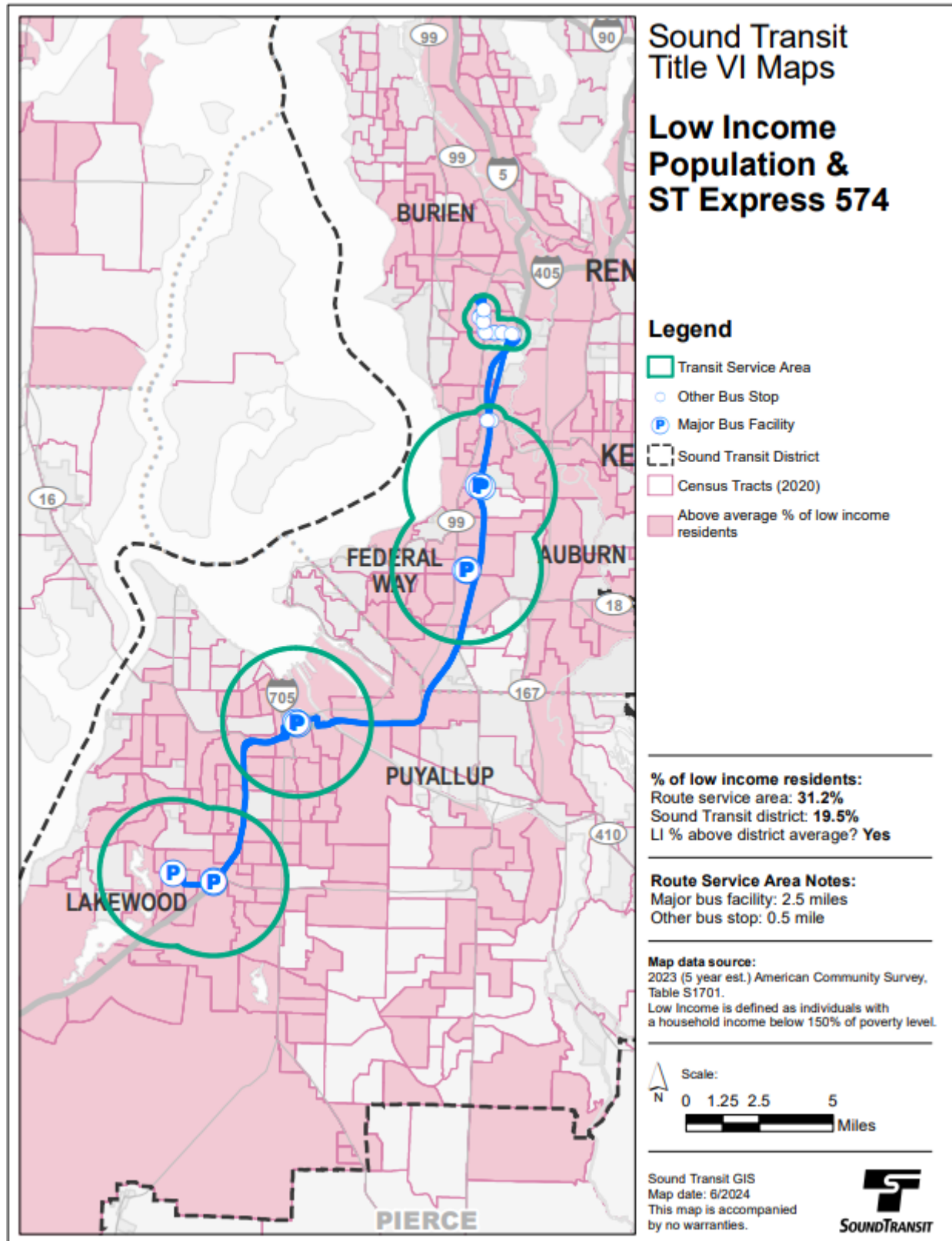


Figure 33: Map of Title VI Low Income population for the existing 1 Line, prior to the Federal Way Link Extension.

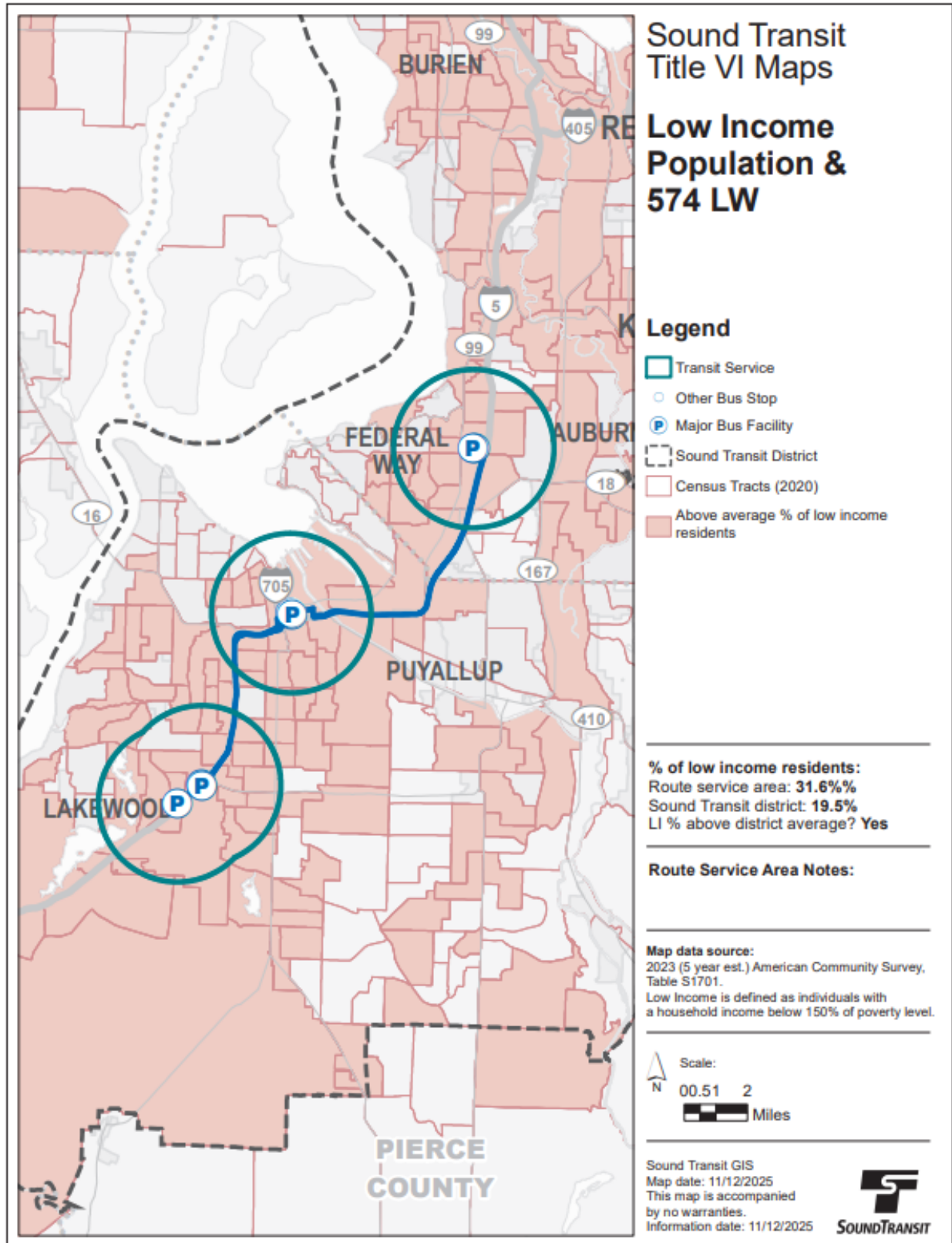


Figure 34: Map of Title VI Low Income population of the 1 Line after the Federal Way Link Extension.

