

2027 Service Plan

October 22, 2026


SoundTransit
Link
AtkinsRéalis
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Executive Summary

The 2027 Service Plan outlines draft rail and bus service changes that would be implemented in 2027.

These changes will be presented to the Sound Transit Board of Directors (Board) in October 2026.

If changes are approved, they will be implemented as soon as spring 2027.

2027 goals and 2026 service updates

2026 was the latest in a series of milestone years for Sound Transit.

- In 2024, we extended the 1 Line to Lynnwood, and began service on the 2 Line between South Bellevue and Redmond Technology stations.
- In 2025, we extended the 2 Line to Marymoor Village and Downtown Redmond, and the 1 Line to Federal Way, Star Lake, and Kent Des Moines.
- On March 28, 2026, we opened the much-anticipated Crosslake Connection, and with two new stations at Judkins Park and on Mercer Island, the 1 Line and 2 Line became part of one system.

Now that we've completed the ST2 Link Extensions, we're making changes to our ST Express network to improve connections to the 1 Line and 2 Line, and to prepare for new Stride bus rapid transit service. Some of these changes were implemented as part of the fall service change on August 29-30, such as:

- Streamlining and increasing frequency on routes like 556 and 574.
- Rerouting 522 to serve Shoreline South Station to mirror the future Stride S3 Line and, in the interim, provide a faster connection between UW Bothell, Woodinville, and Link.

In 2027, we're proposing more changes that continue these themes as we build a connections-based network of frequent, all-day services — transitioning away from peak-only routes to ones that provide frequent trip choices all day, every day.



Proposed service changes

In this plan, we propose changes to routes that simplify the network, capitalize on high-capacity transit investments, increase the resiliency of the system by allowing for more planned maintenance time, and improve regional connections.

We are proposing:

- Changing 2 Line span of service:
  - Starting service approximately 25 minutes later in the morning, Monday through Sunday.
  - Ending service approximately 15 minutes earlier at night, Monday through Saturday.
  - Adding trips on Night Bus Route 547 to fill in gaps caused by changes to the 2 Line span of service.
- Shortening Route 560 to Burien Transit Center and increasing service frequency every day of the week.
- Adding a stop on Route 545 at Downtown Redmond Station.
- Adding a stop at the future I-405/NE 85th Street Stride bus station in Kirkland to routes 532 and 535.
- Discontinuing the limited early-morning/late-night service to four stops in downtown Everett on routes 510 and 512.

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

Public engagement

During 2027 Service Plan engagement (July 2026) we presented draft bus service change proposals and explored how changes to Link schedules would affect people. We heard:

- Respondents rated "more frequent planned Link closures on weekends" as most disruptive (4 or 5 on a scale of 1–5) compared to other disruption options.
- Between morning and night Link maintenance, there was a slight preference for night.
- Nearly even split between those who oppose and those who support the proposed service change for Route 560.
  - Supporters cited frequency and travel times as the leading reasons.
  - Opposers cited access to destinations and transfer times as the leading reasons.

Title VI service equity analysis

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 did identify disparate impacts on protected populations. Mitigations include improved service levels on Route 560, every day of the week.

The systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected and low-income populations from September 2024 through September 2027.

Next steps

Following Board approval of the 2027 Service Plan (anticipated in October 2026), we will work with our operating partners to implement changes beginning in spring 2027. We will continue to monitor system performance and observe how ridership patterns change to inform future planning efforts.

In support of the Enterprise Initiative, we are updating our Service Standards and Performance Measures and are developing a network plan, which details how the Sound Transit regional network changes as we introduce high-capacity services, such as Stride, and future Link extensions.

Introduction

In this section:

- What is the Service Plan?
- Strategy and goals for 2027 Service Plan proposals
- Reflections on major milestones in 2026
  - 2 Line Crosslake Connection opening
  - FIFA World Cup 2026
  - Pinehurst Station
  - Overnight service update
- Timeline and Board pathway to approval

What is the Service Plan?

The Service Plan is:

- Sound Transit's annual planning process for managing our regional transit network that informs the operating budget.
- A means to evaluate and propose service changes to coordinate with the opening of high-capacity transit projects, improve performance, respond to ridership trends, and optimize our operating resources.
- The vehicle for the Sound Transit Board of Directors (Board) to approve any major service changes as defined by Sound Transit Board-adopted policy.

What does this 2027 Service Plan document include?

The 2027 Service Plan document includes:

- Proposed service changes.
- Title VI service equity analysis.
- Results from public engagement.
- Planning context that informed the development of proposed changes.

Strategy and goals for 2027 Service Plan proposals

Now that the Lynnwood, Federal Way, and Crosslake Connection Link Extensions are online, we're turning our focus towards improving connections between our services and preparing for our next and newest service: Stride bus rapid transit (BRT). As soon as 2028, Stride will begin replacing ST Express routes 522, 535, and 560, introducing new stations, more frequent service, and battery-electric buses.

We're proposing changes that will help get us — and you — ready for Stride. This includes routing changes, stop additions, and service increases. We've already made some of these changes, such as rerouting Route 522 to Shoreline South Station and adding more weekend service on Route 535. For 2027, we're proposing a few more, like adding NE 85th St Station in Kirkland to Route 532 and 535 and shortening Route 560 to Burien Transit Center — just like the future Stride S1 Line that will replace it — so it may run more frequently.

We're also proposing a modest change to Route 545: moving the stops from Redmond Way, a couple of blocks southwest, to Downtown Redmond Station. This shift will make it easier to connect to and from the 2 Line.

These changes make connecting between our services easier, modestly improve transit access, and set up the transition from ST Express to Stride on select routes.

Figure 1 *Fall 2026 Service Map*

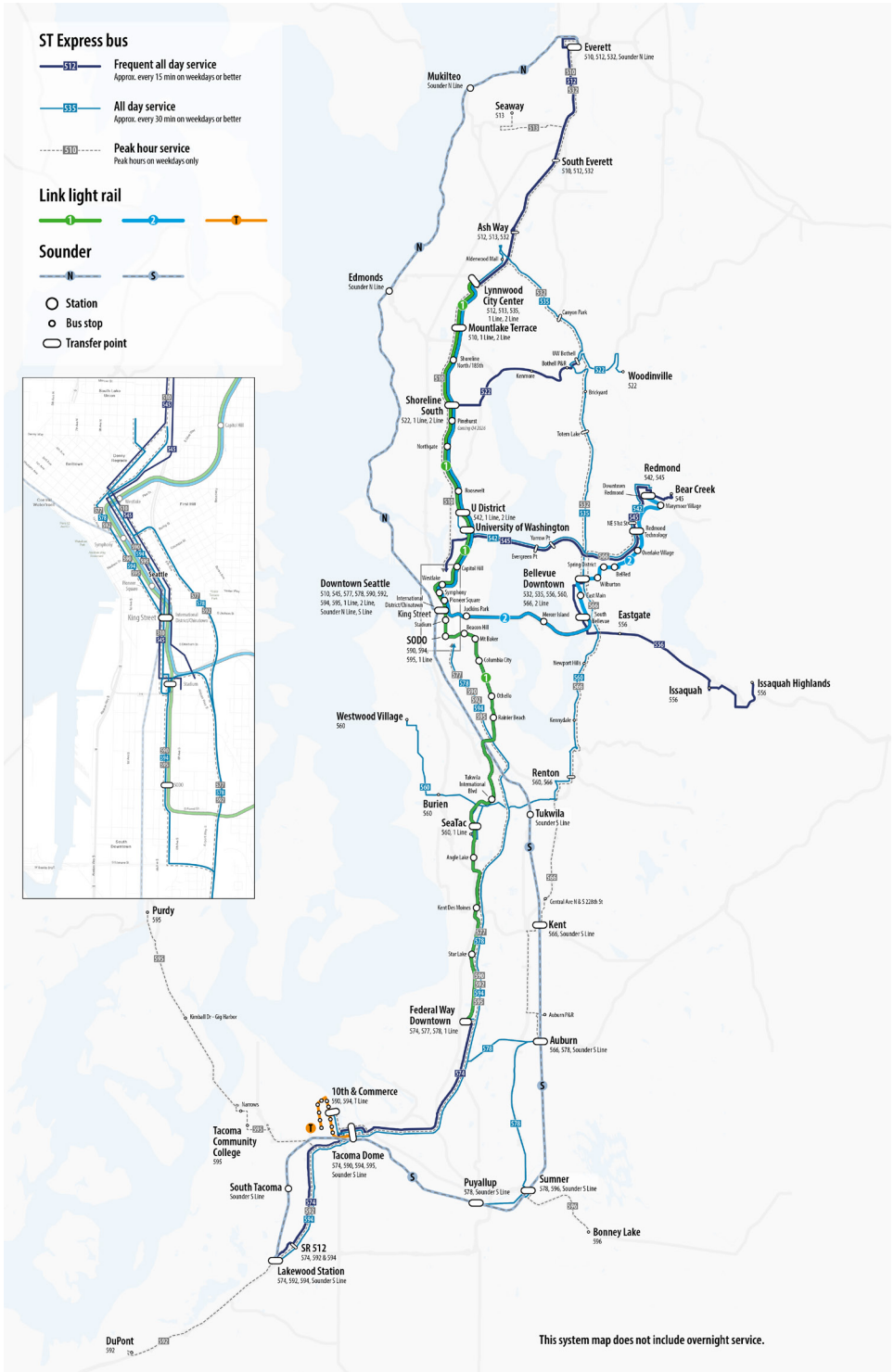
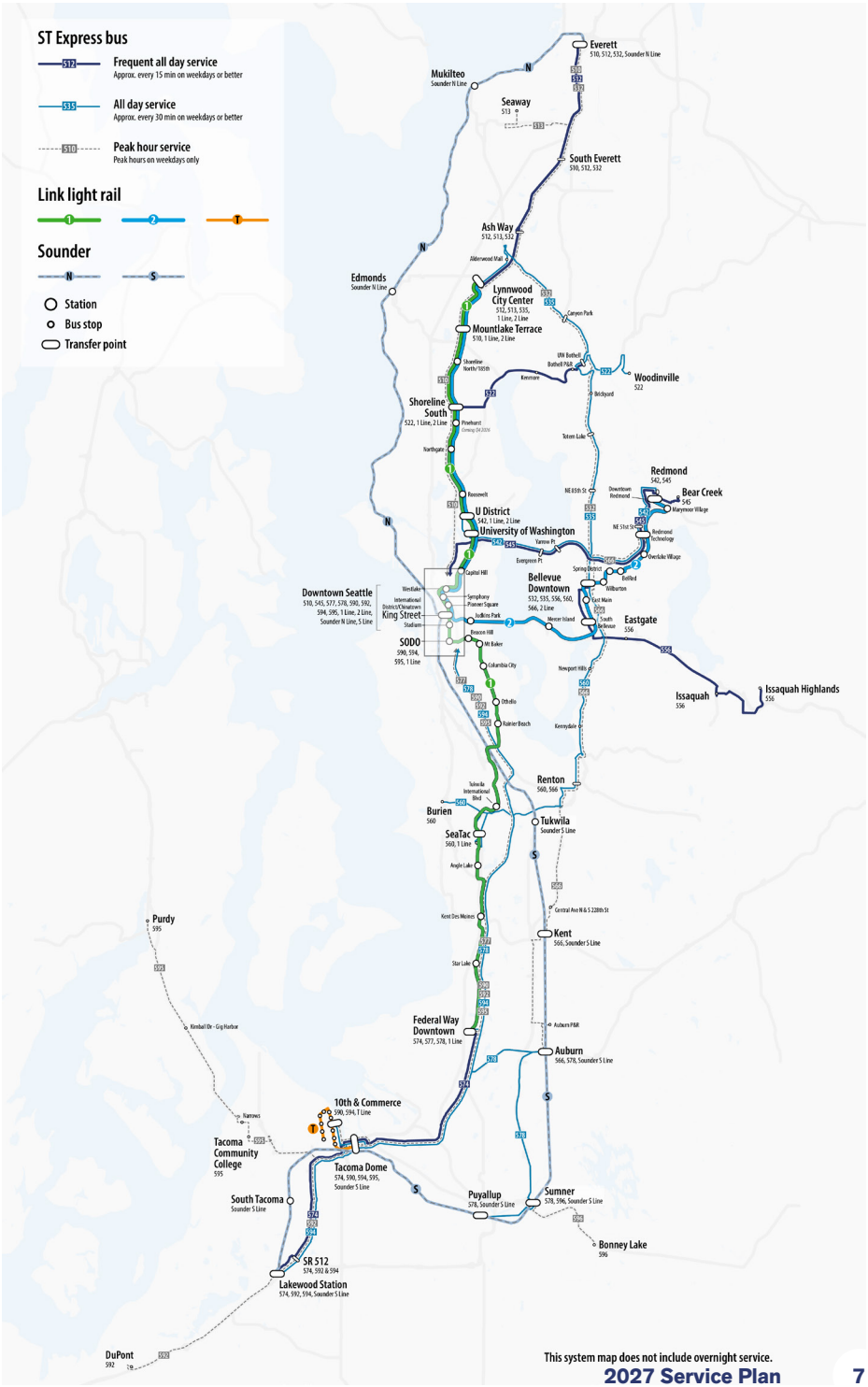


Figure 2 *Proposed 2027 Service Map*



Reflections on major milestones in 2026

2 Line Crosslake Connection opening

This past spring, we opened the Crosslake Connection across Lake Washington and added new stations at Judkins Park and on Mercer Island. With the completion of this transformational and first-in-the-world train connection across a floating bridge, Seattle and the Eastside are now linked by high-capacity transit.

Since the opening, we've welcomed thousands of new riders onboard our trains, providing a swift, economical, and environmentally friendly alternative to congested highway traffic.

Beyond adding new stations and extending 2 Line service to Seattle and Lynnwood, the Crosslake Connection enabled us to increase service in Seattle and on the Eastside.

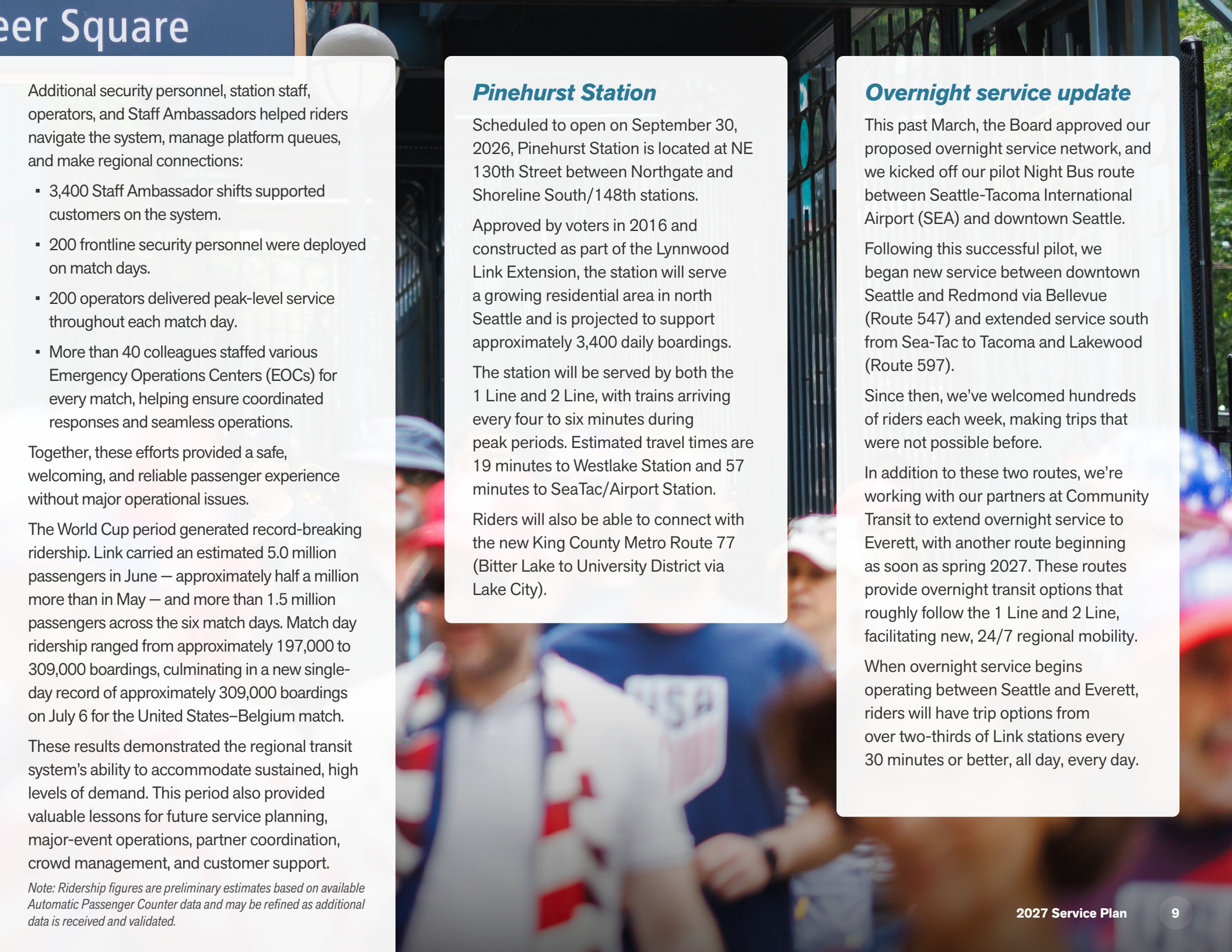
- With the 2 Line now running about the same schedule as the 1 Line, riders on the Eastside can enjoy trains that start earlier, end later, and run every eight minutes at peak.
- The 1 Line and 2 Line combine for trains every four to five minutes between Lynnwood and International District/Chinatown Stations — introducing a new level of frequency and convenience in the busiest part of our system.

FIFA World Cup 2026

During the 2026 FIFA World Cup, Sound Transit implemented coordinated service adjustments across Link light rail, Tacoma's T Line, Sounder commuter rail, and ST Express to support six match days and related regional events.

- The 1 Line and 2 Line operated every eight minutes from 6 a.m. until 1 a.m. on match days, providing combined four-minute service between International District/Chinatown Station and Lynnwood City Center Station. Sound Transit deployed 174 light rail vehicles (cars) across 46 trains, delivering sustained all-day peak service for the first time in agency history.
- T Line trains operated every 12 minutes, with extended evening service connecting with Sounder passengers at Tacoma Dome Station.
- Special Sounder match trains were added and select regularly scheduled trips were adjusted to serve event travel better.
- Sound Transit also prepared for increased demand on ST Express routes, supported by Route 570, a pilot overnight bus connection between SeaTac/Airport Station and downtown Seattle.

To manage crowds and improve accessibility, passengers were directed to different stadium-area stations based on their direction of travel: Pioneer Square from the north, Stadium from the south, and International District/Chinatown from the east and for passengers with reduced mobility.



Additional security personnel, station staff, operators, and Staff Ambassadors helped riders navigate the system, manage platform queues, and make regional connections:

- 3,400 Staff Ambassador shifts supported customers on the system.
- 200 frontline security personnel were deployed on match days.
- 200 operators delivered peak-level service throughout each match day.
- More than 40 colleagues staffed various Emergency Operations Centers (EOCs) for every match, helping ensure coordinated responses and seamless operations.

Together, these efforts provided a safe, welcoming, and reliable passenger experience without major operational issues.

The World Cup period generated record-breaking ridership. Link carried an estimated 5.0 million passengers in June — approximately half a million more than in May — and more than 1.5 million passengers across the six match days. Match day ridership ranged from approximately 197,000 to 309,000 boardings, culminating in a new single-day record of approximately 309,000 boardings on July 6 for the United States–Belgium match.

These results demonstrated the regional transit system's ability to accommodate sustained, high levels of demand. This period also provided valuable lessons for future service planning, major-event operations, partner coordination, crowd management, and customer support.

Note: Ridership figures are preliminary estimates based on available Automatic Passenger Counter data and may be refined as additional data is received and validated.

Pinehurst Station

Scheduled to open on September 30, 2026, Pinehurst Station is located at NE 130th Street between Northgate and Shoreline South/148th stations.

Approved by voters in 2016 and constructed as part of the Lynnwood Link Extension, the station will serve a growing residential area in north Seattle and is projected to support approximately 3,400 daily boardings.

The station will be served by both the 1 Line and 2 Line, with trains arriving every four to six minutes during peak periods. Estimated travel times are 19 minutes to Westlake Station and 57 minutes to SeaTac/Airport Station.

Riders will also be able to connect with the new King County Metro Route 77 (Bitter Lake to University District via Lake City).

Overnight service update

This past March, the Board approved our proposed overnight service network, and we kicked off our pilot Night Bus route between Seattle-Tacoma International Airport (SEA) and downtown Seattle.

Following this successful pilot, we began new service between downtown Seattle and Redmond via Bellevue (Route 547) and extended service south from Sea-Tac to Tacoma and Lakewood (Route 597).

Since then, we've welcomed hundreds of riders each week, making trips that were not possible before.

In addition to these two routes, we're working with our partners at Community Transit to extend overnight service to Everett, with another route beginning as soon as spring 2027. These routes provide overnight transit options that roughly follow the 1 Line and 2 Line, facilitating new, 24/7 regional mobility.

When overnight service begins operating between Seattle and Everett, riders will have trip options from over two-thirds of Link stations every 30 minutes or better, all day, every day.

Timeline and Board pathway to approval

SPRING 2026

Develop draft changes and annual budget

- Collaborated with operating partners to develop updated regional network.
- Set planned service levels within affordability targets.

SUMMER 2026

Consult the public on proposed service changes for 2027

- Engaged riders to better understand how they use Sound Transit Route 560 bus service and Link service in the evening and early morning.
- Shared draft service changes.

FALL 2026

Recommend service changes for Board approval

- Present to Sound Transit Rider Experience & Operations Committee.
- Present to Sound Transit Board of Directors for approval.

2026

SPRING 2027

Implement approved service changes

FALL 2027

Implement approved service changes

- Coordinate with operating partners and implement service changes that were approved in the 2027 Service Plan.
- Monitor ridership, service performance, and passenger feedback.

2027



Proposed service changes

In this section:

- Proposed major service changes
  - Routes 510/512
  - Route 560
- Proposed minor service changes
  - Link 2 Line, and related Night Bus
  - Routes 532/535
  - Route 545

We are proposing changes to Sound Transit services that would:

- Simplify the network.
- Capitalize on regional investments in high-capacity transit.
- Increase the system's resiliency by creating more planned maintenance time.
- Improve regional connections.

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

Some of the proposed 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.

Proposed major service changes

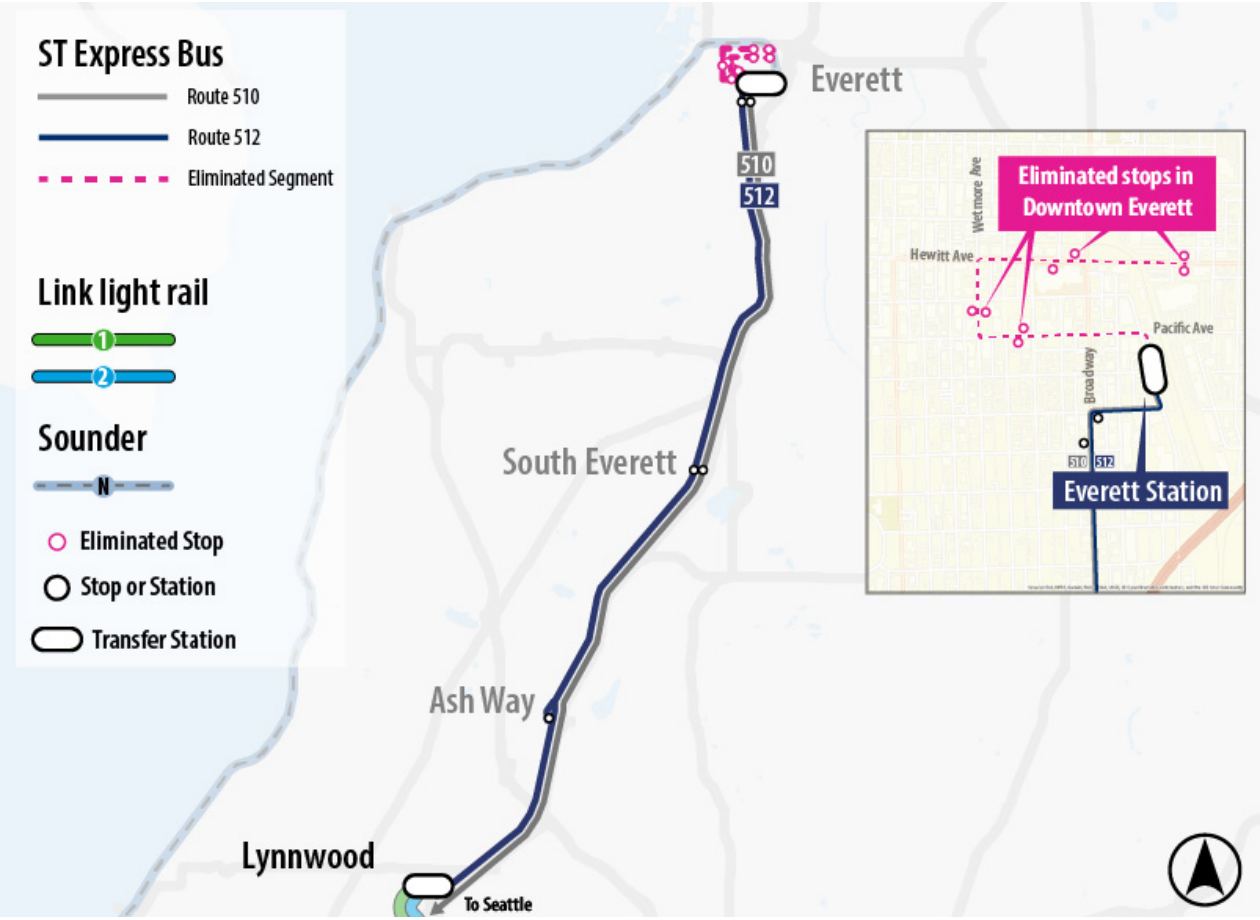
- Routes 510/512 service changes
- Route 560 service change

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.

Figure 3 *Map of proposed service change for routes 510 and 512*



What's happening?

We propose discontinuing service to a limited number of stops in downtown Everett on select trips:

- Southbound early morning Route 510 trips would no longer serve the following stops:
  - Hewitt Ave & Fulton St
  - Hewitt Ave & Lombard Ave
  - Wetmore Ave & Wall St
  - Pacific Ave & Rockefeller Ave
- Northbound late night weekday Route 512 trips would no longer serve the following stops:
  - Pacific Ave & Rockefeller Ave
  - Wetmore Ave & Wall St
  - Hewitt Ave & Lombard Ave
  - Hewitt Ave & Virginia Ave

This change would take effect when the future overnight bus service between Everett and Seattle begins operation. The implementation date has not yet been determined.

Proposed service levels

Table 1 *Proposed Route 510 service levels*

Route 510	Weekday	Saturday	Sunday
Early AM frequency	15–30	-	-
AM peak frequency	15–20	-	-
Midday frequency	-	-	-
PM peak frequency	20–30	-	-
Evening frequency	-	-	-
Hours of service	Southbound: 4 a.m. to 8:30 a.m. Northbound: 2 p.m. to 6:30 p.m.	No service on Saturday	No service on Sunday

No change to service level is proposed for Route 510.

Table 2 *Proposed Route 512 service levels*

Route 512	Weekday	Saturday	Sunday
Early AM frequency	15–30	15–30	15–30
AM peak frequency	15	15	15
Midday frequency	15	15	15
PM peak frequency	15	15	15
Evening frequency	15–30	15–30	15–30
Hours of service	4 a.m. to 1 a.m.	4 a.m. to 1 a.m.	4 a.m. to midnight

No change to service level is proposed for Route 512.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

Currently, a limited number of weekday trips serve these downtown Everett stops: two early-weekday morning, southbound Route 510 trips, and six late night northbound Route 512 trips. Due to consistently low ridership and for simplifying service, we propose discontinuing service to these stops and consolidating service at Everett Station. This change would advance the transition of regional connections to Everett Station in advance of the future Everett Link Extension network.

Table 3 *Boardings and alightings by stop in downtown Everett (April 2026)*

Southbound stop	Average weekday boardings	Average weekday alightings
Hewitt Ave & Fulton St (southbound) Hewitt Ave & Virginia Ave (northbound)	5	3
Hewitt Ave & Lombard Ave	0	0
Wetmore Ave & Wall St	4	0
Pacific Ave & Rockefeller Ave	0	0
Total	***9***	***3***

What does it mean for passengers?

Passengers currently using these stops would instead board or exit routes 510 and 512 at Everett Station.

Everett Station is located within approximately one-half mile of the affected stops and provides:

- 993 park-and-ride parking spaces
- 28 ADA-accessible parking spaces
- Connections to multiple local and regional transit services

Local routes operated by Everett Transit and Community Transit would continue to provide all-day service in downtown Everett, offering connections to Everett Station and other regional transit hubs.

In the future, when Sound Transit launches overnight bus service between Seattle and Everett, Everett Station would be served 24 hours a day, 7 days a week, further improving access to regional transit during overnight periods.



Public input

Route 510 average daily (weekday) boardings (April 2026): 1,211

Route 512 average daily (weekday) boardings (April 2026): 1,380

OVERALL FINDINGS

- Free-response submissions to the 2027 Service Plan survey included six comments on the proposed Everett stop changes to routes 510 and 512.
- All respondents opposed the proposed changes.
- One respondent reported using the stop once in the past five years.
- Three respondents reported that these stops provide improved access to downtown Everett.

TOP REASON FOR SUPPORT

- N/A

TOP REASON FOR OPPOSITION

- Access to destinations

Title VI

This proposal results in adverse effects because it removes service from select late night trips on the segment of the route between downtown Everett (Hewitt Ave and Fulton St) and Everett Station. At this time of day, there are no trips from other transit agencies that serve these stops.

There are no findings of disparate impact or disproportionate burden, so mitigations are not required.

Route 560 service change

Figure 4 *Map of proposed service change for Route 560*



What's happening?

Route 560 would no longer serve stops in West Seattle, ending at Burien Transit Center. In turn, frequency between Burien and Bellevue would increase as follows:

- Weekdays: Every 20 minutes (daytime), every 30 minutes (evenings).
- Weekends: Every 30 minutes all day (double current service).

Proposed service levels

Table 4 *Proposed Route 560 service levels*

Route 560	Weekday	Saturday	Sunday
Early AM frequency	20*	30*	30*
AM peak frequency	20*	30*	30*
Midday frequency	20*	30*	30*
PM peak frequency	20*	30*	30*
Evening frequency	30*	30*	30*
Hours of service	4:45 a.m. to 11:15 p.m.	5:15 a.m. to 11:15 p.m.	5:15 a.m. to 11:15 p.m.

**Service increase*

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

We propose this change because the new western end of line at Burien Transit Center would be consistent with the future Stride S1 Line, which will replace Route 560 as soon as 2028.

For trips between Westwood Village and Burien, King County Metro's RapidRide H Line serves all current Route 560 stops in this segment. The H Line runs every 7–15 minutes on weekdays and every 15 minutes on weekends.

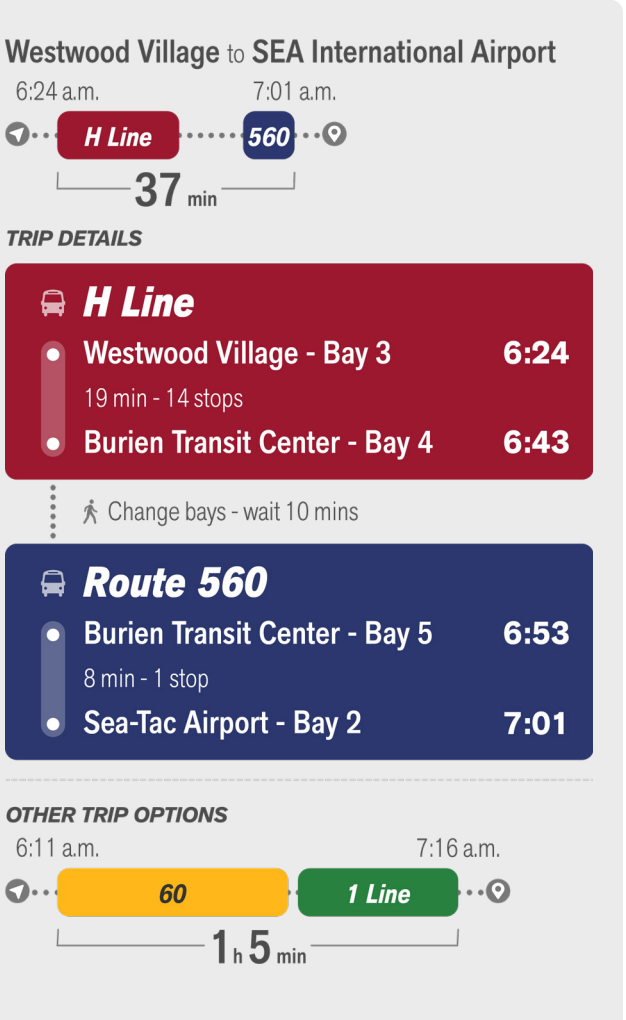
Shortening Route 560 also would give us operating resources to increase the frequency of the bus service to 20 minutes for most of the day on weekdays and 30 minutes in the evening and on weekends.

Approximately 12% of total boardings in both directions (westbound and eastbound) occur at West Seattle stops before Burien Transit Center.

What does it mean for passengers?

Passengers could use King County Metro Rapid Ride H Line to travel between Westwood Village and Burien Transit Center. Below is an example of what a trip would look like from Westwood Village to Sea-Tac Airport.

Figure 5 *Example journey between Westwood Village and Seattle-Tacoma International Airport on a weekday morning*





Public input

Number of survey responses: 307

Average daily (weekday) boardings (April 2026): 1,548

OVERALL FINDINGS

- Nearly even split between those who oppose or strongly oppose and those who support or strongly support the proposed changes.
  - 45% support or strongly support the proposal.
  - 49% oppose or strongly oppose the proposal.
- More than half reported they would like to see Route 560 run more often on weekdays during the day (before 8 p.m.)
- Multiple respondents mentioned concerns about H Line not starting early enough in the morning. Sound Transit is coordinating with King County Metro on these early morning trips.

TOP REASONS FOR SUPPORT

- Frequency
- Travel times

TOP REASONS FOR OPPOSITION

- Access to destinations
- Transfer times

ADDITIONAL INFORMATION

- In contrast to slightly more opposition from all 560 riders, there are more frequent riders (ride four or more days more week) who support the proposal (56%).
- Approximately two-thirds of respondents only transfer once currently. Approximately half of the respondents who ride Route 560 transfer from Link 1 Line or 2 Line.

Title VI

This proposal results in adverse effects because it removes service from the segment of the route between Burien Transit Center and Westwood Village, which serves West Seattle.

There is a finding of disparate impact, so mitigations are required. Mitigations include increased service frequency on Route 560.

Sound Transit will coordinate the Route 560 schedule with King County Metro's RapidRide H Line, which provides service to the area that Route 560 no longer serves in West Seattle.

Proposed minor service changes

- Link 2 Line, and related Night Bus service changes
- Routes 532/535 service change
- Route 545 service change

What is a minor service change?

Minor changes are not required to be approved by the Board of Directors. Some examples include:

- A stop addition, and/or
- Add or eliminate less than 25% of the route's weekly revenue service hours, and/or
- A stop replacement within ¼ mile, and/or
- Minor schedule changes, including running time adjustments.

This list of examples is not exhaustive. Other minor changes to Sound Transit service may occur in 2027 as part of the biannual service change process.

Link 2 Line, and related Night Bus service changes

What's happening?

We propose ending 2 Line service earlier at night and starting service later in the morning. Night Bus Route 547 (Redmond – Seattle) would extend service to fill service gaps created by changes to the 2 Line schedule.

The proposed changes to 2 Line operating hours include:

- Starting service approximately 25 minutes later in the morning, Monday through Sunday.
- Ending service approximately 15 minutes earlier at night, Monday through Saturday.

Table 5 also details the proposed changes to hours of service for the 2 Line.

Table 5 *Proposed changes to 2 Line operating hours by day of the week*

Day of the week	2 Line: Current hours of service (approx.)	2 Line: Proposed hours of service (approx.)
Weekday	4 a.m. to 1 a.m.	4:30 a.m. to 12:45 a.m.
Saturday	4 a.m. to 1 a.m.	4:30 a.m. to 12:45 a.m.
Sunday	4:30 a.m. to midnight	5 a.m. to midnight

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

There are no proposed changes to service frequency on the 2 Line. The tables below outline the proposed changes to hours of service for Link 2 Line and the related changes to Night Bus Route 547.

Table 6 *Proposed 2 Line service levels*

Day of the week	2 Line: Proposed hours of service (approx.)
Weekday	4:30 a.m. to 12:45 a.m.
Saturday	4:30 a.m. to 12:45 a.m.
Sunday	5 a.m. to midnight

Table 7 *Proposed Route 547 service levels*

Day of the week	Route 547: Service frequency (minutes)	Route 547: Hours of service
Weekday	30	Midnight to 5:20 a.m.
Saturday	30	Midnight to 6:20 a.m.
Sunday	30	11:30 p.m. to 5:20 a.m.

Note: For Route 547, hours of service in the table above end on the subsequent calendar day. For example, Saturday hours of service technically refer to midnight to 6:20 a.m. on Sunday. Similarly, Sunday hours of service refer to 11:30 p.m. on Sunday night to 5:20 a.m. on Monday morning.



Why are we proposing this change?

We know that unplanned disruptions on Link can have a major impact on travel plans. One way to reduce unplanned disruptions is to allocate more time for planned routine maintenance on the Link system. This enables our crews to proactively address problems and resolve issues before they occur. In some areas of our system, we have limited time each night to perform this work, which constrains what crews can complete before service starts the next day.

What does it mean for passengers?

2 Line schedules would start slightly later and end slightly earlier than today. In order to prevent any gaps in service, we would add trips on Route 547 to operate when the 2 Line is not running. Passengers could take Route 547 instead of the 2 Line to make trips in the late evening and early morning.

Route 547 currently operates every 30 minutes from approximately midnight to 4:50 a.m. on weekdays and Saturdays and 10:30 p.m. and 5:50 a.m. on Sundays. Trips would be added to fill in any service gaps on weekdays, Saturdays, and Sundays created by schedule changes to the 2 Line. See Table 7 for more information on proposed Night Bus service levels.

Public input

We engaged with Link riders to understand how people use the system late at night, early in the morning, and on weekends. This section focuses on responses from 2 Line riders. The Engagement Summary Report (Appendix A) provides additional details on the feedback we received from all Link riders.

Number of survey responses: 2,194 respondents rode 2 Line once a week or more.

Average daily weekday boardings for April 2026 (1 Line and 2 Line combined): 162,580

OVERALL FINDINGS

- **Frequent riders:** 48% of respondents reported riding the 2 Line four days a week or more.
- **Quiet hours:** Most people surveyed do not ride light rail after 11:30 p.m. or before 5:30 a.m. once a week or more.
- **Closure concerns:** When asked to rate disruptiveness of closures, a plurality of respondents:
  - Rated more frequent planned Link closures on weekends as “most disruptive” (a 4 or 5 on a scale of 1–5, most to least disruptive).
  - Rated starting service later or ending service earlier (up to 1 hour) as less disruptive.

COMMENT THEMES (1 LINE AND 2 LINE)

- Preserve late-night and early-morning service, especially for airport access.
- Weekend closures are highly disruptive.
- Bus bridges and shuttles are viewed poorly.
- Reliability, frequency, and trust matter most.
- Communication and advance notice need improvement.
- Demand for more service, not less.
- Fare enforcement, safety, and security.

Figure 6 Map of proposed service change for routes 532 and 535



What's happening?

We propose adding a new stop for routes 532 and 535 at the future I-405/NE 85th Street Stride bus station in Kirkland.

The new Stride bus rapid transit (BRT) station is expected to open in 2027 as part of the I-405/NE 85th Street Interchange and BRT Station Project.

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

Table 8 Proposed Route 532 service levels

Route 532	Weekday	Saturday	Sunday
Early AM frequency	30–60	-	-
AM peak frequency	15–20	-	-
Midday frequency	-	-	-
PM peak frequency	15–30	-	-
Evening frequency	-	-	-
Hours of service	Southbound: 4 a.m. to 8:30 a.m. Northbound: 2 p.m. to 6:30 p.m.	No service on Saturday	No service on Sunday

No change to service level is proposed for Route 532.

Table 9 Proposed Route 535 service levels

Route 535	Weekday	Saturday	Sunday
Early AM frequency	30	-	-
AM peak frequency	30	30	30
Midday frequency	30	30	30
PM peak frequency	30	30	30
Evening frequency	60	60	60
Hours of service	5 a.m. to 10 p.m.	7 a.m. to 10 p.m.	7 a.m. to 10 p.m.

No change to service level is proposed for Route 535.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.



Why are we proposing this change?

The new I-405/NE 85th Street station is expected to open in 2027 and will be able to accommodate both regional and local bus service. We propose adding a stop for routes 532 and 535 at this location so riders can begin using the new facility as soon as it becomes available.

Adding the stop would allow Sound Transit to make use of new transit infrastructure and improve connections within the corridor before the Stride S2 Line begins service. The proposed change would not alter the existing route alignment and is not expected to meaningfully affect travel times.

What does it mean for passengers?

Passengers would gain a new stop in Kirkland at I-405/NE 85th Street, providing additional opportunities to access routes 532 and 535 and connect with local transit services serving nearby destinations in Kirkland and Redmond.

The Stride S2 Line (Lynnwood–Bellevue) is currently expected to begin service in 2029. Once it opens, it will replace Route 535 and provide more frequent service and faster travel times along the corridor.

Public input

Route 532 average daily (weekday) boardings (April 2026): 865

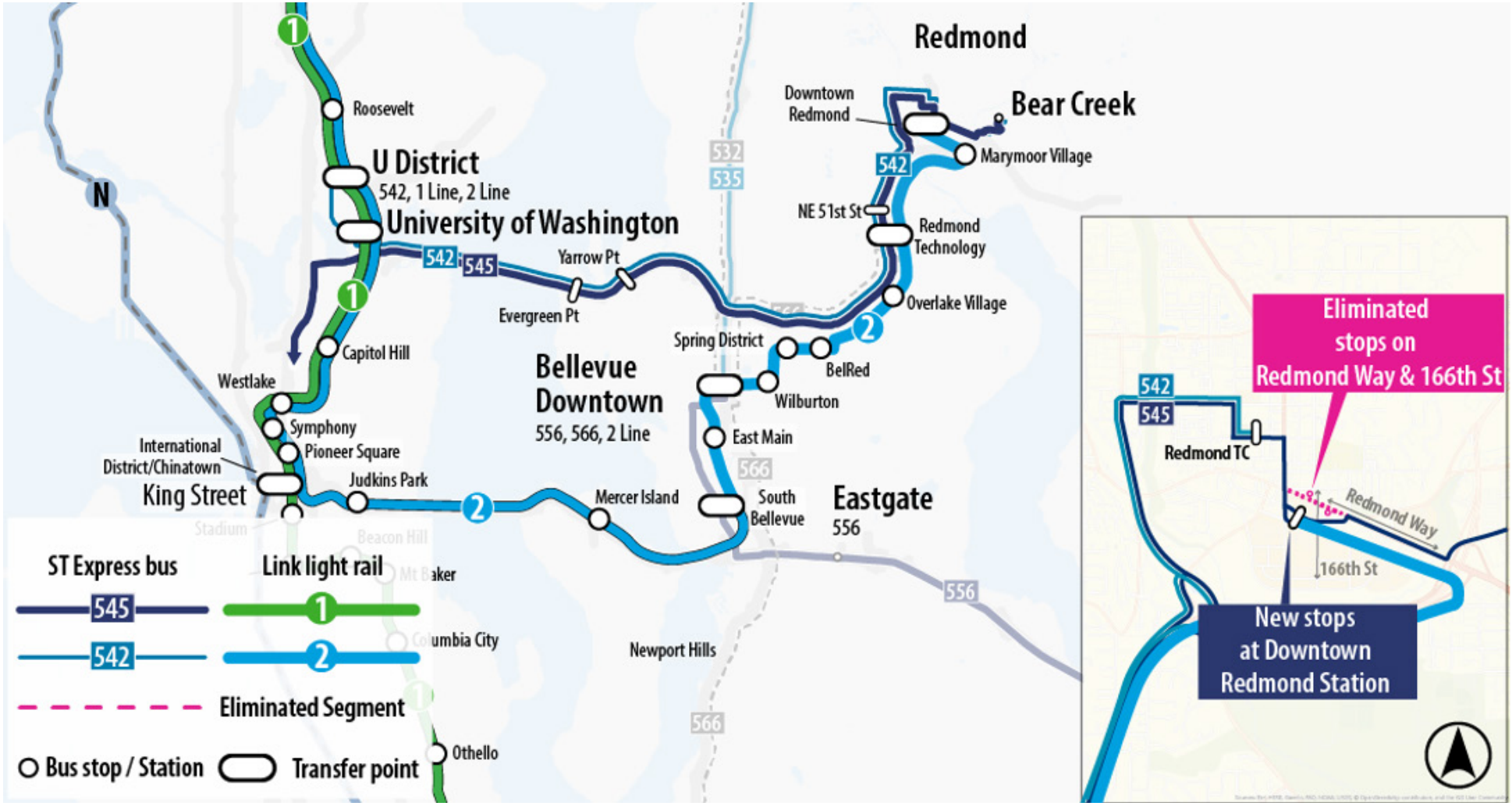
Route 535 average daily (weekday) boardings (April 2026): 1,762

OVERALL FINDINGS

- Of the comments received regarding routes 532 and 535, two of them made reference to the proposed I-405/NE 85th Street station.
  - Both comments expressed support for serving the location as soon as it becomes available; with one citing possible connection with local route.



Figure 7 *Map of proposed service change for Route 545*





What's happening?

We're proposing adding stops to Downtown Redmond Station on Route 545, replacing stops currently on Redmond Way at NE 166th St.

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

Table 10 *Proposed Route 545 service levels*

Route 545	Weekday	Saturday	Sunday
Early AM frequency	10–15	30	30
AM peak frequency	15	30	30
Midday frequency	15	30	30
PM peak frequency	15	30	30
Evening frequency	15–30 60 after 10 p.m.	30	30
Hours of service	4:30 a.m. to midnight	6:15 a.m. to 11:15 p.m.	6:15 a.m. to 11:15 p.m.

No change to service level is proposed for Route 545.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

This change would improve the connection between ST Express buses and 2 Line service.

What does it mean for passengers?

Riders would be able to transfer between Route 545 and the 2 Line at Downtown Redmond Station, rather than needing to walk between the station and stops at Redmond Way. Transferring to other local services at the bus plaza would also be easier.

Public input

Average daily (weekday) boardings (April 2026): 4,691

OVERALL FINDINGS

- Of the comments received regarding Route 545, four of them made reference to the proposed stop changes.
  - 3 support or strongly support the proposal.
  - 1 opposed or strongly opposed the proposal.

TOP REASONS FOR SUPPORT

- Connectivity with other services.

TOP REASONS FOR OPPOSITION

- Not specified.

ADDITIONAL INFORMATION

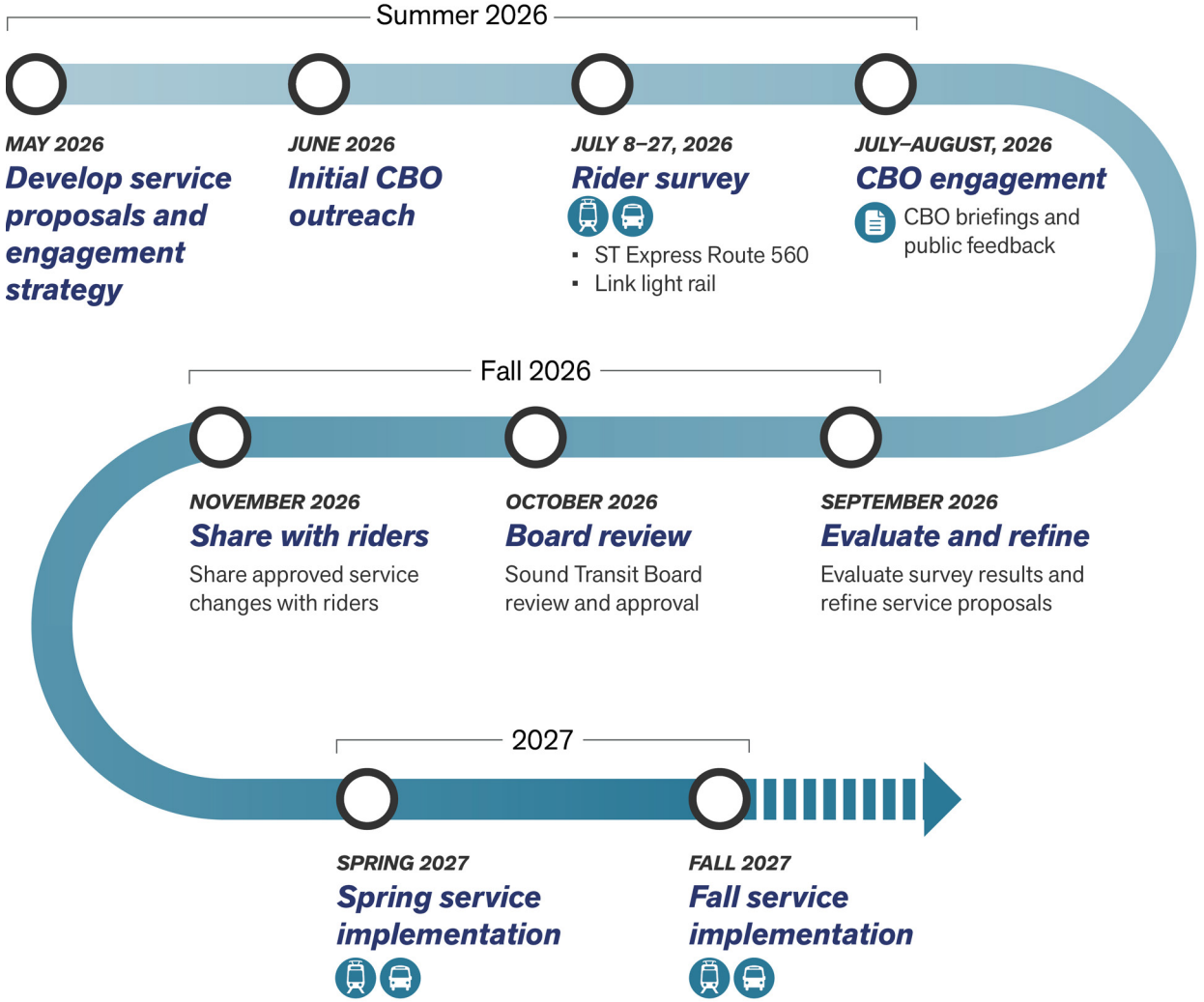
The proposed stops at Downtown Redmond Station are approximately one block from the existing stops on Redmond Way.

Public engagement summary

What is the engagement timeline?

The 2027 Service Plan had one phase of engagement that took place in summer 2026 (see Rider survey and CBO engagement in Engagement Summary Report (Appendix A)).

Figure 8 *2027 Service Plan engagement timeline*



How did we engage?

In summer 2026 (June–July 2026), the public was informed about the proposed bus and rail changes and were encouraged to take the survey. The following outreach methods were used:

1. Virtual information session (29 total participants).
2. Website updates.
3. Social media posts (paid and organic).
4. Community Based Organization (CBO) engagement.
5. Email alerts.
6. Press release.
7. Rider alerts.
8. Tabling at fairs and festivals.
9. In-person engagement (Sound Transit Ambassadors).

What did we hear?

The rider survey focused on the proposed changes to Route 560 and Link (1 Line and 2 Line). A total of 3,982 surveys were completed.

Key takeaways from the survey included:

1. LINK LIGHT RAIL

a. Respondents rated "more frequent planned Link closures on weekends" as most disruptive (4 or 5 on a scale of 1–5).

b. Between morning and night maintenance, there was a slight preference for night.

2. ST EXPRESS ROUTE 560

a. Nearly even split between those who oppose and those who support the proposed service change.

b. Supporters cited frequency and travel times as the leading reasons.

c. Opposers cited access to destinations and transfer times as the leading reason.

Please see each proposal in the Proposed Service Change section of the plan for more information on public input for each route. The full Engagement Summary Report is also shared in Appendix A.





Title VI service equity analysis summary

About this analysis

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, Sound Tranvsit's 2026–2028 Title VI Program, and the Sound Transit Board of Directors.

The 2027 Service Plan service equity analysis evaluates the potential service changes to ST Express bus and Link light rail service. Consistent with Sound Transit's adopted Disparate Impact and Disproportionate Burden policy (Board Resolution No. R2022-19), a Title VI service equity analysis was completed with two levels of analysis.

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

What were the results?

The 2027 Service Plan includes proposed major service changes, such as multiple changes to Route 560 (truncation at Burien Transit Center and improved service), and the truncation of routes 510 and 512 at Everett Station (select trips).