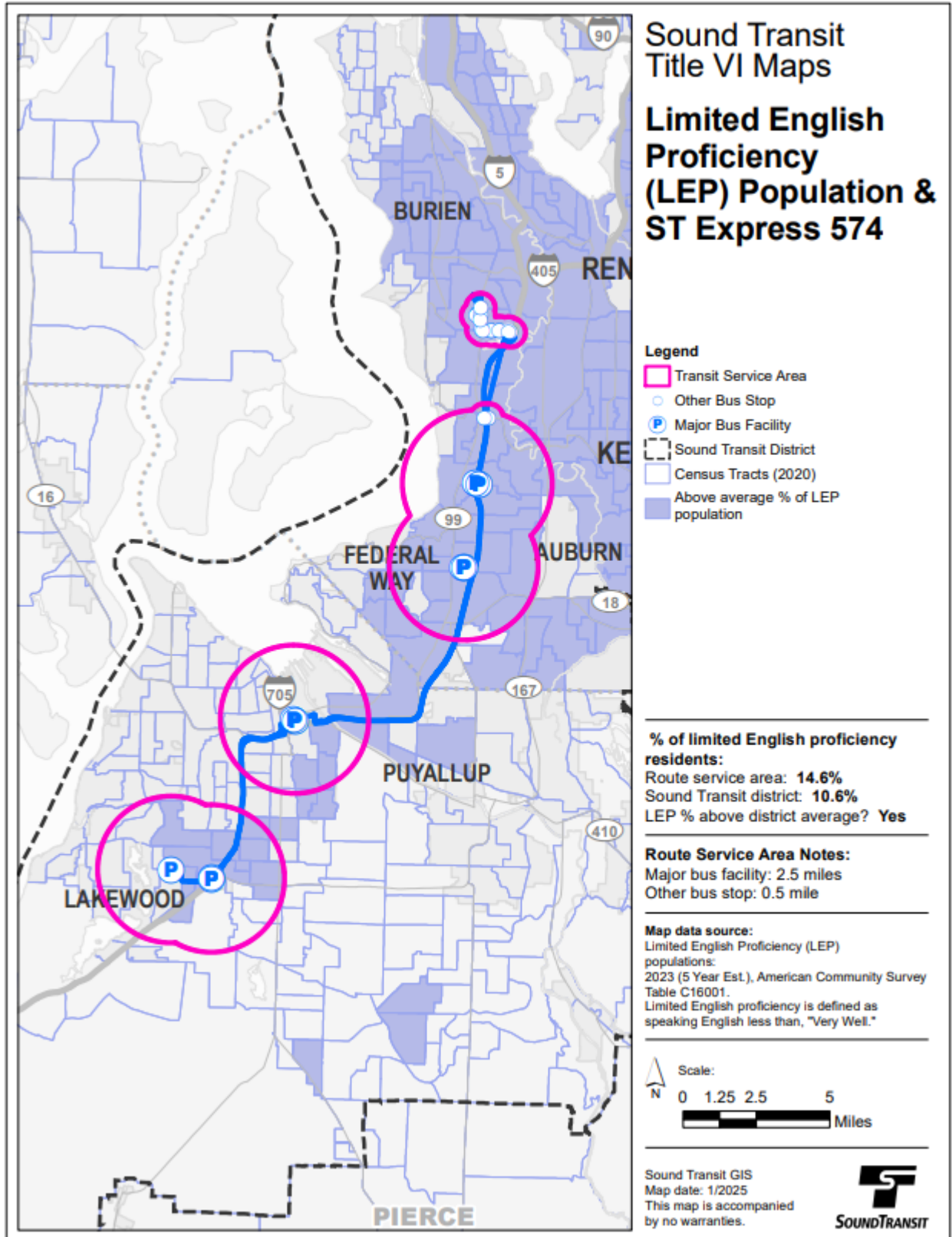


Figure 35: Map of Title VI Limited English Proficiency (LEP) population for the 1 Line prior to the Federal Way Link Extension.