Route analysis

The individual route analysis for bus changes did identify a disparate impact on protected populations for the Route 560 change. The systemwide analysis did not identify disparate impacts or disproportionate burdens.

PLANNED MITIGATIONS

Planned mitigations for the disparate impacts on Route 560 (Burien Transit Center to Bellevue Transit Center) include increased service levels, every day of the week. On weekdays, service would improve to every 20 minutes during the day and 30 minutes in the evening from 30 minutes during the day and 60 minutes in the evening. On weekends, service would double, with trips every 30 minutes (instead of 60 minutes). This improved service level is achieved through operating resource savings from the proposed truncation at Burien Transit Center. The route would no longer serve stops between Westwood Village and Burien Transit Center.

Another planned mitigation is schedule coordination with RapidRide H Line, which provides service between Westwood Village and Burien Transit Center, the segment of Route 560 that is proposed for removal. RapidRide H Line's level of service exceeds existing and proposed Route 560 service, with trips every 10 minutes for most of the day of weekdays and every 15 minutes for most of the day on weekends.

Systemwide analysis

The systemwide analysis evaluates service reductions and service additions separately. For service additions, the analysis shows that the distribution of benefits to protected populations and low-income populations exceeds 80% of serviced populations. For service reductions, the adverse impacts to protected populations and low-income populations do not exceed 20% of serviced populations. Therefore, the systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected populations and low-income populations from September 2024 through September 2027.

Summary of results

Table 11 summarizes the results of the Title VI service equity analysis in the 2027 Service Plan. Additional details are included in the full Title VI Service Equity Analysis Report (Appendix B).

Table 11 *Major service change analysis summary table*

Route	Proposed change	Type of change	Adverse effects	Disparate impact[1]	Disproportionate burden[2]
510	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
512	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
560	Increase service, shorten route to Burien Transit Center.	Major	Yes	Yes	No

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 12 summarizes the demographic statistics of Sound Transit routes and services. Additional details are included in the Title VI Service Equity Analysis Report (Appendix B). Cells shaded in green exceed the Sound Transit District Average by greater than 5% in the specified category. For example, Route 594 has a minority population of 50.4%, which is more than 5% greater than the District Average of 44.6%.

Table 12 *Title VI protected populations by route (2024)*[1]

Service category	*Route*	*Minority population*	*Low-income population*	*Limited English proficiency (LEP)*
ST Express bus	510	42.8%	22.6%	11.7%
ST Express bus	512	39.7%	19.6%	10.7%
ST Express bus	513	45.5%	21.8%	14.9%
ST Express bus	515	43.6%	19.8%	10.4%
ST Express bus	522	34.4%	13.3%	7.6%
ST Express bus	532	45.0%	19.6%	13.7%
ST Express bus	535	42.8%	14.6%	11.4%
ST Express bus	542	**52.0%**	15.5%	12.7%
ST Express bus	545	**52.1%**	15.7%	12.0%
ST Express bus	550	**53.6%**	17.8%	13.2%
ST Express bus	554	**52.4%**	14.6%	12.0%
ST Express bus	556	**50.0%**	14.1%	11.9%
ST Express bus	560	**55.9%**	23.7%	**18.2%**
ST Express bus	566	**57.3%**	21.6%	**17.7%**
ST Express bus	570	**62.3%**	**29.0%**	**18.8%**
ST Express bus	574	**55.9%**	**31.6%**	15.4%
ST Express bus	577	**56.2%**	**27.4%**	14.8%
ST Express bus	578	47.6%	**24.9%**	12.9%
ST Express bus	580	29.5%	18.6%	5.3%
ST Express bus	586	**52.4%**	**32.6%**	13.8%
ST Express bus	590	48.3%	**27.1%**	8.9%
ST Express bus	592	**52.5%**	**29.6%**	10.1%
ST Express bus	594	**50.4%**	**29.9%**	9.9%
ST Express bus	595	38.6%	22.3%	6.5%
ST Express bus	596	22.8%	14.0%	3.6%
Sounder train	Sounder North	39.2%	21.5%	11.0%
Sounder train	Sounder South	49.3%	**24.7%**	12.6%
Link light rail	1 Line	46.8%	20.9%	12.3%
Link light rail	2 Line	42.8%	15.7%	9.7%
Link light rail	T Line	43.6%	25.3%	9.1%
Sound Transit District average	**Average**	**44.6%**	**19.5%**	**10.9%**

[1] *Protected population statistics for routes that have service area changes (routes 510, 512 and 560) reflect the service area after the change.*

Next steps

Implementation and monitoring

Following Board review and adoption of the 2027 Service Plan, anticipated in October 2026, we will publish the final 2027 Service Plan.

Over the fall and winter, we will:

- Collaborate with our operating partners to implement ST Express service changes, beginning with the spring 2027 service change.
- 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 has already resulted in an updated System Plan with modified capital and operating plans. On May 28, the Sound Transit Board adopted an updated ST3 System Plan — an action the voter-approved ST3 ballot measure requires if the agency's associated Long-Range Financial Plan is out of balance by more than 5%. The system plan update was informed by technical and financial analyses, feedback from a series of Board workshops and committee meetings, and public input from town halls, community events, and an online survey. No projects were canceled, and all light rail projects will continue to move forward.

To support this initiative, we are currently updating 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 are preparing a network plan that details how all of Sound Transit's modes will evolve over time as the high-capacity network expands. The network plan will inform the proposals we consider in each annual Service Plan.

Route profiles

What are route profiles and how are they used?

Route profiles summarize information about Sound Transit routes to help staff, decision-makers, and community members better understand how routes are working.

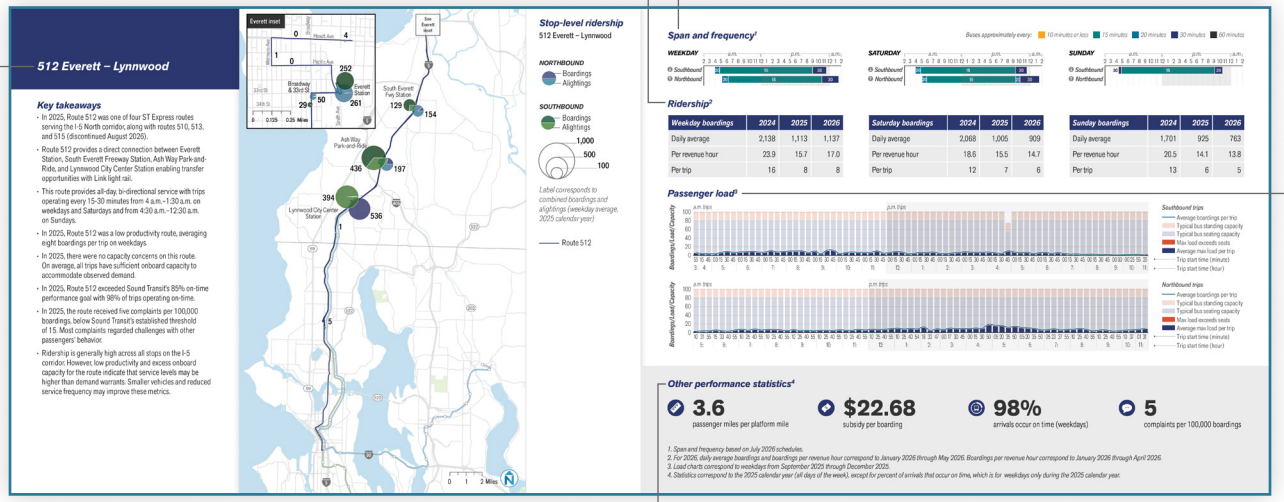
ROUTE NUMBER AND NAME

RIDERSHIP (TABLES)

How has ridership changed since 2024, relative to the amount of service available?

SPAN AND FREQUENCY (CHARTS)

When is the route in service? How often does it come?



KEY FINDINGS

What did we learn from the available information?

STOP-LEVEL RIDERSHIP (MAP)

How many people get on and off each stop along the route?

OTHER PERFORMANCE STATISTICS

Other important information including on-time performance and feedback from passengers.

PASSENGER LOAD (CHARTS)

How full are the transit vehicles and at what times of day?

Routes with route profiles

510 Everett – Seattle 32
512 Everett – Lynnwood 34
513 Seaway – Lynnwood 36
522 Woodinville – Roosevelt 38
532 Everett – Bellevue 40
535 Lynnwood – Bellevue 42
542 Redmond – University District 44
545 Redmond – Seattle 46
556 Issaquah – University District 48
560 Bellevue – West Seattle 50
566 Auburn – Redmond 52
574 Lakewood – Sea-Tac Airport 54
577 Federal Way – Seattle 56
578 Puyallup – Seattle 58
590 Tacoma – Seattle 60
592 DuPont – Seattle 62
594 Lakewood – Seattle 64
595 Gig Harbor – Seattle 66
596 Sumner – Bonney Lake 68

Link 1 Line: Lynnwood – Federal Way 70
Link 2 Line: South Bellevue – Downtown Redmond 72

T Line: Tacoma Dome – St Joseph 74

Sounder N Line: Everett – Seattle 76
Sounder S Line: Seattle – Lakewood/Tacoma 78

Routes discontinued in August 2026

Route profiles are not available for five routes that were discontinued in 2026 due to redundancy with recently opened Link light rail service or very low ridership. Discontinuation of these five routes had been planned and approved in the 2026 Service Plan.

ROUTE 515 (I-5 NORTH CORRIDOR)

Description: Weekday-only service from Lynnwood to downtown Seattle.

Reason for discontinuing: Duplicative with Link 1 Line and 2 Line.

ROUTE 550 (I-90 CORRIDOR)

Description: Service ran seven days per week from downtown Seattle to Bellevue.

Reason for discontinuing: Duplicative with Link 2 Line.

ROUTE 554 (I-90 CORRIDOR)

Description: Service ran seven days per week from Issaquah to downtown Seattle.

Reason for discontinuing: This market is still served by Route 556 and a transfer to Link 2 Line.

ROUTE 580 (SOUNDER CONNECTOR)

Description: Weekday-only connection from South Hill Park-and-Ride to Puyallup Station (Sounder S Line).

Reason for discontinuing: Averaged seven daily boardings.

ROUTE 586 (I-5 SOUTH CORRIDOR)

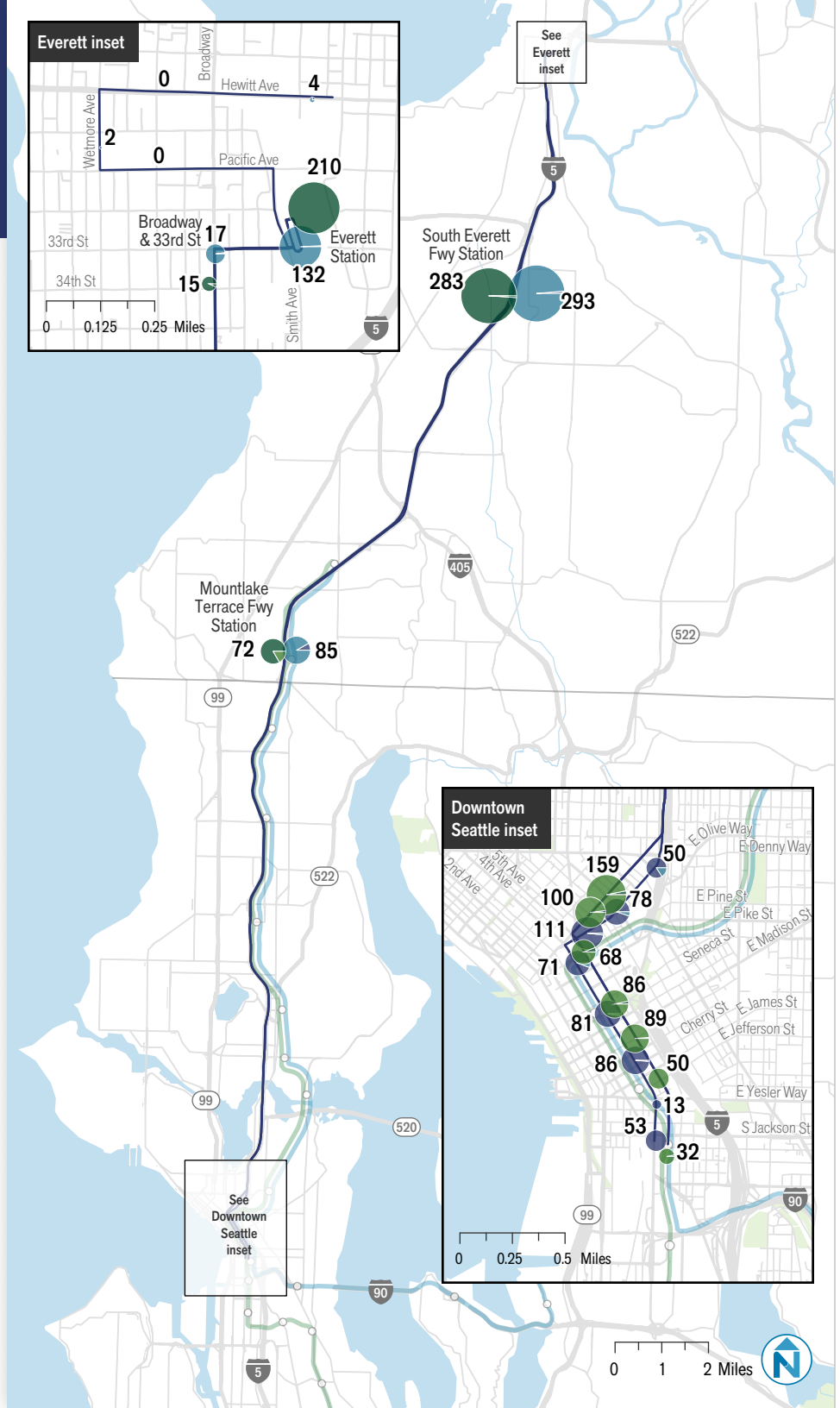
Description: Weekday-only service from Tacoma Dome to University of Washington (UW) Seattle.

Reason for discontinuing: Relatively low productivity and duplicative with several other ST Express routes (routes 590, 594, and 595) and Link 1 Line and 2 Line service.

510 Everett – Seattle

Key takeaways

- In 2025, Route 510 was one of four ST Express routes serving the I-5 North corridor, along with routes 512, 513, and 515 (discontinued August 2026).
- This route provides a direct connection between Everett Station, South Everett Freeway Station, Mountlake Terrace Freeway Station, and downtown Seattle.
- Route 510 provides the only direct connection from Everett to downtown Seattle; all other routes along the I-5 North corridor would require a transfer in Lynnwood before continuing to downtown Seattle.
- Service is directional and peak-oriented, operating in the southbound direction only from 4–9 a.m. and in the northbound direction only from 2–6:30 p.m.
- Route 510 operates on weekdays only. Route 512 provides all-week service on the I-5 North Corridor between Everett Station and Lynnwood City Center Station.
- In 2025, Route 510 had the highest productivity of all ST Express routes on the I-5 North corridor, averaging 36 boardings per trip. The route is one of the highest productivity routes in the ST Express system.
- Ridership is generally consistent throughout the day, with most trips averaging between 20-40 boardings. Boardings are highest at Everett Station, South Everett Freeway Station, and in downtown Seattle.
- In 2025, there were no capacity concerns on this route. On average, all trips had sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 510 exceeded Sound Transit's 85% on-time performance goal with 93% of trips operating on time.
- In 2025, the route received 23 complaints per 100,000 boardings, above Sound Transit's established threshold of 15. Comments were most commonly reporting late or cancelled trips or requesting additional service on the route.



Stop-level ridership

510 Everett – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

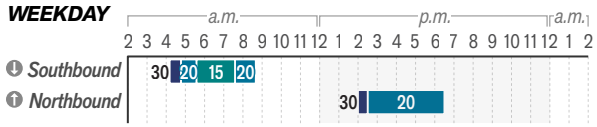
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 510

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

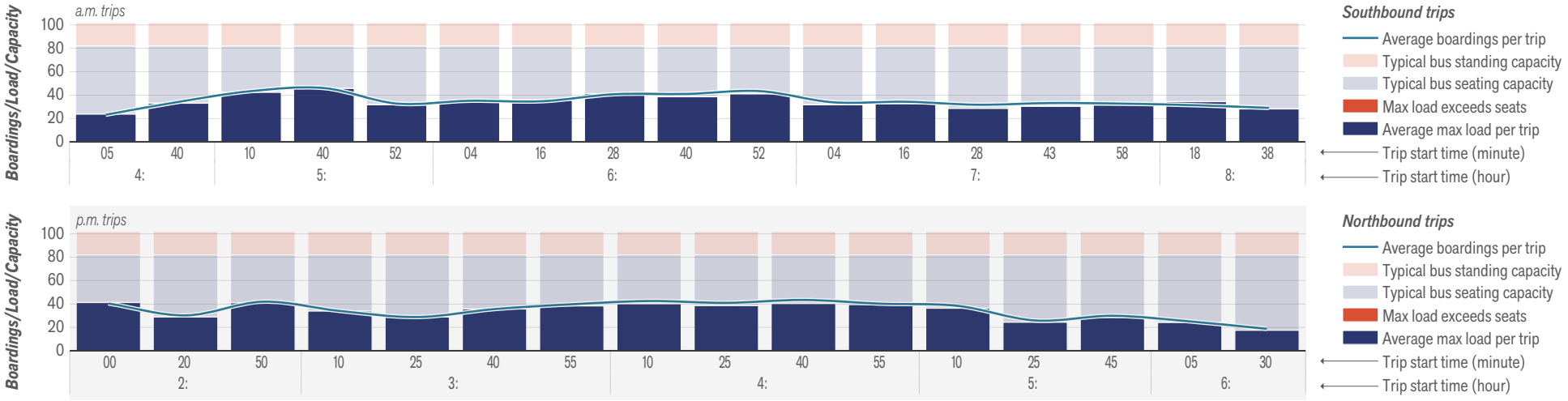
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,028	1,117	1,105
Per revenue hour	30.9	31.8	31.1
Per trip	34	36	36

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

12.6
passenger miles per platform mile

$8.87
subsidy per boarding

93%
arrivals occur on time (weekdays)

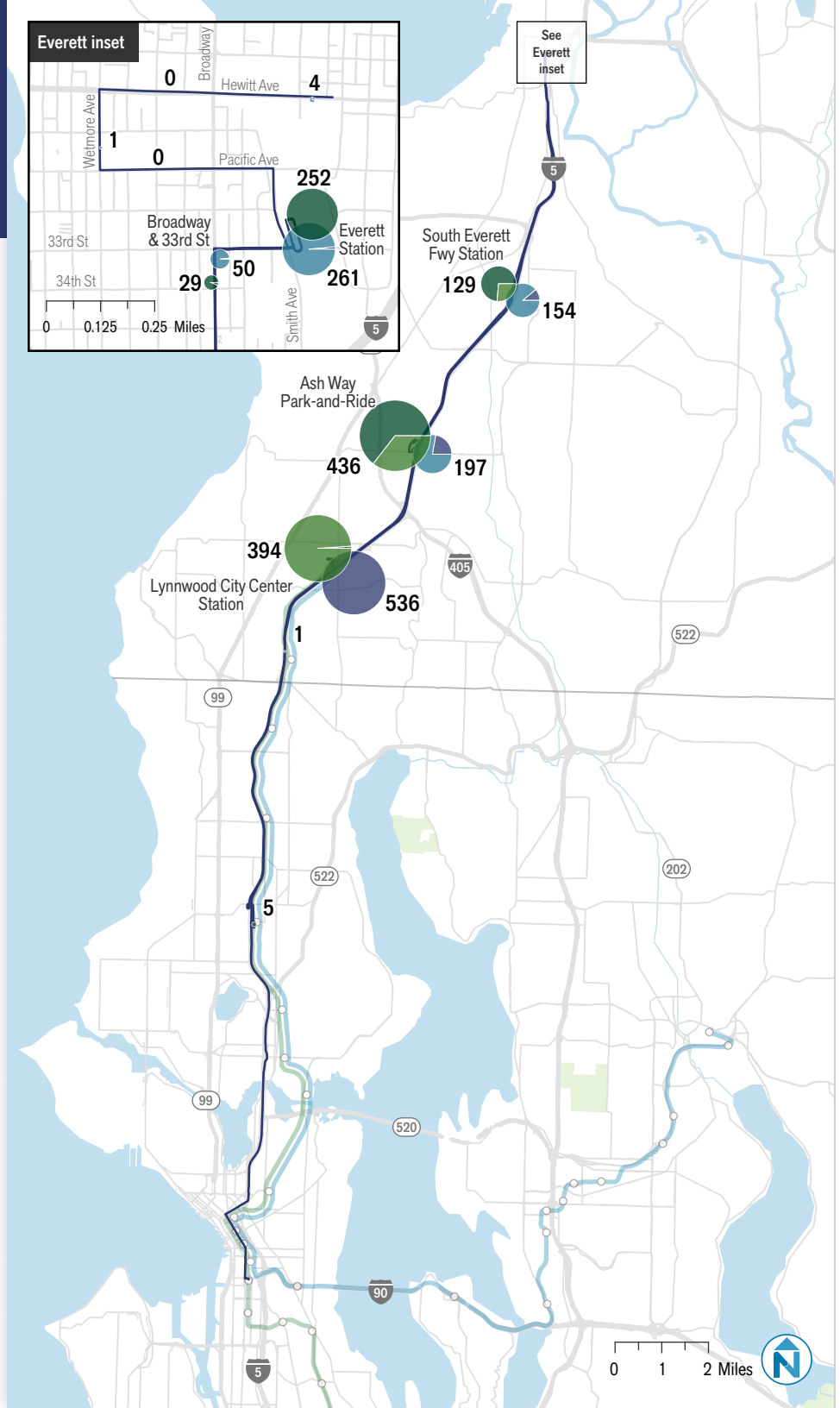
23
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

512 Everett – Lynnwood

Key takeaways

- In 2025, Route 512 was one of four ST Express routes serving the I-5 North corridor, along with routes 510, 513, and 515 (discontinued August 2026).
- Route 512 provides a direct connection between Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, and Lynnwood City Center Station enabling transfer opportunities with Link light rail.
- This route provides all-day, bi-directional service with trips operating every 15-30 minutes from 4 a.m.–1:30 a.m. on weekdays and Saturdays and from 4:30 a.m.–12:30 a.m. on Sundays.
- In 2025, Route 512 was a low productivity route, averaging eight boardings per trip on weekdays.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 512 exceeded Sound Transit's 85% on-time performance goal with 98% of trips operating on time.
- In 2025, the route received five complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most complaints regarded challenges with other passengers' behavior.
- The highest ridership stops are Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, and Lynnwood City Center Station. However, ridership decreased in 2025 after service was truncated from Northgate Station to Lynnwood City Center Station. Low productivity and excess onboard capacity for the route indicate that service levels may be higher than demand warrants. Smaller vehicles and reduced service frequency may improve these metrics.



Stop-level ridership

512 Everett – Lynnwood

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

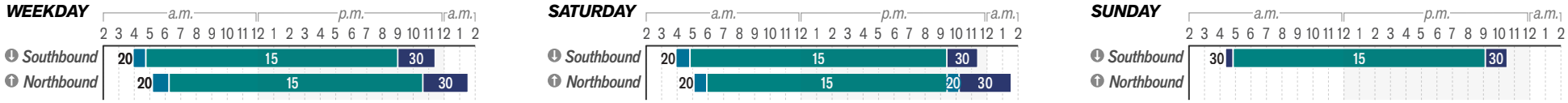
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 512

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



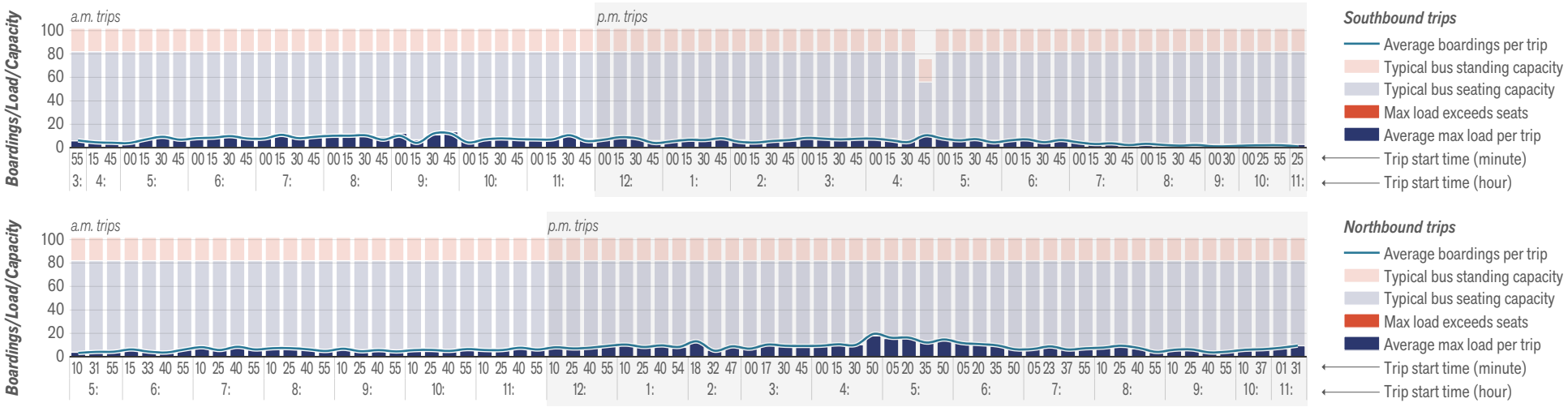
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	2,138	1,113	1,179
Per revenue hour	23.9	15.7	17.0
Per trip	16	8	8

Saturday boardings	2024	2025	2026
Daily average	2,068	1,005	979
Per revenue hour	18.6	15.5	14.7
Per trip	12	7	7

Sunday boardings	2024	2025	2026
Daily average	1,701	925	852
Per revenue hour	20.5	14.1	13.8
Per trip	13	6	6

Passenger load[3]



Other performance statistics[4]

3.6
passenger miles per platform mile

$22.68
subsidy per boarding

98%
arrivals occur on time (weekdays)

5
complaints per 100,000 boardings

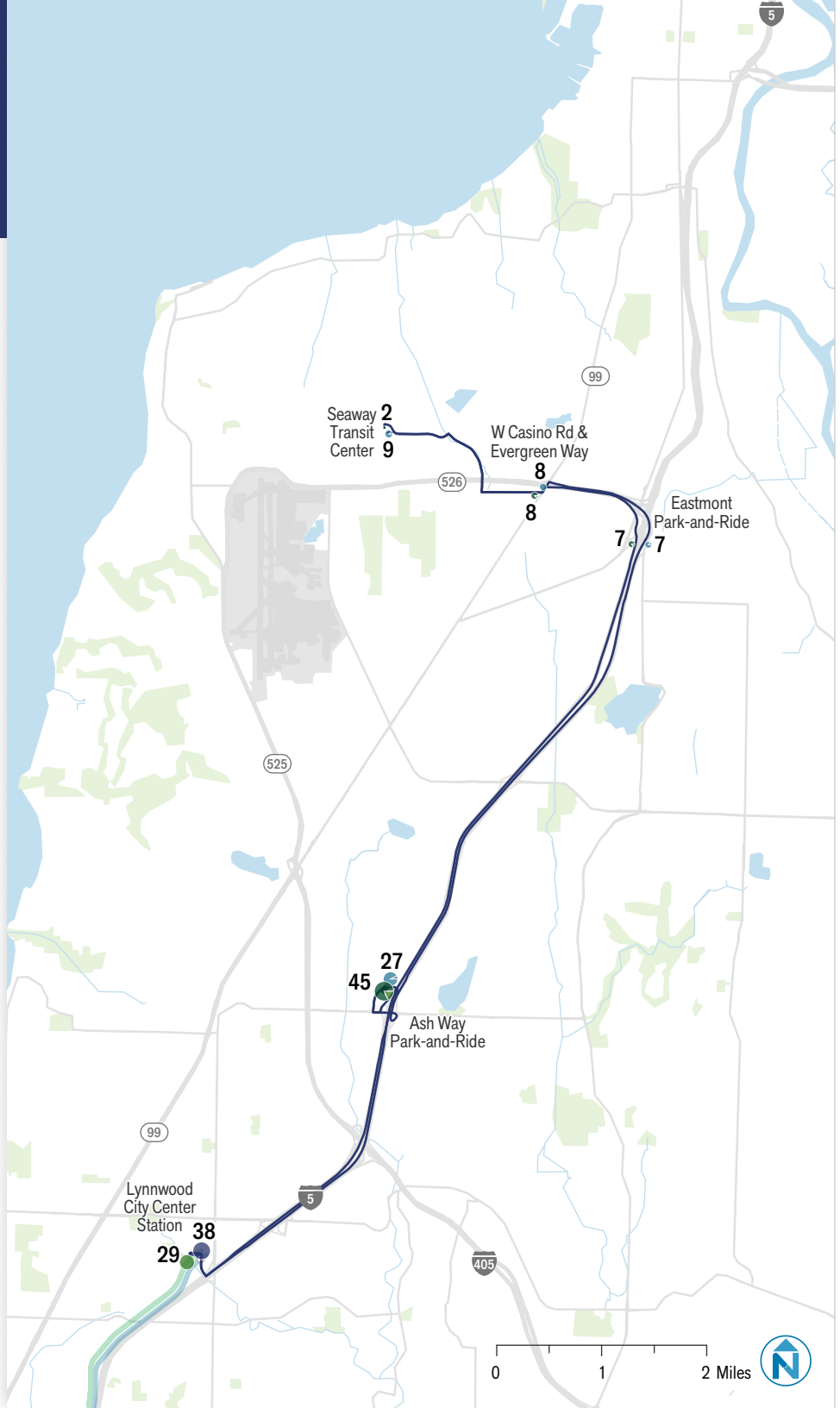
1. Span and frequency are based on July 2026 schedules.
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3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

513 Seaway – Lynnwood

Key takeaways

- In 2025, Route 513 was one of four ST Express routes serving the I-5 North corridor, along with routes 510, 512, and 515 (discontinued August 2026).
- This route provides a direct connection between Seaway Transit Center, Ash Way Park-and-Ride, and Lynnwood City Center Station. This service provides additional bus connections to Link light rail from further north in Snohomish County and serves a future light rail station area for the Everett Link Extension.
- Ridership along the route is evenly distributed with the highest ridership at Tacoma Dome Station.
- Ridership is consistently low throughout the day with most boarding and alighting activity concentrated at Ash Way Park-and-Ride and Lynnwood City Center Station. Ridership is generally low between Seaway Transit Center and Eastmont Park-and-Ride. In Fall 2026, service was realigned to operate along Casino Rd in Everett, no longer serving the Eastmont Park-and-Ride.
- Ridership has decreased in 2025 since service was truncated from Northgate Station to Lynnwood City Center Station.
- Route 513 operates on weekdays only.
- In 2025, Route 513 was the lowest performing of Sound Transit's I-5 North corridor routes and overall, in the ST Express system, averaging 75 boardings per weekday and five boardings per trip.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 513 exceeded Sound Transit's 85% on-time performance goal with 98% of trips operating on-time.

Key findings continue below map legend.



Stop-level ridership

513 Seaway – Lynnwood

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

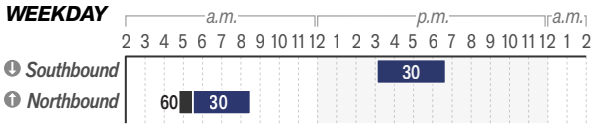
Route 513

Key findings continued:

- In 2025, the route received 63 complaints per 100,000 boardings, above Sound Transit's established threshold of 15. Most complaints are requesting northbound service in the morning, improvements in service frequency, and restoration of direct service to Seattle.
- This route operates with low productivity and excess capacity on all trips throughout the day. Despite this low performance, Route 513 provides service to high-need populations along the Casino Road corridor.

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

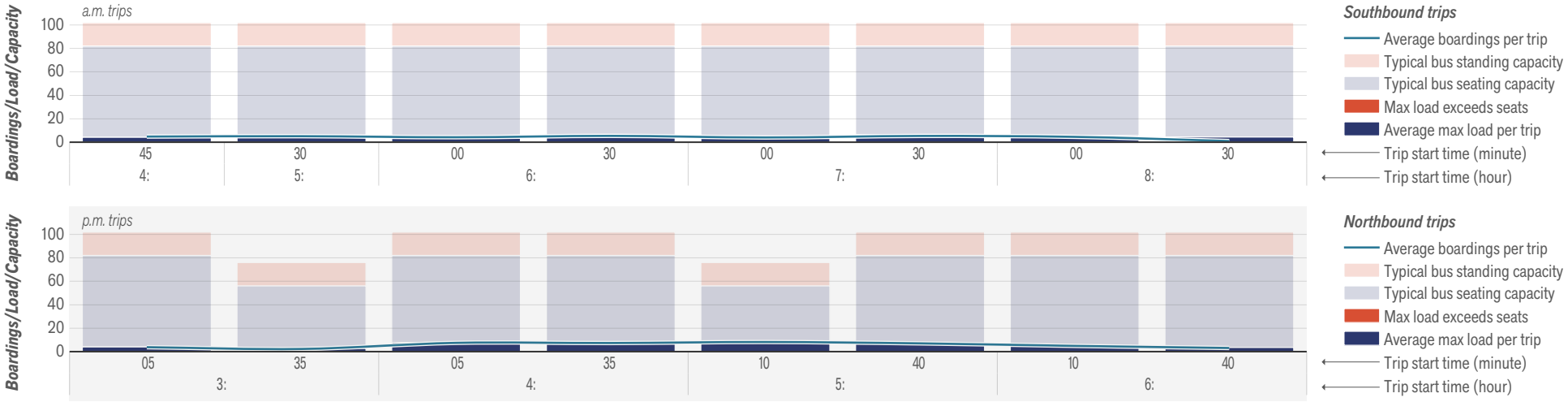
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	249	75	92
Per revenue hour	16.9	7.7	8.4
Per trip	15	5	6

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

1.4
passenger miles per platform mile

$46.39
subsidy per boarding

98%
arrivals occur on time (weekdays)

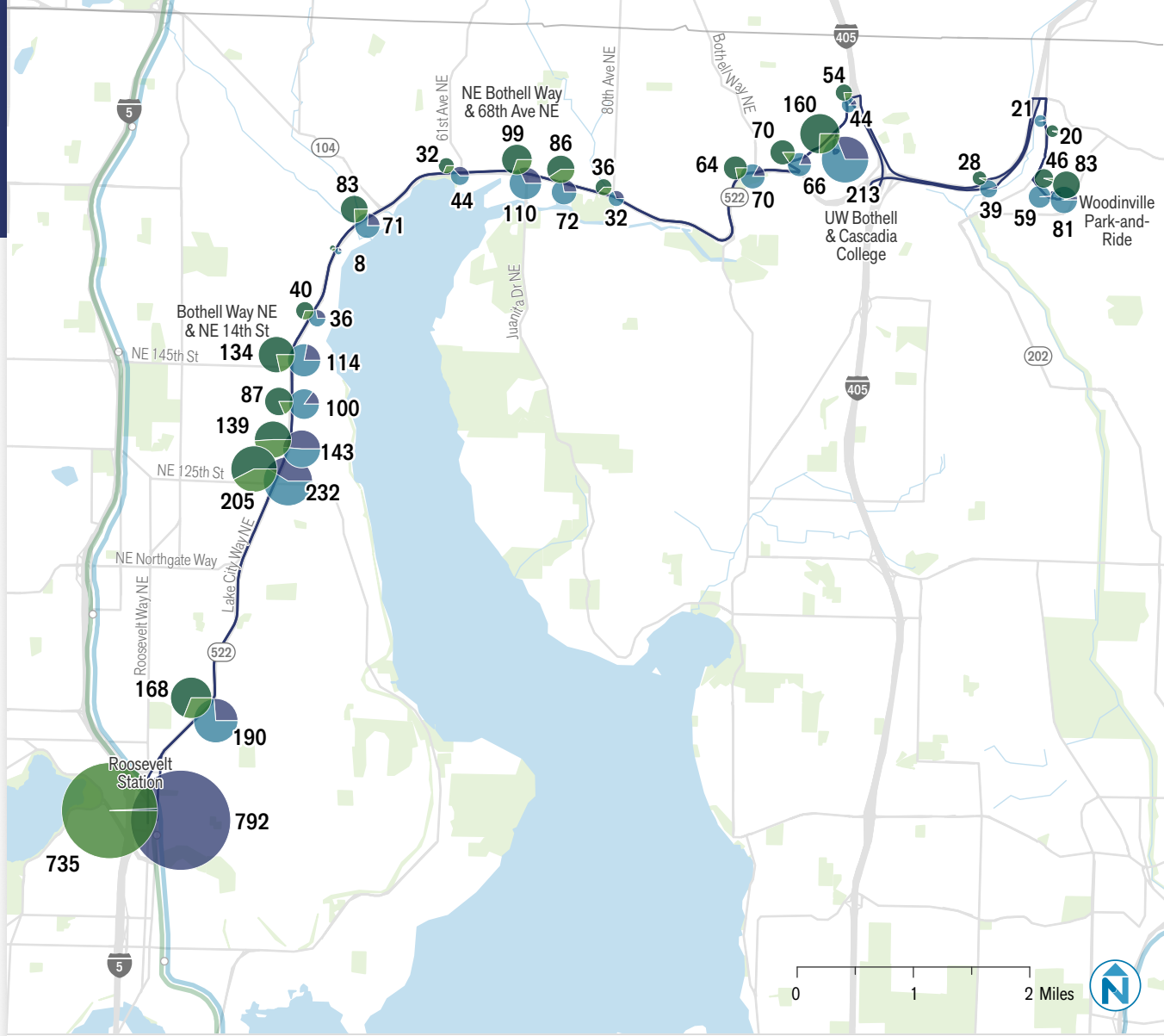
63
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

522 Woodinville – Roosevelt

Key takeaways

- In 2025, Route 522 provided a connection between Roosevelt Station, Seattle's Lake City neighborhood, the Cities of Lake Forest Park, Kenmore, Bothell, and Woodinville, and direct service to the University of Washington Bothell and the Woodinville Park-and-Ride.
- In 2025, Route 522 was the only route operating on the SR 522 corridor in the ST Express system.
- Route 522 provides frequent, all-day, bi-directional service with most trips operating every 15 minutes. Early morning and late evening trips operate every 20-30 minutes, all week.
- In 2025, Route 522 was among the highest ridership routes in the ST Express system, averaging 2,239 boardings per weekday. The route averaged 16 boardings per trip on weekdays, making it a below average productivity route in the ST Express system.
- The highest ridership stops served by Route 522 in 2025 included Roosevelt Station, Maple Leaf Village, Lake City, and UW Bothell. This suggests connecting neighborhoods in Northeast Seattle, Bothell, and Woodinville to Link light rail is a key market for Route 522.
- Travel times for most passengers may be improved by truncating service to provide connections to Link light rail in further north in Shoreline. In Fall 2026, Route 522 was truncated to Shoreline South Station to reflect the future Stride S3 alignment.
- Ridership on Route 522 is relatively consistent throughout the day with a notable peak in the westbound direction between 4–5 p.m.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 522 exceeded Sound Transit's 85% on-time performance goal with 87% of trips operating on-time.
- In 2025, the route received nine complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were regarding on-time performance issues and operator behavior concerns.



Stop-level ridership

522 Woodinville – Roosevelt

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

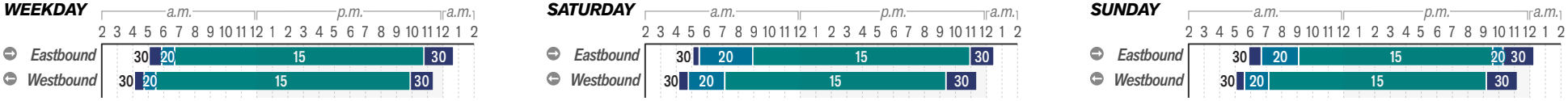
1,000
500
100

Route 522

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



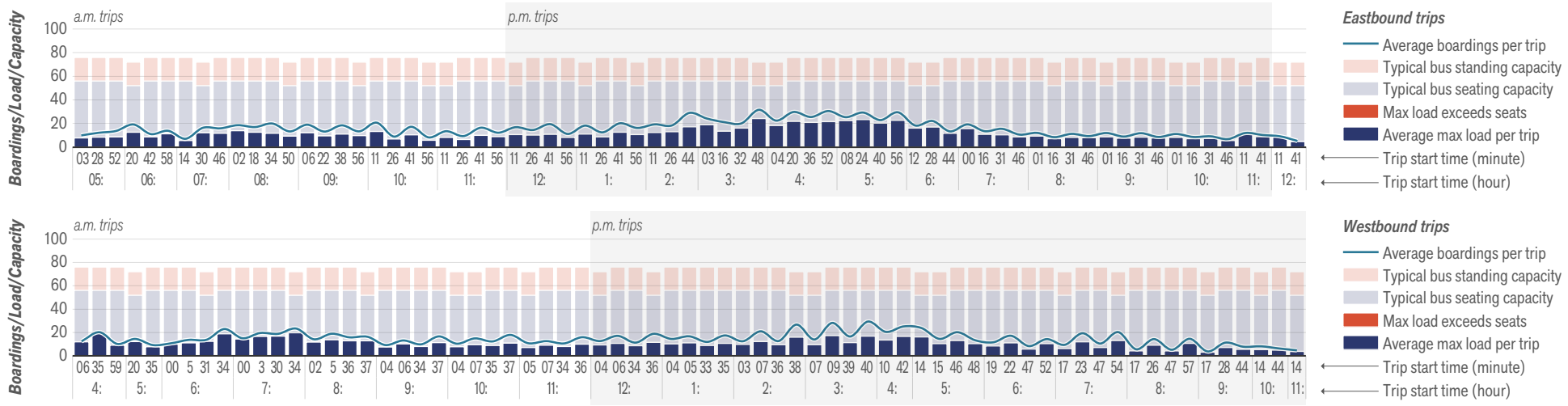
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	2,152	2,238	2,342
Per revenue hour	13.8	14.6	15.5
Per trip	15	16	17

Saturday boardings	2024	2025	2026
Daily average	2,123	2,139	2,245
Per revenue hour	14.7	14.6	16.0
Per trip	16	15	16

Sunday boardings	2024	2025	2026
Daily average	1,679	1,713	1,781
Per revenue hour	12.1	12.5	13.4
Per trip	13	13	14

Passenger load[3]



Other performance statistics[4]

4.7
passenger miles per platform mile

$24.62
subsidy per boarding

87%
arrivals occur on time (weekdays)

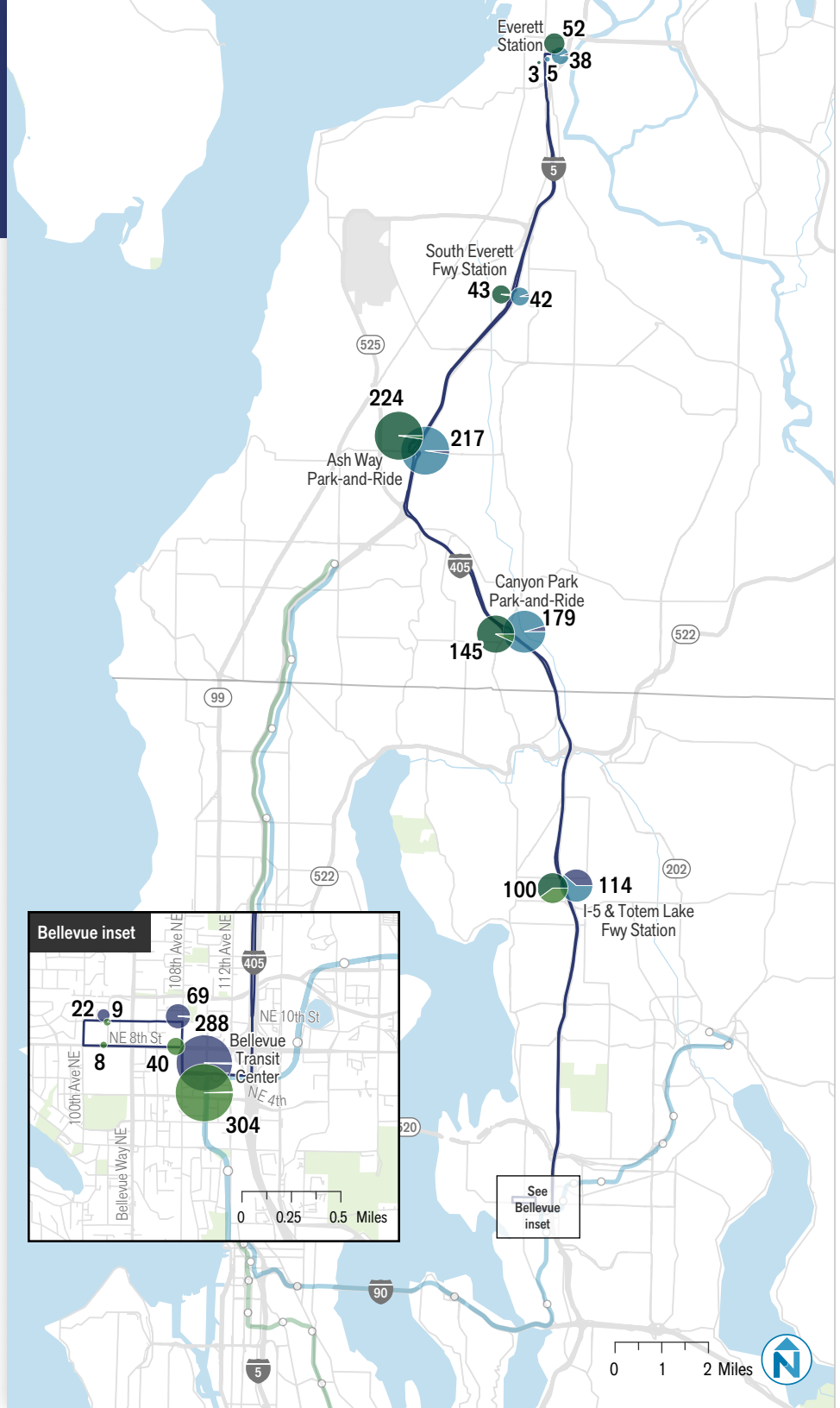
9
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025. Average max load values per trip for the westbound departures at 5:30 a.m., 5:35 a.m., 4:10 p.m., and 4:42 p.m. are each averages of two trips that depart at the same time from Woodinville Park-and-Ride and UW Bothell respectively (resulting in eight total trips, not four).
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

532 Everett – Bellevue

Key takeaways

- Route 532 provides a connection between Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, Canyon Park Freeway Station, Totem Lake Freeway Station, and Bellevue Transit Center in downtown Bellevue.
- In 2025, Route 532 was one of two routes providing service on the I-405 North corridor, along with Route 535. However, Route 532 is the only direct ST Express route between Everett and Bellevue.
- Route 532 provides weekday-only, peak-directional service, operating southbound from 4–8 a.m. and northbound from 2–6:30 p.m. The route operates with inconsistent frequencies throughout the day, ranging from every 15 minutes to every hour.
- While Route 532 operates on weekdays only, Route 535 provided six-day-per-week service in 2025 on much of the corridor between Bellevue and Lynnwood (and Route 535 added Sunday service in August 2026), but it does not serve Ash Way Park-and-Ride, South Everett Freeway Station, or Everett Station.
- Route 532 was a high productivity route in 2025, averaging 38 boardings per trip on weekdays.
- Ridership is highest in the southern portion of the alignment, between Ash Way Park-and-Ride and downtown Bellevue. Ridership is generally consistent across trips.
- In 2025, Route 532 exceeded Sound Transit's 85% on-time performance goal with 97% of trips operating on-time.
- In 2025, the route received 15 complaints per 100,000 boardings, exactly in line with Sound Transit's established threshold of 15. Most comments concerned deviations around the Bellevue Transit Center, on-time performance challenges, and requesting additional service.
- Ridership levels on the last morning trip and first afternoon trip suggest potential unmet demand for midday service.



Stop-level ridership

532 Everett – Bellevue

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

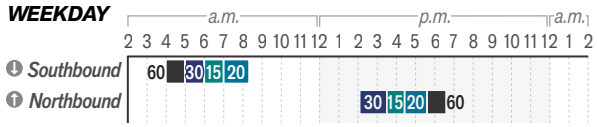
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 532

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

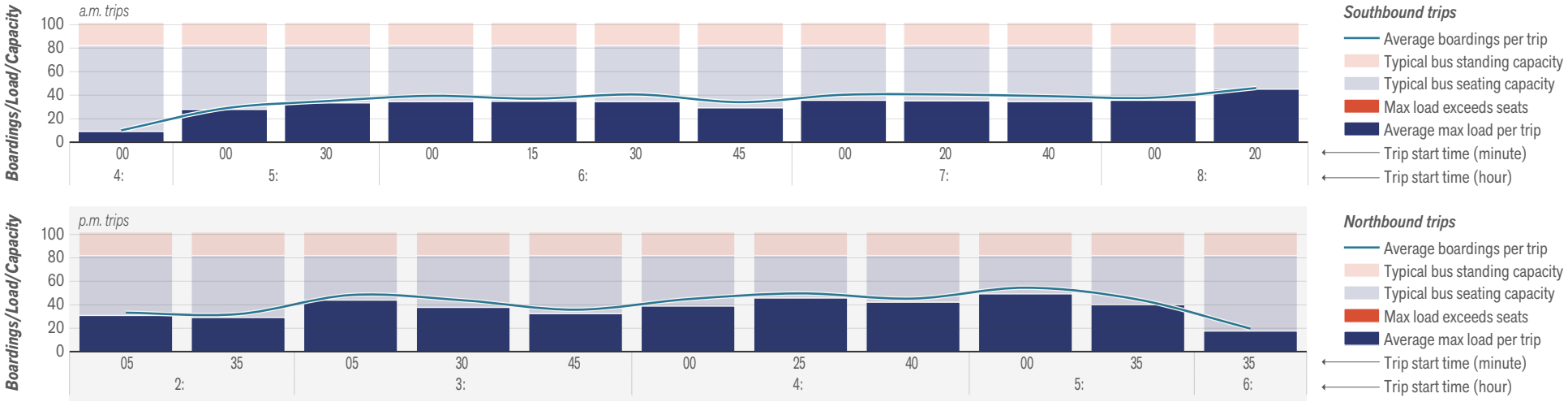
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	703	843	875
Per revenue hour	30.3	31.9	31.9
Per trip	35	38	38

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

10.9
passenger miles per platform mile

$9.15
subsidy per boarding

97%
arrivals occur on time (weekdays)

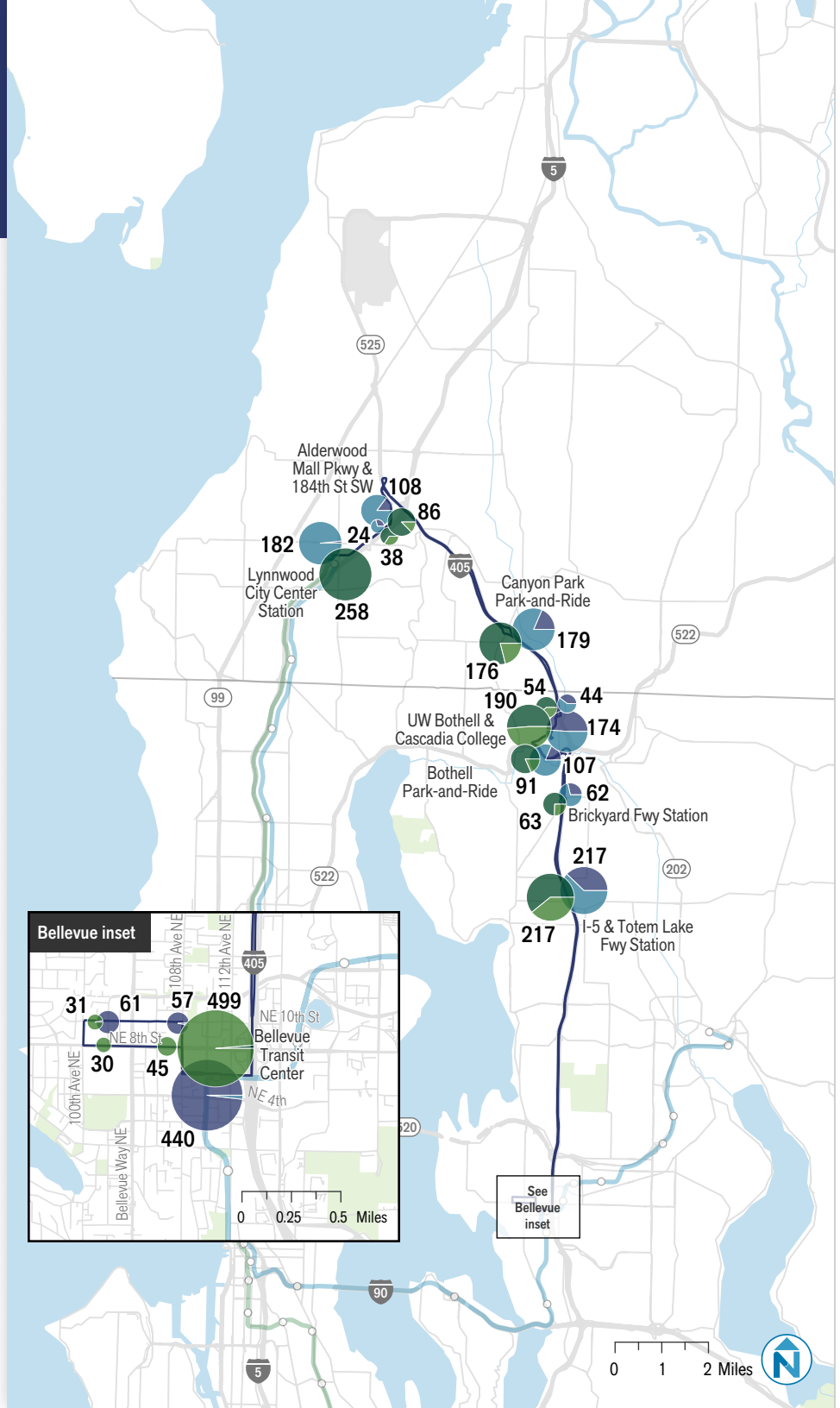
15
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

535 Lynnwood – Bellevue

Key takeaways

- Route 535 provides a connection between Lynnwood City Center Station, Alderwood Mall, Canyon Park Freeway Station, UW Bothell, Bothell Park-and-Ride, Brickyard Freeway Station, Totem Lake Freeway Station, and Bellevue Transit Center in downtown Bellevue.
- In 2025, Route 535 was one of two routes providing service in the I-405 North corridor, along with Route 532.
- Route 535 provides all-day, bi-directional service with most trips operating every 30 minutes from 5 a.m.–10:30 p.m. on weekdays and every hour from 7 a.m.–10 p.m. on Saturdays. In 2025, there was no Sunday service offered on Route 535.
- Beginning in Fall 2026, service frequency was improved to operate every 30 minutes on Saturdays and on Sundays.
- Route 535 was an above average productivity route in 2025, averaging 28 boardings per trip on weekdays.
- Ridership activity is generally consistent across the corridor but is highest southbound in the mornings and northbound in the afternoons, indicating Route 535 is commonly used for commute trips into downtown Bellevue and to connect with other services in Bothell and Woodinville.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 535 exceeded Sound Transit's 85% on-time performance goal with 99% of trips operating on-time.
- In 2025, the route received 12 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were reporting on-time performance challenges, specifically, early departures.



Stop-level ridership

535 Lynnwood – Bellevue

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

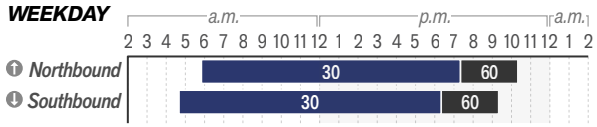
1,000
500
100

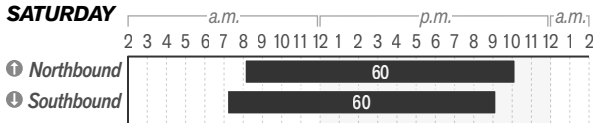
Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 535

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes





No Sunday service before August 2026

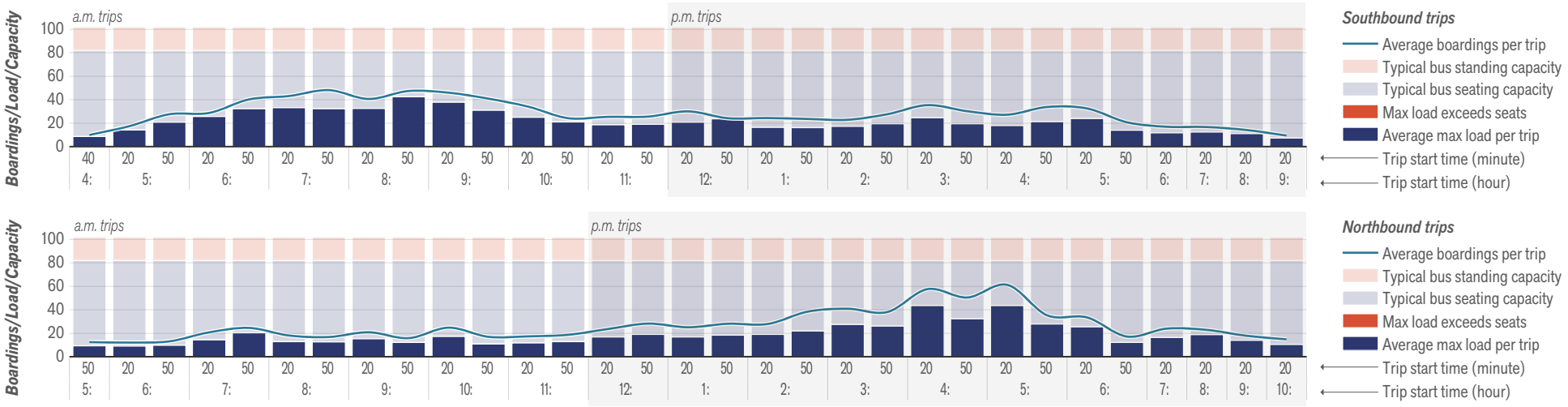
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,593	1,710	1,635
Per revenue hour	26.8	28.3	27.0
Per trip	26	28	26

Saturday boardings	2024	2025	2026
Daily average	596	609	408
Per revenue hour	13.6	22.5	14.7
Per trip	20	21	14

No Sunday service before August 2026

Passenger load[3]



Other performance statistics[4]

10.0
passenger miles per platform mile

$11.58
subsidy per boarding

99%
arrivals occur on time (weekdays)

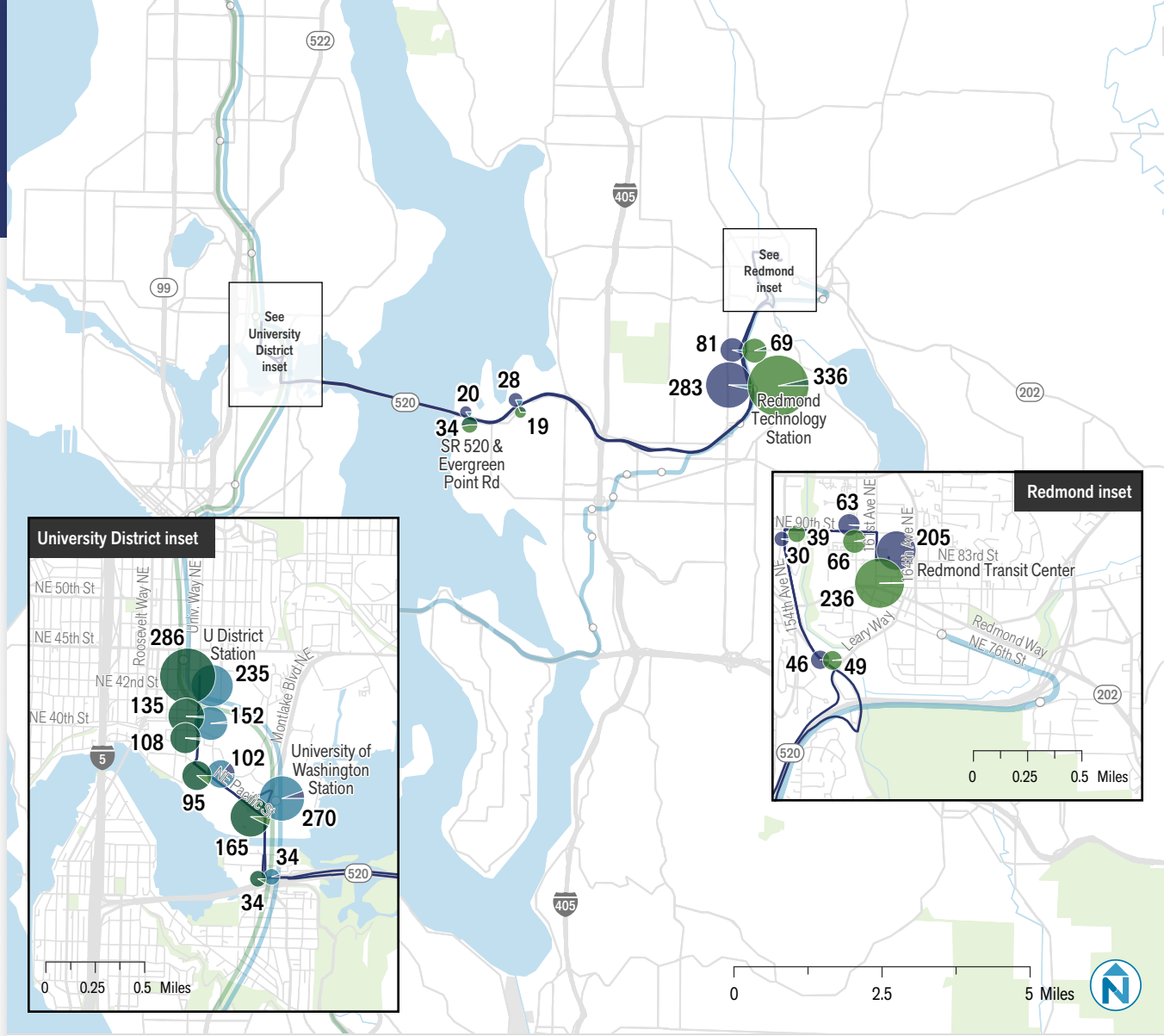
12
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

542 Redmond – University District

Key takeaways

- Route 542 provides a direct connection between Redmond Transit Center, Redmond Technology Station adjacent to the Microsoft Redmond Campus, and UW Seattle via SR 520.
- In 2025, Route 542 was one of two routes operating on the SR 520 corridor, including Route 545.
- This route operates all-day, all-week, bi-directional service. On weekdays, the route operates every 20-30 minutes from 5:30 a.m.–11 p.m. Route 542 also operates every 30-60 minutes from 6 a.m.–10 p.m. on Saturdays and Sundays.
- Route 542 was an average productivity route in 2025, averaging 19 boardings per trip on weekdays.
- Ridership is highest at the Redmond Transit Center, Redmond Technology Station, and UW Seattle campus.
- This route connects two key regional employment and population centers. As a result, ridership activity is bi-directional and peak-oriented. There are notable peaks in ridership in the morning and afternoon in both the eastbound and westbound directions.
- On average, trips have sufficient onboard capacity, however we have observed crowding during peak trips, particularly between May and August.
- In 2025, Route 542 exceeded Sound Transit's 85% on-time performance goal with 88% of trips operating on-time.
- In 2025, the route received 11 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were regarding on-time performance and missed trips.



Stop-level ridership

542 Redmond – University District

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

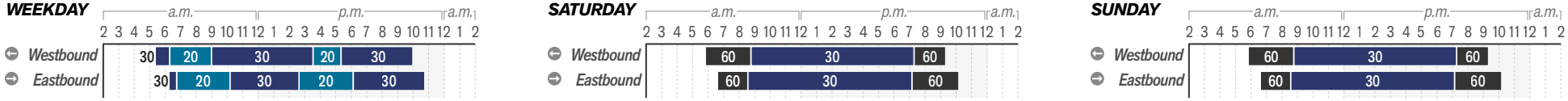
1,000
500
100

Route 542

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



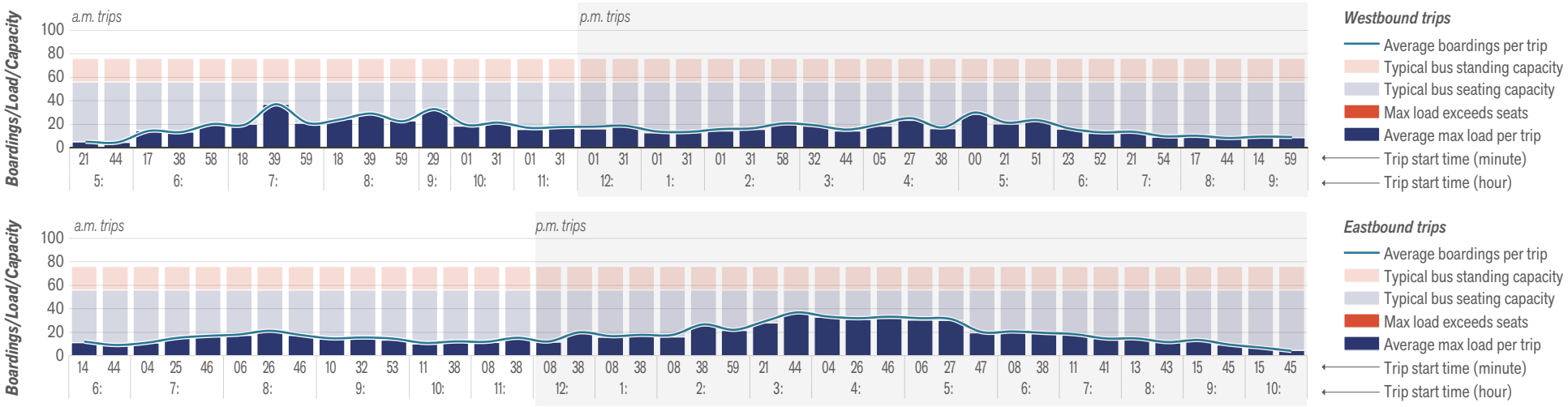
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,293	1,508	1,563
Per revenue hour	18.3	21.7	23.1
Per trip	16	19	20

Saturday boardings	2024	2025	2026
Daily average	563	671	697
Per revenue hour	11.9	14.6	149.3
Per trip	11	12	13

Sunday boardings	2024	2025	2026
Daily average	411	489	552
Per revenue hour	8.8	10.6	12.0
Per trip	8	9	10

Passenger load[3]



Other performance statistics[4]

11.0
passenger miles per platform mile

$16.55
subsidy per boarding

88%
arrivals occur on time (weekdays)

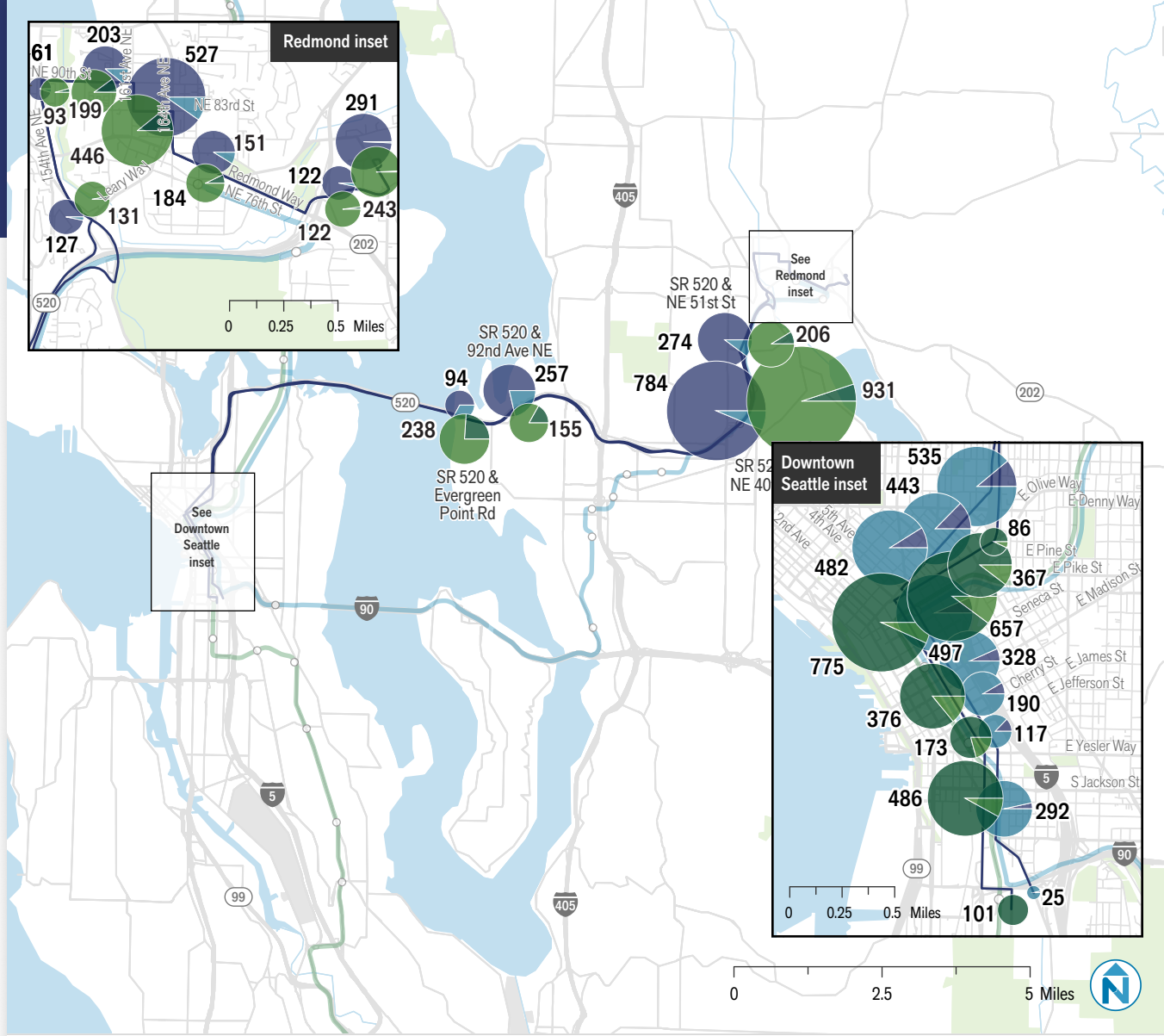
11
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

545 Redmond – Seattle

Key takeaways

- Route 545 provides a direct connection between Bear Creek Park-and-Ride, Redmond Transit Center, Redmond Technology Station, and downtown Seattle.
- In 2025, Route 545 was one of two routes operating on the SR 520 corridor, including Route 542.
- The route operates high frequency, all-day, bi-directional service with most trips operating every 10-15 minutes from 4:30 a.m.–midnight on weekdays. Route 545 also operates every 30-60 minutes on Saturdays and Sundays from 6:30 a.m.–11:30 p.m.
- Route 545 was among the highest productivity routes in the ST Express system, averaging 35 boardings per trip on weekdays in 2025. However, average weekday boardings have seen a decrease in 2026. This suggests that some passengers who rode Route 545 may be switching to the Link 2 Line.
- Ridership is strong throughout the day but highest in the morning heading westbound and, in the afternoon, heading eastbound. While the route appears to serve bi-directional trips all-day, the strongest demand driver is access into downtown Seattle in the morning and leaving in the afternoon.
- Average maximum passenger loads exceed seated capacity on several trips during the peak-commute period, approximately from 7:30–9 a.m. and 4–5:30 p.m. in 2025.
- In 2025, Route 545 exceeded Sound Transit's 85% on-time performance goal with 89% of trips operating on-time.
- In 2025, the route received 12 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were regarding overcrowding, requests for additional service, and on-time performance challenges.



Stop-level ridership

545 Redmond – Seattle

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

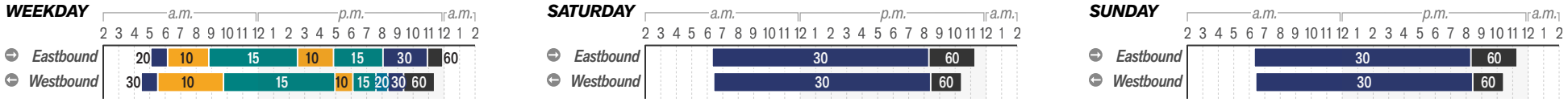
1,000
500
100

Route 545

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



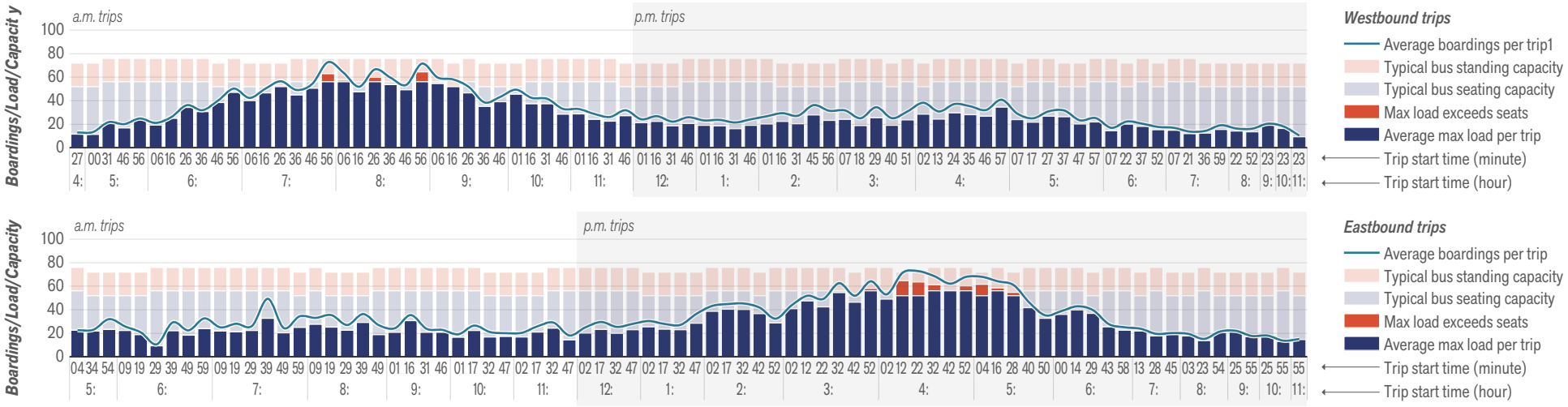
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	4,600	5,425	4,639
Per revenue hour	23.3	28.0	24.2
Per trip	30	35	30

Saturday boardings	2024	2025	2026
Daily average	1,691	1,875	1,452
Per revenue hour	22.9	25.1	20.3
Per trip	28	30	23

Sunday boardings	2024	2025	2026
Daily average	1,321	1,392	1,145
Per revenue hour	18.7	20.0	16.6
Per trip	22	23	18

Passenger load[3]



Other performance statistics[4]

17.2
passenger miles per platform mile

$11.47
subsidy per boarding

89%
arrivals occur on time (weekdays)

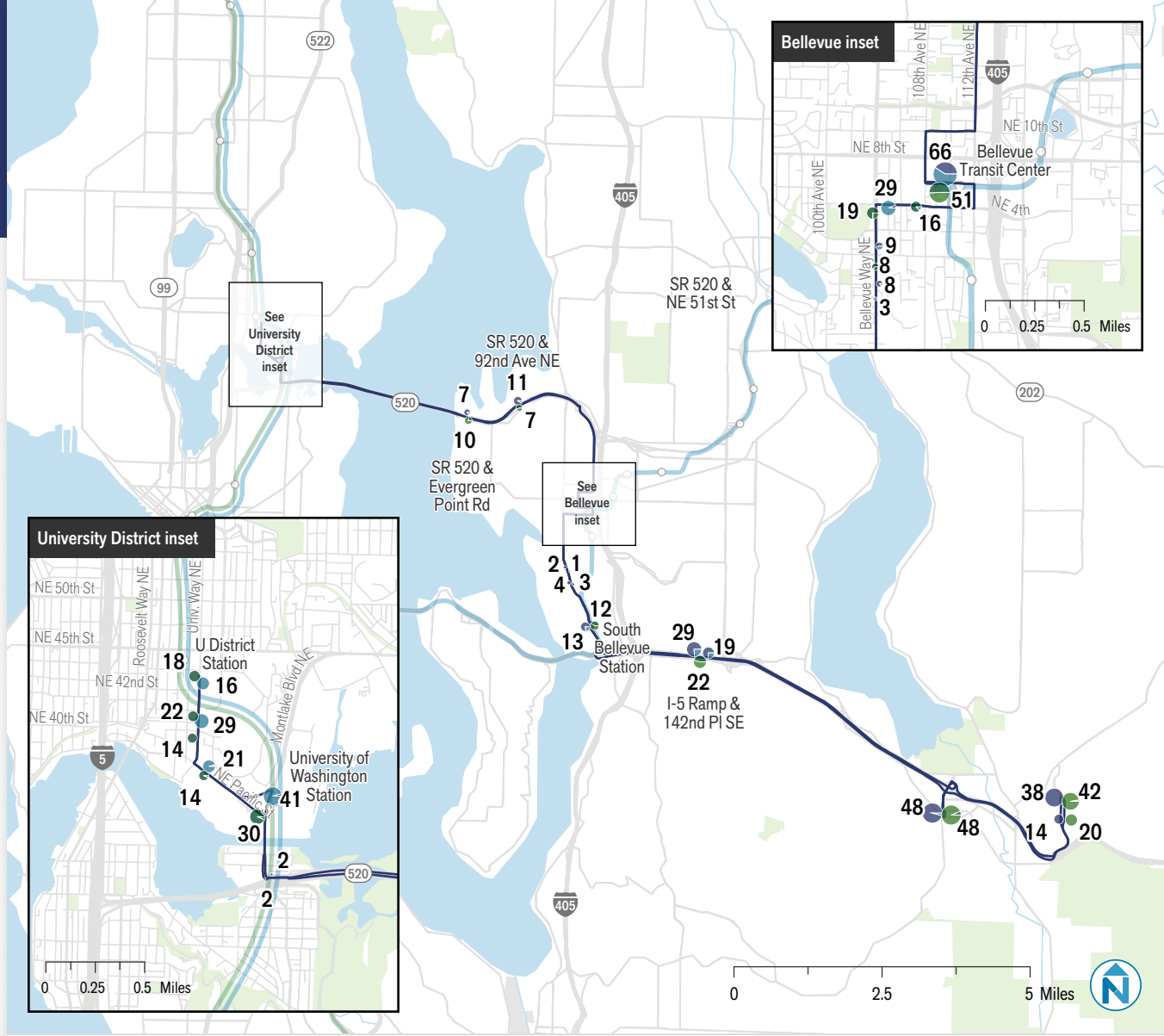
12
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

556 Issaquah – University District

Key takeaways

- In 2025, Route 556 was one of three ST Express routes operating on the I-90 corridor, including routes 550 and 554 (both of which were discontinued in August 2026).
- In 2025, Route 556 provided a direct connection between Issaquah Highlands Park-and-Ride, Issaquah Transit Center, South Bellevue Station, Bellevue Transit Center, and UW Seattle. Starting August 2026, Route 556 was shortened and no longer serves stops north of Bellevue Transit Center including UW Seattle.
- In 2025, the route provided peak-oriented, directional service on weekdays only, operating westbound service from 5–9 a.m. and eastbound service from 3–6:30 p.m. Most trips operated approximately every 30 minutes. Starting August 2026, the route began operating seven day per week, all-day service and was improved to have trips every 15 minutes for most of the day.
- Ridership is generally consistent across trips and is relatively evenly distributed across stops with the highest ridership activity occurring at the Issaquah Highlands Park-and-Ride, Issaquah Transit Center, Bellevue Transit Center, and University of Washington Station.
- There was no Saturday or Sunday service offered on Route 556 prior to August 2025. The route now operates all week.
- Route 556 was an average productivity route in 2025, averaging 20 boardings per trip on weekdays.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 556 operated 70% of trips on-time, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 30 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges.



Stop-level ridership

556 Issaquah – University District

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

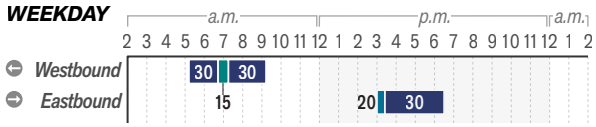
1,000
500
100

Route 556

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service before August 2026

No Sunday service before August 2026

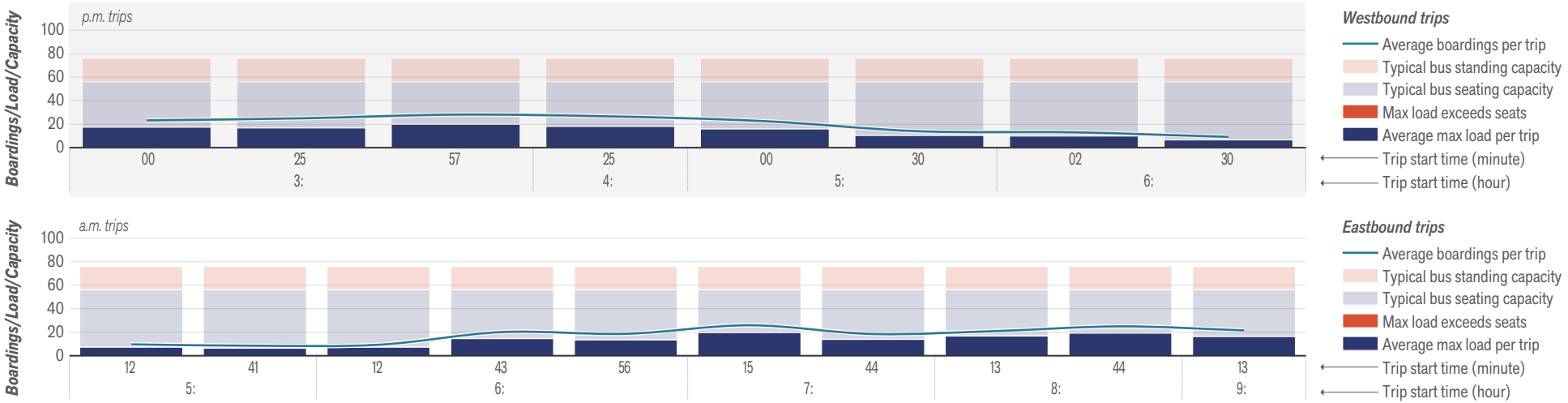
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	326	353	356
Per revenue hour	14.0	15.5	15.3
Per trip	18	20	20

No Saturday service before August 2026

No Sunday service before August 2026

Passenger load[3]



Other performance statistics[4]

4.6
passenger miles per platform mile

$21.42
subsidy per boarding

70%
arrivals occur on time (weekdays)

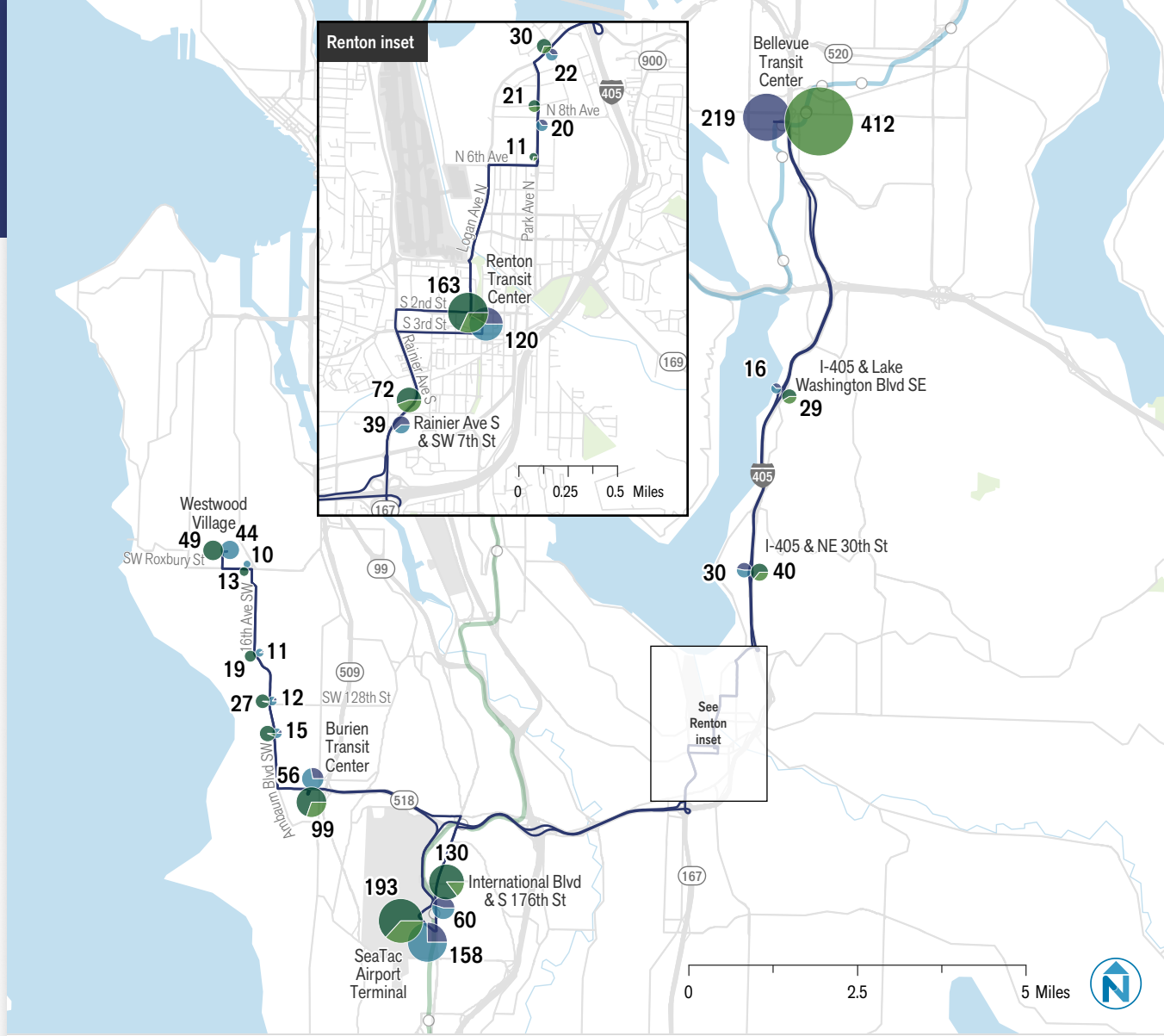
30
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules. In August 2026, Saturday and Sunday service were added and frequency increased to buses every 15 minutes in both directions between 6 a.m. and 8 p.m., seven days a week.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

560 Bellevue – West Seattle

Key takeaways

- Route 560 provides direct connections between Bellevue Transit Center, Newport Hills Freeway Station, Kennydale Freeway Station, Renton Transit Center, SeaTac/Airport Station, Burien Transit Center, and Westwood Village shopping center near White Center.
- In 2025, Route 560 was one of two routes providing service on the I-405 South corridor, including Route 566.
- The highest ridership stops along the route include Bellevue Transit Center, SEA International Airport, and Renton Transit Center.
- The route operates all-day, all-week, bi-directional service. On weekdays, Route 560 operates every 30 minutes from 4:30 a.m.–8 p.m. and hourly from 8–11 p.m. The route also operates hourly on Saturdays and Sundays from 5 a.m.–11 p.m.
- In 2025, Route 560 was an average productivity route in the ST Express system, averaging 20 boardings per trip on weekdays.
- Ridership is generally consistent across trips but is notably lower in mornings heading westbound. This may be related to flight schedules and employee shift times at SEA International Airport.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 560 operated 70% of trips on-time, below Sound Transit's performance threshold of 85% on-time. On-time performance challenges were most significant on I-405 and the SEA International Airport terminal, where traffic congestion varies considerably throughout the day.
- In 2025, the route received 21 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning temporary stop and service deviation challenges, on-time performance challenges, requesting additional trips, and operator behavior concerns.



Stop-level ridership

560 Bellevue – West Seattle

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

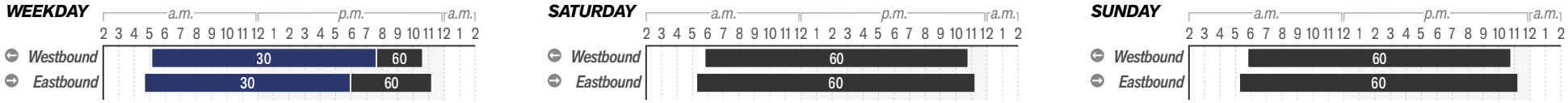
1,000
500
100

Route 560

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



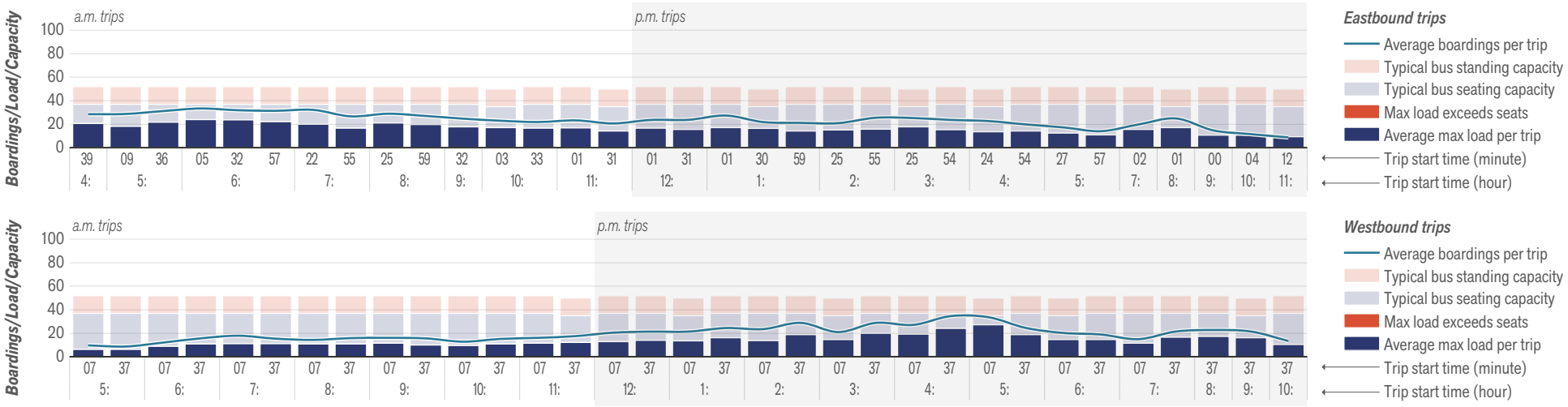
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,212	1,310	1,467
Per revenue hour	11.8	12.4	14.1
Per trip	18	20	22

Saturday boardings	2024	2025	2026
Daily average	705	713	785
Per revenue hour	12.4	12.2	13.4
Per trip	19	19	21

Sunday boardings	2024	2025	2026
Daily average	639	650	724
Per revenue hour	11.2	11.6	12.6
Per trip	17	18	20

Passenger load[3]



Other performance statistics[4]

4.6
passenger miles per platform mile

$28.54
subsidy per boarding

70%
arrivals occur on time (weekdays)

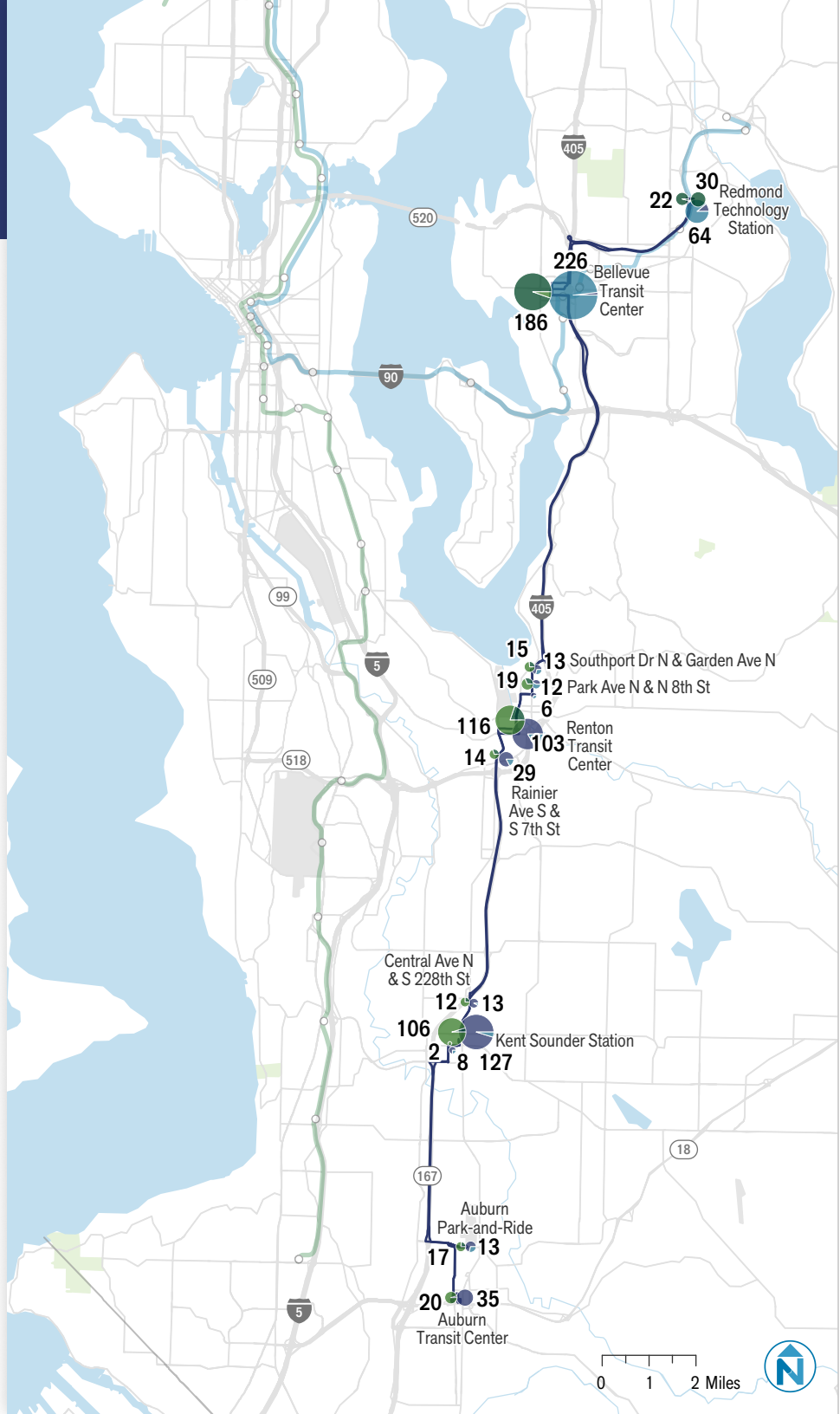
21
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

566 Auburn – Redmond

Key takeaways

- Route 566 provides a direct connection between Redmond Technology Station, Bellevue Transit Center, Renton Transit Center, Kent Sounder Station, Auburn Park-and-Ride, and Auburn Transit Center.
- In 2025, Route 566 was one of two routes providing service on the I-405 South corridor between Bellevue and Renton, including Route 560.
- The highest ridership activity along the route occurs at Bellevue Transit Center, Renton Transit Center, and Kent Sounder Station.
- Route 566 operates peak-oriented, directional service on weekdays only. The route provides northbound service from 5–10 a.m. and southbound service from 1:30–6:30 p.m. There is no Saturday or Sunday service offered on Route 566.
- This was an average productivity route in 2025, averaging 23 boardings per trip on weekdays.
- Ridership is generally low throughout the day but peaks in the in the northbound direction around 5:30 a.m. and in the southbound direction around 4–5 p.m. This pattern suggests the route is being used for commuting purposes into downtown Bellevue.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 566 operated 70% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 35 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges and requesting more frequent, bi-directional service.



Stop-level ridership

566 Auburn – Redmond

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

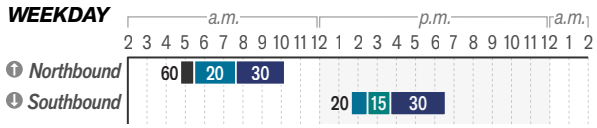
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 566

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

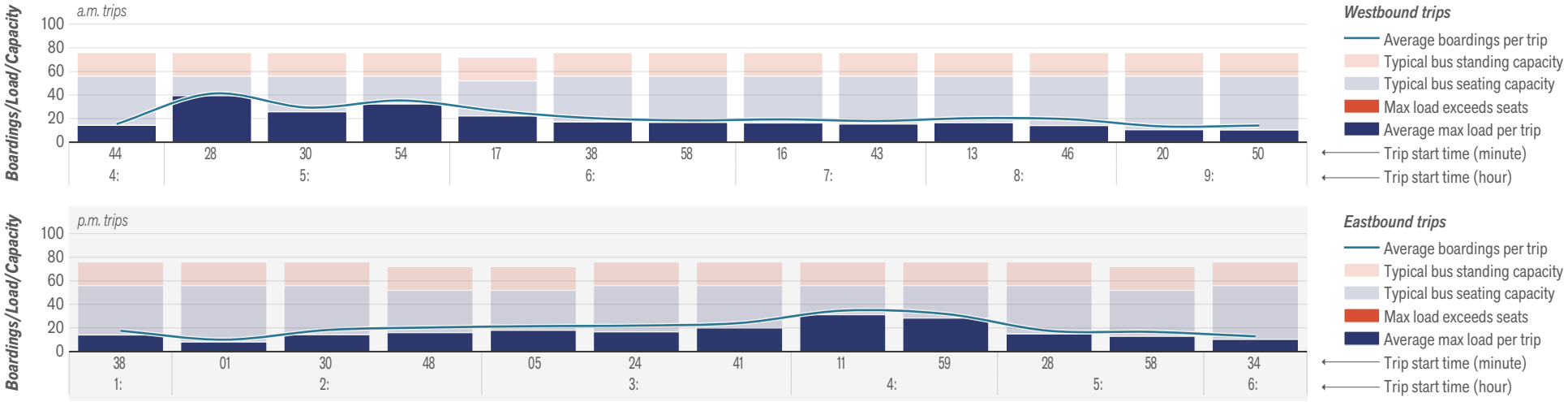
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	558	565	541
Per revenue hour	12.7	13.4	13.1
Per trip	23	23	22

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

5.1
passenger miles per platform mile

$25.83
subsidy per boarding

70%
arrivals occur on time (weekdays)

35
complaints per 100,000 boardings

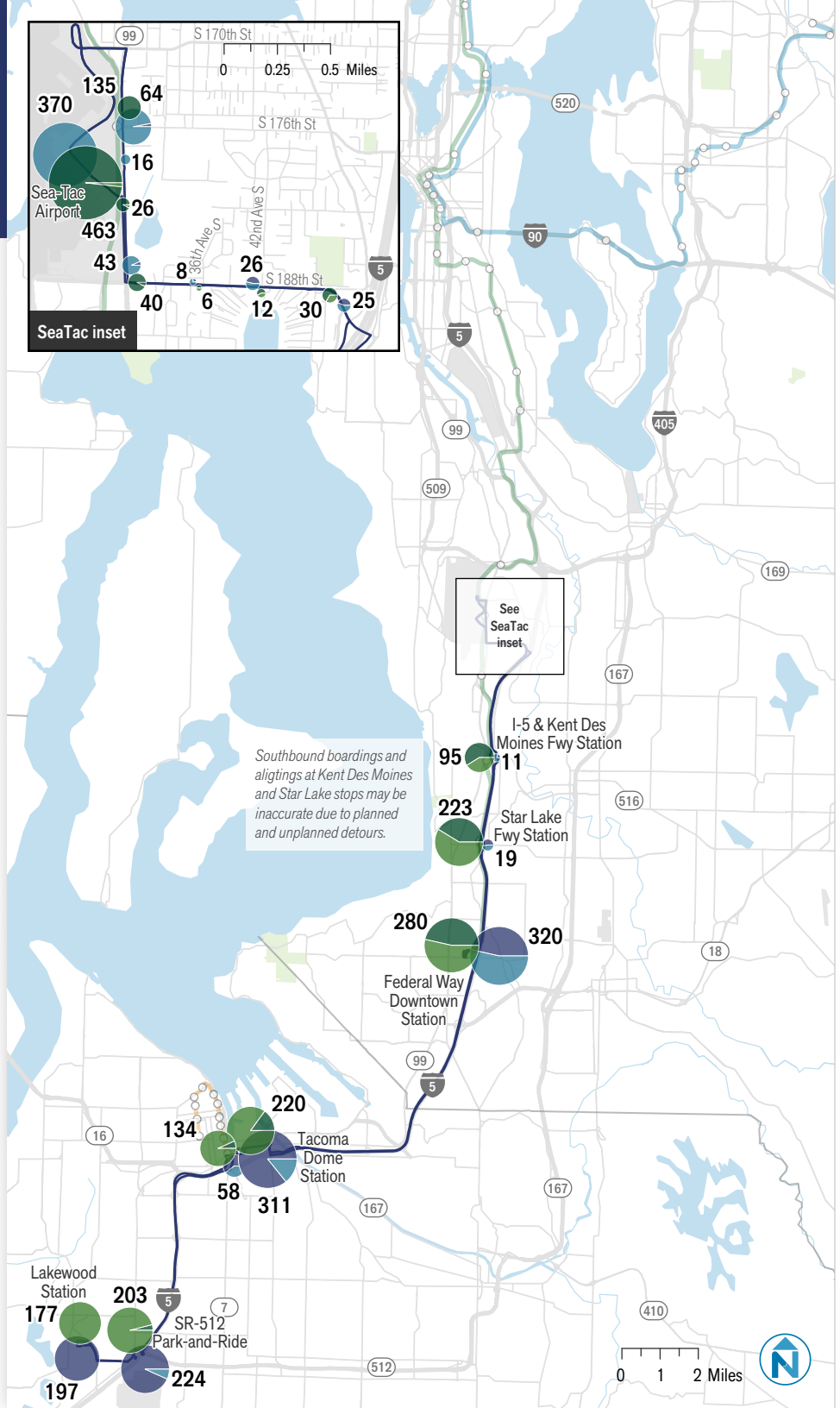
1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

574 Lakewood – Sea-Tac Airport

Key takeaways

- In 2025, Route 574 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 586 (discontinued August 2026), 590, 592, 594, and 595.
- Route 574 provided a direct connection between Lakewood Transit Center, SR-512 Park-and-Ride, Tacoma Dome Station, Federal Way Downtown Station, Star Lake Freeway Station, Kent-Des Moines Freeway Station, and SeaTac/Airport Station. As of August 2026, the route serves Lakewood Station, SR-512 Park-and-Ride, Tacoma Dome Station, and Federal Way Downtown Station.
- Ridership along the route was highest in Lakewood, at Tacoma Dome Station, Federal Way Downtown Station, Star Lake Freeway Station, SEA International Airport, and SeaTac/Airport Station.
- In 2025, The route provided all-day, bi-directional service with most trips operating every 30 minutes on weekdays from 2 a.m.–12:30 a.m. On Saturdays and Sundays, Route 574 operates every 30-60 minutes from 2 a.m.–12:30 a.m. As of August 2026, the route operates between approximately 4 a.m. and 1 a.m. When Link (and Route 574) are not running, new Route 597 provides service between Lakewood Station and downtown Seattle via Sea-Tac.
- In August 2026, Route 574 was shortened to Federal Way and the frequency was increased to 15 minutes for most of the day, on all day types. The Lakewood Transit Center Stop was also replaced by Lakewood Station to accommodate local service growth at Lakewood Transit Center.
- Route 574 is an above average productivity route, averaging 26 boardings per trip on weekdays.
- Boarding and alighting patterns suggest ridership was relatively bi-directional to and from Federal Way, suggesting a mix of passengers from Lakewood and Tacoma travel both to Federal Way and through to SEA International Airport, while passengers from Federal Way travel both northbound and southbound.
- Ridership is generally consistent throughout the day with some small peaks occurring in the midday period, which may be related to flight schedules and shift times at SEA International Airport.

Key findings continue below map legend.



Stop-level ridership

574 Lakewood – Sea-Tac Airport

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

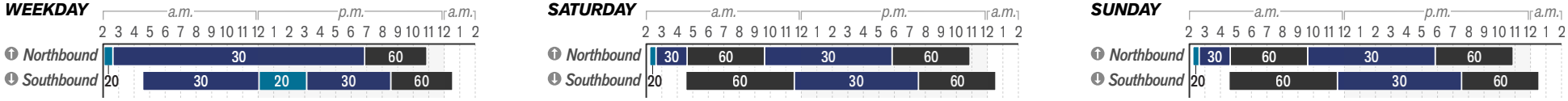
Route 574

Key findings continued:

- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 574 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time. On-time performance issues are most significant at the SEA International Airport terminal and on I-5 between Federal Way and Star Lake.
- In 2025, the route received 16 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments expressed frustration at on-time performance challenges, and requested larger vehicles to accommodate luggage.