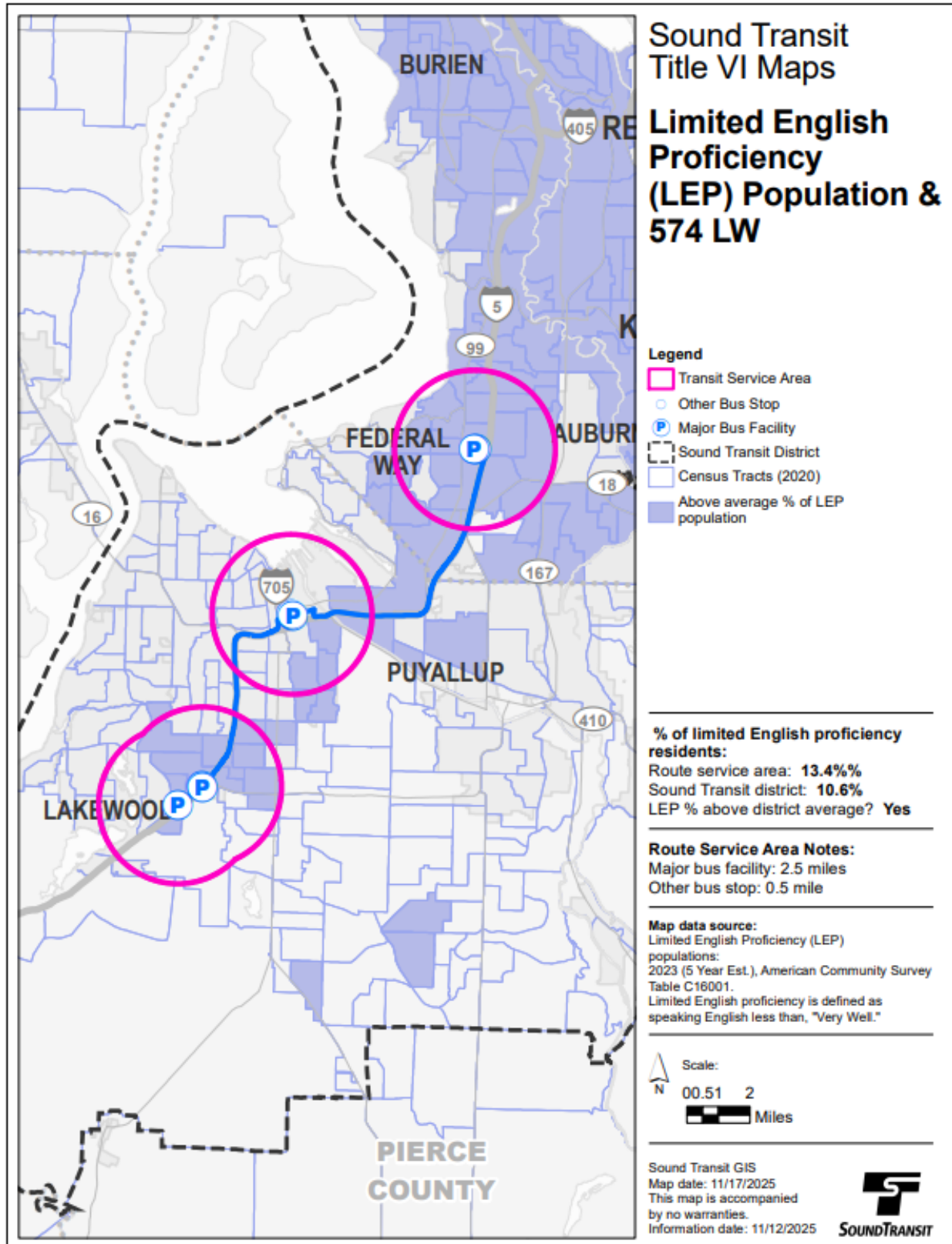


Figure 36: Map of Title VI Limited English Proficiency (LEP) population for the 1 Line after the Federal Way Link Extension.

Last Updated: March 26, 2026

Mitigations

The proposed changes have adverse impacts and have a determination of disparate impact and disproportionate burden. Mitigations are required and include improved frequency on Route 574 to Federal Way Downtown Station, and new link service from Federal Way to SeaTac, and beyond. There will also be new overnight bus service that will replace early morning and late night access to SeaTac with improved service levels as compared to existing Route 574 service.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

Proposed changes to Route 574 have adverse impacts, and there is a determination of disparate impact and disproportionate burden. Mitigations include improved service levels between Lakewood, Tacoma, and Federal Way, new Link service between Federal Way, SeaTac, and Seattle, and new overnight bus service that will provide improved access between SeaTac and Lakewood while Link is not running.

Route 580 // Eliminate Service

Description of Proposed Major Service Change

Eliminate service on Route 580.

Current Service

Because Route 580 only operates in the peak direction during peak hours, trip counts during the spans-of-service are provided in place of a frequency table.

There are 2 northbound trips between 5:30 – 7:00 a.m., and 4 southbound trips between 5:00 – 6:30 p.m.

Table 28: Weekly revenue hours for Route 580 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	8	0	-100%

Route 580 would have 0 weekly revenue hours, a decrease of 100% (Table 28).

Last Updated: March 26, 2026

Adverse Effects & Benefits

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

Adverse Effects

The elimination of Route 580 results in adverse effects because it removes service.

Benefits

There are no benefits to eliminating Route 580.

Title VI Analysis

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

- **No disparate impact:** The minority population of Route 580 does not exceed the district average by at least five percentage points (table 29).
- **No disproportionate burden:** The low-income population of Route 580 does not exceed the district average by at least five percentage points (table 29).

Table 29: 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 Average	42.6%	19.5%	10.6%
580 Service Area	27.9%	18.9%	5.7%
Difference	-14.7%	-0.6%	-4.9%
Exceeds percentage of the protected population within the District by at least five percentage points	No	No	No

Title VI Maps

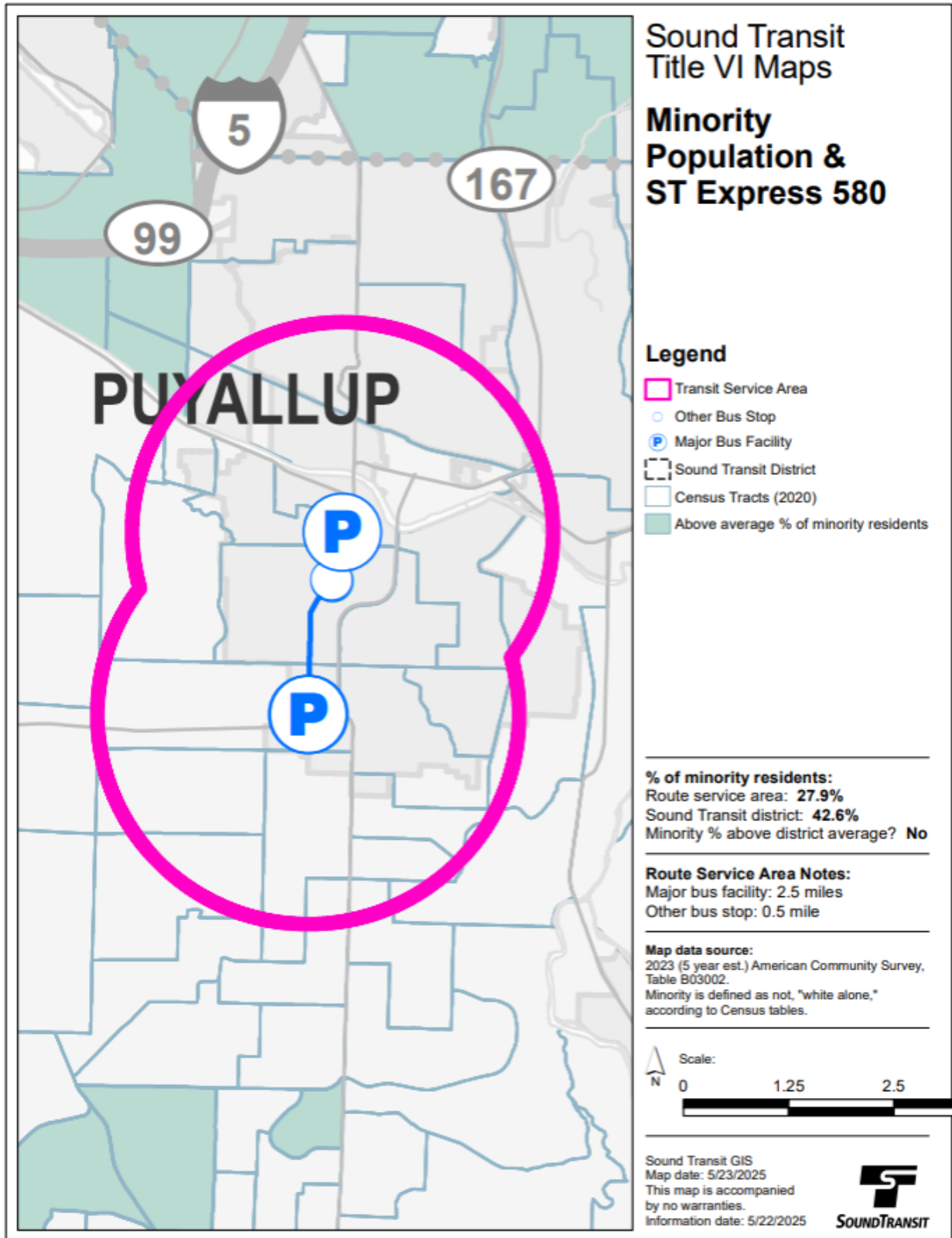


Figure 37: Map of Title VI Minority population of Route 580.