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



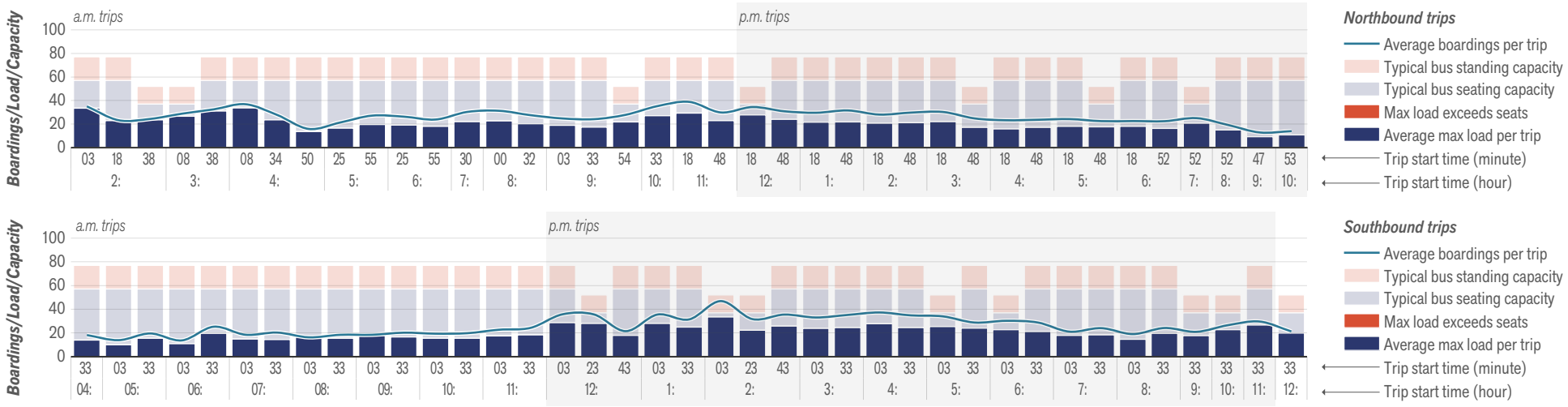
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,826	1,999	1,958
Per revenue hour	14.0	15.6	15.6
Per trip	24	26	25

Saturday boardings	2024	2025	2026
Daily average	1,261	1,427	1,394
Per revenue hour	15.3	17.4	17.3
Per trip	21	24	23

Sunday boardings	2024	2025	2026
Daily average	1,113	1,294	1,266
Per revenue hour	13.2	15.6	15.5
Per trip	18	21	21

Passenger load[3]



Other performance statistics[4]

9.6
passenger miles per platform mile

$21.94
subsidy per boarding

77%
arrivals occur on time (weekdays)

16
complaints per 100,000 boardings

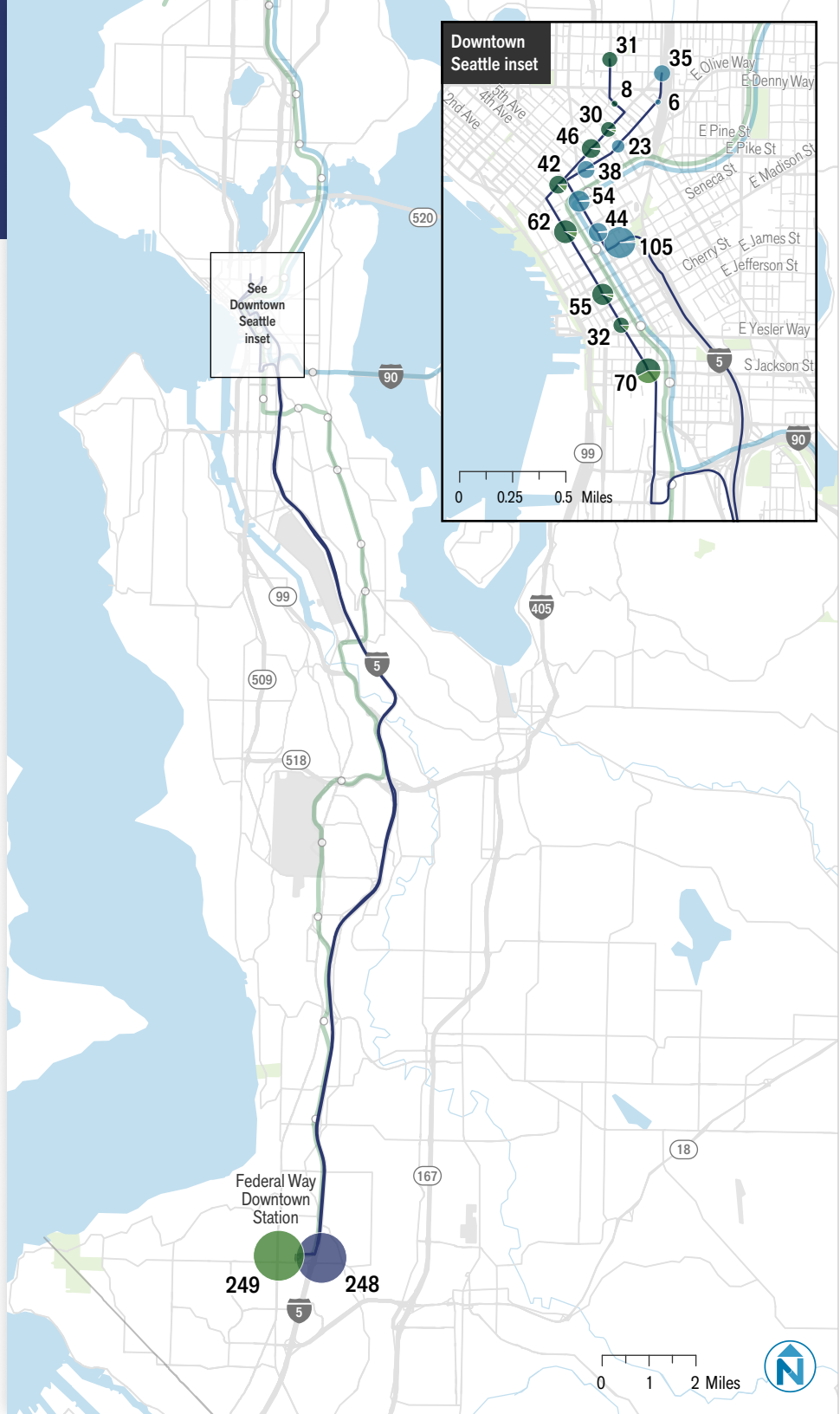
1. Span and frequency are based on July 2026 schedules. In August 2026, frequency increased to buses every 15 minutes in both directions between 6 a.m. and 6 p.m., seven days a week.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

577 Federal Way – Seattle

Key takeaways

- Route 577 provides direct service between Federal Way Downtown Station and downtown Seattle. The route provides duplicative service with the Link 1 Line; however, travel times are notably faster on Route 577 due to the limited stop service and high travel speeds.
- In 2025, Route 577 was one of two routes providing service on the I-5 South corridor in King County, including Route 578.
- The route operates bi-directional service on weekday mornings. Trips are scheduled every 10-15 minutes in the northbound direction from 5–8:30 a.m. and every 15-30 minutes in the southbound direction from 5:30–7:30 a.m. on weekdays. Route 577 also provides southbound-only service on weekday afternoons, operating every 20-30 minutes from 11:30 a.m.–5:30 p.m.
- Routes 577 and 578 combine to provide all-day bi-directional service, seven days per week between Seattle and Federal Way.
- Unlike weekdays, Route 577 operates all-day bi-directional service on Saturdays and Sundays. Trips operate hourly from 6 a.m.–10 p.m. on Saturdays and from 6 a.m.–8 p.m. on Sundays.
- Route 577 was an average productivity route in 2025, averaging 21 boardings per trip on weekdays.
- Weekday ridership is peak-oriented on Route 577. There is minimal ridership on southbound trips in the morning. Ridership is highest heading northbound in the morning and southbound in the afternoon, suggesting this route serves a typical peak-commute function into and out of downtown Seattle. In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 577 operated 82% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.

Key findings continue below map legend.



Stop-level ridership

577 Federal Way – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

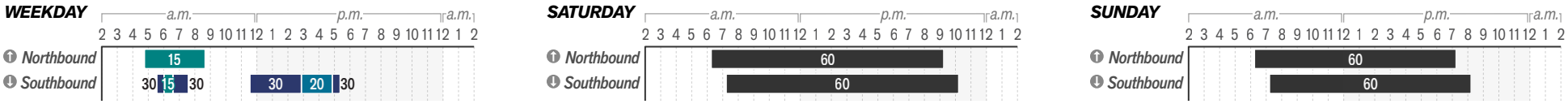
Route 577

Key findings continued:

- In 2025, the route received 15 complaints per 100,000 boardings, exactly in line with Sound Transit's established threshold of 15. Most comments were regarding passenger behavior and fare evasion concerns.

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



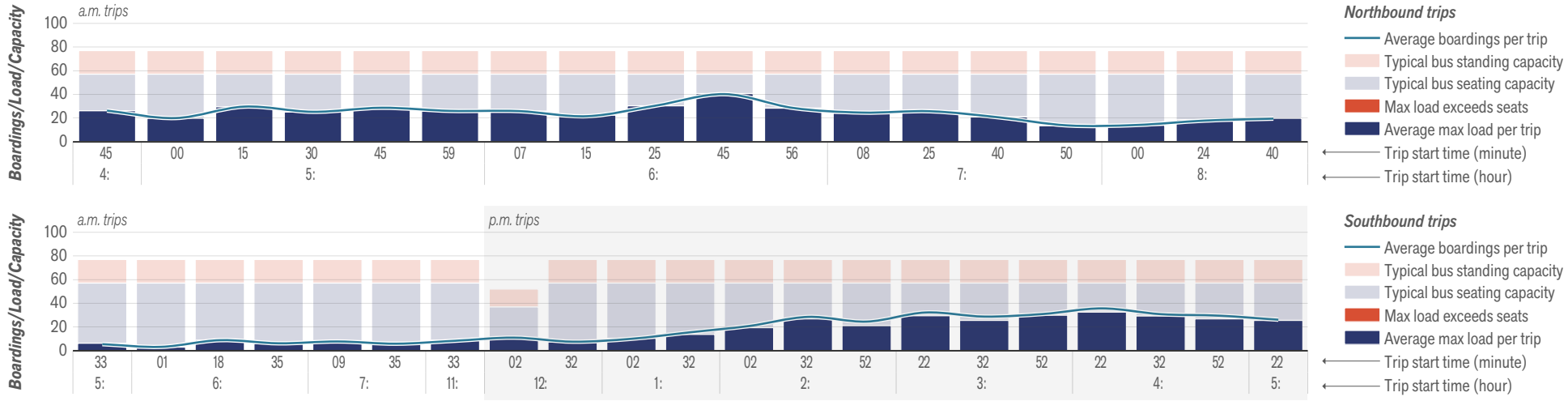
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	697	783	733
Per revenue hour	18.7	19.2	17.4
Per trip	20	21	19

Saturday boardings	2024	2025	2026
Daily average	415	447	384
Per revenue hour	13.7	13.3	11.0
Per trip	13	14	12

Sunday boardings	2024	2025	2026
Daily average	84	251	274
Per revenue hour	13.1	12.2	9.9
Per trip	12	12	10

Passenger load[3]



Other performance statistics[4]

8.6
passenger miles per platform mile

$18.66
subsidy per boarding

82%
arrivals occur on time (weekdays)

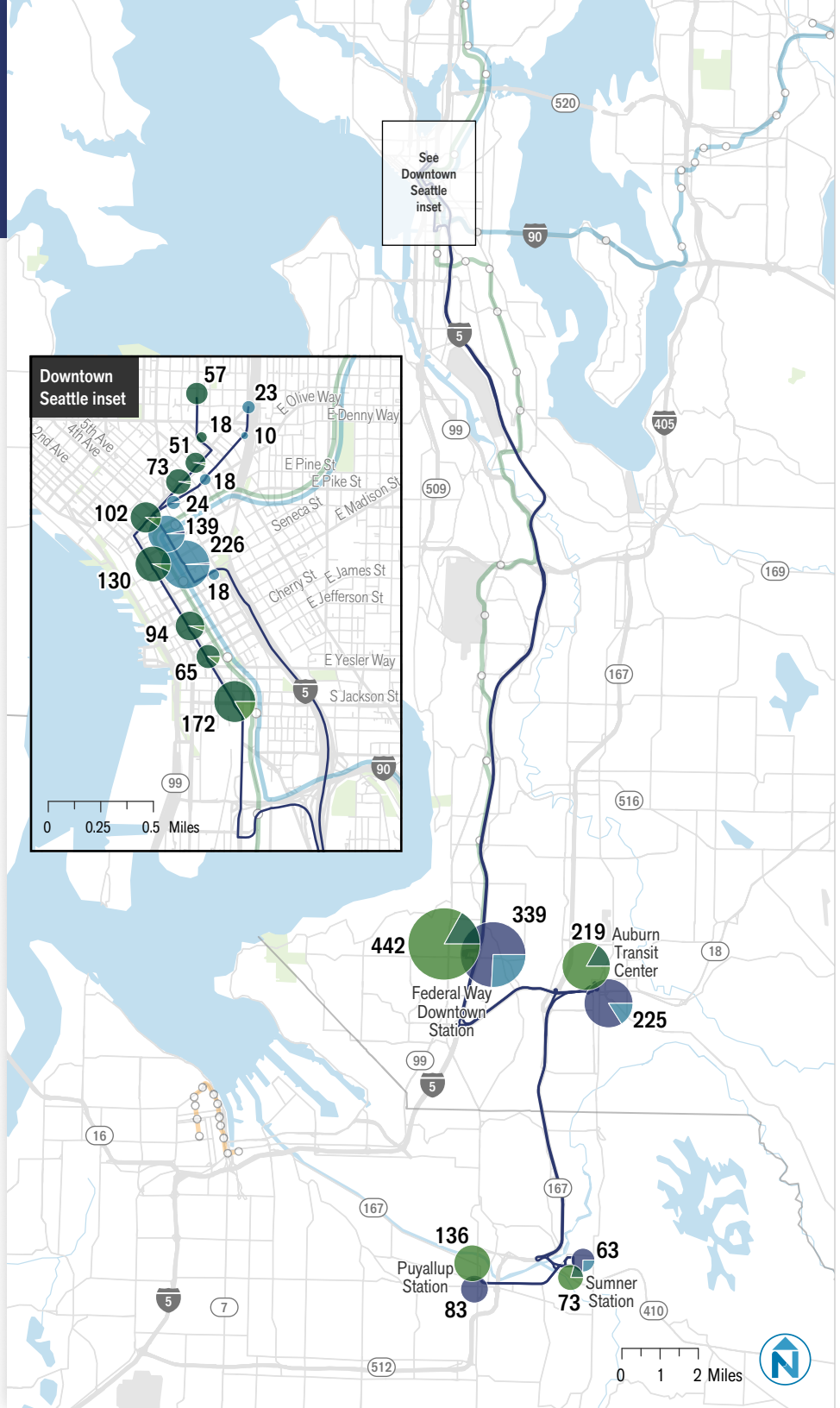
15
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026. Also, note that service on Sundays was reduced for part of 2024 due to operator shortages.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

578 Puyallup – Seattle

Key takeaways

- Route 578 provides direct connections between Puyallup Station, Sumner Station, Auburn Station, Federal Way Downtown Station, and downtown Seattle.
- In 2025, Route 578 was one of two routes providing service on the I-5 South corridor in King County, including Route 577.
- Route 578 provides all-day, all-week, bi-directional service. On weekdays, most trips operate every 30 minutes from 5 a.m.–11 p.m. On Saturdays and Sundays, trips operate hourly from 6 a.m.–11 p.m.
- Routes 577 and 578 combine to provide all-week, all-day, bi-directional servicebetween Seattle and Federal Way.
- In 2025, this was an above average productivity route, averaging 28 boardings per trip on weekdays. Most of the ridership activity on the route occurs in Auburn and Federal Way.
- Ridership is generally consistent throughout the day, though southbound ridership tends to be lower in the morning compared to other times of day.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 578 operated 74% of trips on time in 2025, below Sound Transit's performance threshold of 85% on time. Most of the on-time performance challenges occurred on the I-5 corridor between Federal Way and Seattle.
- In 2025, the route received 11 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were requesting a larger vehicle, voicing operator behavior concerns, or regarding on-time performance challenges.



Stop-level ridership

578 Puyallup – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

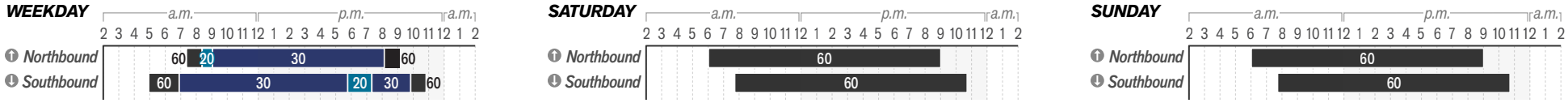
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 578

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



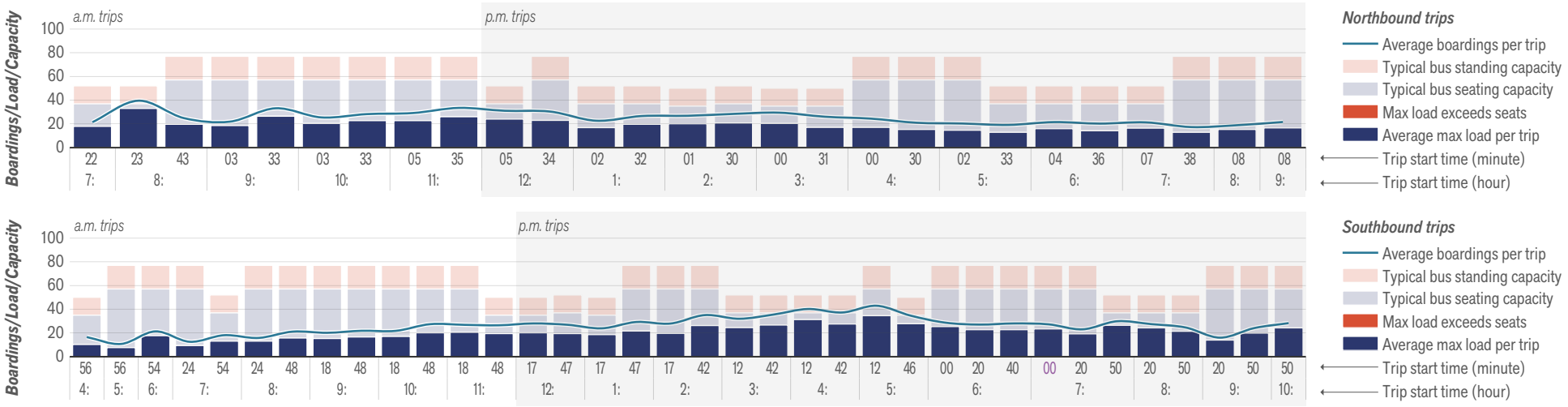
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,573	1,624	1,390
Per revenue hour	13.2	13.7	12.0
Per trip	26	28	22

Saturday boardings	2024	2025	2026
Daily average	974	1,009	890
Per revenue hour	17.9	17.3	15.2
Per trip	31	32	28

Sunday boardings	2024	2025	2026
Daily average	961	892	758
Per revenue hour	17.5	15.4	12.8
Per trip	30	29	24

Passenger load[3]



Other performance statistics[4]

10.9
passenger miles per platform mile

$24.73
subsidy per boarding

74%
arrivals occur on time (weekdays)

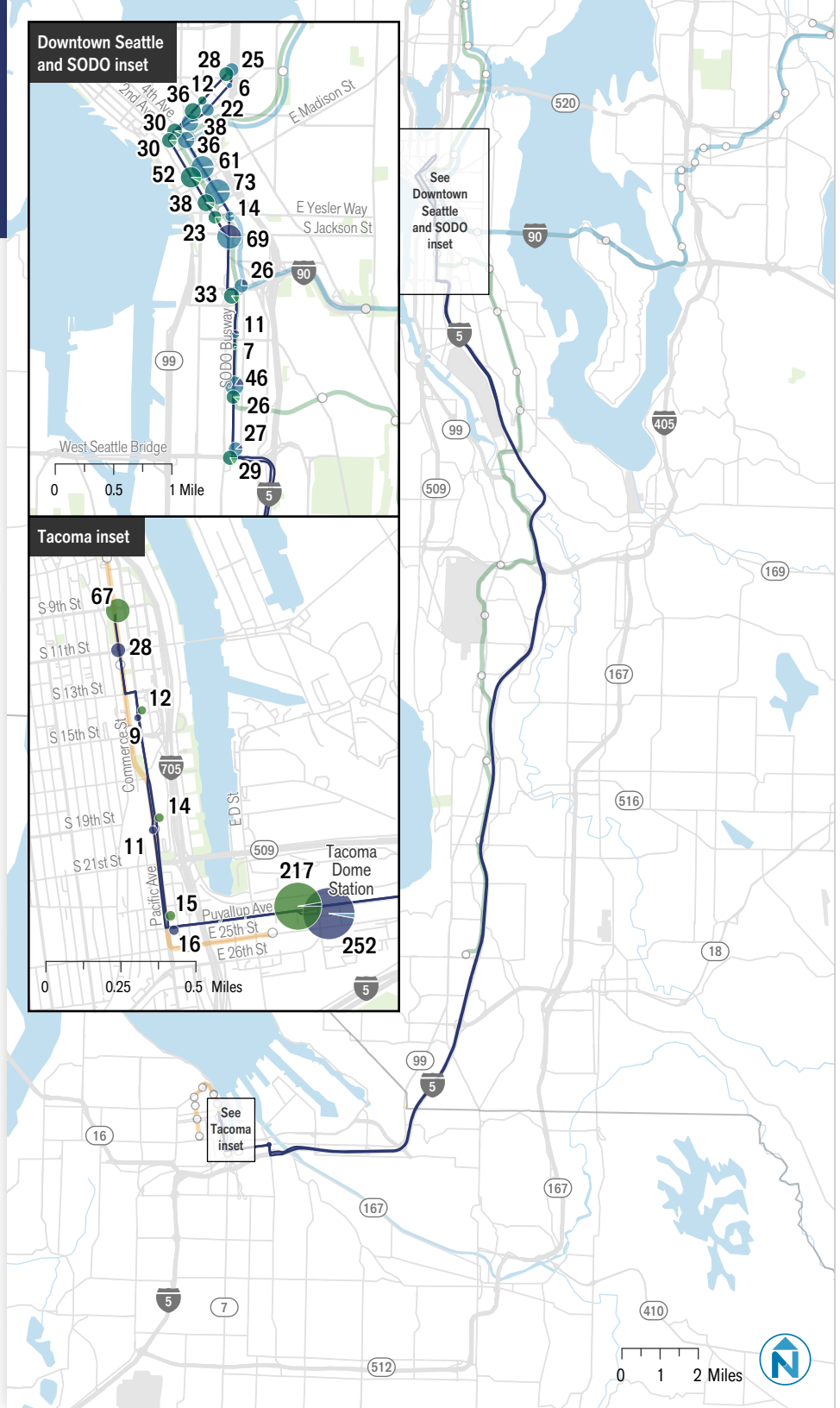
11
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

590 Tacoma – Seattle

Key takeaways

- In 2025, Route 590 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 592, 594, and 595.
- Route 590 provides direct service between downtown Tacoma, Tacoma Dome Station, and downtown Seattle.
- Route 590 operates primarily as a peak-only, directional route. The route provides weekday-only service in the northbound direction from 4–9 a.m. with trips every 10-20 minutes. Route 590 also provides two southbound trips at 7 a.m. and 7:30 a.m. However, southbound service is operated more consistently in the afternoon with trips every 10-15 minutes from 2:30–6:30 p.m.
- Ridership fluctuates throughout the day with most trips averaging 10-30 boardings. Slight peaking in the late morning in the northbound direction indicates there may be demand for additional morning service after 9 a.m. Ridership is highest at Tacoma Dome Station and is relatively evenly distributed across other stops in Tacoma and downtown Seattle.
- There is no Saturday or Sunday service offered on this route.
- In 2025, Route 590 was an average productivity route, averaging 19 boardings per trip on weekdays.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 590 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 22 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges and requesting additional service.



Stop-level ridership

590 Tacoma – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 590

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

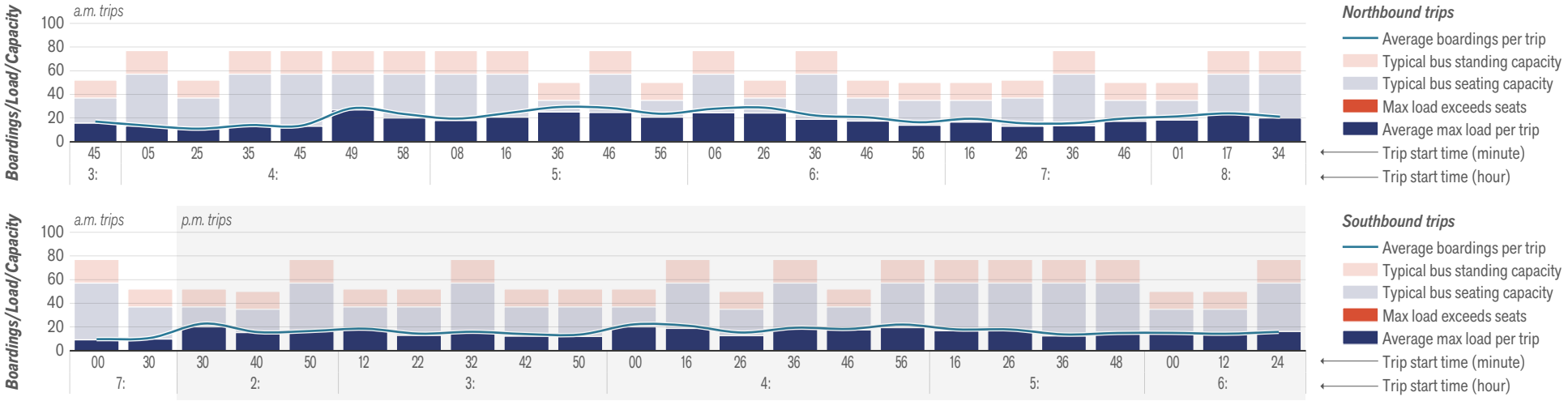
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	665	801	918
Per revenue hour	15.1	12.9	12.8
Per trip	22	19	20

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

10.0
passenger miles per platform mile

$26.36
subsidy per boarding

77%
arrivals occur on time (weekdays)

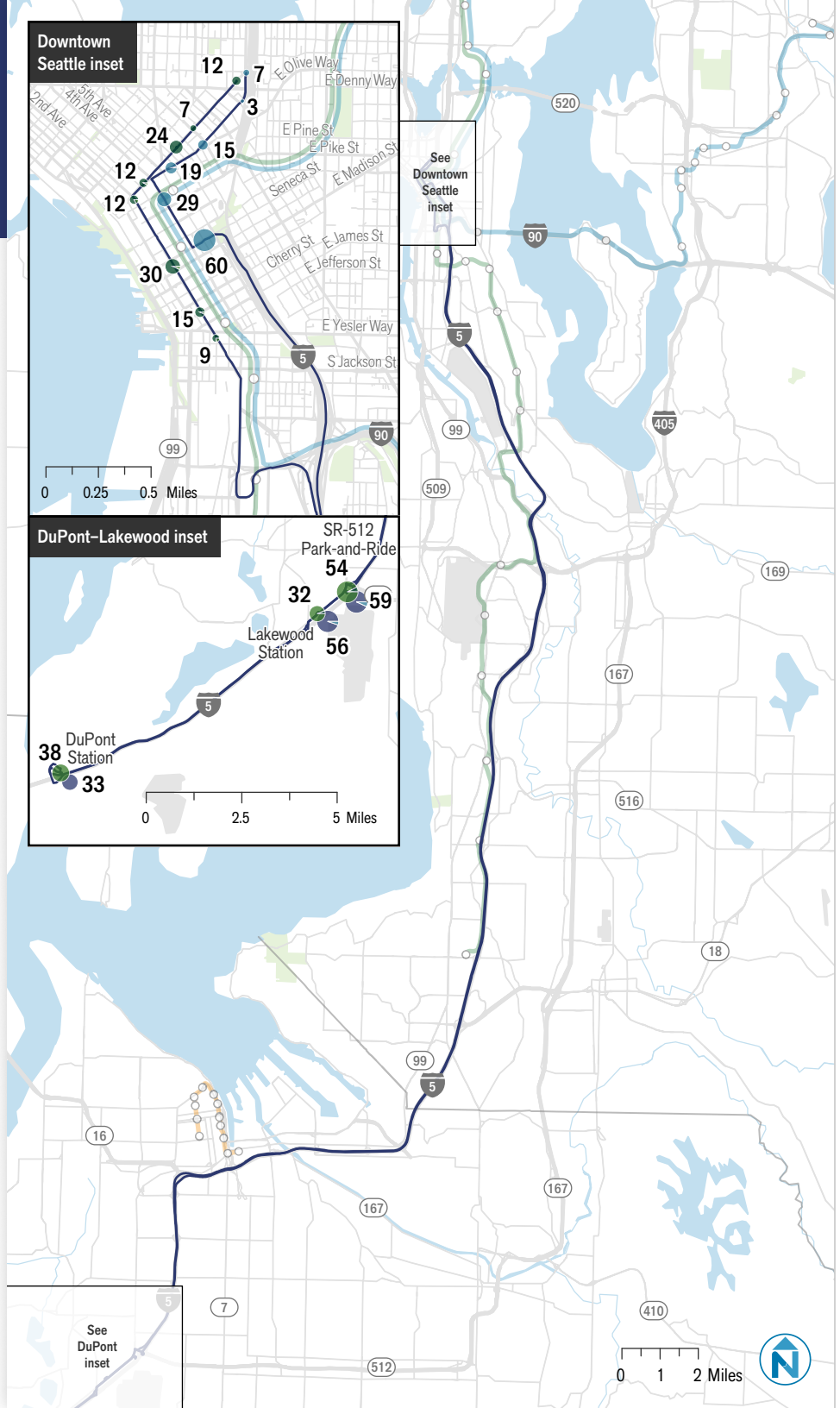
22
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026. Also, note that service on was reduced for part of 2024 and 2025 due to operator shortages.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

592 DuPont – Seattle

Key takeaways

- In 2025, Route 592 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 590, 594, and 595.
- Route 592 provides a direct connection between Dupont Station, Lakewood Station, SR-512 Park-and-Ride, and downtown Seattle.
- The route provides peak-oriented, directional service on weekdays only. Trips operate every 20-30 minutes in the northbound direction from 4–8 a.m. and every 30 minutes in the southbound direction from 2–6 p.m. Route 592 operates on weekdays only.
- In 2025, Route 592 was a below average productivity route, averaging 16 boardings per trip on weekdays.
- Ridership is evenly distributed across stops.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 592 operated 85% of trips on-time in 2025, in line with Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 33 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding on-time performance challenges.



Stop-level ridership

592 DuPont – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

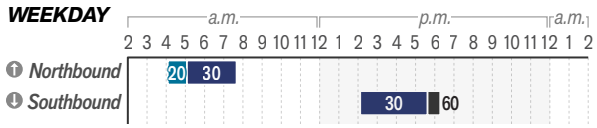
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 592

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

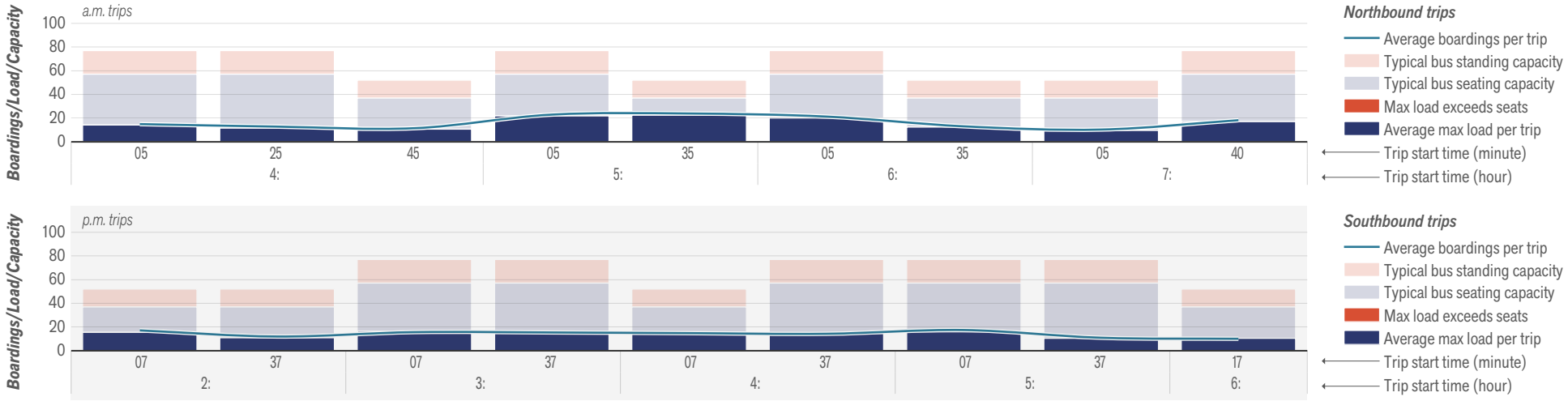
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	260	284	301
Per revenue hour	7.4	7.9	8.5
Per trip	14	16	17

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

8.2
passenger miles per platform mile

$44.35
subsidy per boarding

85%
arrivals occur on time (weekdays)

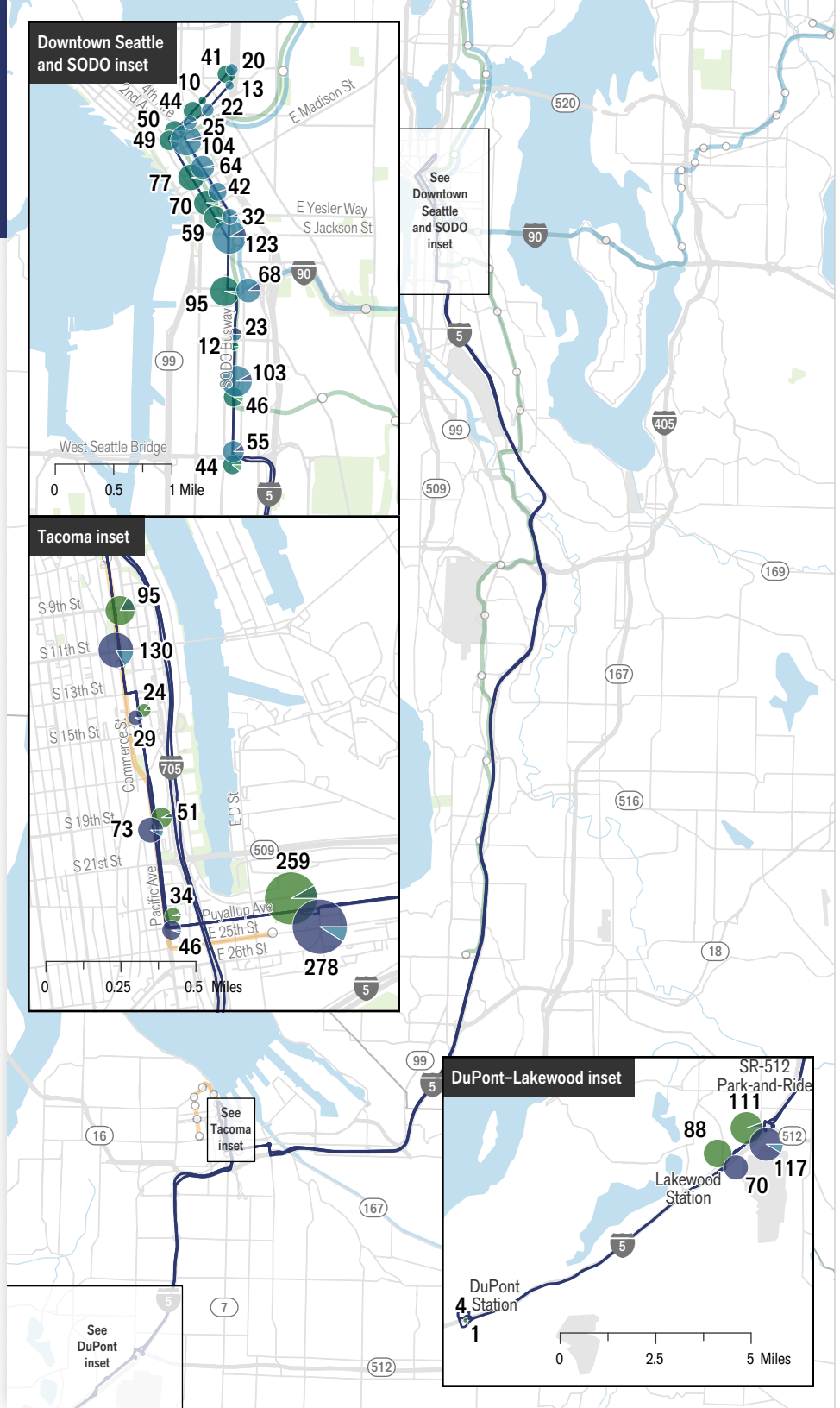
33
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

594 Lakewood – Seattle

Key takeaways

- In 2025, Route 594 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 590, 592, and 595.
- Route 594 provides a direct connection between Lakewood Station, SR-512 Park-and-Ride, downtown Tacoma, Tacoma Dome Station, and downtown Seattle.
- This route generally provides all-day, bi-directional service with a slight gap in southbound service on weekday afternoons, while Route 590 provides additional peak trips between Seattle and Tacoma. Trips operate every 20-30 minutes on weekdays from 5:30 a.m.–4 p.m. and from 6:30 p.m.–midnight in the northbound direction and from 8:30 a.m.–10:30 p.m. in the southbound direction.
- Ridership is generally consistent throughout the mornings, midday, and early afternoon on Route 594. However, demand appears to decrease after 5 p.m. in both directions, though these trips still average about 20 boardings. Ridership is low at Dupont Station and is generally evenly distributed throughout Tacoma and downtown Seattle with high ridership at Tacoma Dome Station, Lakewood Station, and SR-512 Park-and-Ride.
- Service operates more consistently on Saturdays and Sundays with most trips operating every 30 minutes from 5 a.m.–midnight.
- In 2025, this route was an average productivity route in the ST Express system, averaging 24 boardings per trip on weekdays.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand, though complaints about overcrowding indicate that some trips were over capacity.
- Route 594 operated 80% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 18 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding overcrowding, requesting larger vehicles, on-time performance challenges, and missed stops.



Stop-level ridership

594 Lakewood – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

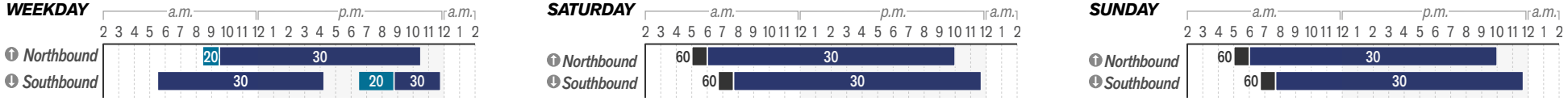
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 594

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



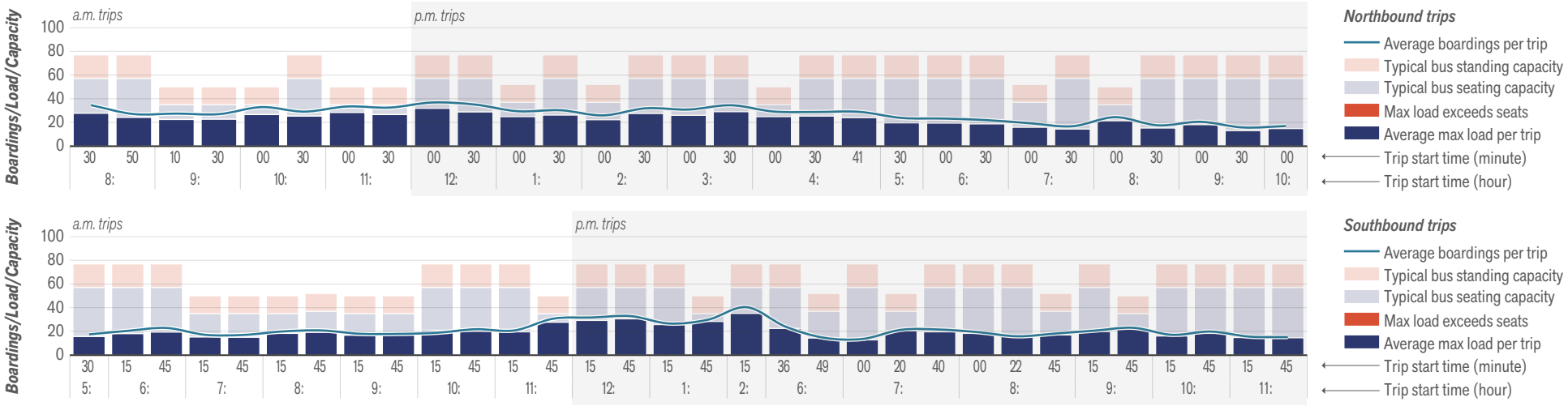
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	1,320	1,448	1,486
Per revenue hour	11.6	12.7	12.8
Per trip	25	24	24

Saturday boardings	2024	2025	2026
Daily average	1,621	1,811	1,888
Per revenue hour	13.8	14.6	15.0
Per trip	23	27	28

Sunday boardings	2024	2025	2026
Daily average	1,334	1,484	1,494
Per revenue hour	12.0	12.4	11.7
Per trip	22	23	22

Passenger load[3]



Other performance statistics[4]

14.3
passenger miles per platform mile

$27.08
subsidy per boarding

80%
arrivals occur on time (weekdays)

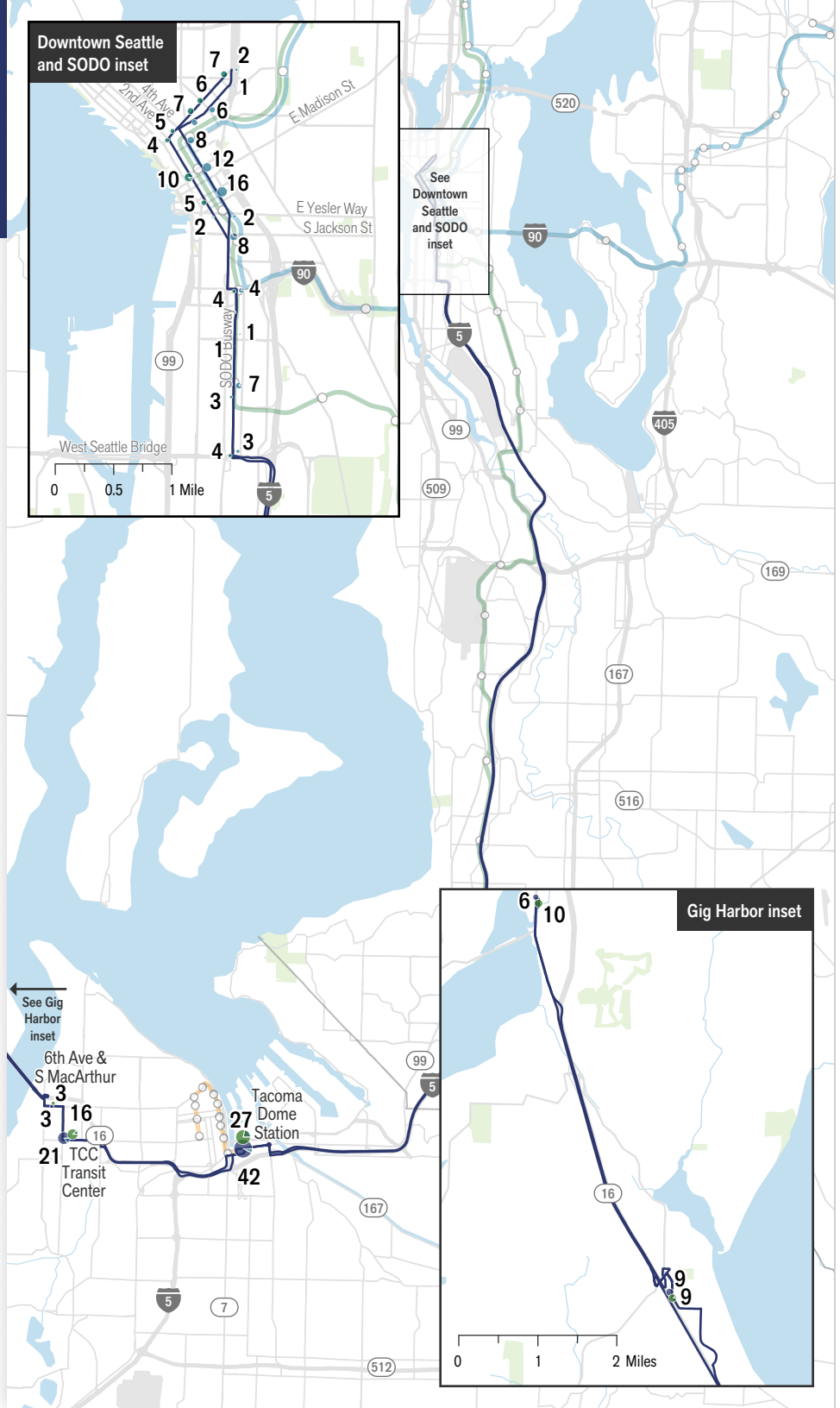
18
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

595 Gig Harbor – Seattle

Key takeaways

- In 2025, Route 595 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 590, 592, and 594.
- Route 595 provides a direct connection between Gig Harbor and Seattle, with service operating between Purdy Park-and-Ride, Kimball Drive Park-and-Ride, Tacoma Community College Transit Center, Tacoma Dome Station, and downtown Seattle. The portion of the route that operates outside of the Sound Transit District into Gig Harbor is funded by Pierce Transit.
- Ridership is relatively low across the route with the highest boarding activity occurring at Tacoma Dome Station.
- This route operates on weekdays only and provides three northbound trips in the morning from 5–7 a.m. and three southbound trips in afternoon, from 3–5 p.m.
- In 2025, this was an average productivity route, averaging 24 boardings per trip on weekdays.
- Route 595 operated six trips per day in 2025 and ridership was generally consistent across these trips.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 595 operated 78% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 56 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding on-time performance, missed trips, and requesting additional service.



Stop-level ridership

595 Gig Harbor – Seattle

NORTHBOUND

Boardings
Alightings

SOUTHBOUND

Boardings
Alightings

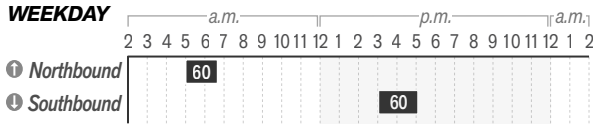
1,000
500
100

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 595

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

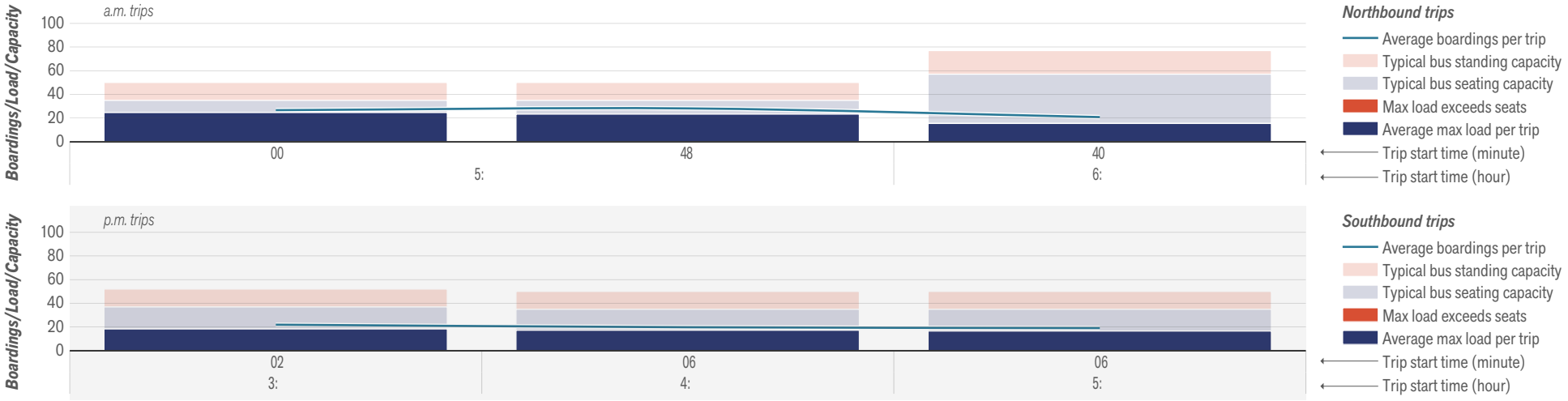
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	166	147	146
Per revenue hour	12.7	11.0	11.1
Per trip	28	24	24

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

9.7
passenger miles per platform mile

$31.20
subsidy per boarding

78%
arrivals occur on time (weekdays)

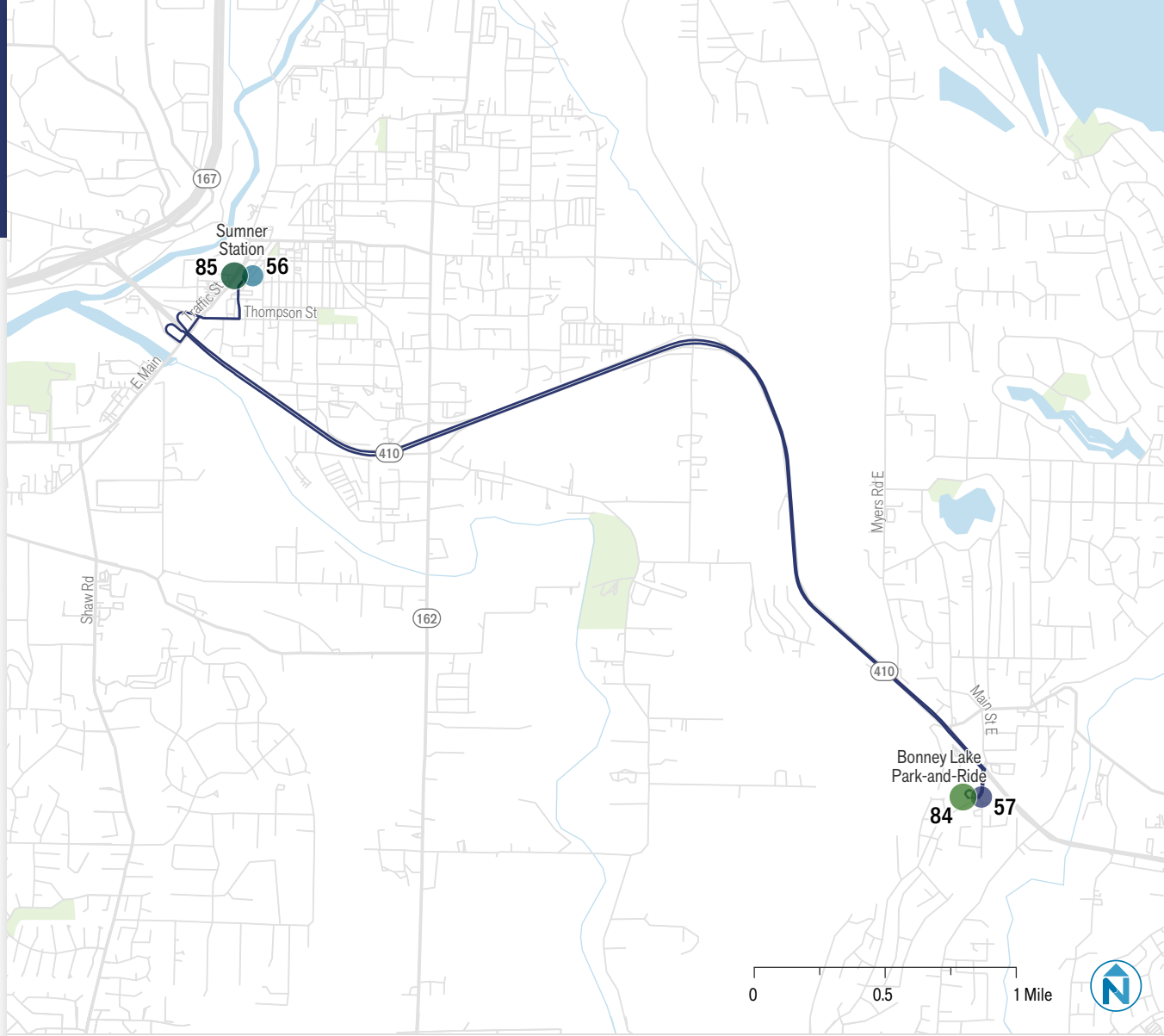
56
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

596 Sumner – Bonney Lake

Key takeaways

- Route 596 is a Sounder Connector route providing a connection between the Bonney Lake Park-and-Ride and Sumner Station.
- This route provides peak-oriented, directional service, operating to Sumner Station every 20-30 minutes on weekday mornings from 5–8 a.m. and to Bonney Lake Park-and-Ride every 20-30 minutes on weekday afternoons from 3–7 p.m. Route 596 is timed to meet Sounder northbound departures in the morning and southbound arrivals in the afternoon. The route does not provide service on Saturdays or Sundays.
- In 2025, Route 596 was a low productivity route, averaging 10 boardings per trip on weekdays.
- Ridership is generally low throughout the day and consistent across trips.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 596 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 16 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding on-time performance challenges, missed connections with Sounder, and requests for additional trips.



Stop-level ridership

596 Sumner – Bonney Lake

WESTBOUND
Boardings
Alightings

EASTBOUND
Boardings
Alightings

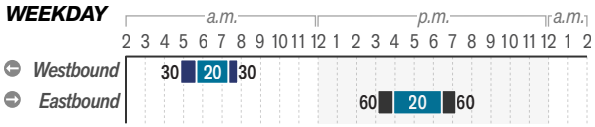
1,000
500
100

Route 596

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency[1]

Buses approximately every: 10 minutes or less | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

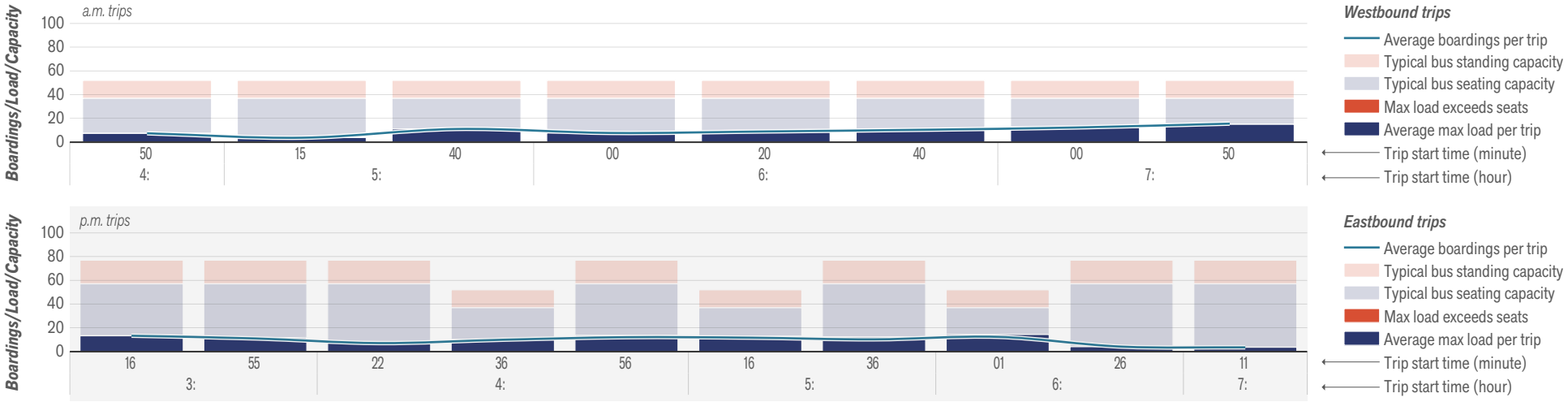
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	154	172	120
Per revenue hour	20.5	23.4	15.4
Per trip	7	10	7

No Saturday service

No Sunday service

Passenger load[3]



Other performance statistics[4]

2.5
passenger miles per platform mile

$14.22
subsidy per boarding

77%
arrivals occur on time (weekdays)

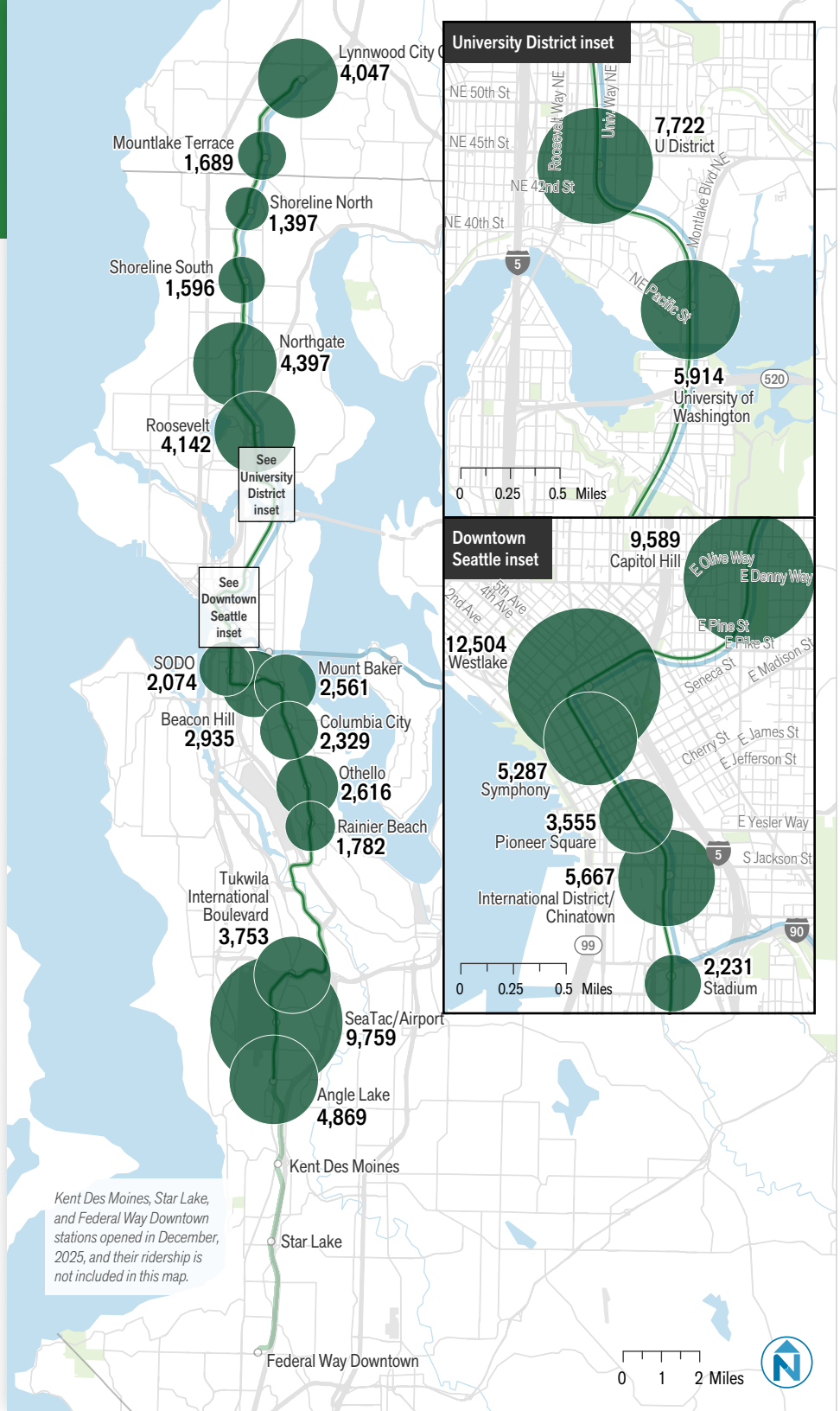
16
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per trip correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

Link 1 Line
Lynnwood – Federal Way

Key takeaways

- The Link 1 Line is Sound Transit's core north-south light rail service. For most of 2025, the 1 Line provided service to 23 stations between Lynnwood City Center to the north and Angle Lake to the south.
- In December 2025, 1 Line service extended south to Kent Des Moines, Star Lake, and Federal Way Downtown stations. Since service to these stations was available for less than a month in 2025, the ridership is not shown on the map to the right.
- In March 2026, the Link 2 Line extended across Lake Washington and began serving 1 Line stations between Lynnwood City Center and International District/Chinatown.
- In September 2026, the Pinehurst infill station at NE 130th St and I-5 in north Seattle was added.
- In 2025, the 1 Line provided frequent, all-week, all-day service every 8-10 minutes for most of the day. The 1 Line averaged over 100,000 daily boardings and nearly 350 boardings per trip on weekdays.
- In 2025, ridership was generally high across 1 Line stations, with the highest ridership occurring in downtown Seattle between Westlake Station and International District/ Chinatown, SeaTac/Airport, Capitol Hill, University of Washington, and U District stations. Ridership was also relatively high in north Seattle at Roosevelt and Northgate stations, as well as the terminus stations of Angle Lake (until December 2025) and Lynnwood City Center.



Stop-level ridership

Link 1 Line
Lynnwood – Federal Way

Boardings
Both directions combined

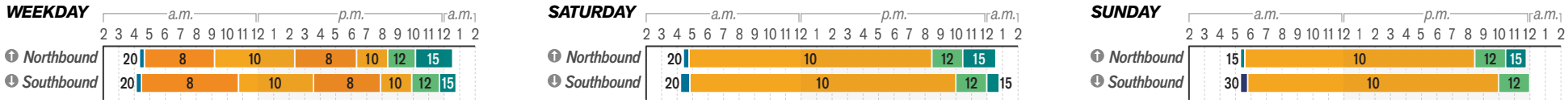
5,000
1,000
100

Number corresponds to boardings (weekday average, 2025 calendar year)

Link 1 Line

Span and frequency[1]

Trains approximately every: 8 minutes or less | 10 minutes | 12 minutes | 15 minutes | 20 minutes | 30 minutes | 60 minutes



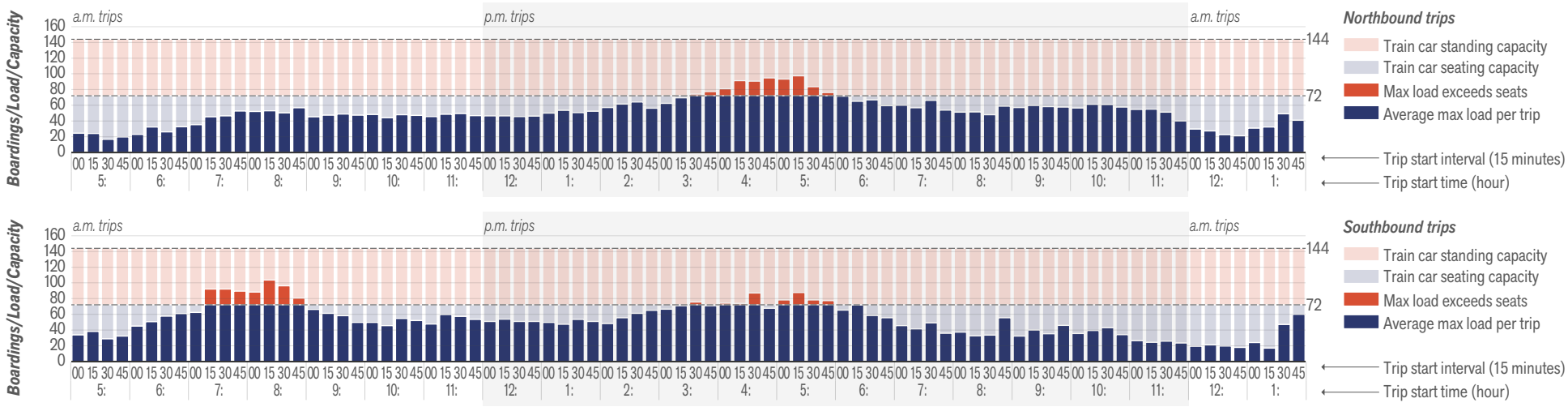
Ridership[2]

Weekday boardings	2024	2025
Daily average	82,799	101,632
Per revenue hour	253.3	270.0
Per trip	272	349

Saturday boardings	2024	2025
Daily average	76,546	90,707
Per revenue hour	248.9	258.8
Per trip	262	326

Sunday boardings	2024	2025
Daily average	63,463	71,653
Per revenue hour	220.5	214.2
Per trip	227	263

Passenger load[3] (per train car)



Other performance statistics[4] (1 Line and 2 Line combined)

72.0
passenger miles per platform mile

$9.40
subsidy per boarding

83%
arrivals occur on time

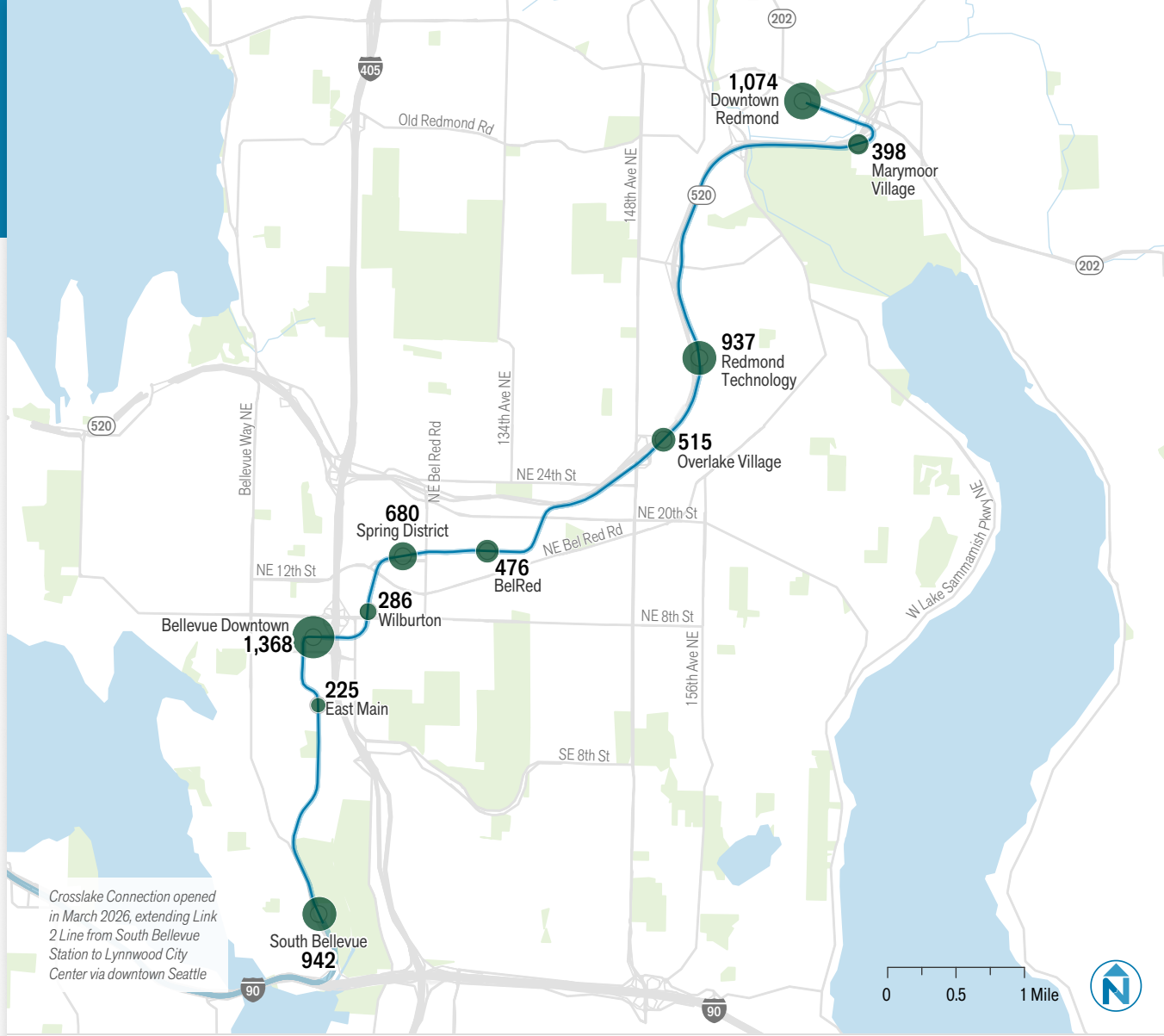
6.2
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. 2026 ridership data for comparison purposes are not yet available for Link 1 Line and 2 Line.
3. Load charts show load per train car on weekdays from September 2025 through December 2025. Max load is calculated based on the station with the highest load in each 15-minute interval.
4. Statistics correspond to the 2025 calendar year (all days of the week) for 1 Line and 2 Line combined.

Link 2 Line
South Bellevue – Downtown Redmond

Key takeaways

- The Link 2 Line is Sound Transit's core east-west light rail service. This line operates every 8–10 minutes all week. In 2025, the 2 Line served 10 stations between South Bellevue and Downtown Redmond and operated every 10 minutes between 5 a.m. and 10 p.m.
- In 2026, the 2 Line was extended across Lake Washington, providing service to two new stations, Mercer Island and Judkins Park, while also serving the same stations as the 1 Line between International District/Chinatown and Lynnwood City Center. In addition to increasing frequency at shared 1 Line/2 Line stations, this extension improved access between Seattle, Shoreline, Lynnwood and the eastside cities of Bellevue and Redmond.
- In 2025, the 2 Line averaged approximately 6,800 daily boardings and 34 boardings per trip on weekdays. Ridership was highest at Bellevue Downtown, Downtown Redmond, Redmond Technology, and South Bellevue stations.
- Ridership in 2025 was generally stable throughout the day, with a modest increase in westbound trips between 8–10:30 a.m. and in eastbound trips between 4–6:30 p.m. No trips in 2025 exceeded seating capacity on average.
- In 2026, the connection across Lake Washington and additional service to the north along the 1 Line alignment increased ridership on the 2 Line. This development means ridership profiles by trip and station will be substantially different in the future.



Stop-level ridership

2 Line
South Bellevue – Downtown Redmond*

Boardings
Both directions combined

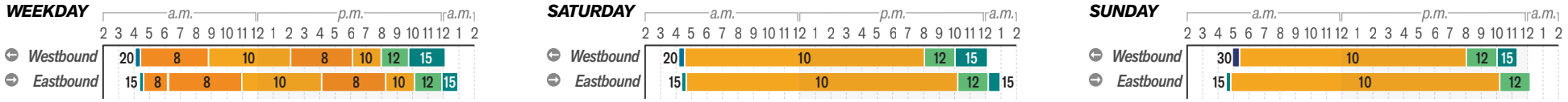
5,000
1,000
100
Number corresponds to boardings (weekday average, 2025 calendar year)

2 Line
2025 alignment shown, before Crosslake Connection. 2 Line after Crosslake Connection completed (March 2026) is visible as a thick transparent blue line.

**Beginning March 2026, 2 Line was called 2 Line Lynnwood – Downtown Redmond, reflecting its new terminus in Lynnwood following to the opening of the Crosslake Connection*

Span and frequency[1]

Trains approximately every: 8 minutes or less | 10 minutes | 12 minutes | 15 minutes | 20 minutes | 30 minutes | 60 minutes



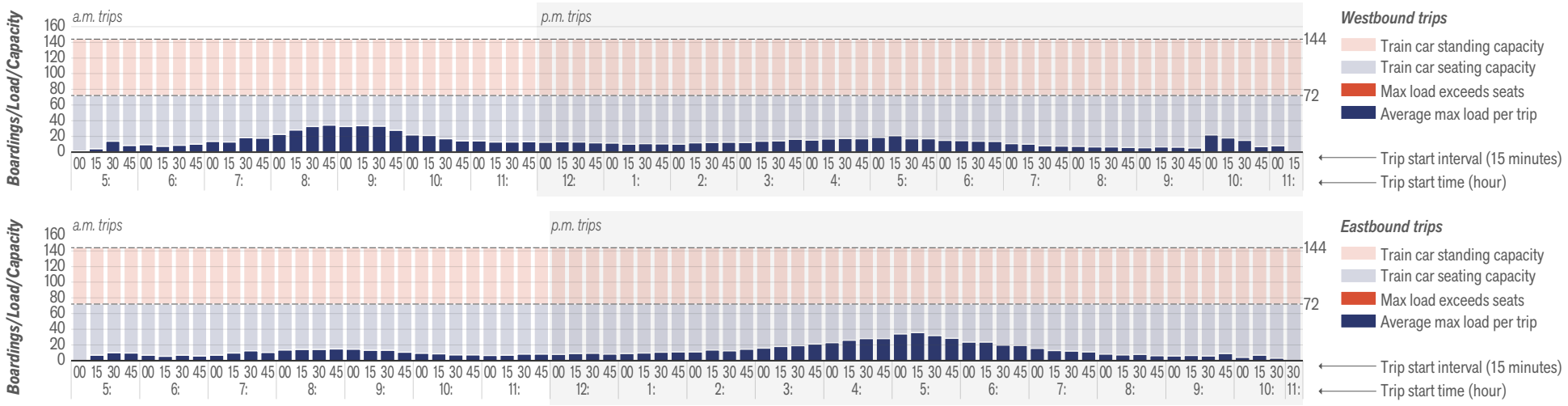
Ridership[2]

Weekday boardings	2024	2025
Daily average	4,995	6,797
Per revenue hour	51.5	58.5
Per trip	25	34

Saturday boardings	2024	2025
Daily average	5,214	4,312
Per revenue hour	50.3	36.2
Per trip	24	20

Sunday boardings	2024	2025
Daily average	3,824	3,799
Per revenue hour	36.6	29.3
Per trip	18	17

Passenger load[3] (per train car)



Other performance statistics[4] (1 Line and 2 Line combined)

72.0
passenger miles per platform mile

$9.40
subsidy per boarding

83%
arrivals occur on time

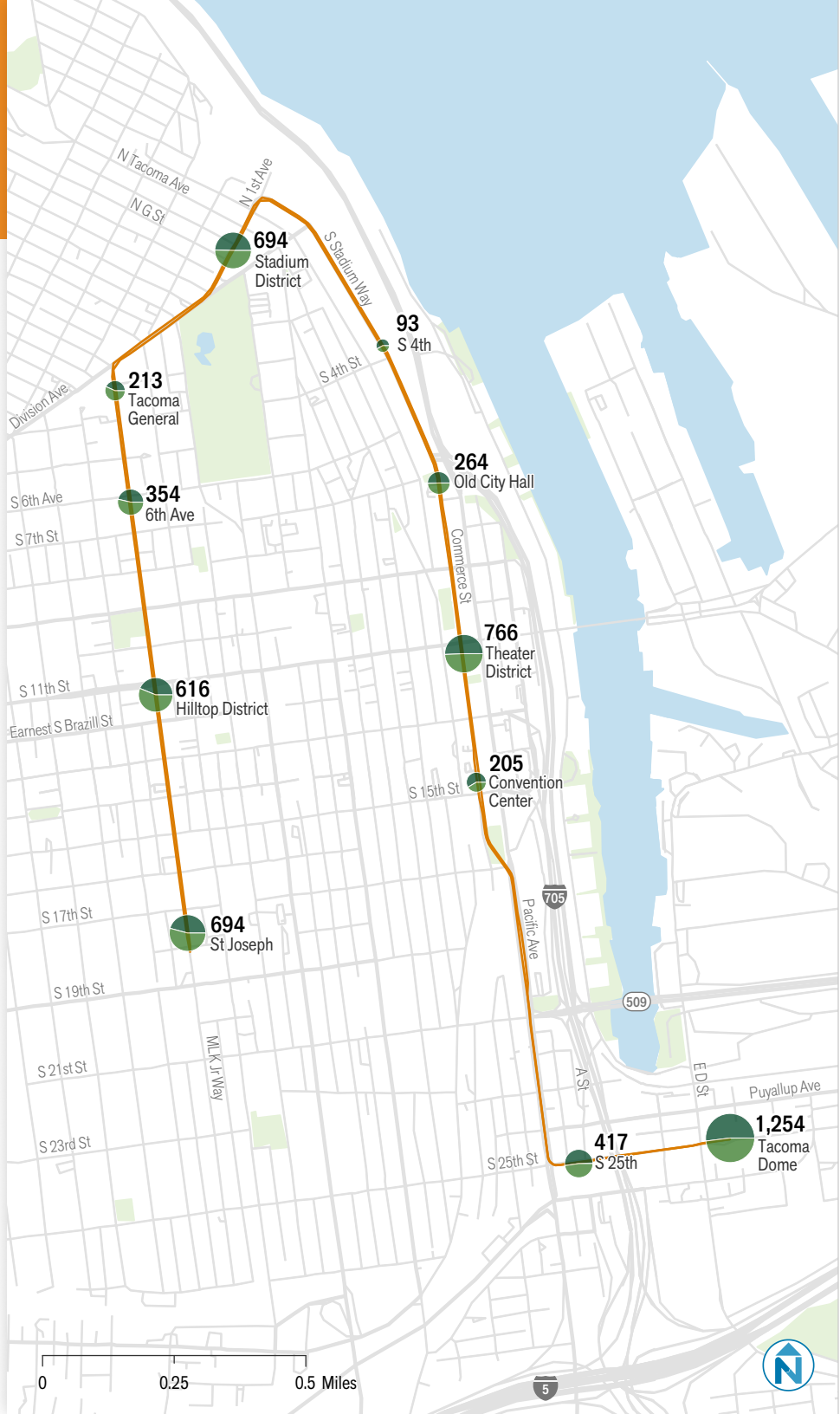
6.2
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. 2026 ridership data for comparison purposes are not yet available for Link 1 Line and 2 Line.
3. Load charts show load per train car on weekdays from September 2025 through December 2025. Max load is calculated based on the station with the highest load in each 15-minute interval.
4. Statistics correspond to the 2025 calendar year (all days of the week) for 1 Line and 2 Line combined.

T Line
Tacoma Dome – St Joseph

Key takeaways

- The T Line light rail provides service through Tacoma Dome, downtown Tacoma, the Stadium District, Tacoma General Hospital, St. Joseph Medical Center, and Tacoma's Hilltop neighborhood.
- The T Line provides all-day, bi-directional service for 11 stations, operating every 12 minutes for most of the day Monday through Saturday. On Sundays, the line runs every 20 minutes between about 10 a.m. and 6:30 p.m.
- In 2025, the T Line averaged over 3,000 daily boardings and 20 boardings per trip on weekdays. Ridership fluctuated moderately throughout the day with average onboard passenger loads exceeding seated capacity on multiple trips throughout the morning peak, midday, afternoon peak, and evening service in both directions.
- Ridership in 2025 distributed somewhat evenly between T Line stations, with the highest ridership occurring at Tacoma Dome. Other high ridership stops included Theater District, Stadium District, Hilltop District, and St Joseph.



Stop-level ridership

T Line
Tacoma Dome – St Joseph

BOTH DIRECTIONS COMBINED

Boardings
Alightings

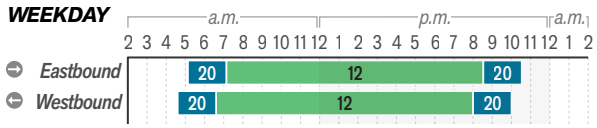
6,000
1,000
100

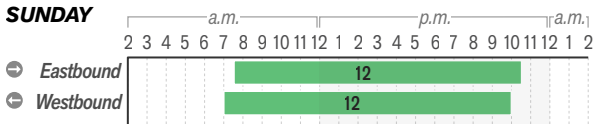
Number corresponds to combined boardings and alightings in both directions (weekday average, 2025 calendar year)

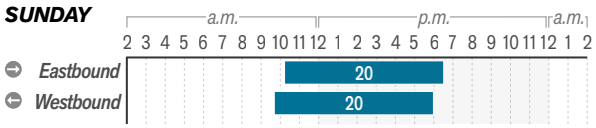
T Line

Span and frequency[1]

Trains approximately every: 8 minutes or less | 10 minutes | 12 minutes | 15 minutes | 20 minutes | 30 minutes | 60 minutes







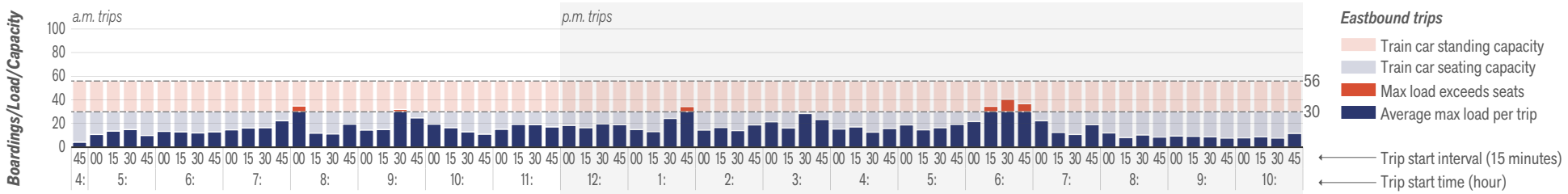
Ridership[2]

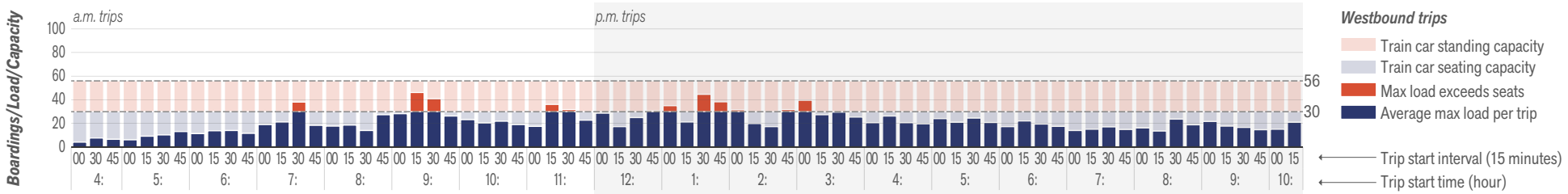
Weekday boardings	2024	2025	2026
Daily average	2,982	3,230	3,127
Per revenue hour	46.0	48.3	48.3
Per trip	19	20	20

Saturday boardings	2024	2025	2026
Daily average	1,973	2,025	2,079
Per revenue hour	32.3	33.1	38.5
Per trip	14	14	16

Sunday boardings	2024	2025	2026
Daily average	972	1,079	1,052
Per revenue hour	53.5	59.1	53.6
Per trip	22	25	23

Passenger load[3] (per train car)





Other performance statistics[4]

9.9
passenger miles per platform mile

$25.46
subsidy per boarding

99%
arrivals occur on time

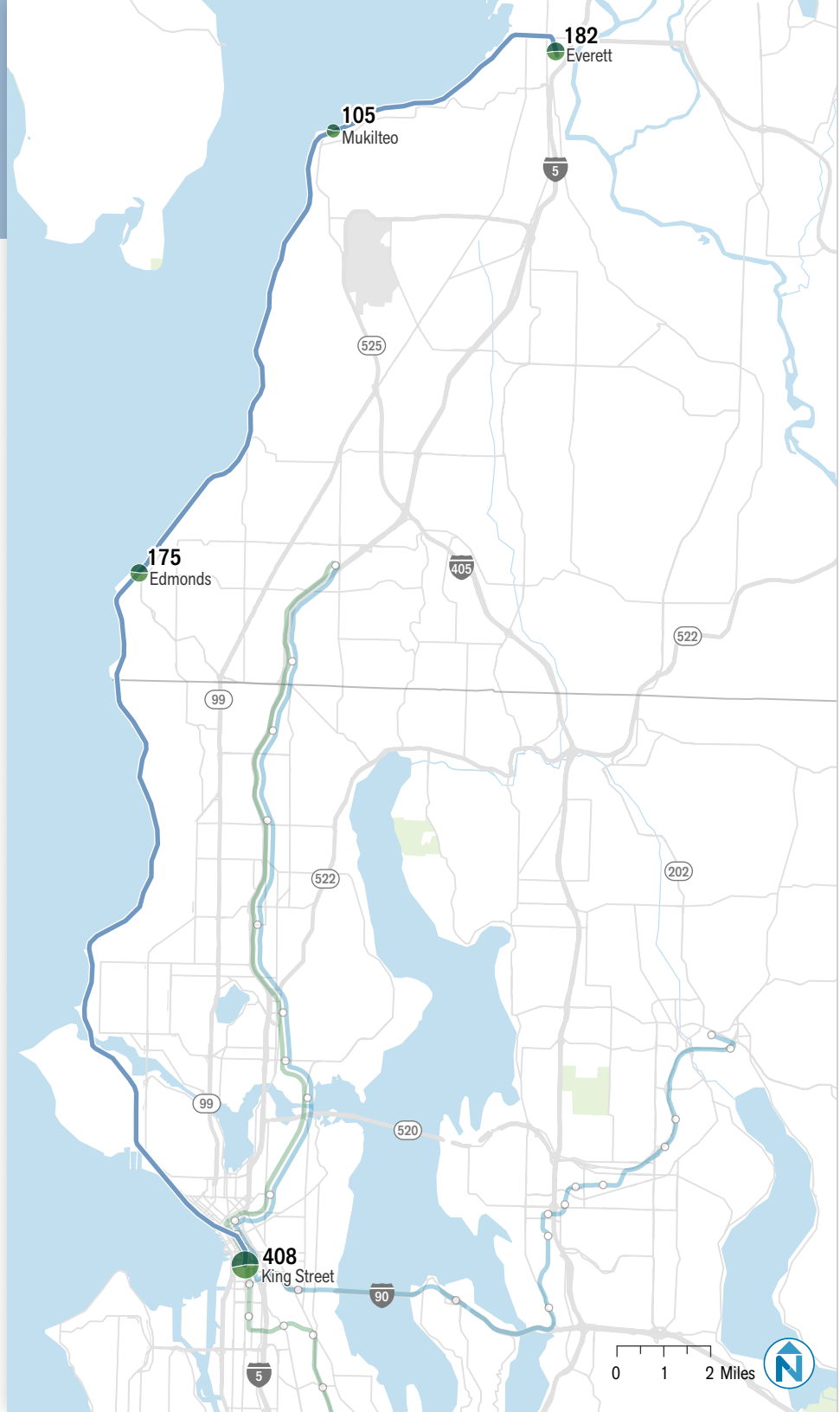
2.4
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. 2026 refers to January 2026 through August 2026.
3. Load charts show load per train car on weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week).

Sounder N Line
Everett – Seattle

Key takeaways

- The Sounder N Line provides commuter rail service – on trainsets with two cars for passengers – between Everett, Mukilteo, Edmonds, and downtown Seattle. The N Line operates four trips per direction on weekdays only.
- Ridership is generally modest on the N Line, averaging 428 daily boardings and 44 boardings per trip in 2025. Ridership is evenly distributed across the three stations, with 175, 105, and 182 average daily boardings at Edmonds, Mukilteo, and Everett stations, respectively.



Stop-level ridership

N Line
Everett – Seattle

BOTH DIRECTIONS COMBINED

Boardings
Alightings

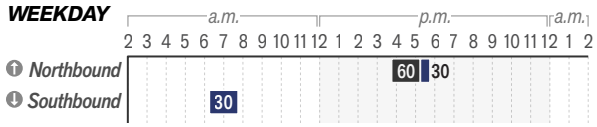
6,000
1,000
100

Number corresponds to combined boardings and alightings in both directions (weekday average, 2025 calendar year)

N Line

Span and frequency[1]

Trains approximately every: 8 minutes or less | 10 minutes | 12 minutes | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

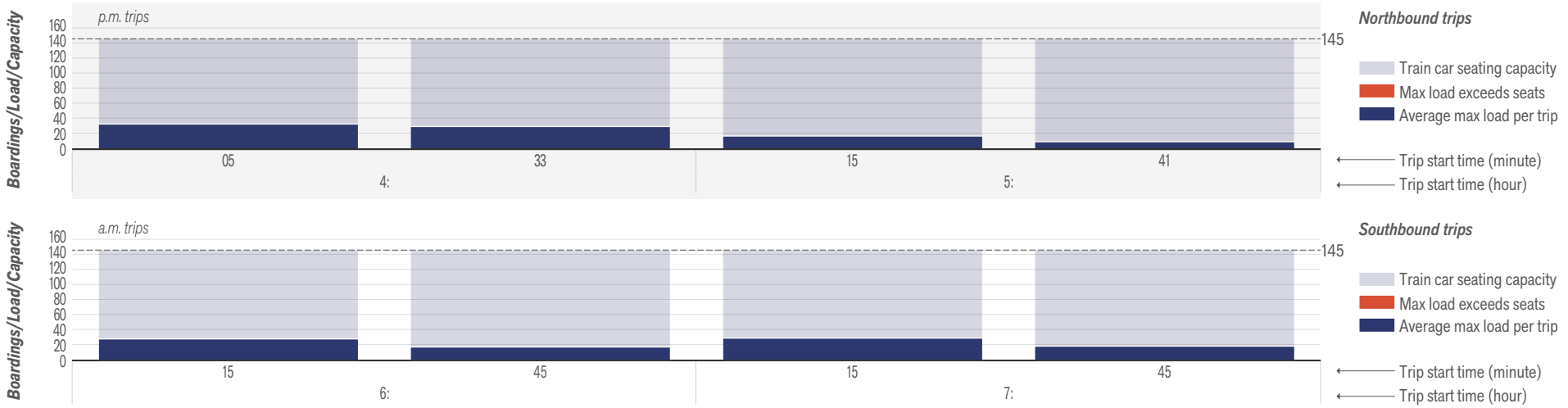
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	356	439	582
Per revenue hour	36.1	32.7	35.6
Per trip	48	44	52

No Saturday service

No Sunday service

Passenger load[3] (per train car)



Other performance statistics[4] (N Line and S Line combined)

137.3
passenger miles per platform mile

$41.40
subsidy per boarding

97%
arrivals occur on time

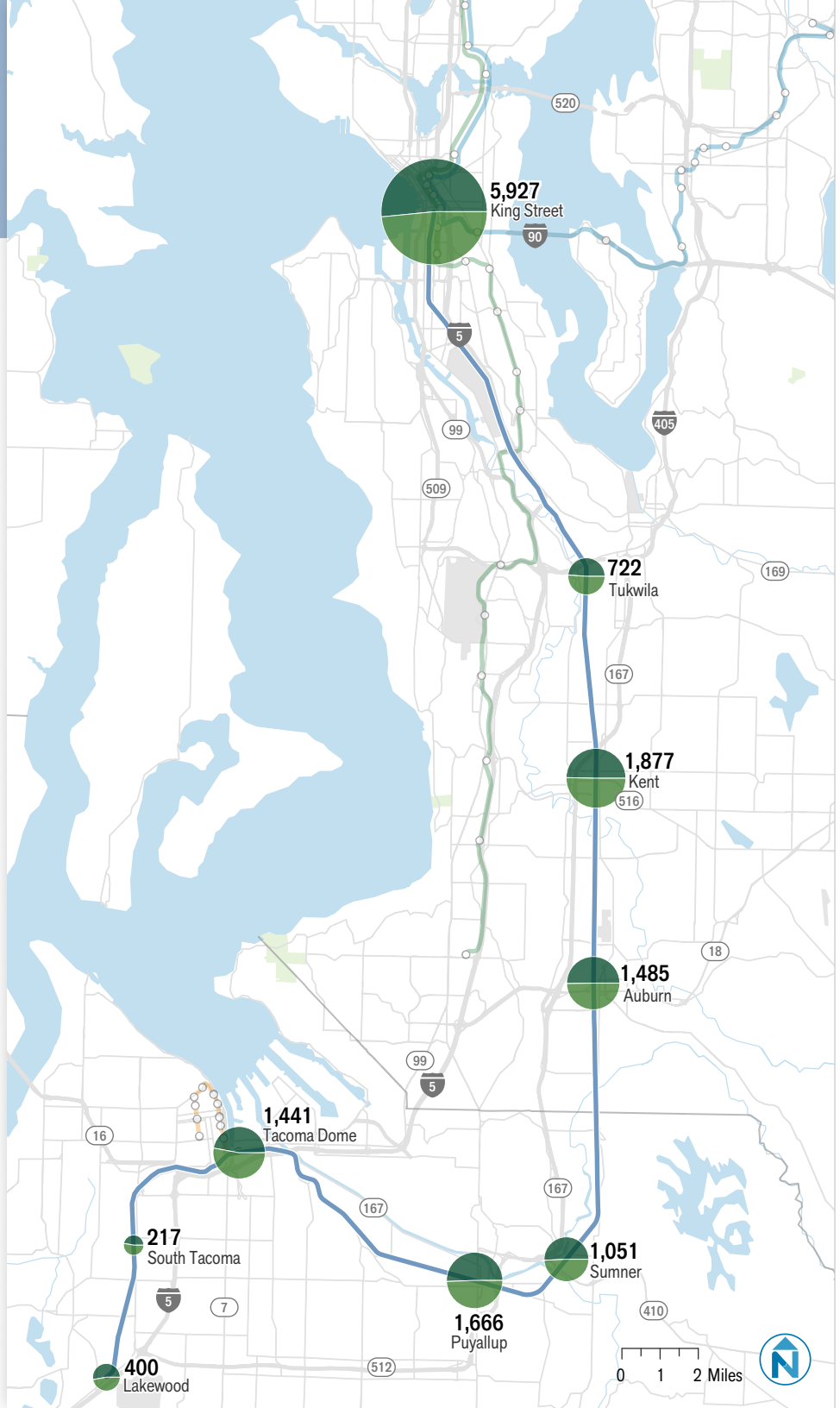
17.9
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. 2026 refers to January 2026 through August 2026.
3. Load charts show load per train car from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year for N Line and S Line combined.

Sounder S Line
Seattle – Lakewood/Tacoma

Key takeaways

- The Sounder S Line provides commuter rail service – on trainsets with six cars for passengers – between downtown Seattle and eight stations to the south, including Tukwila, Kent, Auburn, Sumner, Puyallup, Tacoma Dome, South Tacoma, and Lakewood.
- The S Line operates only on weekdays, providing 13 trips per direction. The S Line generally runs at peak periods and directions, with most service bound for downtown Seattle in the morning and southbound out of downtown Seattle in the afternoon. The S Line operates 10 peak-direction trips, and three reverse-direction trips each weekday, running southbound from downtown Seattle in the morning and northbound into downtown in the afternoon. These reverse-commute trips provide additional mobility options for riders but have notably fewer boardings than the peak-directional trips.
- In 2025, S Line ridership averaged over 7,000 daily boardings and 267 boardings per trip on weekdays. Average passenger loads did not exceed seated capacity on any trips in 2025.
- Aside from the King Street terminus station in downtown Seattle, ridership in 2025 was highest in Kent, Auburn, Tacoma Dome, and Puyallup stations.



Stop-level ridership

S Line
Seattle – Lakewood/Tacoma

BOTH DIRECTIONS COMBINED

Boardings
Alightings

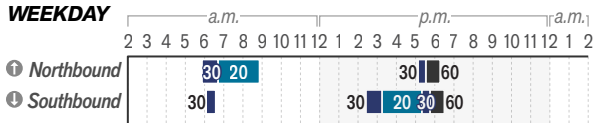
6,000
1,000
100

Number corresponds to combined boardings and alightings in both directions (weekday average, 2025 calendar year)

S Line

Span and frequency[1]

Trains approximately every: 8 minutes or less | 10 minutes | 12 minutes | 15 minutes | 20 minutes | 30 minutes | 60 minutes



No Saturday service

No Sunday service

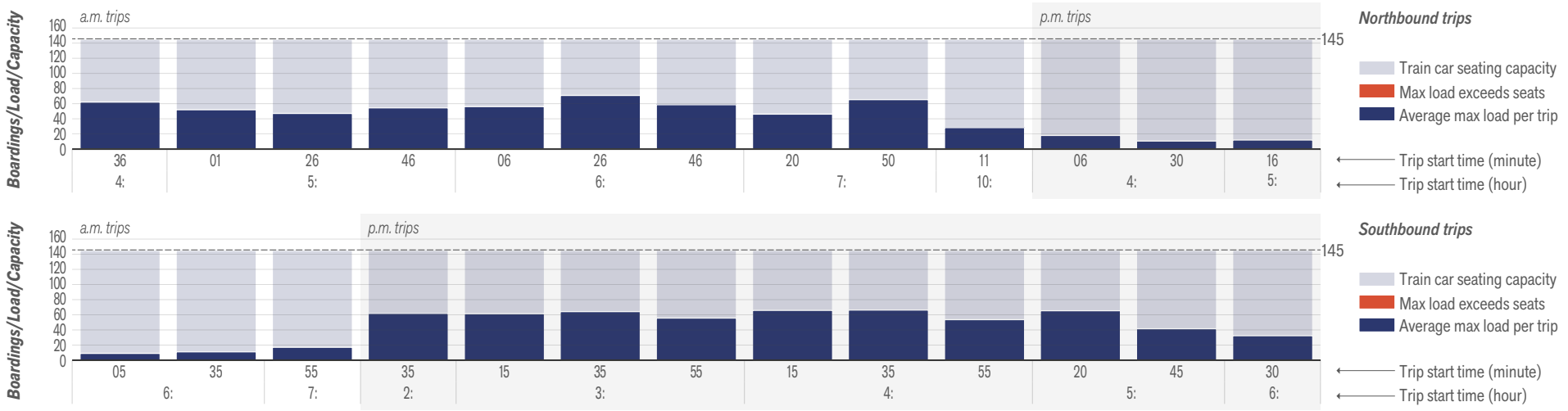
Ridership[2]

Weekday boardings	2024	2025	2026
Daily average	6,970	7,394	7,711
Per revenue hour	175.2	187.1	168.4
Per trip	362	267	266

No Saturday service

No Sunday service

Passenger load[3] (per train car)



Other performance statistics[4] (N Line and S Line combined)

137.3
passenger miles per platform mile

$41.40
subsidy per boarding

97%
arrivals occur on time

17.9
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. 2026 refers to January 2026 through August 2026.
3. Load charts show load per train car from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year for N Line and S Line combined.


SOUNDTRANSIT



Appendices

Appendix A: Engagement Summary Report

Appendix B: Title VI Service Equity Analysis Report

October 22, 2026

SoundTransit



2027 Service Plan Engagement

Summary Report

HDR



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1

EXECUTIVE SUMMARY

Sound Transit conducted outreach to inform and engage the community and collect feedback about proposed service changes in 2027.

The outreach focused on understanding how riders use Link light rail at certain times of day and rider attitudes toward maintenance approaches, minor changes to ST Express routes 532, 535, and 545, stop changes to routes 510 and 512, and route and schedule changes to Route 560.



SURVEY RESULTS

A total of
3,982
surveys completed

Most responses were submitted in English, but responses were also submitted in Spanish, Simplified Chinese, Traditional Chinese, Vietnamese, and Tagalog.



38%
of respondents report using Link light rail or ST Express services four or more days per week

76%
of respondents reported riding Light rail service once a week or more

20% report using Link light rail between 11:30 p.m. and 1:30 a.m. once a week or more with Friday and Saturday seeing the highest use at these times

32% of respondents rated “more frequent planned Link light rail closures on weekends” as the most disruptive option

Between morning and night maintenance, there was a very slight preference for night

307
respondents reported using ST Express Route 560 once a week or more

49%
oppose or strongly oppose the potential changes, with access to destinations and transfer times as the leading reasons

45%
support or strongly support, citing frequency and travel times as the leading reasons

53%
would like to see ST Express Route 560 run more often on weekdays during the day (before 8 p.m.)







2

INTRODUCTION

With growth comes change and the Puget Sound region has seen a lot of both in recent years. To improve efficiency and reliability, Sound Transit is proposing changes to Link light rail and ST Express bus service as part of the 2027 Service Plan.

Service changes can be complex - both for riders using new routes and for Sound Transit as we seek to make our system more efficient. We're committed to engaging with our community about their questions, concerns, and mobility needs as we advance our mission to "Connect more people to more places."





The Annual Service Plan sets priorities for upcoming service changes, and every year Sound Transit service planners analyze routes based on ridership, performance trends, and other criteria to guide service modifications or additions.

The 2027 Service Plan proposals respond to:

- **Changing ST Express ridership patterns**
- **The expanding Link light rail system's need for more overnight maintenance time**
- **The future transition of some ST Express routes to Stride bus rapid transit**

The team developed a survey to collect community feedback about the potential changes. The survey was open between July 7 and July 29, 2026. The team employed a wide array of methods to drive traffic to the informational webpages and encourage survey completions. These methods included paid and organic social media content, Sound Transit notifications, Ambassador outreach and event participation, and Community Based Organization (CBO) engagement. Each of these methods is individually summarized later in this report.

To encourage participation by as many community members in the affected service areas as possible, outreach materials were translated into Vietnamese, Spanish, Traditional and Simplified Chinese, Tagalog, and Korean.



2.1 PROPOSED SERVICE CHANGE SUMMARIES

2027 Service Plan Proposals

The 2027 Service Plan includes service change proposals for the 2 Line and ST Express routes 510, 512, 532, 535, 545, and 560.



Link light rail 1 Line and 2 Line

The 2027 Service Plan is exploring a variety of approaches to support routine maintenance on Link light rail and reduce unplanned disruptions. 2027 Service Plan engagement asked Link light rail riders about their preferences towards possible maintenance approaches and gathered information about how riders use the light rail at certain times of day. This feedback was in turn used to develop the proposal described below.

1 Federal Way - Lynnwood

2 Redmond - Lynnwood

Proposal

End 2 Line service earlier at night and start 2 Line service later in the morning, accompanied by expanded Night Bus service to fill in any gaps.



ST Express

510 **512**

Proposal

Remove service from four stops in downtown Everett, north of Everett Station due to low ridership and a desire to simplify service. These stops are only served by two early morning trips (on Route 510) and six late evening trips (on Route 512).

ST Express

532 **535**

Proposal

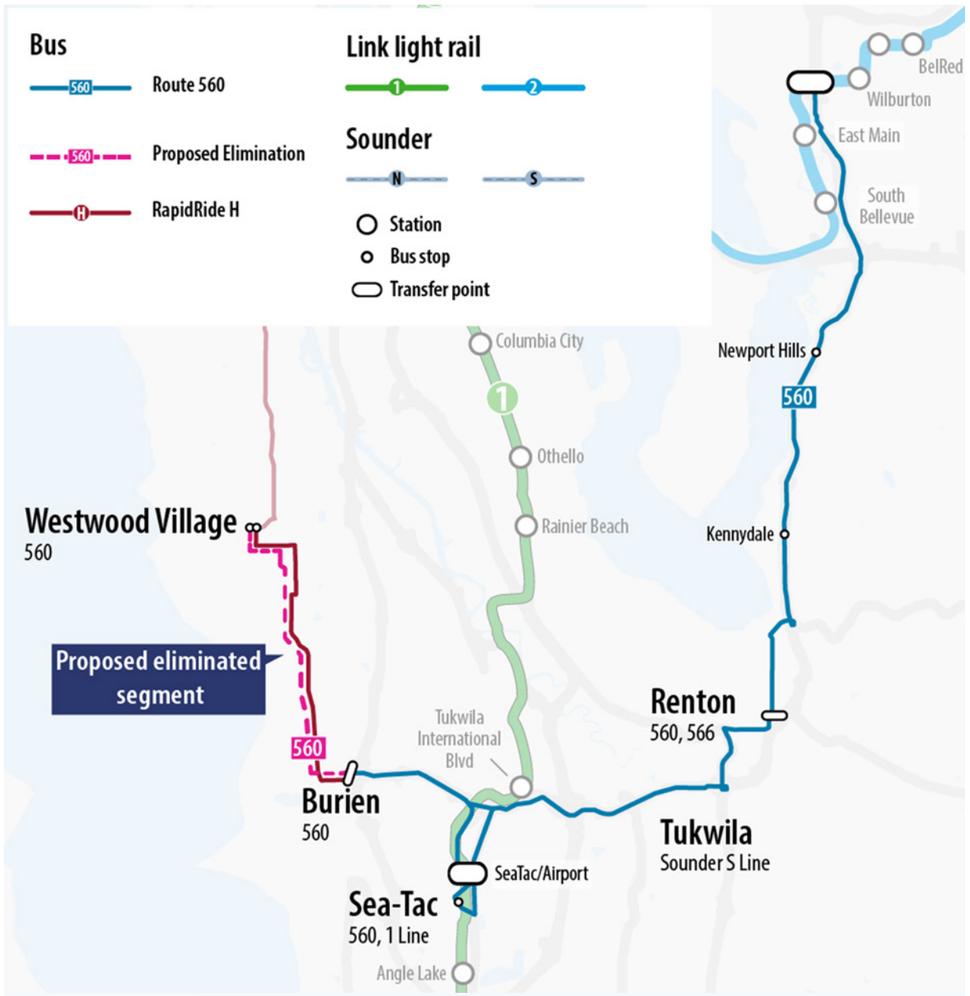
Add a new stop on Routes 532 and 535 at a new bus station at I-405 and NE 85th St in Kirkland. This station is a future Stride S2 Line station, and S2 will begin service as soon as 2028. Adding this stop would allow Sound Transit to use the Stride stop early and would add a connection on these routes to Kirkland and Redmond.

ST Express

545

Proposal

Add a stop to Route 545 at the 2 Line Downtown Redmond Station. This stop would improve the connection between ST Express buses and 2 Line service.



ST Express

560

Proposal

Remove service between Burien Transit Center and Westwood Village, in West Seattle. Ending service at Burien would be consistent with the future Stride S1 Line, which will replace Route 560 as soon as 2028.

- Passengers could use King County Metro RapidRide H Line to travel between Burien and Westwood Village.
- Improved service on Route 560 so that buses would run every 20 minutes during the day and every 30 minutes in the evenings on weekdays.
- On weekends, service would be upgraded from every 60 minutes to every 30 minutes all day.



3

ENGAGEMENT SUMMARY

Engagement took place July 8 - July 29, 2026. It included multi-channel digital outreach, such as social media and Sound Transit-generated notifications, a virtual information session, and Community Based Organization (CBO) engagement.

The goal was to inform affected communities about the proposed service changes and encourage survey completion.









3.1 AUDIENCE

The team focused engagement efforts on reaching riders and residents who are most likely to be impacted by upcoming changes to ST Express and Link light rail service. These audiences included:

Current riders

Who live or travel through areas where 2027 service changes are proposed, particularly those relying on routes with high ridership or limited transit alternatives.