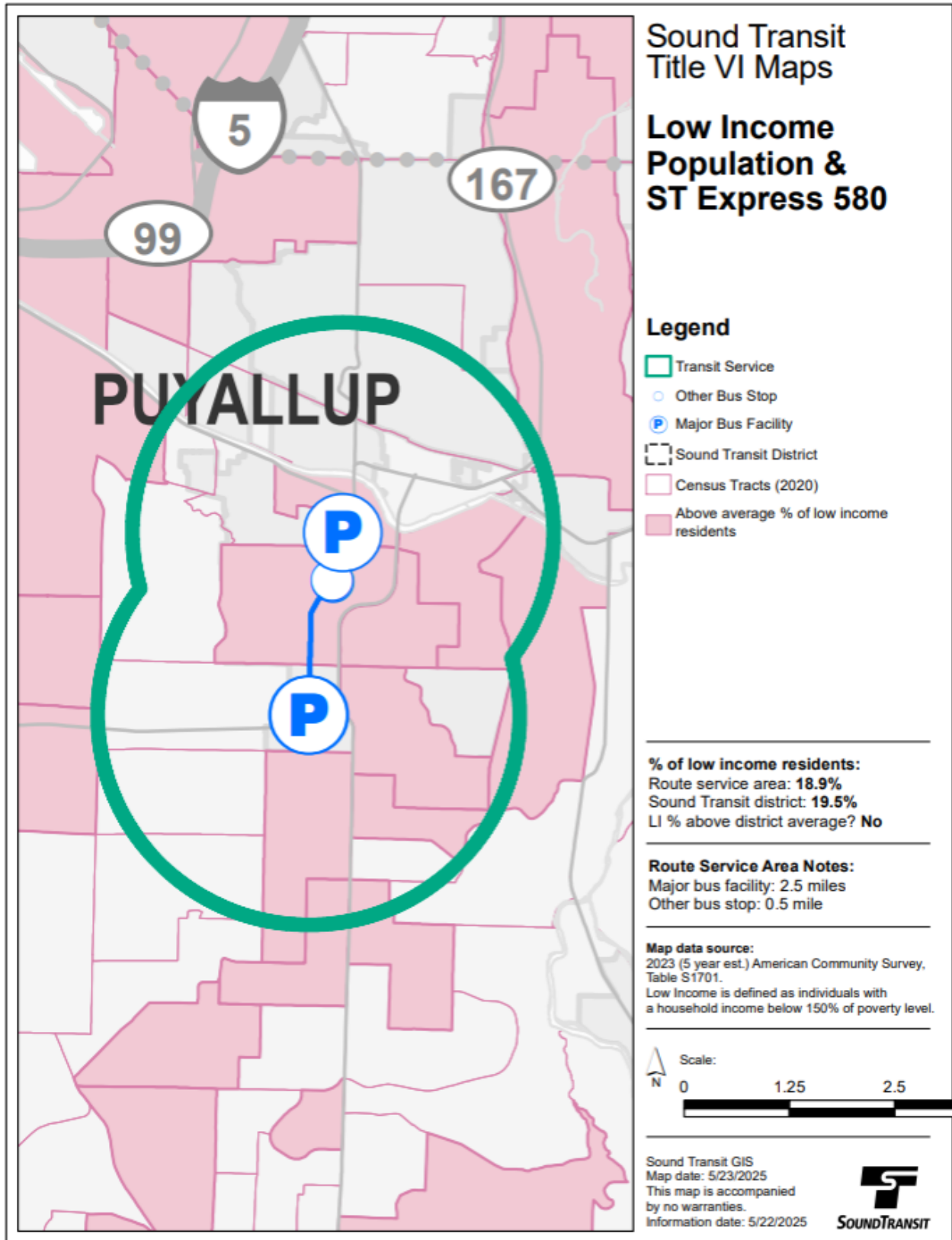


Figure 38: Map of Title VI Low Income Population for Route 580.

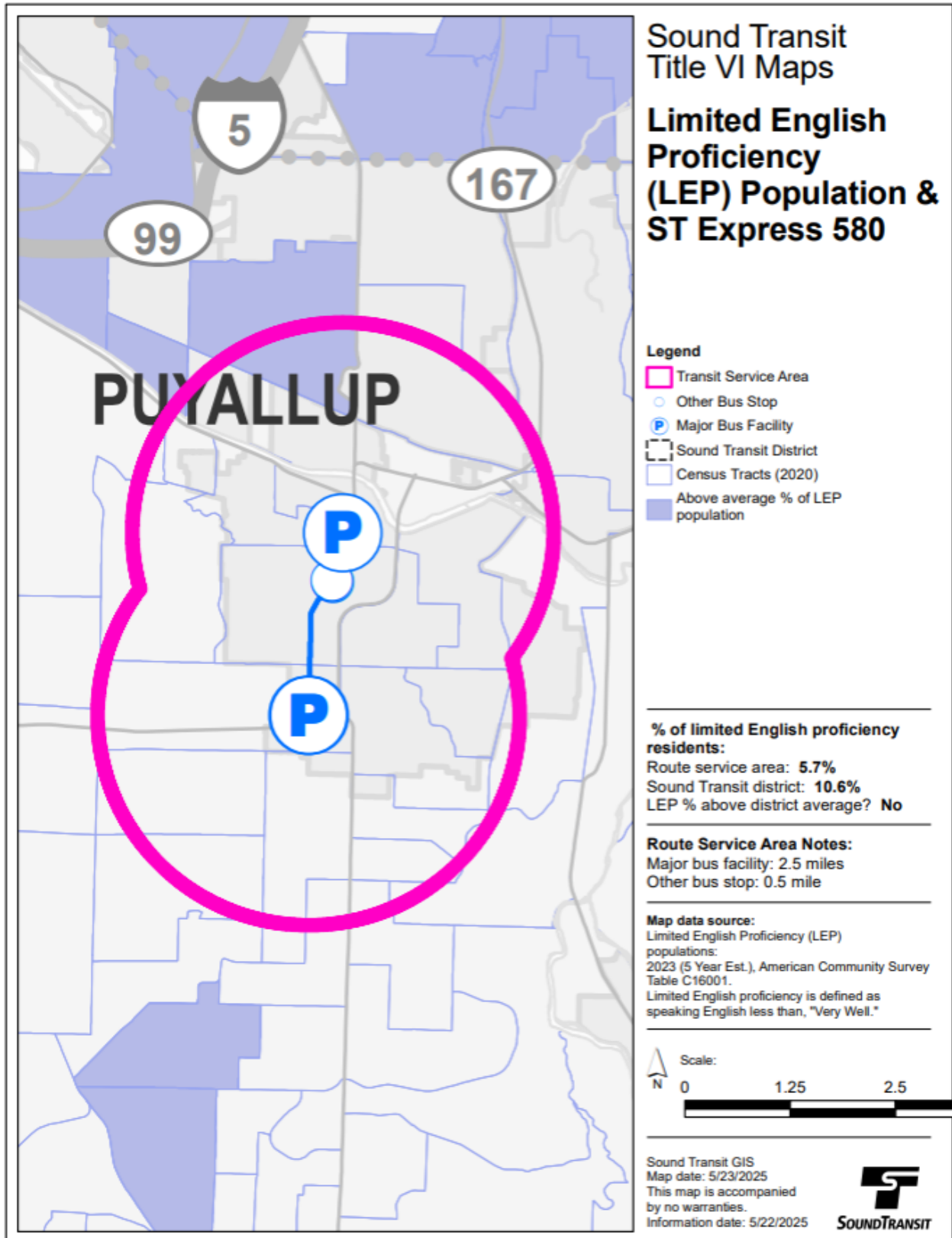


Figure 39: Map of Title VI Limited English Proficiency (LEP) population for Route 580.

Last Updated: March 26, 2026

Mitigations

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

In 2023, a 510-space parking garage opened at Puyallup Station. Sounder S Line riders can park at the garage instead of taking Route 580. Route 580 experienced a sharp decline in ridership after the garage opened, averaging only 3 riders per trip (Summer 2023). For those continuing to take transit, Pierce Transit Route 400 (Puyallup-Downtown Tacoma) also serves South Hill Park & Ride.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of Route 580 does have adverse impacts, but there is no determination of disparate impact or disproportionate burden.

Route 586 // Eliminate Service

Description of Proposed Major Service Change

Eliminate service on Route 586.

Service Levels

Because Route 586 currently only operates in the peak direction during peak hours, trip counts during the spans-of-service are provided in place of a frequency table.

There are 7 northbound trips between 5:00 – 8:00 a.m., and 7 southbound trips between 3:00 – 6:30 p.m.

Table 30: Weekly revenue hours for Route 586 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	123	0	-100%

Route 586 would have 0 weekly revenue hours, a decrease of 100% of hours (Table 30).

Last Updated: March 26, 2026

Adverse Effects & Benefits

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

Adverse Effects

The elimination of Route 586 results in adverse effects because it removes service.

Benefits

There are no benefits to eliminating Route 586.

Title VI Analysis

Changing the revenue hours of a route by greater than 25% qualifies as a major service change subject to Title VI Analysis. In this case, there are adverse effects because the route is eliminated.

- **Disparate impact:** The minority population of Route 586 does exceed the district average by at least five percentage points (table 31).
- **Disproportionate burden:** The low-income population of Route 586 does exceed the district average by at least five percentage points (table 31).

Table 31: Title VI Populations in the Sound Transit District and the Route 586 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	42.6%	19.5%	10.6%
586 Service Area	50.6%	31.4%	12.9%
Difference	8.0%	11.9%	2.3%
Exceeds percentage of the protected population within the District by at least five percentage points	Yes	Yes	No

Title VI Maps

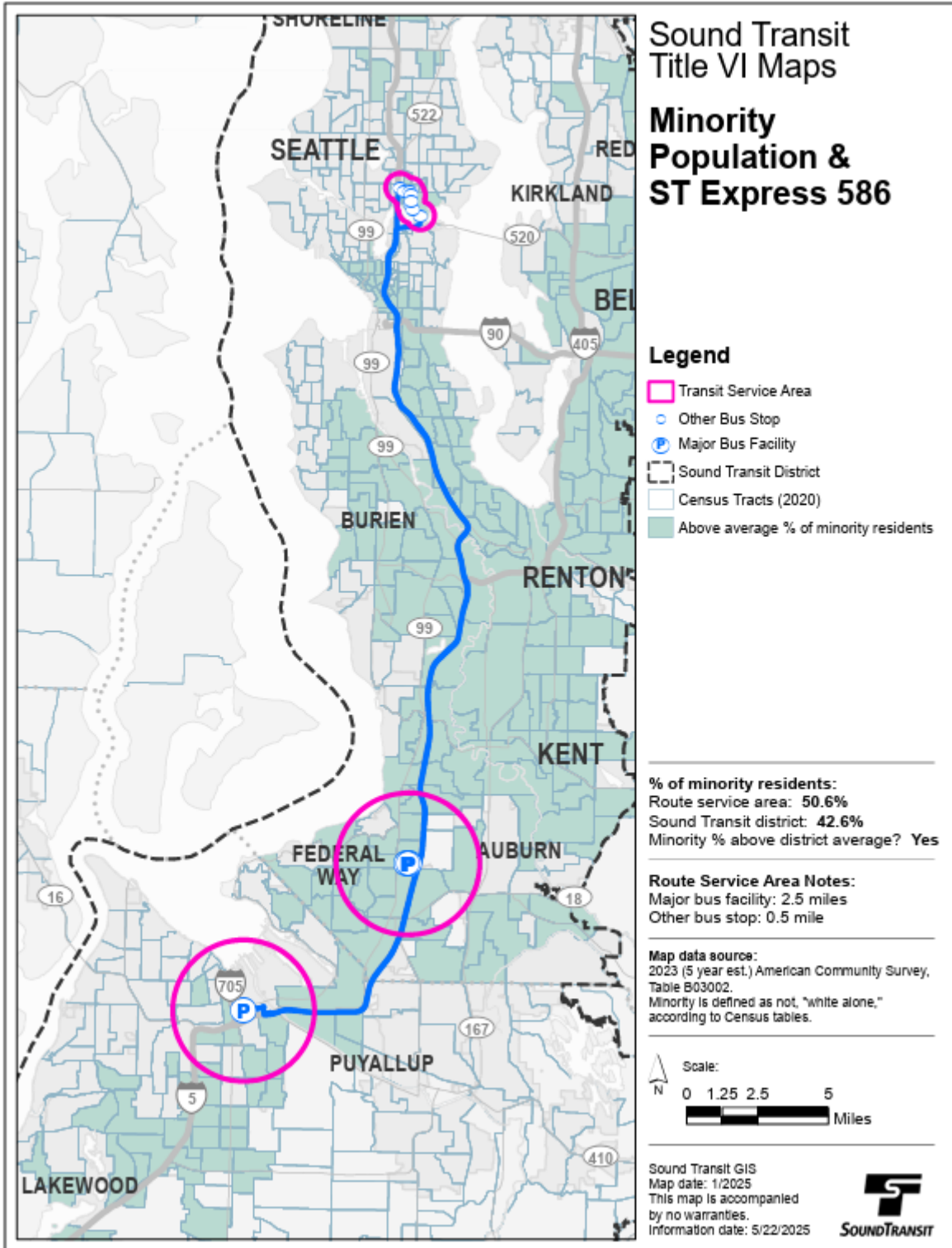


Figure 40: Map of Title VI Minority population of Route 586.