- Riders of the 1 Line and 2 Line Link light rail lines, especially in the early morning or late at night
- Riders of routes 532, 535, 542, 545, and 560
- Riders who travel to and from the airport

Community members

Especially those with limited transportation options, who may face greater barriers to accessing public feedback opportunities.

Non-English speaking communities

Especially those speaking the most common languages across the Sound Transit service area. For this engagement, the team prioritized supporting access and engagement for people who speak Vietnamese, Spanish, Chinese, Tagalog, and Korean.

Priority populations

Identified by Sound Transit and partner CBOs, including low-income, immigrant, refugee, and Black, Indigenous, and People of Color (BIPOC) communities, elders, and others with strong transit dependence.

3.2 CBO OUTREACH

Sound Transit partnered with CBOs to drive community participation in the survey, gathering public input on the proposed changes.

The team partnered with nine CBOs to conduct inclusive, multilingual outreach to gather feedback. Through CBO-led engagement, marketing, and recruitment, this phase of outreach reached hundreds of residents across the region.

The outreach built on previous findings and centered CBO partnerships as the foundation for culturally responsive engagement. CBO partners expanded Sound Transit's reach by sharing information through their networks and communication channels. Together, they created accessible spaces for community dialogue and provided clear information about the proposed service changes. This plan prioritized geographic and language alignment to ensure outreach efforts were relevant, targeted, and equitable.

As a result of the outreach activities, Sound Transit achieved:

12,492
Social Media Impressions

800
In-person engagement touchpoints

519
Touch points via WhatsApp messages

CBO RECRUITMENT

Sound Transit engaged CBOs within the service change area.

The criteria for selecting CBOs reflected a commitment to ensuring that priority populations were meaningfully represented and engaged by leveraging existing networks and relationships offered by CBOs deeply embedded in the impacted service areas.

The nine CBOs that Sound Transit partnered with:

Organization	Location	Strengths
White Center Community Development Association	White Center	WCCDA works to build a stronger, more equitable community by supporting local economic development, affordable housing, small businesses, and family/youth programs. They primarily serve families, immigrants, refugees, and small business owners, helping them access resources and opportunities.
El Centro de la Raza	Federal Way	A voice and a hub for the Latino/a community in King County - provides development services, youth and family services, workforce development, and more.
Centro Cultural Mexicano	Redmond	Provides assistance programs, classes, makers spaces, small business support, and more.
Hopelink	Regional	Hopelink provides support with transportation, food, energy and utilities, housing, education, financial assistance, money management, family development.
Mother Africa	Kent	Mother Africa advances racial equity through supporting African refugee and immigrant women and their families to reach their highest potential.
The Federal Way Black Collective	Federal Way	A collective that aims at empowering Black people through small business support, early education and development, and wrap around support.
Filipino Community Seattle	Rainier Valley	A nonprofit social services organization providing affordable housing, senior services, youth development and STEM programs, arts and culture programs, and basic food programs.
Morning Star Korean Cultural Center	Lynnwood	Morning Star Cultural Center is a nonprofit that serves over 1,000 members in the Pacific Northwest through Korean dance, music, language, and cultural programs, including the first Korean library in the region.
Tenant Organizers and Advocates	Regional	A dedicated housing and social justice nonprofit organization committed to empowering tenants and transforming the housing industry.



BUSINESS AMPLIFICATION

In addition to paid CBO partnerships, Sound Transit invited businesses to amplify the Service Plan proposal information voluntarily. Since the service changes may impact people who take the light rail or identified bus routes to their jobs, businesses were included in the engagement. It targeted key businesses that employ people who work late night or early morning shifts, supporting efforts to engage the desired audiences.

These partnerships were completely voluntary and unpaid.



CBO TOOLKIT

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

The toolkit included a survey companion guide, a rack card, QR code one-pager, ready-to-use social media posts, graphics, and a short guide for sharing content across channels like Facebook, Instagram, and WhatsApp.

The rack card, social media posts, and cross-platform sharing guide all directed people to the website to take the survey. The survey companion guide and QR code one-pager used a trackable QR code to collect scan data.

CBO Toolkit Samples


Hướng Dẫn Đi Kèm Khảo Sát của Sound Transit

Chào mừng quý vị!

Sound Transit đang cân nhắc những thay đổi đối với dịch vụ xe buýt và đường sắt nhẹ vào năm 2027, và chúng tôi mong muốn lắng nghe ý kiến của quý vị. Hướng dẫn đi kèm khảo sát này nhằm hỗ trợ quý vị trong quá trình thực hiện khảo sát và chia sẻ ý kiến của mình về các thay đổi được đề xuất. Khảo sát sẽ mở đến hết ngày 27 tháng 7 năm 2026.

Hướng dẫn này sẽ giúp quý vị:

- Hiểu rõ những nội dung mà khảo sát đang hỏi
- Tìm hiểu từng phần của khảo sát và những nội dung quý vị có thể mong đợi
- Tra cứu những từ quý vị có thể không biết trong bảng chú giải thuật ngữ ở cuối tài liệu

Giới thiệu về khảo sát

Mỗi phần đặt ra những câu hỏi khác nhau về cách quý vị sử dụng xe buýt và xe lửa của Sound Transit. Hướng dẫn này sẽ hỗ trợ quý vị cụ thể ở phần 2 và phần 3 của khảo sát.

Phần 1: Các câu hỏi chung

Các câu hỏi về nơi quý vị sống, tần suất sử dụng phương tiện và những tuyến đường quý vị thường đi.

Phần 2: Các câu hỏi về Tuyến Đường 560

Chúng tôi đang cân nhắc rút ngắn Tuyến Đường 560. Những câu hỏi này hỏi ý kiến của quý vị về thay đổi và khả năng thay đổi đó ảnh hưởng đến các chuyến đi của quý vị.

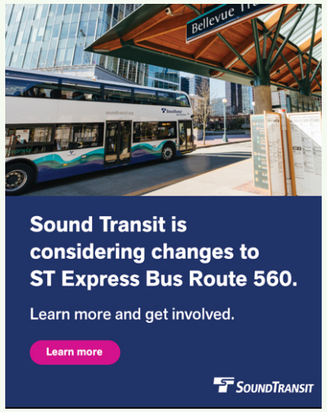
Phần 3: Các câu hỏi về Link light rail

Chúng tôi cần thêm thời gian để thực hiện công tác bảo trì đối với Link light rail. Những câu hỏi này hỏi về thời điểm quý vị sử dụng Link. Chúng tôi cũng muốn biết ý kiến của quý vị về các phương án nhằm tạo thêm thời gian cho công tác bảo trì.

Phần 4: Các câu hỏi về quý vị

Một vài câu hỏi không bắt buộc về bản thân quý vị, chẳng hạn như độ tuổi và quy mô hộ gia đình. Những câu hỏi này giúp chúng tôi tại Sound Transit xác nhận rằng mình đang tiếp nhận ý kiến từ nhiều nhóm hành khách khác nhau.

Thông tin này sẽ được thu thập dưới dạng ẩn danh.




Sound Transit 2027년 운행 서비스 계획 — 소통 계획

샘플 소셜 미디어 메시지 및 게시 일정

일반 메시지: 7월 8일–27일

Facebook/Instagram 게시물	Facebook/Instagram 스토리	문자 메시지/WhatsApp/X
ST: 버스 및 신산점을 변경하는 것을 고려 중입니다. 프로필의 링크에서 설문조사에 대한 자세한 내용을 확인하고 피드백을 공유하십시오	버스 및 신산점을 변경하는 것을 고려 중입니다. 우리 지역사회에 어떤 영향을 미치는지 알아보십시오 [Link 스티커: [Learn more here]	버스 및 신산점을 변경하는 것을 고려 중입니다. 우리에게 어떤 영향을 미치는지 확인해 보십시오 여기에서 자세히 알아보기: insert URL

설문조사 정보: 7월 8일–20일

ST: 560번 경로와 Link light rail을 변경하는 것을 고려 중입니다. 프로필의 링크에서 설문조사에 대한 자세한 내용을 확인하고 피드백을 공유하십시오	Link light rail가 560번 경로에 변경 사항이 있을 수 있습니다. 자세한 내용을 확인하고 피드백을 공유하십시오 [Link 스티커: [Learn more]	예정된 버스 및 경전철 변경에 대해 자세히 알아보고 Sound Transit의 설문조사에 참여하여 의견을 공유하십시오 자세히 알아보기: insert URL

560번 경로 세부 정보: 7월 8일–27일

Top left: A page of the Vietnamese survey companion guide

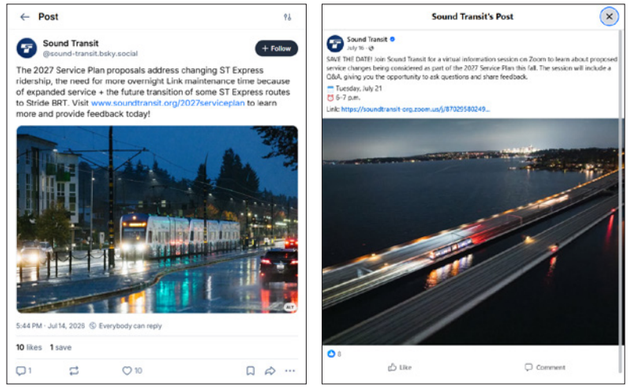
Top right: An Instagram Grid Post included in the toolkit

Bottom: Suggested Korean post captions across platforms

3.3 SOCIAL MEDIA

Sound Transit deployed both paid and organic social media content to amplify information about the 2027 Service Plan change proposals. Content was shared in English, Spanish, Simplified Chinese, Traditional Chinese, Korean, and Vietnamese.

Organic Social Post Sample



Paid Social Media Post Sample



Organic social perfomance

3 Posts

between July 14 and July 22 on X, Facebook, and Bluesky

28,000+

Impressions

Paid social performance

$1,500	**Budget**
10.4%	**CTR**
247,129	**Impressions**
141,181	**Reach**
25,636	**Clicks**

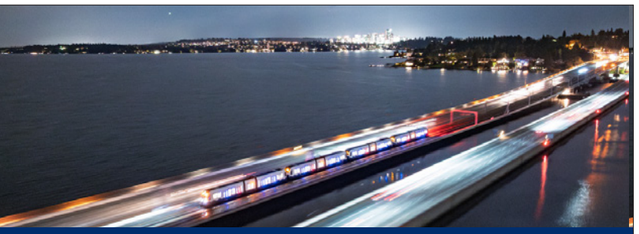
Definitions

Budget: The set maximum amount to be spent over the lifetime of a scheduled ad set or campaign.

Reach: The number of accounts that saw an ad from a campaign at least once.

Impressions: The number of times ads from a campaign appeared on screen (counts each view, and may include multiple views by the same account).

Click-through rate (CTR): The percentage of impressions that received a link click out of the total number of impressions.



SOUNDTRANSIT

2027 SERVICE PLAN SURVEY

Share your feedback!

2027 Service Plan Survey

July 8 – 27

Share your feedback on proposals for Link light rail and ST Express Route 560.

Why are we proposing changes?

The 2027 Service Plan proposals respond to changing ST Express ridership patterns, the expanding Link system's need for more overnight maintenance time, and the future transition of some ST Express routes to Stride bus rapid transit.

Share your thoughts!

Tell us how the proposed changes could affect your ride. Your survey feedback will inform the development of our final service proposals this fall.

SCAN THE QR CODE to access the survey and learn more.

soundtransit.org/2027serviceplan

soundtransit.org | 1-888-889-6368/TTY: 711 |
To request information in alternative formats call 1-800-201-4900/ TTY: 711 or email accessibility@soundtransit.org.

Rack card used by Sound Transit Ambassadors.

3.4 SOUND TRANSIT AMBASSADORS

Sound Transit Ambassadors enhance engagement efforts by meeting passengers in the areas where they travel to share information about Service Plan change proposals that may impact their typical commute.

July 15 - July 22

4 Locations

Burien Transit Center

Westwood Village

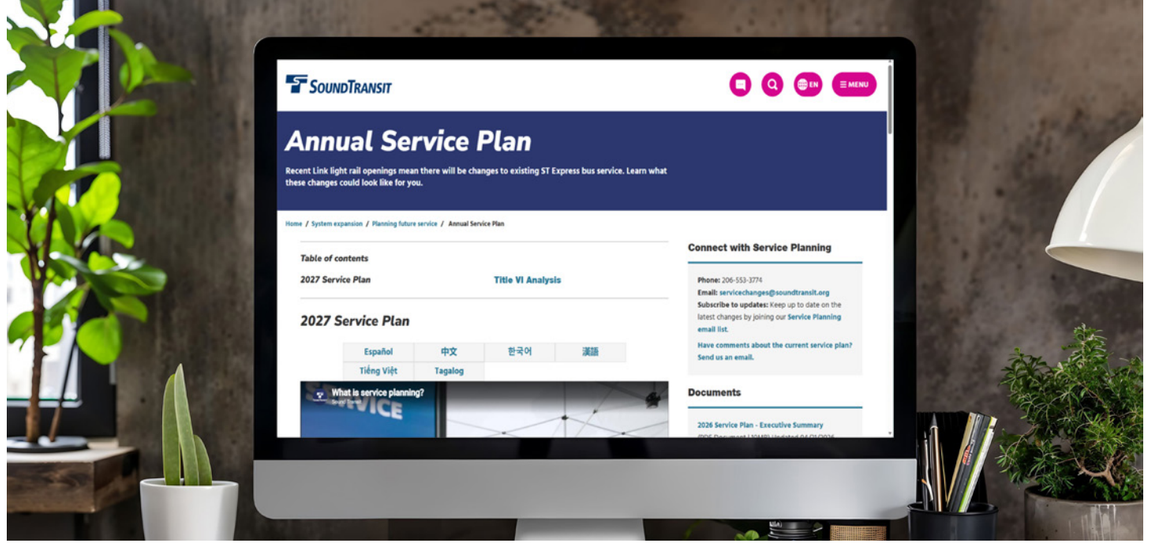
Sea-Tac Airport at bus bay

Bellevue Transit Center

8 Shifts*

3 Ambassadors per shift

*Two three-hour shifts (a.m. and p.m.) per location.



3.5 IN LANGUAGE WEBPAGES

Webpages for each of the priority study area languages were created and contained in-language information about the proposed Service Plan changes as well as a link to the respective in-language survey.

207
Total Users

351
Views

Engaged Sessions

Page Path	Engaged Sessions
/serviceplan/es/	52
/serviceplan/zh-cn/	43
/serviceplan/ko/	24
/serviceplan/tl/	24
/serviceplan/zh-tw/	20
/serviceplan/vi/	15

3.6 VIRTUAL INFORMATION SESSION

Sound Transit hosted a virtual information session about the proposed 2027 Service Plan changes.

The session included slides depicting the proposed changes, opportunities for audience Q&A, and a Spanish interpreter. The results of that session are documented here.

Date: Tuesday, July 21, 2026

Time: 6 p.m.-7 p.m.

Sound Transit staff attendees: 12

Total participants: 29

Questions asked during the session are included in Appendix C.

4

SURVEY

To ensure Sound Transit provides the best possible service as our system evolves, the team developed and deployed a survey to collect feedback from the community about how they could be affected by the proposed 2027 Service Plan changes for Route 560 and Link light rail. The results of that survey are detailed in the pages that follow.

Survey Performance

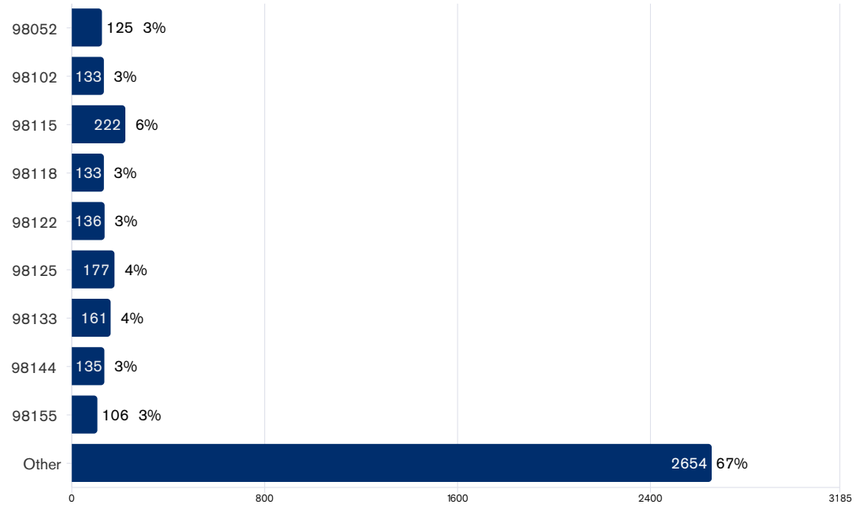
3,982 Total

3,960 English	**5** Spanish
12 Simplified Chinese	**3** Traditional Chinese
1 Vietnamese	**1** Tagalog

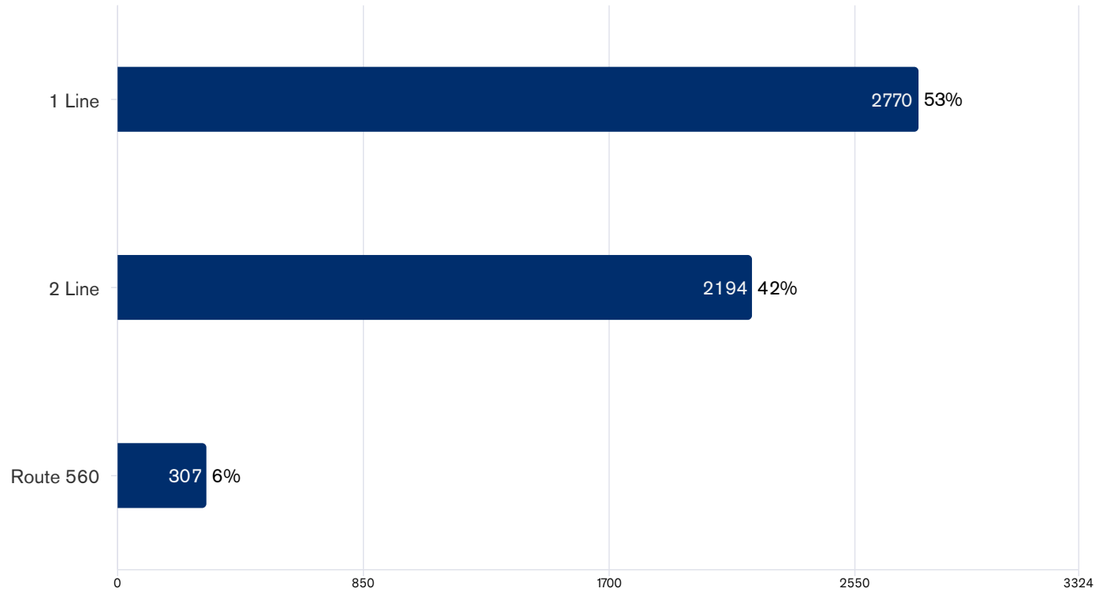
4.1 QUANTITATIVE SURVEY DATA

The following figures present the quantitative results of the survey.

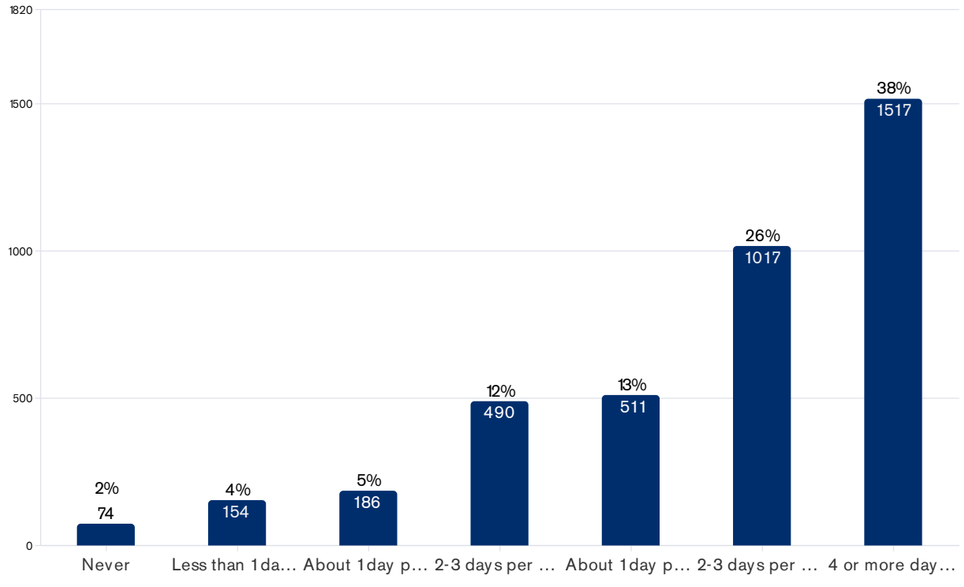
What is your five-digit home zip code?



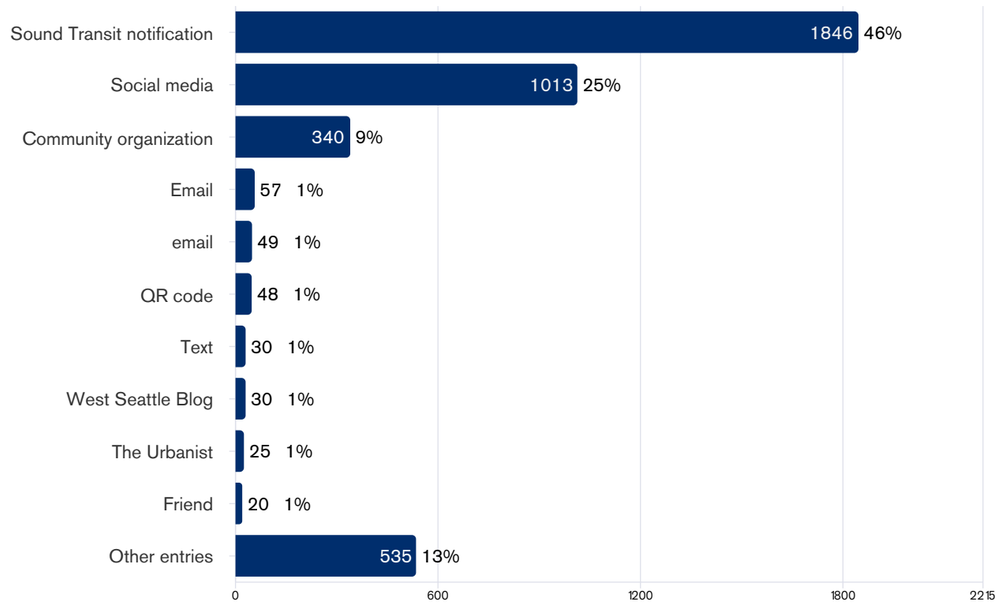
Do you ride any of the following ST Express and Link routes once a week or more? (Check all that apply)



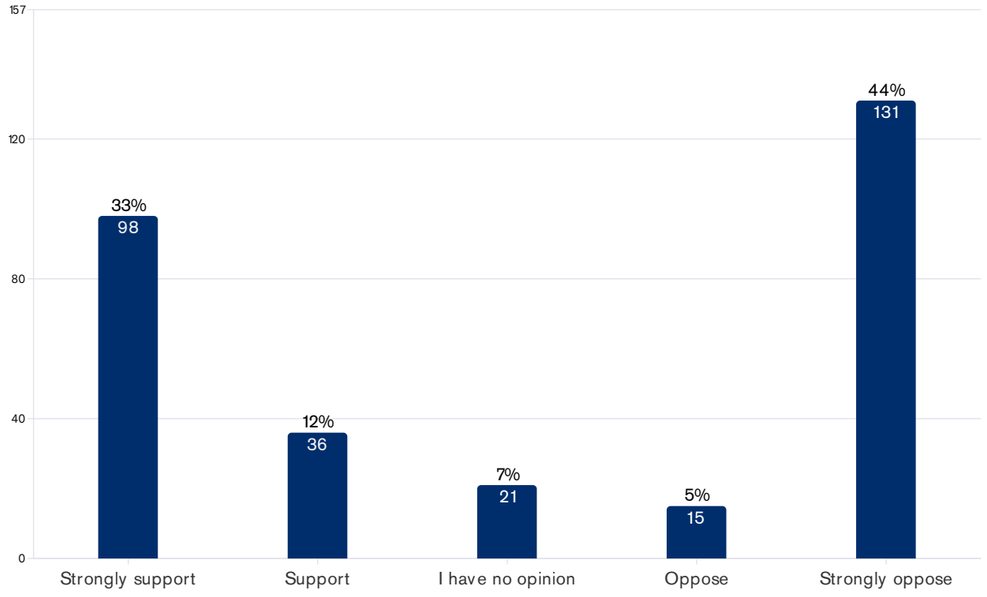
In the last three months, how often did you ride ST Express and/or Link?



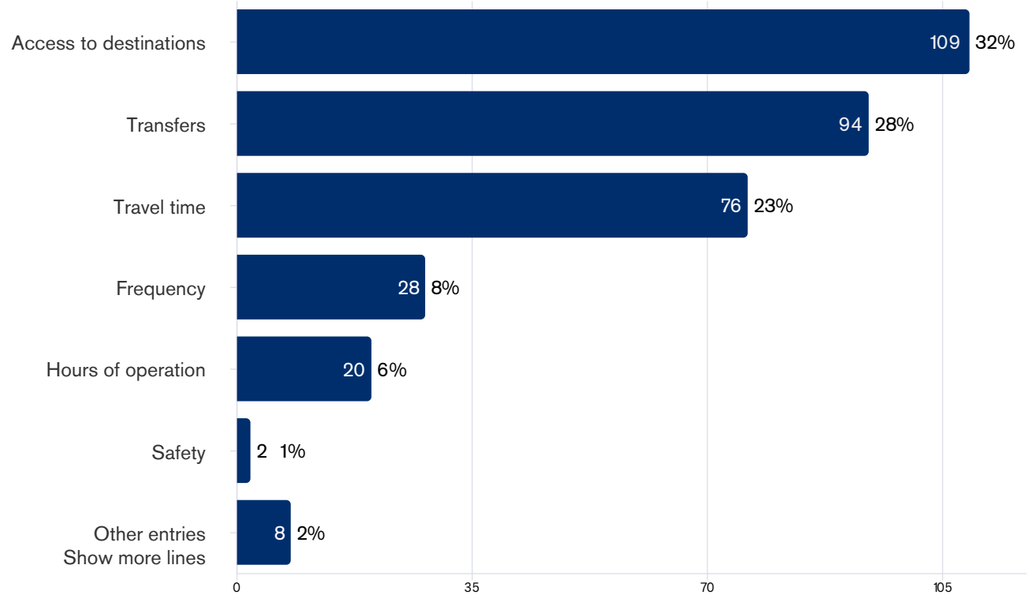
How did you hear about this survey? (Check all that apply)



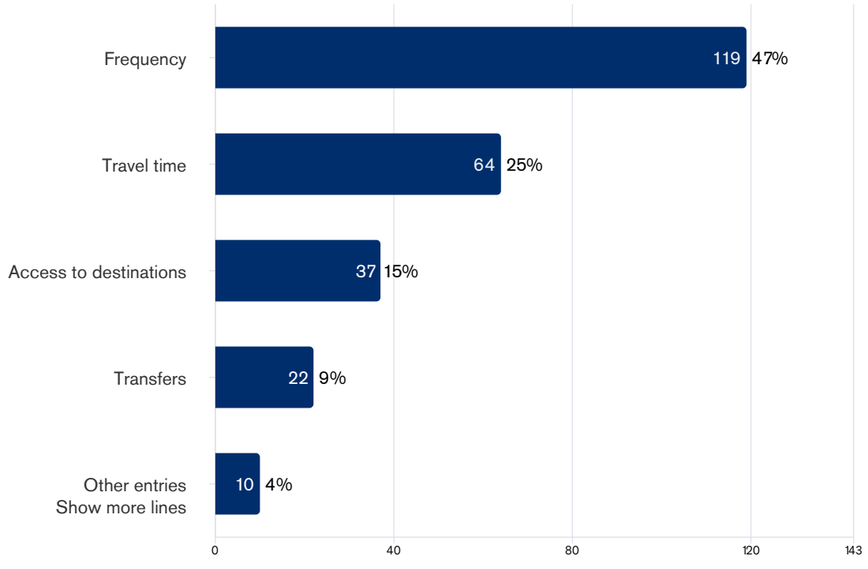
To what extent do you support or oppose these changes to Route 560?



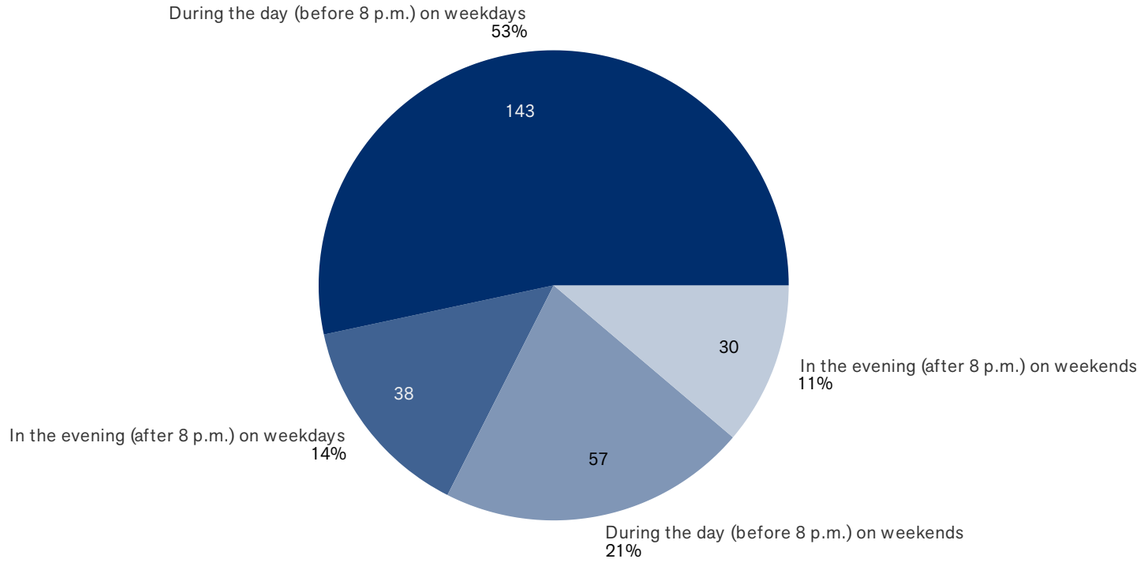
If you oppose/strongly oppose this proposed route change, please select the reason why: (Check all that apply)



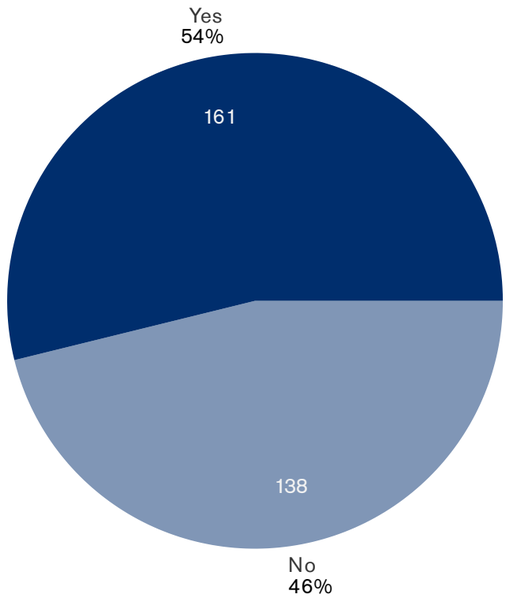
If you support/strongly support this proposed change, please select the reason why: (Check all that apply)



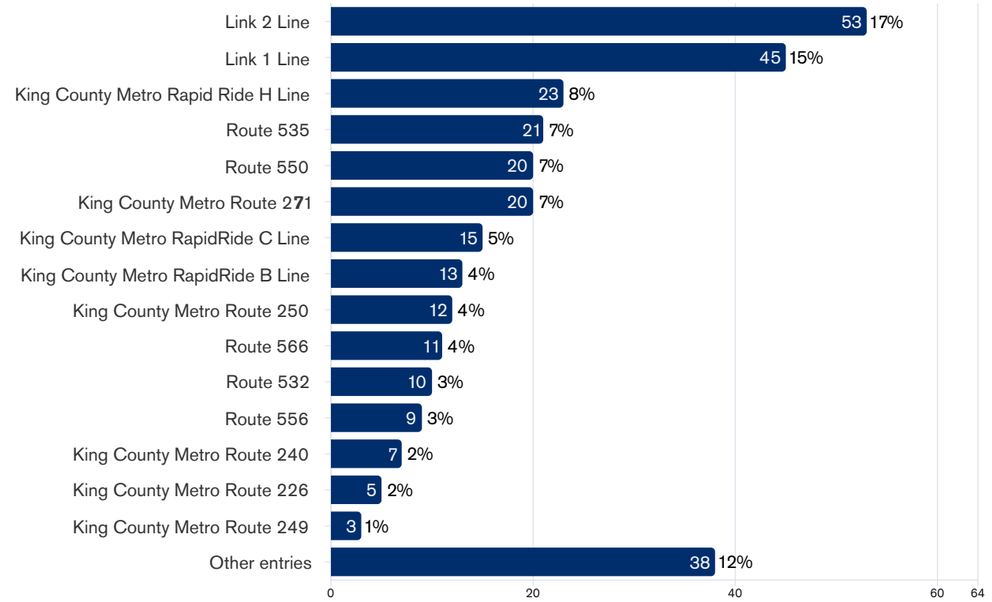
When would you like to see Route 560 run more often?



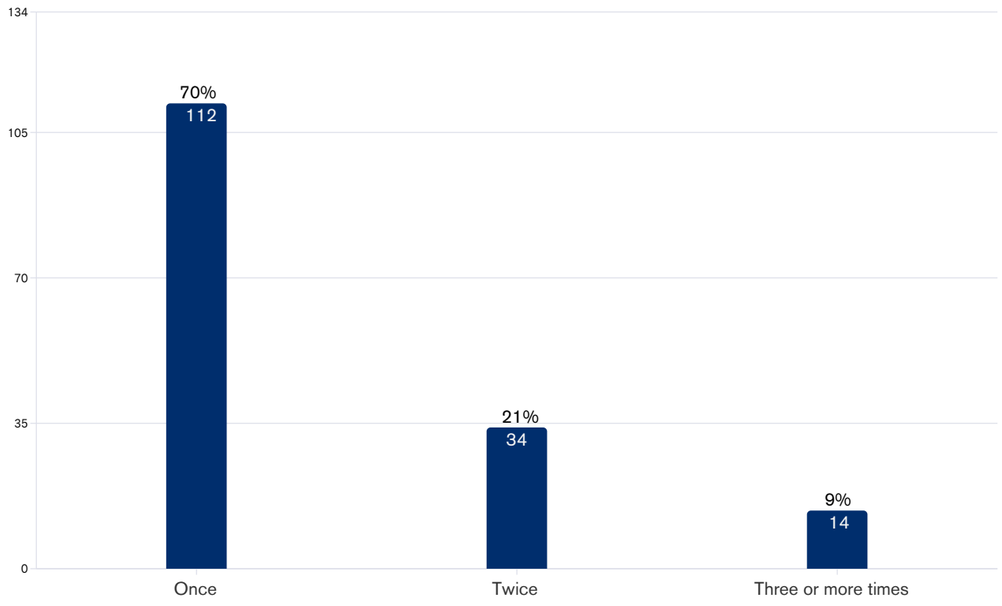
Do you transfer from any transit services to/from Route 560?



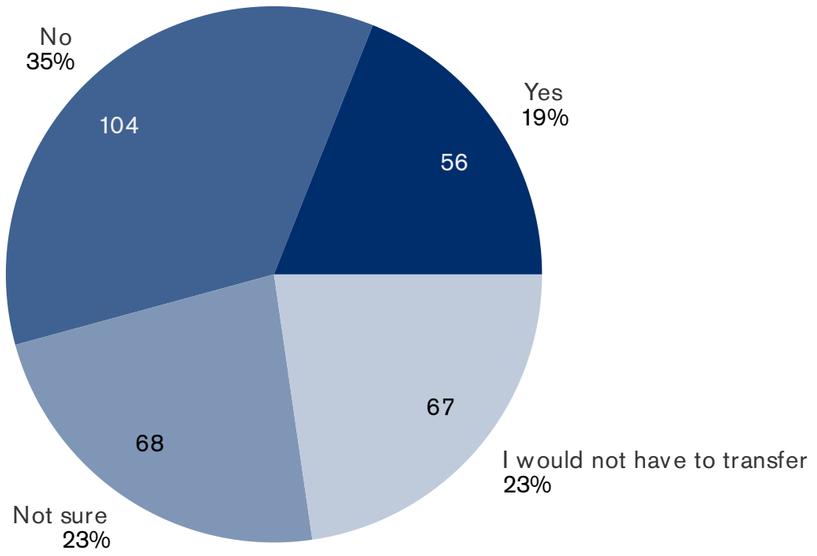
Which services do you transfer to/from? (Check all that apply)



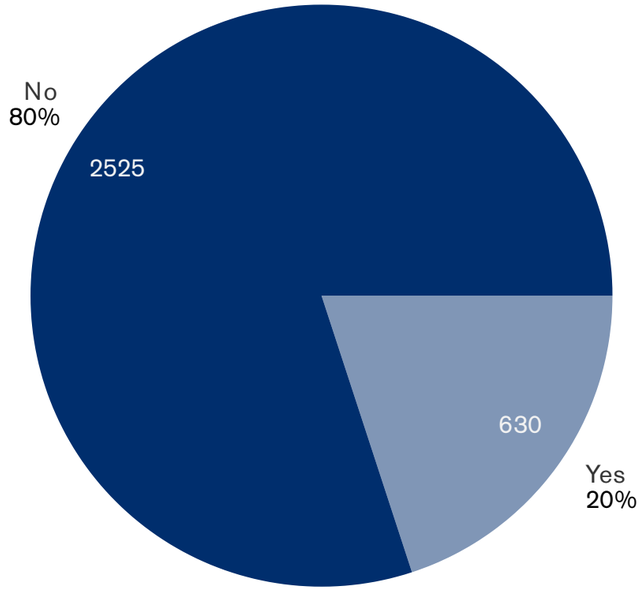
How many times do you transfer on a one-way journey?



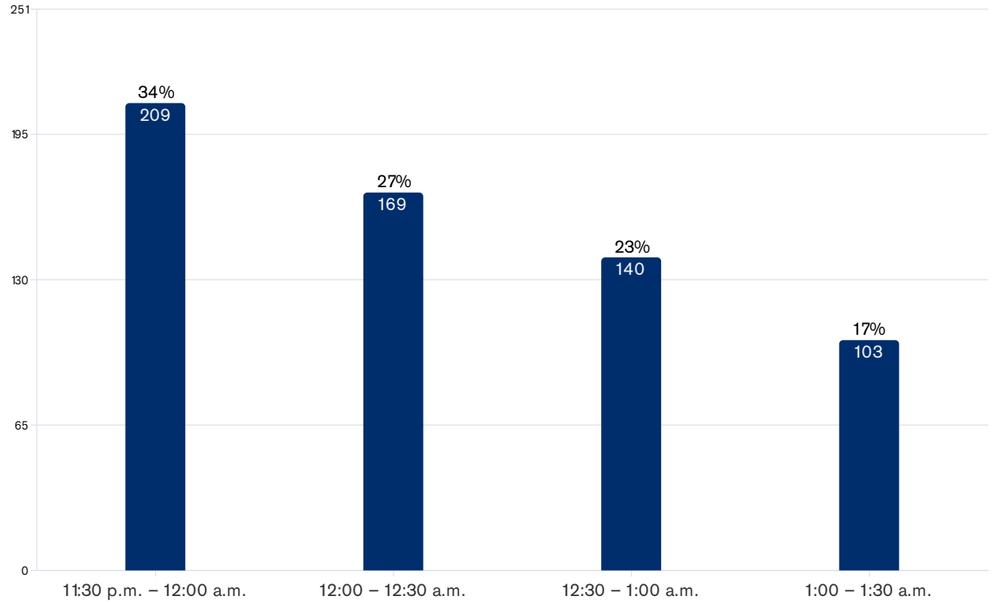
If you had to transfer at Burien Transit Center because of this proposal, would you still make this trip by transit?



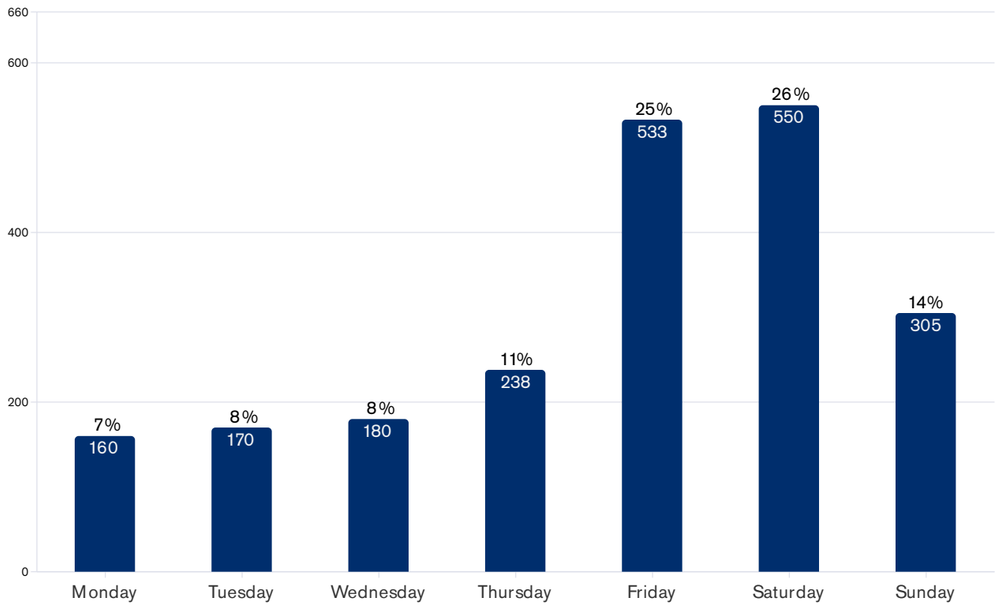
Do you ride Link between 11:30 p.m. and 1:30 a.m. once a week or more?



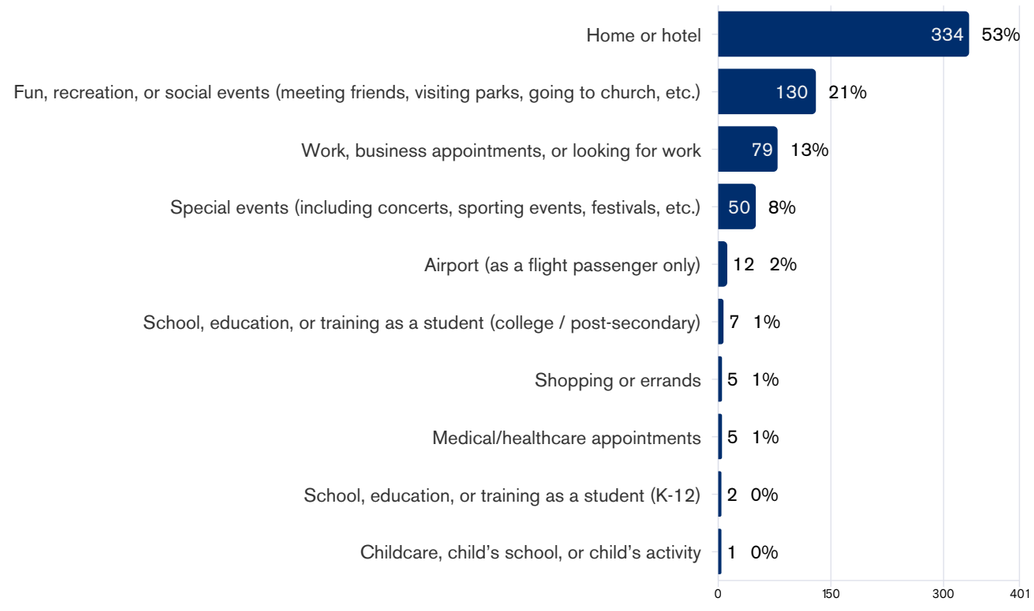
What time between 11:30 p.m. and 1:30 a.m. do you typically start your journey?



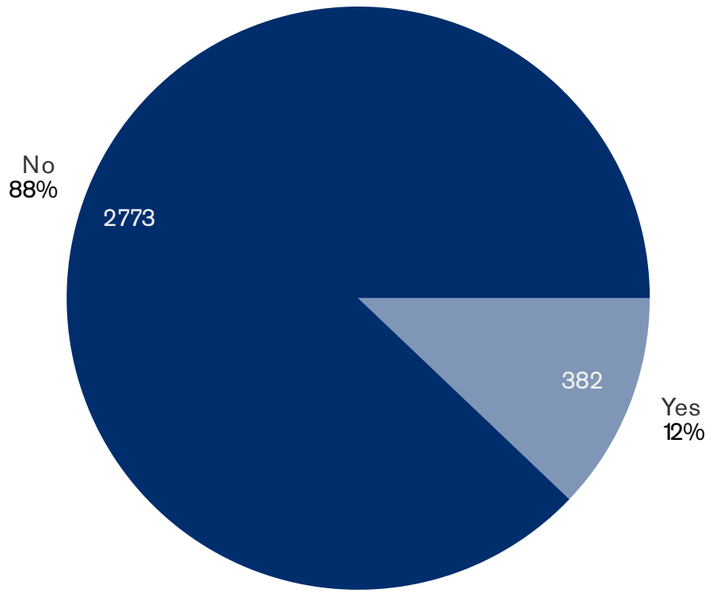
What day of the week do you typically use Link after 11:30 p.m.? (Check all that apply)



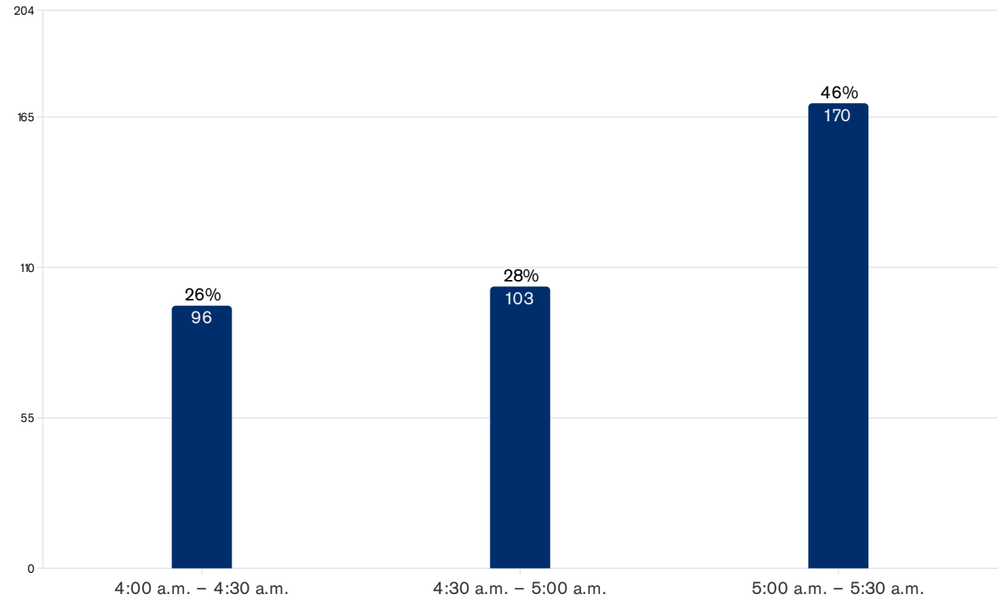
What's your destination for the trip you take most often during this time period?



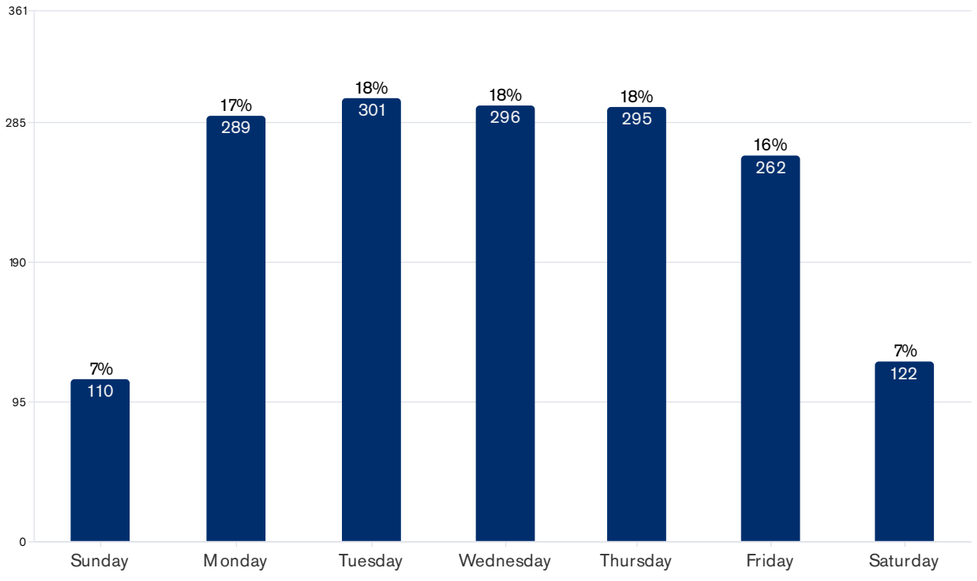
Do you ride Link between 4:00 a.m. and 5:30 a.m. once a week or more?



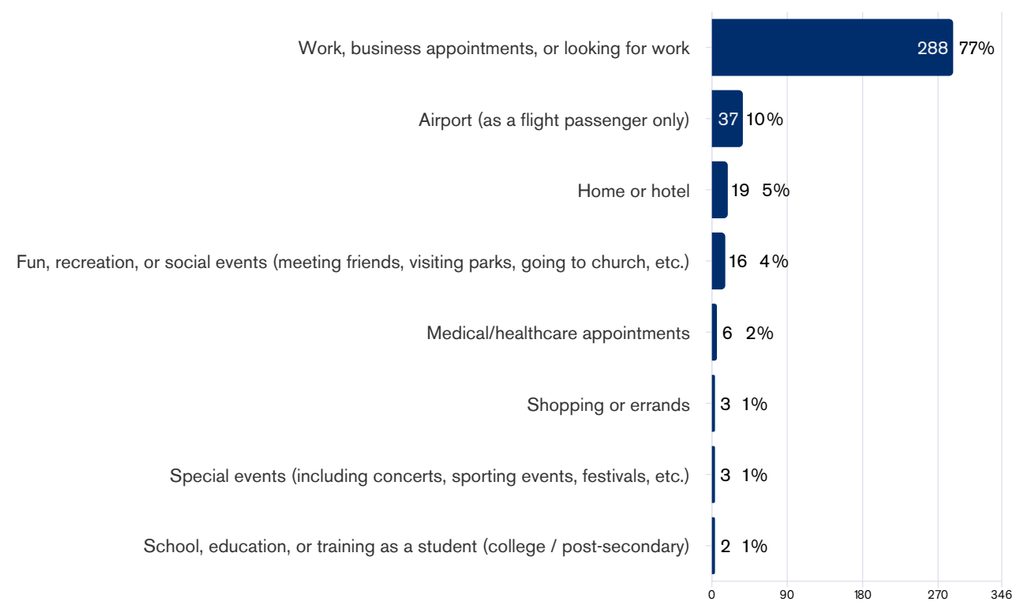
What time before 5:30 a.m. do you typically start your journey?



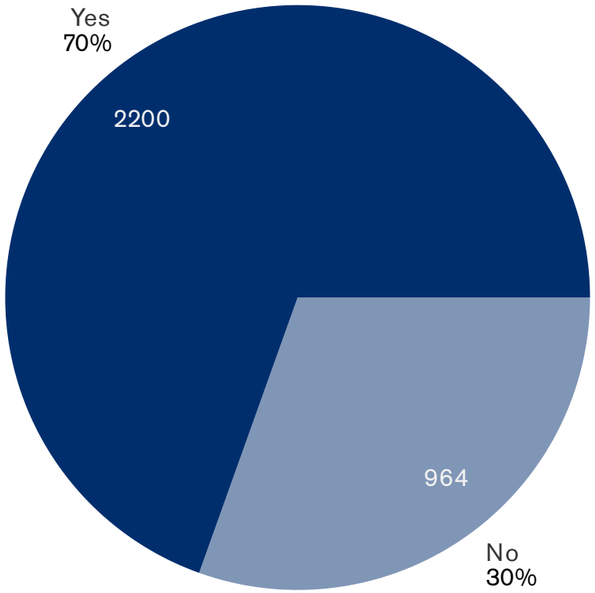
What days of the week do you use Link before 5:30 a.m.? (Check all that apply)



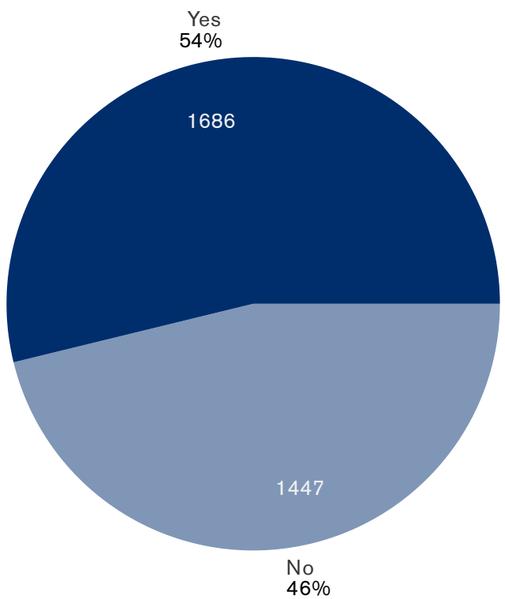
What's your destination for the trip you take most often during this time period?