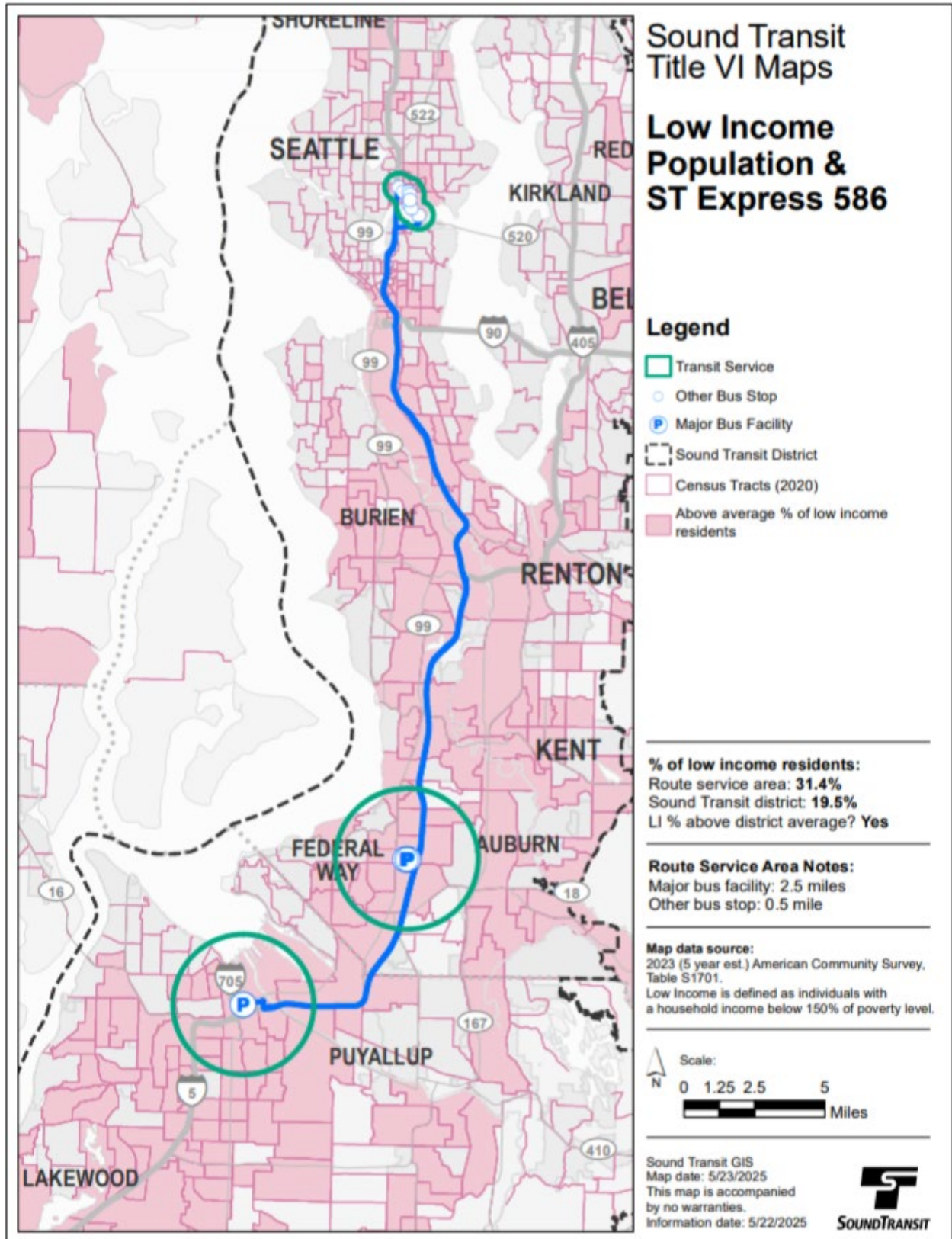


Figure 41: Map of Title VI Low Income population of Route 586.

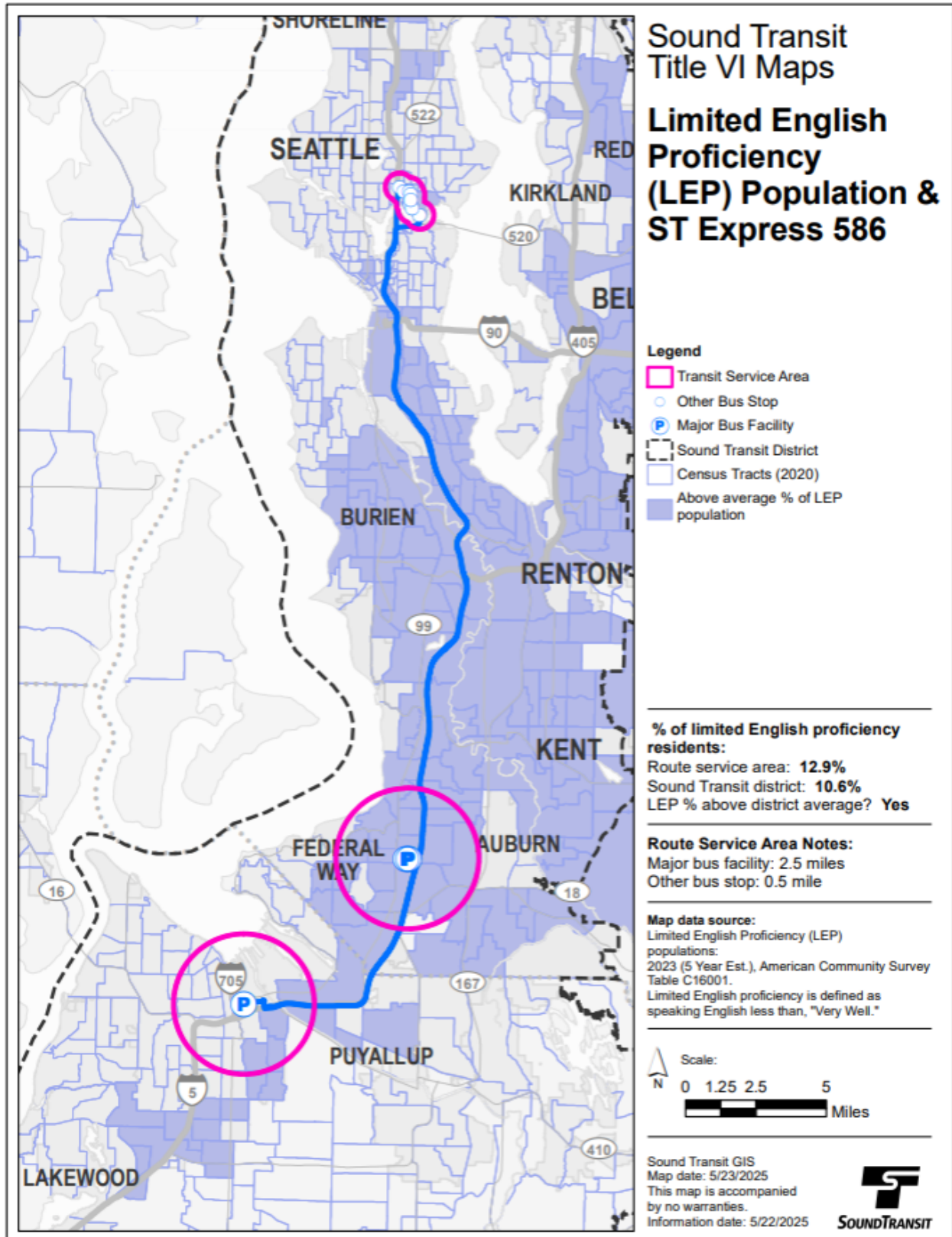


Figure 42: Map of Title VI Limited English Proficiency (LEP) population of Route 586.

Last Updated: March 26, 2026

Mitigations

Mitigations are required since there is a finding of disparate impact or disproportionate burden. The mitigations include increased service on Route 574, providing an all-day connection to Link at Federal Way Downtown Station, as well as using an existing alternate service on Route 590 and the Sounder S Line to transfer to Link in downtown Seattle. Existing service via Route 590 and / or the S Line to transfer to Link offer competitive, and more frequent travel options.

Public Input

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of Route 586 does have adverse impacts, and there is a determination of disparate impact and disproportionate burden. Therefore, mitigations are required. Mitigations include alternative service available via Routes 577, 578, 590, and 594 with a transfer to Link in downtown Seattle, which operates more frequently.

Conclusion of Individual Route Analysis

The **individual route analysis** evaluates each major service change on a route-by-route basis, and it found that service change proposals for routes 550, 554, 556, 574, and 586 create adverse effects. **The individual route analysis found that changes result in findings of disproportionate burden.** Therefore, mitigations are required.

Mitigations for these routes are as follows:

Routes 550, 554 & 556

- New 2 Line service would provide improve frequency and capacity between Bellevue and Seattle as compared to Route 550.
- Route 556 would have improved service levels, operating about every 15 minutes for most of the day between Issaquah and Bellevue. Riders may transfer at South Bellevue for connections into Seattle.

Routes 574 & 586

- New 1 Line service would provide improved frequency and capacity between Federal Way and Downtown Seattle as compared to existing service on Route 577.
- Route 574 would have improved service levels, operating about every 15 minutes for most of the day between Lakewood and Federal Way. Riders may transfer to direct-to-Seattle buses and Sounder service at Tacoma Dome Station, or at Federal Way Downtown Station.
- Alternative ST Express routes (574, 590, 592, 594, 595) paired with 1 Line transfers in downtown Seattle or Federal Way (or, beginning your trip in Federal Way) with the final destination of University of Washington operate with a greater span of service and frequency, and with comparable travel times.

Last Updated: March 26, 2026

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 results of the systemwide analysis did not identify any findings.**

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 2023 to September 2026. The following sections step through the process for each analysis.

Methodology

In order to conduct the systemwide 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 32 shows the total change in scheduled weekly revenue hours between September 2023 and September 2026 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.

Table 32: Scheduled weekly revenue hours by service change from September 2023 - September 2026

Route	Sept. 2023	Mar. 2024	Sept. 2024	Mar. 2025	Sept. 2025	Mar. 2026	Sept. 2026	Difference between Sept. 2023 & Sept. 2026	Percent Difference between Sept. 2023 & Sept. 2026	Addition or Reduction
1 Line	1,726	1,677	2,223	2,221	2,697	2,697	2,697	971	64%	Addition
2 Line	0	0	490	610	2,507	2,507	2,507	2,507	N/A	Addition
510	172	184	198	198	198	198	212	40	23%	Addition
512	921	920	939	771	771	771	783	-138	-15%	Reduction
513	96	90	104	69	69	69	108	12	12%	Addition
515	0	0	0	0	225	225	0	0	N/A	N/A
522	975	1,019	1,019	1,019	1,019	1,019	785	-190	-20%	Reduction
532	125	131	142	147	147	147	144	19	15%	Addition
535	398	419	431	452	452	452	572	174	44%	Addition
542	427	427	427	427	427	427	728	301	70%	Addition
545	1,077	1,071	1,071	1,071	1,071	1,071	1,063	-14	-1%	Reduction
550	883	903	903	898	898	898	0	-883	-100%	Reduction
554	664	663	663	664	664	664	0	-664	-100%	Reduction
556	108	105	105	105	105	105	689	581	537%	Addition
560	673	650	623	630	200	200	731	58	9%	Addition
566	196	198	200	200	630	630	684	488	248%	Addition
574	772	834	813	828	828	828	924	152	20%	Addition
577	274	263	209	220	263	263	279	5	2%	Addition
578	708	722	704	706	722	722	710	2	0%	Addition
580	13	8	0	0	8	8	0	-13	-100%	Reduction
586	126	119	111	123	123	123	0	-126	-100%	Reduction
590	329	365	176	173	365	365	343	14	4%	Addition
592	171	166	179	184	184	184	177	6	3%	Addition
594	861	828	781	794	828	828	817	-44	-5%	Reduction
595	61	62	67	68	68	68	65	5	7%	Addition
596	42	46	36	37	37	37	37	-5	-12%	Reduction
Souder North	26	26	53	53	53	53	53	27	104%	Addition
Souder South	183	183	183	183	183	183	183	0	0%	No Change
Tacoma Link	480	480	480	480	480	480	480	0	0%	No Change

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 33 shows the total change in weekly revenue hours between September 2023 and September 2026 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 33: Populations affected by service reduction September 2023 to September 2026

Route	Change in Weekly Revenue Hours	Benefit or Reduction	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
512	-138	Reduction	330,506	138,703	191,803	74,187	256,319
522	-190	Reduction	230,699	81,758	148,941	35,970	194,729
545	-14	Reduction	270,211	133,302	136,909	41,594	228,617
550	-883	Reduction	142,296	71,869	70,427	24,702	117,594
554	-664	Reduction	271,279	134,298	136,981	39,453	231,826
580	-13	Reduction	85,425	23,822	61,603	16,112	69,313
586	-126	Reduction	194,146	98,173	95,973	60,988	133,158
594	-44	Reduction	266,716	128,558	138,158	79,453	187,263
596	-5	Reduction	66,883	14,730	52,153	9,465	57,418