Do you ride Link before 11:30 p.m. on Saturdays once a month or more?



Do you ride Link before 11:00 p.m. on Sundays once a month or more?



Considering the trip you most often take at this time, where do you typically get on and off Link?

Top five boarding and departing stations per timeframe:	
Link users who ride between 11:30 p.m. and 1:30 a.m. once a week or more	
Boarding Station	1. 1 Line: Capitol Hill Station 2. 1 Line: SeaTac / Airport Station 3. 1 Line: Westlake Station 4. 1 Line: Pioneer Square Station 5. 1 Line: Lynnwood City Center Station
Deboarding Station	1. 1 Line: Capitol Hill Station 2. 1 Line: Northgate Station 3. 1 Line: Roosevelt Station 4. 1 Line: Lynnwood City Center Station 5. 1 Line: U District Station
Link users who ride between 4:00 a.m. and 5:30 a.m. once a week or more	
Boarding Station	1. 1 Line: Lynnwood City Center Station 2. 1 Line: Capitol Hill Station 3. 1 Line: Northgate Station 4. 1 Line: Federal Way Downtown Station 5. 1 Line: Roosevelt Station
Deboarding Station	1. 1 Line: SeaTac / Airport Station 2. 1 Line: University of Washington Station 3. 1 Line: Westlake Station 4. 1 Line: Symphony Station 5. 1 Line: U District Station
Link users who ride before 11:30 p.m. on Saturdays once a month or more	
Boarding Station	1. 1 Line: Capitol Hill Station 2. 1 Line: Lynnwood City Center Station 3. 1 Line: Roosevelt Station 4. 1 Line: Northgate Station 5. 1 Line: Westlake Station
Deboarding Station	1. 1 Line: Westlake Station 2. 1 Line: Capitol Hill Station 3. 1 Line: Intl. District / Chinatown Station 4. 1 Line: Symphony Station 5. 1 Line: U District Station
Link users who ride before 11:00 p.m. Sundays once a month or more	
Boarding Station	1. 1 Line: Capitol Hill Station 2. 1 Line: Northgate Station 3. 1 Line: Lynnwood City Center Station 4. 1 Line: Roosevelt Station 5. 1 Line: Westlake Station
Deboarding Station	1. 1 Line: Westlake Station 2. 1 Line: Capitol Hill Station 3. 1 Line: Intl. District / Chinatown Station 4. 1 Line: Symphony Station 5. 1 Line: U District Station

Rate the following items on a scale from 1 to 5, where 1 indicates “least disruptive” and 5 indicates “most disruptive.” These strategies would be used to minimize impacts during maintenance that would prevent unplanned closures.

More frequent planned Link closures on weekends, which could be supported by bus shuttles.

1	2	3	4	5
15%	12%	20%	22%	32%
Least disruptive				Most disruptive

Ending Link service up to an hour earlier at night, which could be supported by expanded Night Bus service.

1	2	3	4	5
28%	17%	17%	16%	21%
Least disruptive				Most disruptive

Starting Link service up to 1 hour later in the morning, which could be supported by expanded Night Bus service.

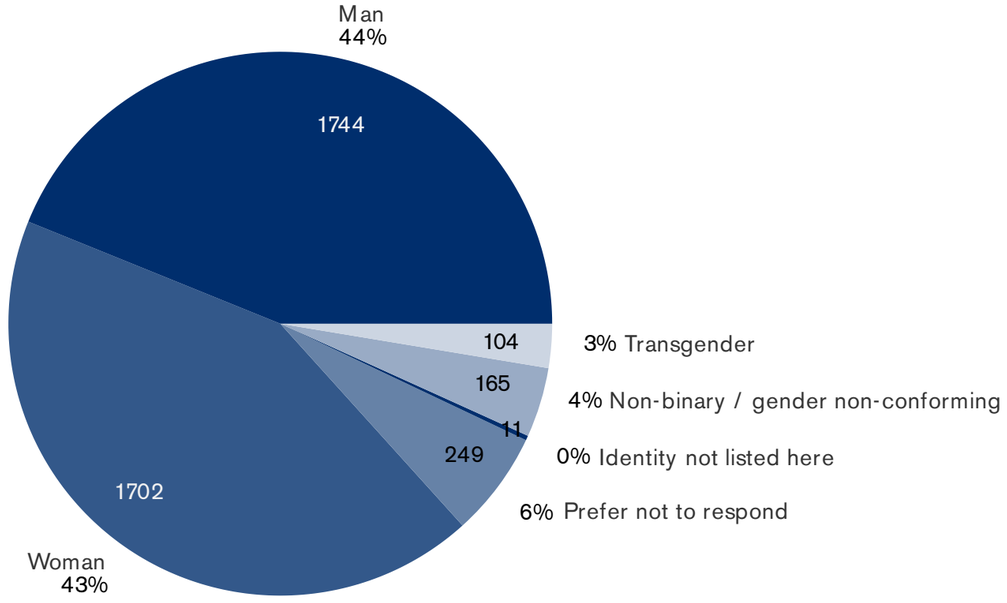
1	2	3	4	5
29%	18%	18%	13%	22%
Least disruptive				Most disruptive

Increasing the amount of single tracking on Link, meaning there may be up to 20-30 minute gaps between trains while work is being perfomed.

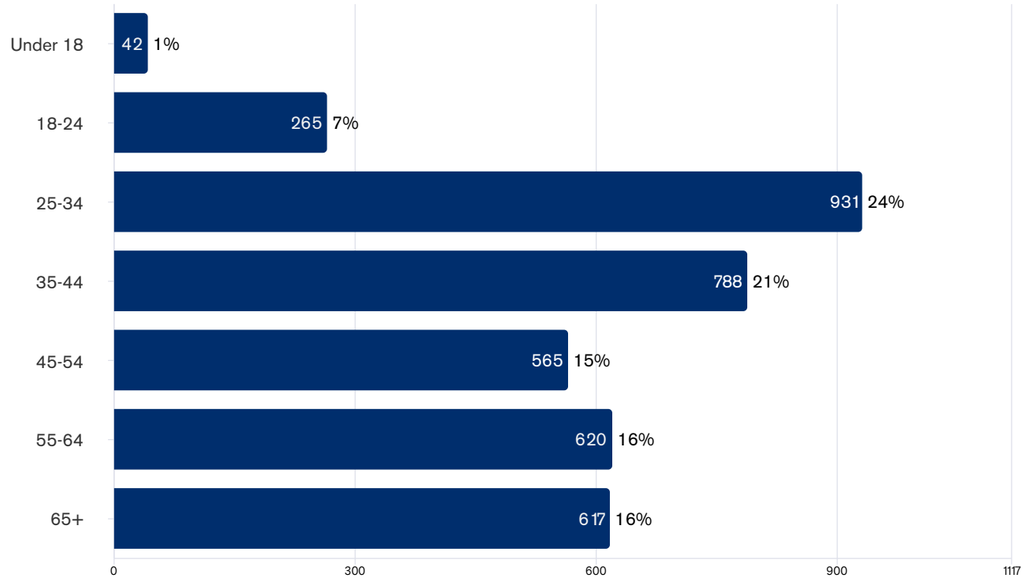
1	2	3	4	5
9%	8%	20%	22%	41%
Least disruptive				Most disruptive

Demographics

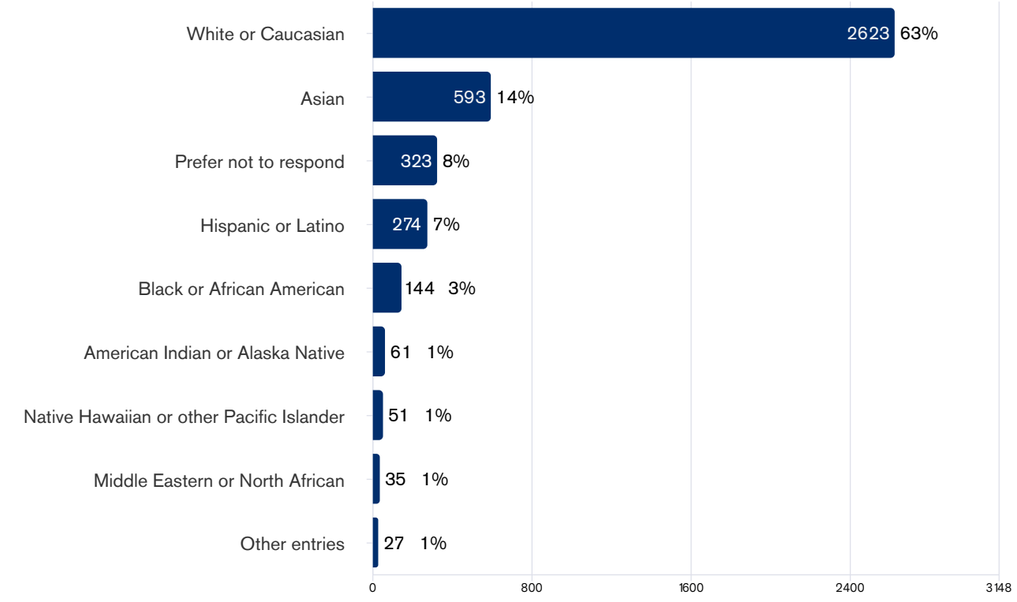
How do you identify? (Check all that apply)



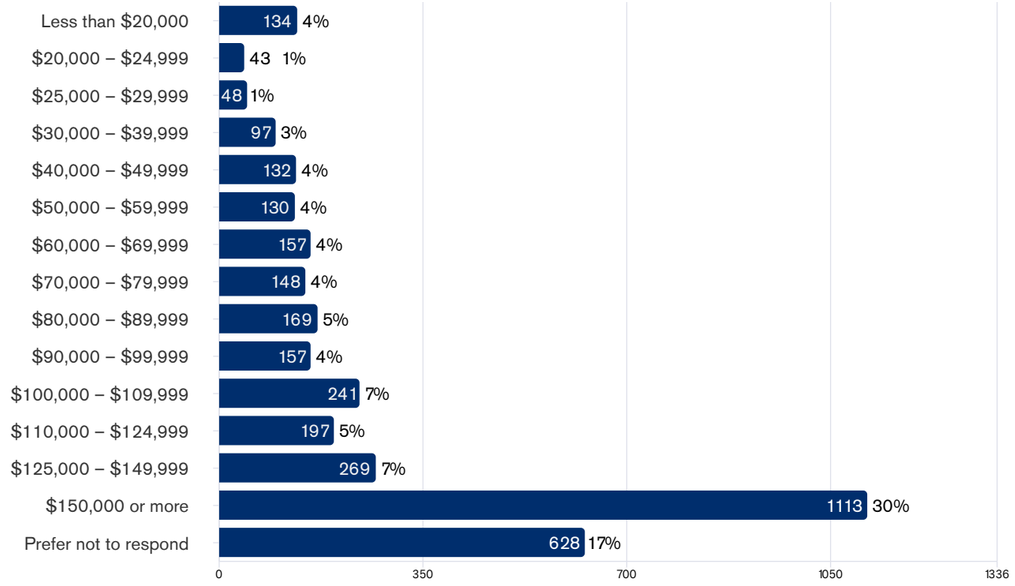
What is your age range?



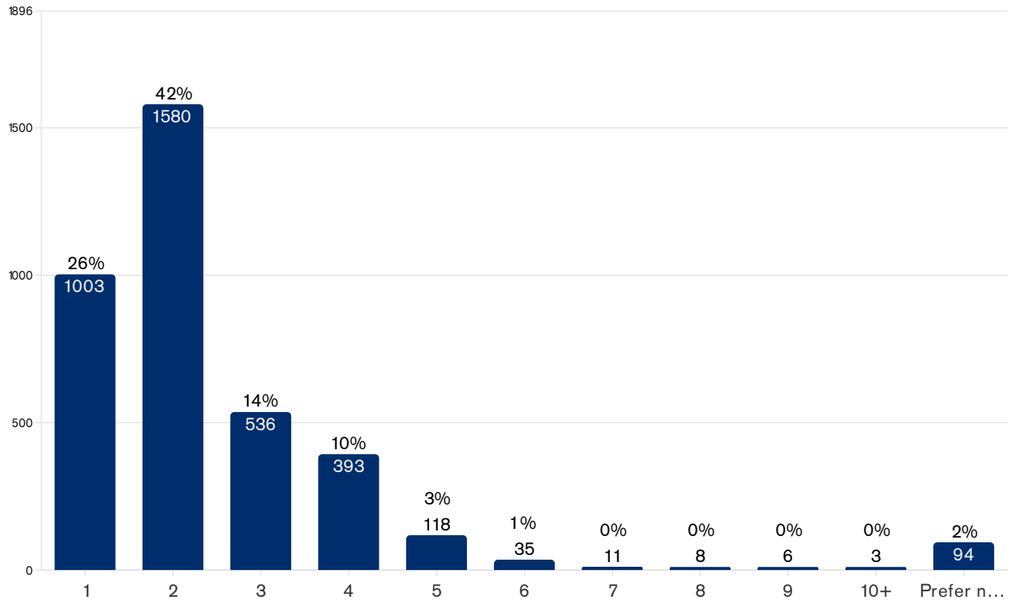
Do you consider yourself to be...(Check all that apply)



Which of the following best describes your gross annual household income in 2025?



Including yourself, how many people currently live in your household?







4.2 COMMENT THEMES

The survey included two free response comment fields following a series of selection/multiple-choice questions. More than 1,200 respondents provided comments.

Below are the five most common relevant themes from each of the free response questions, with representative comments for each. Full comments for each free response question can be found in Appendix D.

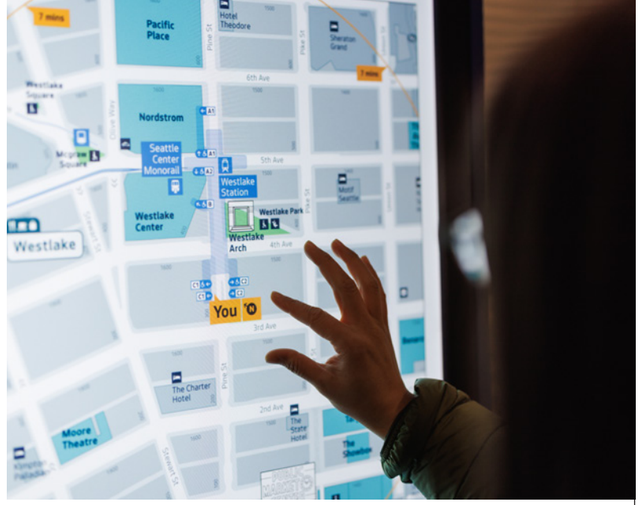
Is there anything else you would like us to consider regarding Link service and maintenance windows?

Respondents generally accept that reserving time for maintenance is necessary, but they want Sound Transit to minimize weekend impacts, preserve late-night/airport access, improve replacement service, maintain reliable train frequencies, and better communicate disruptions.

1. Interest in preserving late night and early morning service, especially for airport access

Many responders indicate that they depend on Link for early morning flights from and late-night arrivals at Sea-Tac, shift work (healthcare, hospitality, service industry), and getting home from nightlife and events safely

> *"Writing on behalf of Airport users at SEA and Airport/SeaTac station. Please consider that travelers and employees are coming at all times of day and night, especially late evening and early morning. While the Night Bus service is a welcome addition, please consider options where maintenance on one segment doesn't require shutting down the whole system - but using segmental closures with expanded night bus while keeping the majority of the system open."*



2. Weekend closures are highly disruptive

Many respondents objected to using weekends for maintenance due to the potential for overlapping with events and activities.

> *"Weekend bus bridges REALLY suck for those of us that work on weekends. It doubles or triples my commute to work. Not everyone that uses Link for work has a Monday-Friday office job."*

3. Bus bridges and shuttle replacements are viewed poorly

Comments cited the following concerns with replacement bus service:

- Longer travel times
- Crowded buses
- Traffic delays
- Poor signage and wayfinding
- Difficulty transporting luggage, bikes, and mobility devices
- Unclear schedules and lack of real-time information

> *"The best parts of Link service are that it's reliable, regular, and fast. That's why these disruptions are so disruptive. A shuttle that comes unpredictably every 20-30 minutes with less space than a single train car is not comparable to a train that arrives every 7-10 minutes."*

4. Reliability, frequency, and trust matter most

Many riders expressed frustration with both planned and unplanned disruptions. Common concerns:

- Too many outages already
- Reduced frequency makes the system much less useful
- Unwillingness to rely on transit when service becomes unpredictable
- Calls for more maintenance only if it clearly reduces future failures

> *"In order for people to start using or continue using link service, it is super important to have trains come with a high frequency, so that people don't have to wait for a long time. The waiting time should be less than 10 minutes, preferably five minutes or less."*

5. Communication and advance notice need improvement

Respondents repeatedly cited a desire for better communication. Suggestions included earlier notice of planned disruptions, consistent maintenance calendars, better station announcements, maps showing alternate routes, real-time shuttle tracking, and clear signage during service disruptions.

> *"Though only once or twice a year, I do use an early train in order to get to the airport and would be disappointed if there was a planned outage impacting that time frame without several weeks' notice. It would be even better if the planned maintenance was always on the same schedule so riders could build that into their travel plans without" surprising changes."*



Anything else you would like to add?

The comments collected in this free response field center on preserving direct service, increasing frequency and operating hours, improving reliability, maintaining airport access, and strengthening fare enforcement and safety measures. The following represent five key comment themes:

1. Opposition to service cuts and route eliminations

The strongest recurring theme is resistance to reducing existing service.

> *"We should be EXPANDING service, not limiting it!"*

2. Demand for more service, not less

Many respondents mention needing service after midnight, around bar closing times, for airport access, and for healthcare, hospitality, and airport workers.

> *"You need to make sure there is light rail service early morning for people taking flights from seatac. And late night on weekends, to support the local night life. We pay so much into the system, so we need to have more services, not cutting.*

3. Reliability and maintenance concerns

Respondents support maintenance if it improves reliability. Reliability is cited as one of Sound Transit's biggest challenges.

> *"More links! More frequency! Thank you for your service, I love riding the link and taking people from out of town on it. It is an invaluable transit resource and I wish it was able to be run through the night to minimize service disruptions and increase reliability. The best kind of transit is a transit that the rider doesn't have to think about or plan ahead for."*

4. Airport access and direct connections

Access to Sea-Tac Airport is a major concern throughout the comments.

> *"When I need to go to the airport, my typical routing is to take the [RapidRide] C to Westwood Village then transfer to the 560. I don't fly often, but not having this connectivity will be a detriment without a reasonable alternative"*

5. Fare enforcement, safety, and security

Many respondents believe fare evasion is widespread and that stronger enforcement could improve both finances and rider experience. Safety concerns are particularly common for evening travel and transfers.

> *"Why aren't there turn-styles to get on/off the Link to collect fares? This would help greatly with the budget issues. Ridership is high and the Link is amazing – bring in the revenue to keep it running!"*

5

NEXT STEPS

In October, a recommended service plan will be presented to the Sound Transit Board of Directors for review and approval. If approved, Sound Transit will implement these service changes in 2027.



A

APPENDIX

Survey free-response comments

A

A.1 FREE-RESPONSE COMMENTS:

Is there anything else you would like us to consider regarding Link service and maintenance windows?

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Nop
Y'all are doing the best you can with the resources you have! It would be helpful for me to know why maintenance is occurring, how it helps the system in the long run, why is it always the downtown core, etc. That context helps build trust!
Alcohol impaired drivers are involved in about 30% of all traffic fatalities. Reducing service on weekend evenings will disproportionally effect riders whose trip is for entertainment and have a higher chance of consuming an intoxicant. Weekend morning service would be less disruptive and potentially cause less chance of driving impaired. For many in my social group, light rail seems like a safer option in the evening due to more lighting and security than buses.
Add more track crossings between stations so single tracking isn't as disruptive. Weekend ridership is not small, and airport ridership demand is huge, including Sunday nights after Link no longer runs.
Writing on behalf of Airport users at SEA and Airport/SeaTac station. Please consider that travelers and employees are coming at all times of day and night, especially late evening and early morning. While the Night Bus service is a welcome addition, please consider options where maintenance on one segment doesn't require shutting down the whole system -- but using segmental closures with expanded night bus while keeping the majority of the system open.
Weekend bus bridges REALLY suck for those of us that work on weekends. It doubles or triples my commute to work. Not everyone that uses Link for work has a Monday-Friday office job.
Though only once or twice a year, I do use an early train in order to get to the airport and would be disappointed if there was a planned outage impacting that time frame without several week's notice. It would be even better if the planned maintenance was always on the same schedule so riders could build that into their travel plans without surprising changes.
Please continue to keep link in good shape. Rather that than suddenly close.
I don't ride on any regular schedule. Long gaps are especially vexing during major event weekends, because southbound trains fill before CHS. Also, I would not feel safe having to transfer to a bus if I land at SeaTac late at night.
I hope you can get more reliable equipment so you can increase service as your night bus skips a lot of stops. We need a lot more night service period. As a brand new built line the fact that you are already cutting service is extremely disappointing especially since we need to take as many cars as possible off the road for climat change mitigation. Reliability and having a lot of trip times available is key
I hope you can get more reliable equipment so you can increase service as your night bus skips a lot of stops. We need a lot more night service period. As a brand new built line the fact that you are already cutting service is extremely disappointing
The temporary stations/stops/shuttle points need to be clearly marked. It does not help when the temp station is temporarily moved again, leading to confusion regarding which temp station is the actual temp station. As a result, I do not like taking the shuttles/buses, besides the safety issues with some of the passengers.
Please try to keep a consistent schedule. I understand that service disruptions are sometimes unavoidable, but it is not reasonable to expect people to plan their lives around constant service disruptions

Is there anything else you would like us to consider regarding Link service and maintenance windows?
It seems hard to balance maintenance with what is needed but there have been a number of maintenance issues as of late so these seem like reasonable ideas.
I'm someone who will use occasionally Link to get I to the city for appointments during the week, but more often I'm using it to go to Mariners games or visit friends in Redmond. For me, maintaining service on the weekend is important. I will drive instead if Link is closed on the weekends.
More busses if you are using a shuttle service to support the LINK while it is being worked on. Often the busses used to shuttle from closed stops are PACKED full and very uncomfortable to ride. Closing the link on weekday nights Mon-wed would be best imo as it is often more empty then
I often take flights back to SEA on Sunday nights but multiple times now there have been maintenance shutdowns on Link which makes riding the light rail a completely non-viable option. I want to ride the train when possible. I only use Link on weekends and weekday evenings, so increasing maintenance on weekends only makes the entire service more useless to me. I want to ride Link but it is treated like a commuter bus instead of a reliable train system.
Glad you startthisng this project thank you
Maintenance on weekends is so disruptive, and the bus shuttle system is inefficient and stressful
Please do more maintenance during the weekdays and not weekends.
Partial closures and running Link shuttles would be the preferred option as Link is far superior to any bus shuttles that get stuck in traffic.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Cross-town bus service is very bad at night, and disruptions can leave you stranded in the middle of your journey for an hour or more waiting for the next bus. I regularly ride the 2 Line from North Seattle to Judkins Park on Saturdays around 12-12:30am; without this route there are few viable options to get home and I a) am forced to leave earlier, disrupting my own events b) run the risk of getting stranded in the U-District until 1:20am waiting for my transfer. Before the 2 Line opened, I had to take this risk every other week and it caused me a lot of pain as well as conflict with others regarding transportation. I do not want to go back to that. With the lack of late night service after 12:30am to the North Seattle stops I leave from, it's still difficult and limiting to make my journey back home even with the Link, and I have to leave earlier than I would like and often spend up to 20 minutes waiting for my train. I often wonder why we have such poor late-night service on Fridays and Saturdays despite having activity up to 2-3 AM in Capitol Hill – most people I know end up sharing Lyfts or Ubers back home instead of relying on transit, even when they live close to major stops, simply because the routes they'd usually rely on aren't running or run so infrequently as to be useless to them. No one wants to wait at a stop for an hour in the dark trying to get home. It's still a better option for me to take the Link even knowing it ends earlier than I'd like – it runs more frequently than my only bus option and gives me a small safety net if I miss my first train (2nd-to-last of the night), which I often do. If I missed my bus in the same timeframe, I wouldn't be able to get home. It also runs faster and more direct than buses do, with less interaction with other passengers or people waiting around bus stops, which can be important when you're alone at night. Shutting down for a weekend during the day is obviously more disruptive to a lot of people, including me (I have to take a corresponding northbound trip up from Judkins Park to North Seattle, and there's no leg from the U-District to Roosevelt Stations without waiting an extra half hour for a local bus). Still, I am used enough to this happening that I have some alternate plans in place, and the fact that it doesn't happen every week or every other week makes it more viable to me than shutting down night service entirely (seems to counter the point of having improvements to the train system at all, if you can barely make trips outside business hours). If either of these shutdown options are considered, I think better shuttle service needs to be a priority – particularly, the times for the shuttles need to be announced and tracked in the same way Link or Metro arrival times are. A bus isn't viable if you don't know when or if it's coming at all. Also remember that riders are planning their trips around the frequencies that Link usually has – a shuttle that comes unpredictably every 20-30 minutes with less space than a single train car is not comparable to a train that arrives every 7-10 minutes. The best parts of Link service are that it's reliable, regular, and fast. That's why these disruptions are so disruptive – as riders, we can't safely have any kind of recurring schedule that's based on train arrivals when that trip balloons to twice the length 1x a month, and when there's so much uncertainty involved in bus alternatives. Single-tracking for a full weekend would be deeply inconvenient, but it could be an improvement over cutting the trains entirely. I'd hope it wouldn't occur more often than once a month, or decrease late-night frequency too much beyond where it already is, which is ~20-30 minutes between trains – either of those could change the calculation so that a temporary shutdown with additional bus service would be preferable. Since ST hasn't released any kind of rough schedule for that, I can't comment further. Whatever you do, please don't cut train service entirely without supplementing it with a bus – and without making that bus service decent, like a regular bus should be, rather than a ""last resort"".
Is there a way to build a link light rail shuttle or schedule system so we can notify link light rail in advance when people need to use the light rail from the airport after 11pm or from a certain bus stop that needs to be closed down for a longer maintenance periods? If people can schedule trips 2 months in advance, maybe that would help Link Light get a better idea of when to schedule maintenance times?
Availability of direct transport from my home to Tukwila Station to Seatac by bus.
Keep Trains running for all Seattle Sports. I ride the train to the Seattle Sounders matches, but also for visiting Downtown.
Do maintenance when the link isn't scheduled for service
The public should be able to comment on the plans to accommodate disruption service. What has been provided so far is archaic, minimalist, and does not work. More input is needed to improve it.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
We used to have 522 going directly to Downtown. When the Link is not running, it would be convenient for us to get to downtown by 522 rather than going to the Roosevelt station and transfer to the shuttle. Likewise, you may consider reviving old routes that take us to downtown. The shuttles are working only for people who want to go to those closed stations. For the others, who get on and off before and after those closed stations, they are forced to transfer at least twice, which is a big time loss especially when they are headed to work. I usually chose non-Link option, that is to catch a bus that is far from home so that my commute is a direct and zero-transfer one. Not many people can choose that option. I'm one of the lucky people. Since the Link or the buses are to serve those who don't have option to drive (due to no car or not being economical), any Link closure is impactful in bad way.
It's already ridiculous that you can't take the train to the airport to catch a flight between 6-7am, especially since bus service to the airport is spotty at best. While I don't ride to the airport weekly, it's incredibly disrupting to have to rely on the most expensive rideshare in the country to get there instead.
Please keep link working on weekends and nights
For any shortening of span of service, please ensure there is legible and quality alternative service for late night/early morning travel.
No
My biggest concern would be being able to get to and from the airport in the early morning or late night hours. Starting link service one hour later in the morning would be a tremendous inconvenience. I've been waiting for delayed trains at the airport station and that isn't fun -- especially when none of the automated posted information is correct. You're doing a great job with advance notice about light rail closures. I just wish the closures weren't so often.
For the love of god don't stop the light rail early for maintenance on the weekends, genuinely what are you thinking, do you want people to drive drunk from bars, because that's how you get drunk drivers from bars. Just start the rail later in the morning so you still have your allotted maintenance time, or even stop it early on weekdays, just not the weekend when activities end at 1-2am and not 11 o clock
I would like to see 24 hour service - even if some of it is in the form of shuttle buses. While it doesn't happen once per week, I have found myself outside of the service windows many times. Going to and from the airport, I have left too early or arrived home too late to take the train. I have also been out late in various neighborhoods later than the trains run.
If I had to choose between planned outages on the weekend versus single tracking resulting in trains coming every 20-30 minutes, I would choose the former. Back in 2024 (I think) when there was a period of prolonged, planned maintenance during the week and trains were reduced to a single track, having to wait 20-30 minutes for a train while I was going to and from work was incredibly frustrating and disruptive. I would rather the work be done all at once on the weekend when I do not absolutely need to take the Link.
Hire more staff so more work can be done without reducing service
The number of times the line goes down is really irritating - both planned and unplanned. It feels constant. ST needs to work on this. As far as planned outages go, you need to focus on impacting the least number of people- enough with trying to cater to the outlying cases while screwing everyone else.
When switching from Link service to busses, there needs to be significantly better signage considering where we are expected to go for the bus and which direction the busses are going. Every single time I've needed to switch to a bus, its been confusing and stressful because the overhead announcements are not clear or easy to hear, especially when groups are stressed out.
Please consider event schedules at Lumen and T-Mobile stadiums when planning maintenance windows.
Too many closures in favor of bus bridges slows down service and discourages transit use.
I hate to see any reduction in service but you made a good case for why you would need to do this. Good luck!
Please do not allow maintenance to affect daily work commute times

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Days with special events, especially in Seattle.
Why not support the link service during the after hours of the link.
Single tracking would be a better way to go. Then the teams can work more during the day and actually see more.
More updates via social media and
Full-day closures are incredibly disruptive because they make transit basically unusable to anyone traveling to the Eastside. The shuttle bus is painfully slow and the added transfers makes it not worth it to even try. Single-tracking is almost as bad as full-day closures. If frequency drops that much, the service becomes almost unusable because you have to carefully plan any trip, instead of just showing up. Any less than the current service of every 8-10 minutes doesn't work for a core rail system. The 2 Line shuttle bus needs to take a faster route between Bellevue and Seattle. Going to Judkins Park adds a lot of time because the bus has to make multiple turns and gets stuck in traffic. Go directly between Mercer Island and International District instead! The 2 Line seems to be stuck with all the old trains and has very few of the new ones. This makes the train less comfortable and desirable.The fleet assignments are not equitable. The 2 Line needs longer trains. The 2 car trains are always packed. Meanwhile the 1 Line gets all the nice new trains and always 4 cars. This is not equitable.
I mainly use it for commuting - if commuting hours are unaffected, I'm unaffected
I'm a healthcare worker who relies on link for early morning and late night shifts, which can often occur on weekends, so these changes would be unfortunate for me.
Please consider all of the nurses and healthcare workers that commute early mornings and weekends. We do not follow traditional business hours and depend on the link system to get us to work on time and safely.
Please don't plan maintenance on the weekends or any game days/nights. It is a hassle taking the bus from Capitol Hill to wherever. Very time consuming,also very confusing for people who don't use the link. It is also hard for people traveling to the airport to get there luggage on the busses!!
Reducing runtimes on days with maintenance is the best option
It's not fair to bicycle riders to ban them from the train.
Please done reduce service hours they are already far more restrictive than other major cities. We need more people to utilize public transit and when you make it not reliable people will not use it.
This isn't that hard. Major transit agencies all over the world have figured out how to do maintenance without constantly disrupting service with service windows as long or longer than Link's. When you do shut down sections on weekends, you need two types of replacement bus, one that goes directly to the other end of where the shut down is, and one that makes all the stops in between. My exp with replacement buses is that they are full at the starting station and can't take on more passengers at the intermediate stops, while most people on the full bus are just trying to get back on the train.
Don't do maintenance on peak weekends where there are massive events in Bellevue. They happen so rarely like the arts fair – why close the link on the sunday of the event making it impossible for those in seattle to reasonably enjoy the fair. I get that you scheduled this for post FIFA but what about considering the local artists and artisans who could on the fair each year for earnings? These scheduled maintenance decisions seem very shortsighted.
Do what you gotta do to get the work done. Folks might get mad a delays, but only if y'all dilly dally on it. We all want the rail system to be the best it can be.
Sunday night is always busy at the airport, people coming home from their weekend travel…the service should run N from the airport until midnight, Saturday is less busy, end service earlier on Saturday not Sunday!
The consideration of creating an express 1 and 2 line routes for peak travel times or major events to get commuters where they need to go and residents and tourists to events!
I love link but the inconsistency in scheduling, and closures makes it hard to rely on for work. Increasing taxes but closing early and. Opening later make it inconvenient for travelers and daily riders

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
There are plenty of people taking link down to Seattle at 6am on weekdays, and it gets fairly crowded. I think anything that effects the morning commute would be the worst choice.
Get to work on that second tunnel
Why is inconvenience the only solution? Why do trains need stored before work can begin? Why does power for the whole system need to be down, is it not powered in sections (seems extremely obvious). Surely after 200 years of rail technology this should be an easier problem than it's made out to be. What do European systems do? What do Japanese/Chinese systems do? Has anyone done any research into that? We travel a lot for work and are typically missing the train both at departure and arrival because of such inconvenient times. Carrying large suitcases on the bus is far from easy since there is very little room so I do not consider shuttles to be a proper alternative to rail.
Start delays are less disruptive than weekend closures.
You need to find another way to get the maintenance done than shortening service hours. * Airport: In the last service adjustment, you cut airport hours, which has already cost me about $500 in car services (taxis, rideshares) for flights that arrive *after* Link stops running but *before* it used to stop running. Shortening evenings and mornings will make it harder for airport workers to get to and from the airport, harder for travelers to get to and from earlier flights, and lead to more congestion and more demand for parking at the airport. * Weekends. I have loved that Link opens more neighborhoods to me to visit on weekends and enjoy our city and region, without driving. If you cut hours or switch to slower shuttle busses that get stuck in traffic, I will either stay home or be back in my car. Sound Transit should increase service hours to help people participate in activities around our region. Overall, we should be expanding service hours, not shortening them. I will not vote for any more Link construction until you figure out how to run the lines we have for more hours, since Sound Transit seems to be incapable of maintaining our existing infrastructure and running service on it.
Adding more trains so it's less disruptive to do maintenance
Increasing gaps between trains leads to overcrowding, especially with I-5 construction. Please don't make it harder in the mornings to head southbound.
Early morning link service is VITAL for getting to the Sea-tac airport for flights.
Are you doing targeted outreach to shift workers and non-English speaking populations? If the demographic results of this survey underrepresent these groups, you should not consider the results valid until those populations have been reached.
there is a real need in the region to not limit services any more than they already are. the idea of reducing riding hours is a man hours issue and should not be taken out on riders that rely on the services provided. major work is one thing at that is not often regular, but forcing riders to have to use alternatives on the regular in a region already extremely underserved is not the way to go forward.
Please consider sports schedules. I work at Husky Stadium, but live on the other side of Puget Sound. With how late some kickoffs are (DawgsAfterDark), I rely the light rail to get back for the ferry. Any planned reductions should not be in effect if there are any Husky, Seahawk, Mariner, Sounders, Storm, Kraken, Torrent, or Reign games that day. Fans and employees alike use mass transit to ease the burden on the roads and parking facilities.
Shutting down all Link LR service across Lake Washington defeats the purpose of having it available especially on the weekends. I ride an electric bike that does not fit on buses' bike racks, but easily slides on and off the LR trains. I would rather be a little more thoughtful in my planning my day and get to ride my bike around Seattle on a weekend, vs having to leave it at home and walk around.
Game days
Fare enforcement

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Put in toll gates. I have never seen a single transit system that didn't collect fares. Everyday I watch people walk on without paying and they clearly have the means to do so. This service should be expanded and rapidly. Seattle is grossly behind major US cities and in the stone age compared to European cities in regards to public transit. Something as simple as asking people to pay for the service is nothing more than common sense.
Nighttime servicing would be least disruptive, and not adding any more time in between trains.
Prefer decreasing frequency while keeping service open, through single-tracking. Need upfront, clear communication about what will be happening so that we can plan around it.
You spent hundreds of millions of taxpayer dollars on this fantastic system, and now you're looking to lower its availability? Figure it the hell out. If these proposed changes go through I will never support sound transit on the ballot again.
You should be extending service at night, especially on weekends. Not reducing.
You need to make sure there is light rail service early morning for people taking flights from seatac. And late night on weekends, to support the local night life.
In what world does closing the link on weekends make the service anything other than ""Most Disruptive""? We have been paying taxes (another increase incoming!) to fund public transit systems for years and we have a indefinitely postponed Ballard line to show for it. Now we're considering limiting the services further? Get a – grip. Getting to and from the airport ALONE is reason enough to EXPAND the service times. Incompetent.
Please consider rider impacts in your decision making especially those that may not work traditional hours. It feels like Sound Transit does not care or consider rider impacts in their decision making. In addition, cutting night service means more expensive choices for those looking for a safe ride home if out on the weekends. That's also an unacceptable public safety trade off.
I'm really concerned about closing the link earlier with respect to drunk driving. Even if bus service exists in its place, taking the link is easy when you're too drunk to drive and I fear adding a barrier to transit home when someone is already not able to think straight could possibly lead to more drunk drivers
You should not be reducing service, this will hurt ridership.
Connect with international train agencies. Metro in Tokyo has minimal downtime and have a very efficient plan to follow through. Riders will need to have minimal impact and cutting service one hour early Sunday-Thursday would accommodate weekend activities which have high link usage.
How about enforcing fares instead of making cuts? That should be priority number 1, 2, and 3.
– run the light rail all night. This is ridiculous.
Please prevent drunks driving by keeping lines until 3am.
I would love more late night trips on the link, especially from the airport headed north on Sunday nights. The thing to cut is the early morning trips.
Increasing lead times would be the absolute worst of these options. They quick times we have now are incredible and making them 20-30 minutes would make getting around awful. Also I want light rail open later so ending even earlier than it already does would be awful. Especially for the night life scene in the city if we don't want people drunk driving.
Cut early morning times not night.
Early morning airport trips are nearly impossible using ST services at this point. Our most recent trip for international travel would have gotten us to Sea-Tac 45 minutes before our flight which obviously does not offer us time to check bags or go through security. Night owl service left us with transfers in sketchy areas greater than 20 minutes with bags and small children during hours when unhoused people struggling with substance abuse are at their most volatile.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
As someone who relies on transit, more late night service is my preference. I would prefer maintenance to be done in the morning. While I understand that maintenance needs to be done, it's always so unfortunate when I can't take the Link to my life events.
Ending service earlier should absolutely not be considered. The service hours are already very limited, and the bus alternative is unpleasant and incredibly slow in comparison
If you are eliminating Bus service to downtown Seattle, then you need to provide reliable link service. I've seen information that the 515 bus route is ending in September. That is my alternate commuting option. So the link needs to run at the 5am time to accommodate those riders.
I really hope the planned maintenance will help stop unplanned interruptions to service because those really impact my work commute
Please prioritize the link is available for late flights. Ubers from Seatac are extremely expensive
Shuttle buses must match the frequencies of light rail trains to be an effective alternative during maintenance windows, especially for getting to time sensitive destinations like the airport
Please consider those who fly in late or fly out early and have to take the link. Starting the link later or ending it earlier is a very expensive and disruptive choice for us
Downtown tunnel closures are disruptive - even longer periods of single tracking would be highly preferable
Late night service on Link is both essential for getting to my job and for many of my social engagements, and ending service even 30 minutes earlier would destroy the utility of Link for me. The new night routes do not stop in Capitol Hill and are therefore not workable replacements for me.
Shutting down link earlier and opening later is a terrible idea... periodic maintenance needs to be done periodically. When you need to close the track or station because of maintenance then simply close it then in the most efficient manner for Transit users. Do not make us suffer through shortened hours simply because every once in awhile it may help with maintenance. That's absolutely silly.
Maintain and expand the hours for link. When maintenance is needed then that is the time, and that is the only time, that link should be shut down. We should not have to succumb to lower link service hours 100% of the time simply because there is maintenance needed periodically.
As a Line 1 commuter, I would not like to see the early morning (6am)service affected. Having to rely on a shuttle bus would increase commuting time.
There need to be later trains in the evenings. I wouldn't mind waiting longer for a later train. Everything in Seattle closes just a little too late for weekenders to catch the train home. The train is the only reason I even go into Seattle. I refuse to drive or uber. It's too expensive and parking is ridiculous
broadcast rtpi for whatever bus bridge is implemented so riders who need to use the alternative during scheduled maintenance and unexpected service disruptions know when busses will arrive and what destinations they serve. perhaps bus bridges can be assigned fixed route names/numbers also?
I generally take the light rail to and from the airport on the weekends. No service and unpredictable service are terrible for going to and returning from SeaTac
I use the Link LR to get to and from cultural events in downtown Seattle. I would likely not attend if I needed to drive (in traffic) and find safe parking in downtown Seattle
Please use single tracking over shuttle busses whenever possible
A bus shuttle is cumbersome when transporting a bike (e.g., when a bike is needed for the "last mile" of the trip).

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Maintenance should be done at times that least effect ridership. When smaller numbers of riders are impact fewer “shuttles” are required to provide alternative service
The more you do it. The easier it is
Consider different service plans for starting up service in the morning. The utility of Link is severely hampered for airport trips due to the lack of trips in the morning heading south towards the airport. At Capitol Hill, this results in situations where there are northbound trains every 5 minutes and one southbound train every 30. Short-turning another train at Northgate would help to close this gap while minimizing disruption to northbound passengers.
Nighttime service could be really important for late shift and very early shift employees - otherwise they drive too. Please consider other options. Or really more frequent bus service and connecting small businesses and esp restaurants and bars to these bus / shuttles.
Prioritize maintaining travel times between station pairs. Overlapping shuttles with one running as express and the other as a local makes sense to prevent unbearably long travel times. Also, have service to Capitol Hill as part of the overnight link replacement bus (ex as a tail after serving westlake northbound)
Since SeaTac airport operates 24 hours a day, shutdowns for maintenance will have a major impact no matter when you do them. Are there really enough buses to replace the trains?
The Link already doesn't run for so much of the night, it is very frustrating that we cannot schedule maintenance and service during the hours the Link is already closed.
The single most disruptive thing you can do would be do decrease headway times, creating a transit system that works for nobody. At least fully scheduled closures can be announced and worked around, do not reduce headways.
Plan them out further in advance, gives people more time to coordinate/plan around the Lightrail
Weekend closures are the worst. They make the Link a nightmare to navigate, especially when they collide with major sports games or other big events.
The security at Kent Des Moines station are excellent.
Not link service necessarily other than a shuttle directly from Kent Sounder to the kent link station.I'd really like a Sounder train that is trained to head back to Seattle after 5:50 p.m. I'm out of work at 6:00 p.m. and it's a very long hike. It cost me
More people who make less money have non-conforming schedules, outside of a standard 9-5. Many people who depend on the lightrail and bus systems work nights and weekends. Just a reminder. :)
Have employees work at night when LINK is already out of service. Add more staff during that time if necessary.
Removing easy transit options during drinking hours is not a good idea. Current bus bridges are not well handled
Higher train speeds on 2 between judkins and redmond downtown would be great. Decreasing train frequency would be most disruptive on weekdays
For myself, its the unusual early hour/late hour flights to SeaTac that mean that when I fly on them I expect light rail/bus service to be operating in those hours.
Anyone blasting music or talking loudly should be banned from public transit. Please look into ways to help make sure the light rail stations actually stay fully functional for at least every day in a month time span.
It’s too bad we can’t have 24 hour service like New York
no its great

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Starting Link an hour later in the morning would mean that transit is no longer a viable option for 7am flights out of SeaTac. I have appreciated being able to take Transit to and from. Shuttle service between stations effectively just means more transfers. Some riders are mostly riding on weekends to events, so frequent weekend closures may lose those riders altogether, as they give up on ever taking transit.
Si good
Busses late at night can get sketchy. The light rail at night at least has better lighting, security, and cameras.
Can you get that info to apps like google maps well i advance?
Mostly questions- why does Link require so much downtime for maintenance? It should be a 24 hour a day system. Other system in the US run 24 hours a day. Buses are not an adequate replacement for Link, if they were, why did we build Link in the first place. Also, Link already starts too late to be a reliable option the Sea-Tac Airport for morning flights. It needs to start earlier and run later. There is already 4 hours of downtime every single day of the year on Link, and that's not enough to maintain the system!?
In order for people to start using or continue using link service, it is super important to have trains come with a high frequency, so that people don’t have to wait for a long time. The number of trains can be smaller to to compensate. The waiting time should be less than 10 minutes, preferably five minutes or less.
My late night rides are always in line with night games or shows ending in Seattle so I'd appreciate being able to rely on Link to get back to Redmond if I take it to a game or show downtown.
I am a frequent user of the Link of weekends for both work & leisure. The question of "do you use the link before 11pm on Sat /Sun once a month" felt odd to me because I use it on those days every week.
Night Owl service is not covering South Seattle, so no real alternative. Please add service in the valley and the comparison changes! I thought Sound transit did equitable planning how can south seattle be ignored? We also lost a lot of direct service to locations on the east side east of south bellevue like issaquah, eastgate and the like.
Closures and/or significant cut backs of trains between midnight and 5:00 am all 7 days of the week would be most optimal and have the least impact on the majority of the riders. Planning around events in downtown Seattle would be optimal as well.
Bus service from Redmond Ride to Marymore
Better early notification
more immediate notifications would be great. sitting at a platform for 20 minutes to hear your train's been cancelled isn't very fun.
Do not close the link on weekends. It hurts businesses along the spine that depend on people visiting on their days off. If maintenance is required, do overnight weekday maintenance where link runs 6am-10pm or similar to extend available maintenance hours. Night bus replacements are great. Link closures on weekends are embarassing for our city.
Thank you
N/A
I work downtown but am able to work remotely most weekdays. I take light rail from the North Shoreline station, between 6:40-7 am. I leave work around 4 pm and find the trains can be very crowded. It would be nice to have more cars or more frequent trains.
Yeah, we need it in Ballard!
Please don't single track the light rail, the last time that happened it was a huge pain and made me 30 minutes late.
Expected recurring maintenance windows. Ensure the most vulnerable customers who do not have a variety of choices to travel/commute are considered in the impact analysis

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I would like the link to run later in the evening on weekends. I would like signage at all stations listing all planned maintenance for the future and kept updates as things do change. Also a text alert or email to riders 48-hours before could be helpful. Keep us in the loop please! I like riding the train vs the bus in the evenings.
It would be highly disruptive to my work commute for the first link train from northgate at 4:40 to start any later. I would have to miss out on many possible work hours.
Communications/notifications by both SMS and email would be best. Please include information about closers as far in advance as possible. Please also include suggested Bus Route #'s including a map with pictures of the affected stations and expected segments requiring walking from the Light Rail to those buses. That will allow riders to plan ahead for added commuting time and mobility challenges.
Light Rail is not reliable. It constantly has issues. Light Rail running 20-30 minutes is not an acceptable option. We are also tired of hearing about World Cup announcements which ended 3 weeks ago.
Please consider sport night events, or concerts for not scheduling maintenance. Getting off the Link a half hour later, at night, has more safety concerns.
Respect hospitality service staff in the downtown core who leave work from 11pm-1am
Reliable time on the screens at the station. Updates when there is out of normal timing of link frequency, for example, on Tuesday afternoon 7/21/26 I was taking the South Bellevue Link to Seattle (2 Line) and there was a 20+min wait for a link. There was no communication on why there was a delay and the security at the platform didn't know why either and had heard no updates on reduced amount of links. He called in and the dispatcher told him the same. This ties to trust of riders if they can rely on link to get them where they need to go when they need to go.
Is this just for 2027 or permanent changes? More understanding of why this system needs to be shut down when compared to other mass transit systems would be great. I do not doubt the necessity but just curious why this system seems to need so many more closures/hour reductions compared to other cities?
Why is it so hard to keep trains running? The 2 line just opened and escalators don't work already? Please just do your job and provide reliable transit.
I think late night maintenance is the best way to handle disruptions. It's a time most riders are not riding and least amount of disruptions. Yes, do not want to disrupt people's work commutes during the week. However, lately there's been a lot of issues during that time that has caused delays for people and getting where they need to go on time. Stuff like power failures, police activity, and all kinds of other things, and it's been like this for quite some time lately. Things happen, sure, but this has been very consistent lately over the last month or two. Even some issues coinciding with the World Cup crowds. I know you do a lot of work on the weekends too with a lot of shuttle bus replacements, but a lot of people are out and about during that time. No, most are not working, but many rely on public transportation to get places and would love to be able to ride the lightrail on the weekends for their enjoyment outings versus having to rely so much on shuttle buses. I think sticking strictly to late night maintenance is the way to go.
These are all awful options and I have never lived or visited a place that so regularly performs disruptive maintenance of this kind. In my 5 years of living in Portland and riding the MAX, I can recall only one or two planned disruptions for service - both on the Banfield Freeway (I-84) section. Sound Transit has done more disruptive planned maintenance in the one year I've been in Seattle than TriMet did for my five years in Portland. It just does not make sense to me. Other agencies in the US manage 24/7 service (CTA, MTA) and we are supposed to just accept schedule changes where deadheading trains going back to base late at night no longer stop at stations in South Seattle. I would like you to consider the fact that people actually ride these trains and rely on them. I would like you to consider learning how other agencies manage to do basic maintenance on a railroad before proposing monthly disruptive closures as a matter of policy. I would like you to consider relying on the service in your daily lives and being subject to disruptions. I do not drive - Link is great, but it needs to be a reliable service at more times than just the FIFA World Cup and rush hour.
I understand that maintenance needs to take place after trains are put in storage, power is off, and tracks are cleared, but I wish there was a way that the Link could operate until around 2:30 am. Many bars close at 2 am, so people who are out late enjoying nightlife in Seattle must risk taking a bus (which I find less safe than the Link) or call a rideshare home (which is expensive).