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: 18.5%
- Non-Minority population adversely affected: 18.6%
- Low-Income population adversely affected: 17.9%
- Non-Low-Income population adversely affected: 18.7%

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 34). **Because the result of 0.1% is / is not 20 percent or greater, no disparate impact was identified.**

Table 34: Service reduction disparate impact test

Minority Population Adversely Affected	Non-Minority Population Adversely Affected	Ratio Comparison	Threshold for Disparate Impact	Result
18.5%	18.6%	$16.3\% \div 16.4\% = 0.1\%$ ¹	20% or greater	No Disparate Impact
¹ 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 35). **Because the result of 4.4% is / is not 20 percent or greater, no / a disproportionate burden was identified.**

Table 35: Service reduction disproportionate burden test

Low-Income Population Adversely Affected	Non- Low-Income Population Adversely Affected	Ratio Comparison	Threshold for Disproportionate Burden	Result
17.9%	18.7%	$17.9\% \div 18.7\% = 4.4\%$ ¹	20% or greater	No Disproportionate Burden

¹In 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 36 shows the total change in weekly revenue hours between September 2023 and September 2026 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 36: Populations benefited by service additions, September 2023 to September 2026

Route	Change in Weekly Revenue Hours	Benefit or Reduction	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
510	40	Benefit	342,081	140,332	201,749	78,460	263,621
513	12	Benefit	195,738	85,717	110,021	40,017	155,721
532	19	Benefit	360,619	156,351	204,268	71,281	289,338
535	174	Benefit	250,377	102,572	147,805	37,524	212,853
542	301	Benefit	210,141	103,798	106,343	31,256	178,885
556	581	Benefit	166,573	82,266	84,307	19,165	147,408
560	58	Benefit	108,977	58,414	50,563	25,212	83,765
566	488	Benefit	175,252	97,613	77,639	44,843	130,409
574	152	Benefit	259,374	133,829	125,545	80,916	178,458
577	5	Benefit	167,340	90,404	76,936	45,098	122,242
578	2	Benefit	198,418	88,006	110,412	49,080	149,338
590	14	Benefit	164,195	75,614	88,581	44,176	120,019
592	6	Benefit	182,732	98,979	83,753	58,510	124,222
595	5	Benefit	285,195	105,541	179,654	63,276	221,919
1 Line	971	Benefit	1,550,303	698,683	851,620	324,105	1,226,198
2 Line	2,507	Benefit	1,403,155	571,320	831,835	222,526	1,180,629
Souder North	27	Benefit	400,436	148,043	252,393	85,990	314,446

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: 63.6%
- Non-Minority population benefiting: 64.4%
- Low-Income population benefiting: 62.2%
- Non-Low-Income population benefiting: 64.5%

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 37).

Because the result of 99.8% percent is not greater than the 80 percent or less threshold, no / a disparate impact was identified.

Table 37: Service additions disparate impact test

Minority Population Benefiting	Non-Minority Population Benefiting	Ratio Comparison	Threshold for Disparate Impact	Result
63.6%	64.4%	$63.6\% \div 64.4\% = 99.8\%$	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 38). **Because the result of 96.4% percent is not greater than the 80 percent or less threshold, no / a disproportionate burden was identified.**

Table 38: Service additions disproportionate burden test

Low-Income Population Benefiting	Non- Low-Income Population Benefiting	Ratio Comparison	Threshold for Disproportionate Burden	Result
62.2%	64.5%	$62.2\% \div 64.5\% = 96.4\%$	80% or less	No / Disproportionate Burden

Last Updated: March 26, 2026

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 2023 through September 2026.

Sound Transit Service Area Title VI Routes and Population

Table 39: Title VI routes and population statistics (2025)

Route	Total Population	Minority Population	Non-Minority Population	Limited English Proficiency (LEP)	Low-Income Population	Non-Low Income			
1 Line	1,550,303.00	698,682.90	45%	851,620	185,522	12%	324,105	21%	1,226,198
2 Line	1,403,155.00	571,320.32	41%	831,835	134,773	10%	222,526	16%	1,180,629
510	342,081.00	140,332.47	41%	201,749	40,195	12%	78,460	23%	263,621
512	330,506.00	138,703.16	42%	191,803	44,565	13%	74,187	22%	256,319
513	195,738.00	85,716.71	44%	110,021	27,243	14%	40,017	20%	155,721
515	242,159.00	100,036.82	41%	142,122	25,853	11%	47,756	20%	194,403
522	230,699.00	81,757.90	35%	148,941	20,301	9%	35,970	16%	194,729
532	360,619.00	156,350.51	43%	204,268	48,401	13%	71,281	20%	289,338
535	250,377.00	102,571.80	41%	147,805	28,531	11%	37,524	15%	212,853
542	210,141.00	103,798.05	49%	106,343	25,728	12%	31,256	15%	178,885
545	270,211.00	133,302.38	49%	136,909	31,138	12%	41,594	15%	228,617
550	142,296.00	71,868.62	51%	70,427	17,750	12%	24,702	17%	117,594
554	271,279.00	134,298.48	50%	136,981	31,439	12%	39,453	15%	231,826
556	166,573.00	82,266.39	49%	84,307	21,068	13%	19,165	12%	147,408
560	108,977.00	58,413.52	54%	50,563	19,653	18%	25,212	23%	83,765
566	175,252.00	97,613.44	56%	77,639	31,733	18%	44,843	26%	130,409
574	259,374.00	133,829.00	52%	125,545	33,617	13%	80,916	32%	178,458
577	167,340.00	90,404.22	54%	76,936	23,613	14%	45,098	27%	122,242
578	198,418.00	88,005.75	44%	110,412	27,005	14%	49,080	25%	149,338
580	85,425.00	23,822.20	28%	61,603	4,848	6%	16,112	19%	69,313
586	194,146.00	98,173.07	51%	95,973	25,138	13%	60,988	31%	133,158
590	164,195.00	75,613.82	46%	88,581	13,736	8%	44,176	27%	120,019
592	182,732.00	98,978.79	54%	83,753	26,924	15%	58,510	32%	124,222
594	266,716.00	128,557.58	48%	138,158	25,257	9%	79,453	30%	187,263
595	285,195.00	105,540.59	37%	179,654	17,491	6%	63,276	22%	221,919
596	66,883.00	14,729.78	22%	52,153	2,461	4%	9,465	14%	57,418
N Line	400,436.00	148,043.38	37.0%	252,393	44,158.12	11.0%	85,990.20	21.5%	314,445.80
S Line	1,240,505.00	588,389.27	47.4%	652,116	155,765.66	12.6%	306,937.14	24.7%	933,567.86
T Line	270,654.00	113,583.30	42.0%	157,071	22,940.35	8.5%	68,666.68	25.4%	201,987.32
Sound Transit District Average	3,348,910.00		42.6%			10.6%		19.5%	3,348,910.00