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I get maintenance is important and everything but there's an even more pressing issue that's been eating me alive… Can someone do something about the HUGE ADVERTISING STICKERS ON THE WINDOWS that cover the best parts of the windows!? Like, the slots above the windows where theyre supposed to go are available!?! I wanna appreciate the big buildings and water! Water looks great! Scenery is amazing! With wonderful windows to see the scenery! But no!? Denied?! Look at this dark depressing sticker for 30 minutes!? Why is there a massive sticker?!????! Do you have any idea how frustrating it is that it's perfectly placed to block the line of sight to outside… It's a window! For looking outside! With a MASSIVE sticker covering it!? Why!? Aaaaaaaaaaaaaaaaa >< Please remove the big window stickers… I'd most appreciate it. I'd be your best friend even, spiritually at least.
Maybe you could just hire more people to do maintenance and it would get done faster and in the current time you allot for it instead of ruining link being an option late night and on the weekend.
While I understand maintenance is necessary and important, please try to focus on reduced downtime. Specifically nights and weekends need transit too, and the LLR is the best option.
Maintaining frequencies is one of the most important parts of disruptions. Single-tracking with 20-30 minute headways is almost unusable for an urban rail network. Trains will become too full and passengers will be frustrated. I don't like shuttle buses as they often get stuck in traffic and cannot provide the same capacity as Link -- on bus shuttle weekends, I typically just avoid going downtown. Night Bus is probably one of the best options we have, but I worry about how service through the Rainier Valley may be affected as I think the Night Bus mostly bypasses those stations.
Could we increase staff or the number of trains so as not to impact service?
Love the new Starlake station for convenience to our home & for parking access!
Text alerts are helpful
Avoid major events / holiday weekends or expected increase usage
Whatever is decided should be consistent all year round, so riders can rely on a set date/time for maintenance windows, without having to check every week/month.
The link service being reliable and predictable is incredibly important. Especially when talking about commuting home after a late night where one may have been drinking. Adding night busses (which are slower than the link) on a Sunday night would impact peoples abilities to reliably get home in time for work the next day.
Maintenance HAS to happen .. you're doing the right thing here by trying to find the optimal days/times to make it happen. Thanks for involving all of your customers in the process.
Don't you – dare shorten nighttime hours
Consider terminating Link2 at Chinatown and back to Redmond instead of running all the way to Lynnwood! Do maintenance at night or early weekends hours like other countries with better public transportation
I love Transit, and am encouraged by al the work you are putting in. Maybe more information on when closures will be? I'm sure you have good systems in place, I'm just unfamiliar with them.
Increase space/frequency after big events at the stadiums.
I depend on this service to get to my work on time.
There are SO MANY inbound flights that arrive in SeaTac Airport very far in the night. Or if they're delayed it can push it to midnight or later. People are trying to get home from the airport between 11:30pm to maybe even 2am
Please do not cut down service in anyway.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Do not reduce the span of service to the Airport. If anything it needs to start earlier in the morning and extend later at night. Reduced frequency via single tracking is more desirable than reducing the span of service. Bus shuttles or Route 570 are not a substitute for Link. Please keep Link running.
Run the trains 24 hours
The light rail cars are very full most of the day. A couple days ago a train didn't come for 10 minutes and there were so many people waiting at the capitol hill station. New ridership won't allow for 20-30 minute gaps between trains.
better to keep frequency during a shorter time period than have less frequency over a long period.
Sound Transit should investigate the use of temporary crossover tracks and invest in installing more permanent ones. This would give greater flexibility when planning maintenance.
Limit weekend closures as much as possible
need late night/early morning service from SeaTac Airport to Lynnwood/Everett
I fully support increasing maintenance of the system to reduce unplanned outages and extend equipment life
I have been unable to use Link on weekends I've needed it due to maintenance. This has caused me to need to drive to crowded events to make it on time. For example, the Emerald City Bike Ride on April 25. Closing transit for maintenance is disruptive as people cannot trust that they will arrive where they need to on time, and opt to drive instead. Additionally, cutting early morning service and late night would also make it not a good option for getting to the airport for morning flights, or getting home from evening flights. Please consider other options for maintenance than disrupting service and making Link a less attractive alternative than driving.
Having the 20-30 min gap windows between trains later in the day, like late night would not effect things as much because people are usually returning home on those trains. Its very important not to disrupt early morning transit options on week days and weekends since it is more important for folks to get to work on time. I & friends and family would have issues getting to work in the early morning if u changed the morning times & plans.
We don't need less service, we need more, especially at night.
Single tracking is a ridiculous idea that has already been proven to increase congestion and delays. Your notifications on the Sound Transit delays and notifications are trash. Your security barely secures anything as I've been assaulted three times already on the light rail with the KCSO having to take up to 30 minutes to respond. Your local government allocates resources worse than Portland does, and that is saying something.
Can you use working after hours. To minimize the problem.
Expanded bus services will be competing with road traffic. Sports and other events need to be taken into consideration, especially on the weekends.
Later running trains due to the unreliability of late night buses.
CONSISTENCY is key. The unplanned/unpredictable outages are the most disruptive. Also could benefit from improved communication of outages. I often don't know about service interruptions until I arrive at the station, then its much harder to plan a new route and takes longer
I use link line 2 to attend sporting events in Seattle, professional sports and University of Washington. Anything else, I wouldn't mind downtime for service maintenance. I would like opportunity to be notified of down time 24 hours in advance if possible. Thank you for Link Light Rail.
Please keep Link service frequent and reliable, especially during early mornings, evenings, and weekends. I use transit every day and depend on it for transportation.
Don't feel safe taking the link during the late hours so do the maintenance at night
It would be fantastic if the link operated past midnight on the weekends at least.
Instead of all day weekend closures, maybe try to for closures during non peak hours
Shuttle buses have been very unreliable. Would be nice if bus routes that fill in the gaps weren't entirely eliminated just because of light rail opening.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Maintenance should always occur overnight, but ideally overnight on weekends to avoid peak commute times.
Maintenance should NOT be during commuting time. And NOT on event day; concerts, sports game days.
Security
Frequent and accurate communication about planned Maintanence that would affect scheduling. This would better help with planning travel
No thank you.
More parking at Lynnwood!
Please do not end service early, me and many others downtown get off work late and go to Lynnwood where we live. I rely on the link and if service is disrupted I can not work
I would like to know why there are service disruptions on stations that are less than 10 years old
Figure something else out..this will – over a bunch of people. I already waited 30 minutes for a train at Seatac on Tuesday. Missed TWO of the scheduled trains per the schedule. You can't even get that right.
Dependable service is the most important thing. Advance notifications would be great
Most people's commute runs between 5-8am and 4-7pm, so doing maintenance during 9am and 3pm seems like a good option. Of course I don't know how long the maintenance takes, so that may not be a feasible option. Also, please don't do maintenance on game nights. Now that is irritating. There are so many riders on game nights that it seems ridiculous to shut the lines down to one line during that time.
Recall that this system was billed as a great way to get to and from SeaTac Airport. It has never been that, running considerably slower and over fewer hours of the day than the express Metro bus (Rt 94?) that it replaced. But it still is a way to get there. If ST needs to interrupt existing service, do replace it with something comparbly fast and convenient. Your 'shuttle bus' solution misses that mark. How about resurrecting the Metro express bus from downtown Seattle during any time you interrupt service to SeaTac?
We use it to go to concerts at Symphony stop so leave downtown around 9:30 or 10 pm
Please do in the off peak hours. Not when commuters are trying to get to work and come home.
Pleeeeeease do maintenance at night!!
Seattle is known to be a very busy commuter city. The link is the most accessible and consistent route available for a lot of folks. I think the maintenance schedule would interfere especially during the weekday. I'm not sure what is the less busy time during the weekend. But you should make sure you have sufficient survey answers from the community who uses public transportation often.
Learn from other high capacity, high cost urban rail systems as to how overnight maintenance can be staged for more rapid completion in the non-operating window, e.g. Tokyo, Zurich
The more disruptions there are, the less likely people will ride
Late night Link service is vital to getting home from SeaTac Airport late at night. I often fly into SeaTac on flight with planned arrivals after 10pm and with checked luggage. Given SeaTac's gate shortages it is often the case I am getting to Link with my luggage after 11pm. Night Bus service at that time of night is not an option because our standard coaches are not designed for large luggage. Please don't cut late night Link service on the 1 Line.
If there is single tracking planned, it might be valuable to coordinate shadow buses so that the capacity is maintained. Single tracking north of CID would impact the entire system, so a combination of buses and turning trains back may help with the capacity and crowding
The timing of the link maintenance work appears to be appropriately scheduled.
Stop any work on expansion of the link light rail. Use the funds on making the system robust . Has the system ever made it one week without a service disruption . The use of shuttle buses is not acceptable . System reliability should be your main focus.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
For those that want to take advantage of training at the airport reduce operating hours, it's terrible. Already. Multiple times I was counting on a train and my flight got delayed. I would rather have a single track service for maintenance so the hours aren't reduced with the frequency is. That seems like that a proper nature system that's reliable.
I really wish there was better late night/early morning service to and from SeaTac. I hate having to choose an eco-unfriendly and expensive rideshare or cab, and it seems like so many folks arrive after midnight or try to go to the airport very early!
Consistency and communication is key. If service goes down unexpectedly it's far worse than planned outages.
"could be supported by Night Bus service"" could mean a whole lot of things. I can't meaningfully evaluate the proposed service changes without more details on where and when the Night Bus would run. I don't ride Link at night often, but when I do, there are no other reasonable alternatives, so it's important that the transit spine is not completely frozen. I don't care whether this is a train or bus, but it needs to be something!
Line 2 ends earlier than Line 1 hence taking Line 1 from Seatac airport to Bellevue downtown relies on route 550. I get off at Pioneer Station only because Line 2 is unavailable anymore and I have to switch to 550.
A slower train is mess disruptive than buses
Sports events In downtown is why I would be riding late at night
Is there a way to combine maintenance projects? Instead of two projects focused on two parts of the line, can they be combined?
Personally full closures are always more disruptive than less frequent trains.
Start service at 4am and end the service like 1hour or 2 sooner
Any unplanned emergency maintenence is a problem for all users. So any of those that can be reduced or eliminated by increasing routine maintenance should be highest priority
The Water Taxi ends service on Saturdays at 11:30 PM. I need to get to Shoreline North after that. The bus shuttle route to Capitol Hill is weird, crowded, and frequently difficult for operators due to having to navigate street parking. I guess I would rather having the last train end earlier rather than having to take the shuttle.
It is difficult to get to SeaTac Airport on time on weekend mornings if buses replace some of southbound Link stops.
One track at night doesn't feel safe
No strong preference of maintenance windows because i don't work for Sound Transit. I DO NEED LATE NIGHT SERVICE up to 1 or 1:30 am!!!!
I think in the long run there needs to be more trains, at least one replacement train for each line (line 1 and line 2) so that there is no down time for maintenance as you should be able to have a maintenance bay and track for each train undergoing maintenance and regularly switch them out every day/week/ect.
Providing service to ends of line (is there night bus service to Lynwood/ Mountlake Terrace?) would be helpful. If there are going to be delays, please also provide appropriate access to secondary bus lines (e.g., the 331)
Please don't cancel the ST 586, this is the that gets home a little earlier. For years I have endured all the changes that have occurred throughout commuting. But to cancel this particular route will surely get me to the breaking point. I'm a little older now, I can't run to catch my next transfer like I used to. If I missed one, I would have to wait longer for the next one. Especially the stairs, when the elevators/escalators are not working. That actually adds to my problem of catching the ride. If you have any consideration for older folks like myself, I would simply say thank you.
Should reach out to BART in CA and learn something from them. They have less infrequent break down than us.
Build more crossovers for redundancy - can't believe this wasn't considered from the start
Quit having so many service issues. No faith I'll get where I need to go on time
I think later trips by an hour or 2 would be nice. Last train at 2am. I know of many jobs where you get off at 1am.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please consider typical start and end times for day, swing, and night shifts for those who have to punch a clock when cutting ST link hours. Additionally, the 20 to 30 minute gaps between trains without a published or set schedule may put those who punch a clock at risk with their job.
Consistency in scheduling maintenance. Eg every Wed/Sun 4am or something for us to plan our commute around. Communicate this heavily in first month.
Do them between midnight and 5 am to not disrupt flow and use
Planned maintenance consistent every week/month. This would allow me to better plan to avoid.
I rely on the light rail in the later hours of the day when I land at Sea/Tac and am going home. Recently I was on the train around midnight and was kicked off the train due to police activity at one of the stations. There was no plan to help people with shuttles in between the closed stops, and there was NO COMMUNICATION to the riders that they would have to fend for themselves. This was late at night and everyone was extremely irritated. If you do plan closures in the late evening you NEED to have a seamless way to get people through the closed area. There NEEDS to be CLEAR signage on where the riders need to go to get to the next top. We CANNOT rely on ST workers verbally communicating where riders should go.
Having a set month calendar to do maintenance and giving a time estimate for completion rather than just saying trains are delayed with no clear start or end date would be extremely helpful. Many people depend on the Link to get them to work, school, and other responsibilities. It is a failing on the service if people are required to be at least 20-30 min early in case there is a delay to their bus that should already have a "set time".
I use Google Maps to plan my route, so it's important for me that there's accurate and up-to-date information on there about delays, service changes, etc. so my route planning doesn't get thrown off and I don't end up late.
The weekend is when more likely to want to make social visits and not want to have to leave early to avoid hour long bus trips vs much faster light rail. Of course service industry folks are stuck working all sorts of terrible hours, so somebody is going to be unhappy one way or another. Either way, in the past during closures, it's been a mess, with acoustics in tunnels, may as well be trying to understand any Peanuts cartoon adults, impossible, so need simple infographics that don't require words or 5min hard analysis to decipher, to understand shuttle or special bus nearby while closed.
Would recommend looking at some of the most punctual and reliable train systems in the world to learn from both operational and technical systems they have implemented to maintain such a high level of service, e.g. Japan, Switzerland, predictive maintenance technologies like digital twins
Consider weekdays at night, after commuters have gone home and there are fewer events. On weekends folk stay up late.
I understand maintenance is needed, but there needs to be a train that runs later than midnight. People who are out drinking on weekends, and people who work at bars that close at 2am need access to the train. Other cities can manage this, so I don't understand why we can't.
Run 24hrs!
Not as moment
If nightly scheduled single-tracking is something that you can do to provide some of the space you need to do work, with Link running every 30 minutes or so from 11pm to 12am depending on the line and station (e.g., by the time a Lynnwood train gets to Federal Way, that would be closer to 12:30am to 2am), I would support that. This could cause issues in Urban parts of Seattle, especially Capitol Hill where night ridership is relatively strong, but I think this could be mitigated by running 2 Line trains from Northgate to Redmond every 30 minutes as well making service in most of Seattle every 15 minutes. Obviously there wouldn't be single-tracking between Northgate and IDS in this scenario, so it may or may not add the work capacity ST needs as I've stated.
I use the link to get to the airport on occasion. when you say you use shuttle buses to replace it, you won't commit to how long the ride becomes. will it be 2 hours to get to airport? if I have an 8 am flight, it becomes impossible. and then I have a $100+ uber ride. so it may be only once a month, but it becomes very expensive if the service isn't there.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
More early trains and more running later no closures at all
It would be nice if link ran earlier like 3am or 24 hr service but send notifications out when repairs will be done so people can plan accordingly. I love the link but since my schedule changed every 2-3 months, I drive instead to be at work 4:30am.
Less frequent is acceptable. Always come back late from transcon flight, and ending before 11pm kills me sometimes... Also some buses stop at pike which is great as I live at 2nd/Pike but some goes all the way beyond that is scary walking home around mid night in uniform with luggage.
I work a 9-5 job, and have flexibility, people who depend on light rail who work outside of business hours bear the brunt of these stoppages
These measures need to take into account major sporting events, concerts, other planned road closures, etc. There's no point having the link if it can't help going to & from major events and/or be an alternative when freeways & main arterials are closed or severely reduced because msintenance wasn't planning around them correctly.
Link service, in general, ends too early on weekend nights. Service later into the night on Friday and Saturday nights at least until 2:15a should be considered to allow for nightlife activities to end and allow people to get home safely on Link.
We more service in the early morning starts at 4.30am
I cannot think of anything at this time.
Planned maintenance should be planned. A calendar of planned disruptions should be available well in advance. Same day notice is a massive inconvenience for those of us who need to commute to and from work. The constant disruptions make transit inconvenient and are a significant deterrent to use.
Explain how shuttle buses accommodate link closures…it hasn't been understood when a closure is affecting my journey.
Please have at least one earlier 2 line train from Seattle towards Redmond. Having the first 2 line south and east train leaving pioneer square at 544am when the 1line has two trains before that, is a problem.
I think repairs should be in the late evening on weekdays for the least disruption for most people. 10pm or later
more proactive notice, security at the shuttle bus stops
Bus alternatives to Link suck. Nobody taking Link wants to ride a bus. The future of public transportation in the Puget Sound is Link. Buses should do very little other than to support Link. Urban car culture, in which buses are part of, is "dead" in the USA and around the world!
I heard that the ST express bus 522 will be discontinued leaving only slow-moving buses. This is the bus I take daily between Lake City and Roosevelt station. That means that gradually my transportation options get worse and worse.
Safety of bus system for those of us who are disabled
Asking if I take Link 11:30pm-1:30am and from 4am to 5:30pm are terrible questions. It becomes a self-fulfilling prophecy. "Oh no one said they take it then so cut it." Transit is about being AVAILABLE regardless of the number of riders. You want to tell someone who needs it for their job or whatever why you cut it?
My primary usage is for sporting events and for weekend excursions with my family. Making sure they allow for travel back home after events as well as allow for weekend travel is important
Access to Metro buses and more frequent service would help a LOT.
Performing maintenance after midnight when ridership is low
Try to do work between 1am-5AM.
While I don't currently ride the Link between 4-5:30am there maybe times in the fall that I have occasion to (2-3x month on weekdays). I'm primarily a commuter from Pierce County so I use Link for work or special events. Single tracking is not a solution and would rather bus service as it makes trains more crowded and means I have to adjust the times I leave work/ catch Sounder train home.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I wouldn't mind have a larger overnight maintenance window on weekends.
More clear signs and coordination to bus service locations along the entire lines
I don't use Link at night or weekends so night maintenance would not impact me
Take into consideration large events downtown that end later, work with Benaroya to host concerts earlier in the day.
Safety on the platform (pushed from behind onto the track). - please consider installing gates on the platform like Japanese train system does. Safety in general - More security officers presence appreciated. I don't feel safe riding sometimes. During the WC, I felt much safer riding due to increased presence of security officers. More accountability for paying the fares.
I know it's a pipe dream, but 24hr service would be amazing, allowing travelers to take Link to the airport for early-morning flights
The Lightrail is extremely helpful for concerts downtown, which means boarding the trains for home around 1am. The Lightrail is also extremely helpful for attending nighttime Sounders and Mariners games, which means boarding the trains for home around 10pm. Disruptions on the weekends (Thursday, Friday, and Saturday nights) would be very hard for those of who rely on the Lightrail to access games and concerts downtown.
I think you may have meant 11:30 AM and not 11:30 PM on the weekend questions. My answer would still be the same.
Move the starting terminal of 560 bus route back to Westwood Village where it was originally located!
Get it working properly in the first place
PUT IN TURNSTILES TOO MANY PEOPLE ARE WALKING OUT WITHOUT PAYING THIS IS CRITICAL THAT PEOPLE PAY!! it's a lot cheaper than owning a car paying for parking and sitting in traffic. Get a system so everyone pays!! any other place I've been on light rail in the country or world has turn style systems. Why don't we have that? Can you please let me know? Please put in inter styles and make people pay. I do pay, but I think there's a huge majority of people that do not it doesn't make sense to me that they spent billions of dollars and now a lot of people aren't paying. where is the common sense on all that?
I would love better communication on when lines are closed or running later. There have been times when the station says one thing, the text notification says another, and the website says a third thing. Also, making sure there is enough of a warning for planned maintenance.
To and from Lynnwood to SeaTac Airport via uber it cost over $100. SeaTac has many early morning flights. Delaying service in the morning means most of us in Snohomish County can't use public transportation to catch our flights. Even today because of the way you handle morning service out of Lynnwood, we already cut it close or can't make a lot of early morning flights.
Any scheduled maintenance/temporary switch to bus shuttle service ought to consider overall Seattle/area traffic projects as much as possible, as the bus shuttles will add to road traffic in a way that Link won't. (i.e. don't do weekend maintenance when I-5 is closed, if possible)
Keep us informed. 24 hour service would be greatly appreciated. Even if it's once a half hour. Single tracking is better than riding the bus. With revive I-5 light rail is the best option.
Have shuttle buses ready to go for outages

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Express buses from the outer ends to downtown instead of every single stop. MLK could use their own express bus to downtown. Express buses from the north end to downtown. The inner city already has bus service at night.
Copper theft
I have nothing to say
When there are games/events in Seattle - Baseball, Football, Soccer, etc. please avoid delays if at all possible.
Helpful to know as soon as possible when delays and closures happen so I can properly plan work hours
Substituting buses and/or shuttles between certain stops will dissuade me from riding the link light rail. I don't ride it late at night for safety reasons. Other riders may need these services. It makes sense to me that Sound Transit base these decisions on ridership, frequency of use and sporting events/concerts planned during potential service outages.
When emergency disruptions occur, it would be helpful to have someone who can guide passengers to wherever the shuttle buses are waiting. I have no idea where the bus stops are at other garages!
Limiting maintenance during commuter hours.
I can't believe you all are actively thinking about reducing Link service. This is absolutely ridiculous. Also, that you are excluding Capitol Hill from later service. This is one of the highest ridership areas as well as having one of the densest populations IN THE STATE OF WASHINGTON.
Please keep Link moving on weekends every 8-10 minutes especially between 8am-8pm.
Figure out how to run the Link trains AFTER last call (2pm) to keep drunks off the roads and BEFORE 5am (to get folks to the airport for early flights). Even if it's limited service (because of single tracking), where trains only run every 20-30 minutes, rather than completely shutting down
It would be nice for longer hours on Friday and Saturday nights as that is when most of my friends and I head into Seattle from Redmond for concerts, sporting events, or just recreation/fun activities and it would be nice to have a reliable way home back to Redmond from Seattle on the light rail.
Consider Sounder to Link transfers. In the past, they did not line up well and delayed me getting to work (in the U-District) for half an hour at least.
I take link to work early in the morning all days of the week, so having consistent access to that is the most important thing to me.
The main quality of life improvement from Link is no longer needing to worry about catching the last bus home because Link runs later than 545 runs from downtown. Night bus service could replace this; it's rarely a packed train that late.
Trains should operate even earlier than they currently run. Also trains end much too early on Sunday evenings and I have been stuck with no option but an expensive Uber when returning to SeaTac on a flight.
Need to be able to access the airport for early morning and late evening flights arriving and departing. This is hard with the current schedule and would also be more difficult with planned closures.
I believe there needs to be more security utilized on the link. I was riding early morning and a man shoulder checked me in the cheek. Security wasn't present . I couldn't leave the train to find anyone or I would've missed the train. The amount of homeless people that ride is ridiculous. Most of them don't pay! Do better king county !!
As a person who likes to take the link to and from the airport, cutting early morning and late night services would cost me a lot of money finding other means of transportation. Late night train service is much more favorable to paying for a rideshare as well.
The replacement of segments by shuttles is incredibly disruptive, but the need to do it on and off over a long period is much more disruptive than just doing what you need to do
Try not to do it on home games for the big sports teams. The trains are packed as it is; reducing the service further would worsen that.
Make more efforts to shift downtime to evenings.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
The Link is currently not very useful for late night flight arrivals or early morning flight departures, as there is no train running from anywhere north of downtown at these hours. I think it's important that public transit serve this frequent use case.
GET LIGHT RAIL UP TO EVERETT, INCLUDING BOEING!!!
Better advertised service to notify passengers of closures, maintenance and issues. Iv'e heard people talk about a text service, but I never see it advertised anywhere
Almost every January there are drastic link closures for expansion. If these closures could be distributed equitably that would be very helpful.
The bus shuttle alternative is terrible. The few times I've had to use it have all been for unscheduled maintenance, which is maybe part of the reason it has been so awful, but the lines are long, there are never any seats, and whenever you eventually do get to a light rail station it's a mob scene trying to get to the trains.
Please hire more elevator and escalator repair staff! When an elevator or escalator breaks down, it takes a long time before they are functional again.
Frequency in morning commute times most important. Mid day work possible.
Shuttle busses in their current state are not a suitable replacement when Link is closed on the weekends, for two reasons. 1. Not enough busses to account for transit needs, especially on game days. 2. Difficulty finding shuttle bus stops / lack of knowledge of shuttle bus stop locations.
Implement some form of fare enforcement. those that pay are being inconvienced by overloaded trains by 80% of nonpayers.
While, I, of course, want to see unplanned service interruptions/maintenance reduced, none of the options listed here is particularly pleasant for the full pool of transit riders. We already have what seem to be incredibly frequent weekend closures of stretches of the Link; if service hours were reduced, the reliability of, frequency of, and communication regarding any night bus service would have to be guaranteed (i.e., "has to be supported by" vs. "could be supported by"); and 20-30 minute gaps between trains is completely unacceptable for any urban transit system.
I would love to be able to stay out comfortably a little later at night - factoring walking time into getting from where I am to the station before the last train leaves for Northgate. It helps the downtown community if I can start walking to the station around 12:30/1AM and still know that I can get home on light rail. That said - I'm a night owl! I know that commuting folks need their reliable times too.
I understand the need for these closures although I feel they occur to frequently. In the case of planned closures more needs to be done to expedite the shuttles. Near the Capitol Hill eliminate street parking on the side streets leading up to Broadway and provide a police officer to direct traffic and keep the crosswalks clear when the buses come through. Also add a direct shuttle from Capitol Hill to Mount Baker.
Sound transit needs to make payment required and not optional in order to enter light rail. Besides becoming more profitable, it would eliminate a lot of criminal activity.
I have not personally found that I encounter many maintenance issues as it stands. I feel that hurting the operating hours is the worst possible solution - the region is becoming highly dependent on the train, and we need to start moving towards a 24/7 service plan. Transit also means safety, night service often helps prevent intoxicated citizens from getting behind the wheel and bolsters the hurting night life in the city. I would vehemently advocate for solutions such as single tracking when absolutely necessary, as well as considering what else could be done to prevent the need for reducing service hours.
Increase double tracking
Reliability is key - if I have to wait 20- 30 minutes that isn't reliable. Doing maintenance at regular times, (when usage is low) that are articulated clearly, and busses are provided to get people to the station instead, that seems to be the least disruptive.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Hospital workers are 24 hrs. Our schedules occupy all hours. Having link service saves us about 45mins of commuting time. Please, expand link operating hrs
This is N/A to this survey specifically, but I am SO UPSET about the cancellation of the expansion of the Link to Ballard! I live in Crown Hill and it's a rapidly-expanding area with a ton of new construction and living spaces, and small businesses are having a hard time keeping up with rent increases and more customers from other parts of town. There is way more of a population that would use a Link in Ballard than West Seattle, but okkkkkk we're going to keep focusing on West Seattle because a bunch of leadership from ST and KCM live there, and it's higher-income. Cool, cool, cool. (That was sarcastic)
When there are closures, having notifications specific for that day so I can plan to take an earlier Link train and not be impacted by shuttle bus service which impacts travel time.
Link Service is great and it is understood that maintenance is needed.
Avoid commuter times if possible and improve access to alternative transportation when disruption occurs. Often there is no direction on where to find alternative.
The link is the fastest, easiest, and most reliable way for most people (myself included) to get around the city. The recent expansion has further improved the service and future expansions would do the same. Having later start times on weekends only would likely be less disruptive, but during weekdays it would significantly impact everyday commutes.
It is better to keep service on schedule when service is operational.
Maintenance windows should not during the rush hour.
It should be done while the Link/light rail is not running.
Ending Link service an hour early at night is much more disruptive if done on a weekend (Friday night/Saturday night) than it is on a weekday. I never ride the Link late at night on weeknights, but I do use it to get home on weekend nights out.
Please do not do single tracking during the weekday from 6am-8pm. That would be disruptive to work commutes and traveling to and from entertainment venues.
Late night service needs to run from 11pm-2am from Federal Way to Lynnwood. I've gotten stuck in Kent without a Night Bus and had to share a very expensive uber with some strangers to get downtown in order to get another expensive uber up to Lynnwood. The schedule even said it would run, but it stopped early. We need more late night light rail!
To and from games usage.
I am lucky enough to be able to avoid these times during maintenance and drive instead, but from what I've heard from people, it can be a little bit confusing where you go which bus you take and so forth. So much better signage communication where you go what you do is needed during these times
Please don't do during rush hours or early morning.
I think maintenance work should occur during the weekend, if possible, to be less disruptive to the people going to and from work.
It would be nice if there was some coordination between KCM and Sound Transit to increase bus frequency along routes that avoid closed stations during maintenance. An example could be increasing frequency on the 48 line when the DTT is closed for maintenance.
If possible please consider doing maintenance outside of hours when most people ride the train, including on the weekend, and not on game days. If using the Link shuttle bus method as an alternative, please ensure more shuttles buses are available on game days and that there is adequate room for everyone.
Off peak timing would be less disruptive than on peak service reduction.
Outages are not communicated well unless you are already at the station. Would like some kind of notification system to plan trips better. I would rather maintenance was at night. Outages during the day really severely affect my travel because the replacement buses are usually really slow.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
As a female ride, I would want lots of notice if night or early morning service were cancelled. I don't want to be stranded in the dark by surprise.
Overnight maintenance would be the least disruptive.
Link maintenance in the middle of the work week would be ideal for me. I am rarely using the 1 or 2 line during the work day (9am-3pm) so any maintenance during that time would be minimally disruptive. The night time closures are frustrating as a 24 year old woman that prefers to not stand at a station in the dark at night for an extended period of time, meaning I get home even later.
While I don't take the Link in the early morning or late night very often, in particular I've run into the challenge of trying to use it to get to the airport in the morning and trains not running early enough for that. This often forces me to use another mode of transit, which is 99% of the time a car.
More parking at park and rides. Keep the homeless people off the trains
Posting planned maintenance times on the Transit website and in the stations
Clear communication about the closures and the other options to bypass the closures is helpful.
we need more transit options for late night
Avoid planned work when there are sporting events scheduled at Lumen Field or T-Mobile Park or major events in the downtown core (Seafair parade, etc.)
With closures that are replaced by temporary bus service, it would be helpful to have buses running more often as they quickly get very packed.
Link service maintenance windows need to shrink, not inconvenience people more. While early mornings are the least disruptive, none of these alternatives are acceptable.
I need earlier link times to get to work, or earlier 545 bus times
Need the 2nd downtown tunnel and make 3rd line Ballard to west seattle
Maintenance is essential to keep the trains running. I usually ride early in the mornings between 5-6 a.m. Usually don't use late night trains. Whatever you do, you cannot please everyone. People have varied schedules. I am so impressed with light rail, the stations, the number of transit security personnel everywhere. Keep up the great work!!!
Can you not just hire more maintenance staff and keep downtime hours steady?
please no more weekend closures. it just – things up for everyone so bad. an hour in mornings or night is way more feasible and something the overwhelming majority of people can plan around
The benefit of the lightrail is to skip the bridge traffic, buses are crowded and slow.
Events going on in the city! The city has so much going on during the weekend and in the evening that I often find myself just wanting to take my own car to make sure I get home safe rather than taking transit.
It can be challenging to access transit options into the city from the airport. A regular hourly shuttle from airport to downtown would be an alternative If the link closure and the 560 are reduced it creates less options for anyone to easily access the airport by transit.
Link platforms feel more secure than regular bus stops. So increased security and directional assistance at shuttle bus stops would be wonderful. And if you aren't already doing this, think about how to make sure they're visible enough for people who aren't familiar with how the shuttle services work, or the night line one line replacement bus stops are.
Better alerts and communication in advance, regularly updated information on apps

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please replace link with buses!!! It is very disruptive to deviate from the posted schedule. Replacement service is necessary
Ensure stops with working elevators are open if any of the light rail is open.
Please do not single track, I've really enjoyed the short headways.
I take red-eyes usually. Shortening night service would be an absolute disaster unless the bus actually picked me up at Northgate station and dropped me off at the airport with no transfers. I have also gotten to the station only to find out there is a power outage. This is enormously disruptive. The bus tunnel is closed to buses, the 194 no longer runs, and you think it's okay to surprise people who are heading to the airport in good faith to just stop service. It would be one thing if you replaced the train with a bus that actually took us to the airport but since you don't, and I (a woman traveling alone at night) don't want to get up and down with shuttles and train service, I end up taking a cab or rideahare for a pretty penny.
It would be good idea to keep have regularly nightly maintenance during link closed hours at night time to ensure the rail, light system an train cars are in good shape be ready for running smoothly. My option if really need have mainteance right now as urgent, suggest keep one track single running rather have completely shutdown because I am from Lynnwood and not easy to get home if it is completely shutdown in the evening home rush hour (4-7pm), if take shuttle bus, It would take more than 2 hours vs 35 min.
Reducing service because of night buses that don't serve every lonk station is terrible transit planning. You'll be leaving a lot of people behind.
I work late late, often on weekends. So when work gets off at 2:30, I'm forced to take the E to get home, which can be somewhat unsettling. When I get off early, I have to rush to the link and then get an uber home. Typically working around stadium, Westlake, CID.
I am a relatively low income service industry worker who both cannot afford a car and live in an area where I not only rely on transit but have to make at least one transfer to complete my commute. Late night service is already VERY challenging for workers like me and night time disruptions would be very close to making my commute impossible
Between 1am and 5am maintenance would be best
Take into consideration when professional sports (both men's and women's teams) plus UW husky games are being played to avoid disruptions.
Need more parking, parking garages, and extended stay parking with EV Charging. Airport travelers need service all night and early morning.
Communication ASAP during service disruptions, especially for people with disabilities
The 560 express shuttle from West Seattle is a hugely important and well supported means to get to SeaTac from West Seattle. Please do not discontinue! We rely in this service when we travel. Stopping the 560 will mean more single vehicles, more parking, and more emissions at the airport. It will increase costs and increase travel time to reach the airport.
keep it open
Almost all of my Link usage is on weekends (when I can spend time with my partner)
I've been hoping for more consistent weekend late night service to prevent drunk driving, especially 2am-5am
Consider an express shuttle from Seatac to Westlake during 1 line disruptions to accommodate tourists/travelers with luggage.
No, but I support preplanned disruptions rather than unplanned
We in West Seattle need more connections. Please do not remove the 560 option to get to the airport! We have no easy way to get to Link.
There should be MORE access to Link and transit in general at night. People who work overnight, visitors, locals & visitors going to late sports games and concerts should be ENCOURAGED to take late night transit- it should not be decreased. While maintenance is necessary, the Link system is becoming reliable at a crucial time -- when you can increase & convert more permanent ridership long term.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I would appreciate more overnight service. Seems like the last train of the night is really early already
There are many days that I would like to take the Link earlier or later than service is operated. This already creates and inconvenience. I'm not thrilled by the idea of even less access.
Single tracking sucks. Would rather you just do work in large chunks at a time with full closures and adequate replacement bus service.
Reduced but not stopped link service during maintenance windows would be extremely beneficial for me and many of the people i know who regularly use the lightrail both throughout the day and during the night. it is frustrating trying to get around the city later at night without using a car. increased night bus service would also be beneficial but less impactful on its own. without the link my trips take at least twice as long and often involves additional waiting and transfers that are often off schedule.
Add ""Northbound"" , ""Southbound"" signage at all stations to aid visitors in finding their way. This is such an obvious and amateurish omission in STs signage.
Focusing on public communication during service outages is most important. If people don't feel like they know when they can expect a train to be available, they won't trust the Link at all.
Pls dont increase time gaps on when the link comes- thats why i love the link so much. If i miss one train another one will come in just a couple minutes!
Waiting patiently for Link to get to West Seattle. Shame that Sound Transit is at least three years behind on delivering this project.
Express buses running earlier & later
Link already shuts down nightly. It doesn't reflect well on ST that that's not enough time for maintenance. Many transit systems across the world are open 24/7 and get their maintenance work done.
Could maintenance be done in the middle of the night?
service should be expanded
Using bus service between Link stations is an absolute nightmare! Between the crowding and the unhoused often have to let a couple of buses pass before boarding. A really long and difficult ride from UW to West Seattle.
Late night closures earlier on weekdays (non big event days) seem less disruptive. On weekends there are more late night events, so stay open late but maybe start service later in the morning on Sat/Sun for more maintenance time.
Having a consistent schedule is less disruptive than random closures, even if there's a shuttle available.
I am often on an ebike and the shuttles don't have the ability to carry my bike. It would be cool if the shuttles had those indoor racks like the G line
Make Sundays match the other 6 days
Link weekdays ending at 1030 PM is reasonable
Since most manufacturing jobs in the area begin at or before 6:00am, keeping early morning weekday service greatly increases employment access for employees. (My son, who is disabled and doesn't drive, will potentially be shut out of any employment in his field of expertise if early morning Link/512/535 service disappears.)
It is difficult to keep track of maintenance announcements to understand which maintenance is occurring. Can you post upcoming maintenance at the stations on a poster / sign? I don't need announcements about upcoming weekend maintenance during M-F commuting for example
Not at this point but I'm very interested in going into Link 1 and into Link 2.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Compared with other rail systems, I totally don't understand why sound transit are struggling with the maintenance. I don't think this is the right way to solving the problem in your system. Surely all you need is to permanently shut down the train and no service disruption ever. The benefit of rail over bus for users is it's reliability and predictability and sound transit is like a joke. I live at marymoor station and just last Sunday the train is not coming based on the time showing on the display on the station, twice. You must be kidding me that you don't know when your train will be starting just one station from Redmond and you cannot provide a reliable schedule for us to know when the train is coming. The email services sent non sense warning but nothing about this particular delay that is actively happening. Yes there could be problem somewhere in the line, but this kind of information issue is nothing about maintenance but a totally broken system.
Na
Do you even have maintenance windows or do any sort of service on Link cars now? Because it sure seems like you bought – equipment that you didn't properly test against demand and are now trying to make this somehow our fault. We have given you millions of dollars. Be better.
You need to move away from long maintenance windows, and look at speed burst maintenance this would require hiring more maintenance staff to do the work, but closing for a weekend to do maintenance and operating shuttle busses is not effective with the number of riders and dependence of the 1/2 lines by many people as their main mode of transit.
Why in the hell would you reduce functional hours or functional capabilities? Seattle needs more functional, reliable transport. My shuttle experience when the line is down has been atrocious at worst, and opportunity losing at best...
I work weekends and use the link to commute to work, it's really inconvenient when closures are planned during weekends (especially during what would be considered "commute hours" if it were a weekday). I think the idea is that less people work on weekends, but I think planning closures earlier in the day or later at night would be helpful for a lot of people who don't just work M-F.
I work in the Bellevue square mall, meaning that I work odd hours and use the train in the evenings. The trains feel safer than the buses, not to mention the buses tend to have more breakdowns. Also the trains are more frequent, that's half the appeal!
Please do not reduce link. So many routes have been eliminated, in order to funnel traffic to light rail. Cuts in light rail frequency will likely paralyze commuters. However, if given the choice I'd opt to reduce service and have maintenance windows during the weekends and nights.
Please expedite the second downtown tunnel. No need for excess debate. Let's just get the task done.
More Link frequency after major sports and concerts would be great!
24/7 is critical for adoption. The link must run like other make cities. We can't pretend to have mass transit like a big city if we're not willing to adopt big city operations.
Honestly a bigger problem for me is making it to an additional bus after I get off the light rail. Where I live, I prefer taking the bus to the train station, especially at night (as I am a woman). It's a 5-minute bus ride, compared to a 20-minute walk.
Running it later at night would be great, but I get that you gotta do maintenance
Avoid maintenance during work weeks (m-f, 8am-6pm) to help wjth regular commuters that go to/from work.
Please link Lynnwood to Totem Lake!
Link needs to be moving towards a system that runs 24 hours a day, everyday, not further away from it. Less service is always worse, it begins a negative cycle where less people ride because the service is less useful so lower ridership leads to more proposed service cuts. Truly good cities that care about safety and making a place where you don't need a car run trains late night or all night, not just for commuters. Targeted closures for work of single station gaps with bridging bus service that runs every 5-8 minutes. Is better than anything proposed. Weekend riders being cut more often will lead to less weekday riders. Less service any time of day will lead to less riders throughout the whole day.
Unreliability of Link is a huge issue. Please figure out the systemic issues that are causing problems.
Fix the elevators and escalators at the same time you're doing train service

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Advanced notice is helpful
No but if you could extend the link south towards Puyallup that would be FANTASTIC! The sounder train schedule really sucks but the link I believe more people would ride it there for the traffic would be better!
The planned night service should travel up MLK Jr Way and stop at the Link stations that it passes.
I ride Link because I can just walk or drive to a station and get on a train within 10 min. If that becomes less predictable, or something I need to plan for ahead of time, I'm not likely to keep using light rail as much.
Intentional single tracking during any peak transit hours (or really between the hours of 6am and 5pm) would be incredibly disruptive. The 3-5 minutes between trains in the current system is very pleasant and I've been able to convince others to switch from driving to taking the light rail for commuting because of that convenience and consistency. Incident outages that cause single tracking are already too frequent, and planned maintenance windows would exacerbate that.
Frequent service at peak traffic times is very welcome.
The Link is incredibly important for getting home safely on the weekends after a night out, and it's critical for business travelers to get to the airport cheaply and reliably on time in the morning
Most disruptive would be anything that impacts morning commute downtown between 7:00 - 9:30 am and evening commute out of downtown from 3:00 - 6:00 pm
Having staff to answer questions is helpful. Using barriers to help people form organized lines, more clear signage and text alerts would be helpful.
All night maintenance, every night.
do the maintenance no matter what. safety first.
We like to go out and ride the Link on weekends to go into Seattle as as a family and not have to worry about traffic and parking. Please don't do weekend closures :)
Enforce fare collection
The link should stay open late on Friday and Saturday nights. It is the safest way to get home after drinking alcohol.
don't cancel or delay early morning service
Lots of kids/students use link for school. Minimal impact during those times please. And no changes while revive I5 is happening.
The less disruptive, the better obviously. It is beyond frustrating how often there are service disruptions, both planned and unplanned.
Please do not make 20 minute gaps during the weekdays. This would significantly impact the ability to use this for my work commute
Single tracking during the evenings but having the system run all night.
Many workers in the city are not on a M-F 9-5 schedule, and we're the ones who benefit least from bus options as well as we can't afford to live near downtown, so less weekend Link service would be extremely problematic.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please remember that many of us are transit dependent
You should look at the San Francisco BART and copy how they have their lines. Public transportation should be for everyone profit or not. Public transportation is a must to make a city thirve!
Can you consider adding additional P&R ?
I think you should expand to 24 hour light rail. You can move to 1 track at night if that helps with maintenance.
Have you looked at what other track-based service districts are doing for maintenance, both in the US and abroad?
Link to Kirkland?
Link service is also important for people going out in Seattle on Friday and Saturday nights, which helps local business, in addition to it being used for commuting. It would be nice if it were operating until 10pm on Friday and Saturday at least.
For the transit riders from the north changing the early AM ride times will force commuters to drive which defeates the purpose of the light rail!
4 choices but 5 levels? U need to improve yr math!
It's been boasted this is the most ridden lightrail system in the country. Consider more man power and shorter closure times instead. Plenty of people have 5am shifts and would be taking the train if available earlier. As it is there are plenty people going to early shift to the airport and downtown at by catching current 5am trains. We need the train as the buses are too infrequent at those times and the bus stops too isolated and unsafe at those early hours.
Need a regular alternative when link is unavailable or elevators not working. Link is not ADA friendly when busy. Need direct bus from Northgate to Downtown Seattle every day. The 41 metro bus was a brilliant, useful route. Some wheelchair users are able to board buses easier than overcrowded Link. Rarely any staff available for assistance.
Avoid compounding service windows with events and concerts.
Timing of link is good now
Increase train capacity during increased gaps between trains.
Travel to/ from SeaTac is critical. This service already ends too early to accomodate many East Coast flights. Please don't end service any earlier.
Yes, I would like to see sound transit 522 brought back from Woodinville to downtown Seattle. I don't think it's fair for people in Bellevue at the Bellevue transit center have 550 that goes to downtown Seattle but we don't have the option here in Seattle to take that 522.
The light rail feels like a much safer option than buses late at night, with the better lighting and more people around. Removing the option to have the light rail late at night makes it harder to be out and about an enjoy Seattle, and would likely increase the amount of people who drink and drive if they know they can't take the light rail home.
The closures are the worst. Especially the middle day one tracking
Major metropolitan areas transit systems are able to support consistent service 24/7 and still have regular maintenance of their systems. Not to mention instead of 20 minutes between buses we'll have to wait 30min?! That's the opposite direction! We should be able to wait no more than 15 minutes to catch a bus in this city at any stop.
You should have built the system with maintenance in mind. You should have redundant systems that can take over.
Don't do it during Seattle sports games
Install fare gates to increase revenue and reinforce social behavior. My youngest daughter lives in Amsterdam. People adhere to the rules and pay their fares. Note there are also 70 euro tickets for those that don't.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
The inability to use the link in tacoma is getting unnerving, considering the taxpayer cost and business planned and land sitting unused. I moved from Federal Way and still could not use the Link to get to work (at the airport) before starting time in the morning and often the night shift had the same issue getting home. It's disappointing that area is so underutilized when it is very very valuable
Find a way to clean seats and windows during the day.
Yes when you guys have shuttle buses it would be nice if we can get the time announcements as well
You guys always have issues with the link being down for electrical problem, or signaling issues. Japan metro system never have these type of issues. You should really take a page from their blueprint.
It's extremely difficult to get to the airport in the morning for 6 am flights. Especially with the cost of uber and it is not feasible to take a 2+ hour bus ride to get there. Please reconsider the closure times…
Add station escalator outage notices on your website under link light rail alerts tab and via email notices. Also you all need way more fare enforcement at the stations, too many riders not buying tickets or tapping ORCA cards. The honor system is a joke.
A major barrier to citizens regularly using public transit is whether they feel they can rely on it. These interruptions convince our citizens that Sound Transit is unreliable
Airport bus travelers are likely to frequent the abnormal times the most.
Ending service at 11:30pm is too early. We like to use Link to go into Seattle for arts and entertainment activities. Those activities often end late, and we take the Link back home between 11:30pm -12:30am. If the Link stopped service at 11:30pm we would have to drive in and pay for parking. It would be a shame not to be able to use Link to go into Seattle for an afternoon/evening of activities. What's the point of having this great option for mass transit if it can't even be used to get into the city for an evening out.
It's really important to consider recreation and providing service at night. Drunk driving is something that you can help prevent by offering services later at night to peak areas. Increase the far at night if you have to, that's fine. Only have night time run into the weekends. Also fine. But don't just cut service when you've had your most successful month in history. You should be looking to expand hours - not remove them.
Please do not decrease availability on the weekends especially from thurs-Sun or service at 1:30am
We should be expanding service not diminishing it. I believe expanding service and cutting bus routes would be a more effective use of funding even if trains need to run single tracked while maintenance is performed.
Please keep the trains running reliably during commute times. I have never seen an actual shuttle bus during a light rail disruption. Do they really exist? I end up taking a regular bus that eventually gets downtown, but meanders all over on the way there (taking 40-60 minutes to get downtown). I wish there were real transit alternatives available when light rail is disrupted!
I feel like a majority of people ride the light rail on late night weekends and very little people ride the rail in the early mornings of those same weekends, so maintenance can be done in that window.
night owl service needs to be better in the Ranier Valley to accommodate for any reduction in service for maintenance
An express night bus that follows the entire Link route would be the easiest way for me to justify allowing the link to be closing earlier. I HAVE to get on the latest link at night or I risk having to transfer multiple different buses just to get to a station I live right next to. Not a bus that stops multiple times between stations, a similar shuttle to the ones used during emergency maintenance or downtime.
Why do you have this much maintenance that requires so many closures? I've ridden light rails and subways in other cities around the world, and I've never seen as many closures as here.
Please no disruptions between 8:00 am and 7:00 pm on weekdays.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Ending trains at intermediate stations at the end of the night
Bars closing at 2, but light rail closing at midnight is terrible for getting home on weekends
Locals and visitors take the link on weekends to go to events and out in town, if we can minimize disruption during daytime that would be better than having long intervals between services
This is not about service–please fund ways to ensure people pay their fare. We need fare gates of some sort, like any major urban transportation system!
Early morning Link service is needed for those flights out of Seattle, and evening Link are needed for the entertainment life that Seattle is trying to have at WaMu, Victory Hall, Cap Hill, etc. Removing services that help reduce the Seattle Freeze isn't the play.
A lot of people have to work in Seattle on the weekends. Disruption to the weekend link schedule may cost people their jobs if the trains come in 20-30 minute windows, and with weekend closures, that puts an unnecessary gas price burden on people who rely on public transit.
I'm willing to work around it IF it drastically improved reliability.
I understand there is a tradeoff, and maintenance needs to be done but the growth and usage that Link is seeing I believe is tentative. People are starting to know they can catch the Link without worrying about the time because of the frequency and they can count on the Link to get them to their destination and home reliably. Even planned closures can put people right back into their cars and talking about how the Link used to be reliable but "last week I had to get a Uber". It seems like care is going into this decision which I love, just know that even minimum impact can have a lasting effect on how people think about the Link in the future.
More enforcement on fare for link light rail. Many people don't pay. I don't see inspection happen at all. So you need use that to get funds not from tax.
Sound Transit's poor planning should not be impacting passengers.
Please stop shutting down link on weekends. It adds so much time to traveling (sometimes an extra 30-60 minutes), doubling my travel time. It also makes link feel unpredictable as I don't always know ahead, plan for a certain amount of travel time, and get surprised. All of the other options you list seem better than this significant disruption.
Please do not start the service later in the Morning. I ride from Northgate everyday on the first train leaving at 4:40 AM and the train is pretty full. If I miss the first train and have to take the next on it is packed coming down from Lynnwood. We could actually use a 4:00 AM starting for the first train leaving from Northgate.
Continue to avoid events such as Seahawks, Mariners, Sounders, Reign, Storm games. The most inconvenienced I have been is when the closures happen when I have tickets to events.
4:30 am first train starts at Lynnwood please.
I use Link for my daily work commutes and if it shuts down early I will likely stop riding completely to find an alternative. A night bus would be extremely inconvenient to try to use daily since I have to get downtown to use that and possibly wait a long time for that bus. That would have me get home way too late on nights when I finish working at 11:30pm
The frequency of the light rail since adding the 2 line has been incredible in having mobility throughout seattle and with cutting down on commute time to work/home which reduces stress and time constraints. Also if wait times were to increase, I would hope to see an increase in seating because I think it's unreasonable for people to stand to wait for 20-30 minutes. Additionally, ending light rail service earlier at night is concerning to me because I often rely on the light rail at night when coming home from events and visiting friends. I find the light rail to be safe, reliable, and quick for getting home at night which is important to me as a visibly queer person and is also important to my friends who are women.
Is there a reason this is an after thought. You want people to use public transit but you are asking to reduce the amount of time it's available
Ballard - you god – idiots. More parking at all stations. Nobody is going to take 2 different modes of transit and be ok with only being able to get downtown. I'm not taking a jus in a different direction to then get on light rail and then I think about a bus after that. Stop spending money on leadership and do what was originally planned.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Prioritize your maintenance down AROUND major sporting events.
I feel safest on the link compared to buses at night (especially on weekends) - more drunk drivers on the rd and the bright stations I prefer to bus stops late after dark.
Please don't shut down service.
Terrible and overpriced transit system. It's a joke
Very much appreciate the light rail service. It would be nice if there was a better way to enforce ticketing so that revenue is generated. I have been riding light rail for 2-months now and have never been asked to show proof of payment. Biggest detractor to me is the reliability/maintenance as I do not have time or desire to transfer to buses since I travel in a uniform and/or business suit with luggage and do not feel comfortable transferring to a bus not to mention the associated delay.
Please consider regular commuters who may not have other options. You are proposing elimination of access during hours that Sound Transit is the only option to some communities.
Give the riders advanced notice with signs, texts, announcements over the speakers while waiting and on the rail.
Measuring these questions between least and most disruptive isn't going to yield helpful answers. Night bus service is spotty and inconsistent, getting worse the further out you are from downtown, and in my experience drivers will often refuse to pick up passengers at later hours. I've gotten stuck around town at rough hours because there wasn't a feasible way for me to get home except to walk. This has especially been a problem trying to get to/from SEA. || I understand the need for service hours, but any reduction in service would compound the problem. You should be running shuttles at full frequency when the Link is down with no service reduction.
Renton local transfers are a nightmare!
I don't ride link. Only ST Express bus. So changes to link don't affect me
I dont usually ride Link late at night unless I'm returning from baseball game (along with a ton of others who are parked at South Bellevue station) or some other downtown Seattle event- please dont stop those late running trains!
The sound Transit almost every day of the week except for on a couple of days that I don't and that's to go up and see my therapist in Everett and stuff like that I ride the Link rail to Lynnwood I ride the link real out to Redmond and I ride the link to Federal Way so those are my connection points right there so I ride the bus all the way up to Lynnwood and Federal Way and out to Redmond
Days of reduced service hours feel much less disruptive than full day closures or single tracking.
Maintain more trains after major games
I'm puzzled why Link (2 line) service is down so often. Teething pains?
Can the maintenance be done during night hours when link is not running to have zero disruption?
It would be very helpful if Light Link can start at 4:30 AM in Lynnwood. Thank you very much.
people must pay for this service! everything is not nor should be free...
As long as you do provide bus service in place of a closure, I'm OK with it. There was a time when we had no Link at all from Sea-Tac after 11:00pm which was very disruptive. If we could have had a bus replacement, it would have been much better.
Public transit across the lake seems difficult/infrequent after 11 PM which makes it less likely that'll I'll use it.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please consider an employee shuttle for the rail and bus public transit employees. Or offer a special pass to employees committing to work that allows them on the train. Can be as little as one car trains. Run the trains at least once an hour through the tunnel single tracked. People start work at 3:00 a.m. or 2:00 a.m. In the morning I'm one of them and I also work at the link light rail train bases (OMFC & OMFE). Gas prices are not stable and it helps the overall carbon footprint to take the train. Please make this a viable commute throughout the night. Especially consider employees who are working at the sound transit light rail bases who start at 2:00 a.m. or 3:00 a.m. In the morning and would very much appreciate taking the train to work. Single track the trains through the tunnel. Alternate between the North and southbound tracks for each day of the week. Have a flex day on Wednesday and a flex day on Sunday.
Light rail systems in other cities where I have lived seem to be able to keep disruptions, planned and especially unplanned, to a much lower level than Link. Maybe some best practices from elsewhere could be examined.
People blasting music on their phones or Bluetooth speakers need to be banned from riding public transit.
Id rather increase times between trains than reduce service hours. If it were possible to have light rail run 24/7 and frequencies drop to even once an hour, i would be able to get rid of my car
During the week, have maintenance done over night or during mid-day? Between like 9am-5pm? Weekends over night?
To announce the plans for maintenance at least 24 before
Link or Bus between Everett and UW Bothell
I take the H line to Burien from downtown Seattle every Tuesday morning and often return on the H. The section between Westwood Village and Burien should not be terminated. The H rapid line makes getting to Burien from Seattle, and back, far more time efficient than when the 120 Route was our choice. Please don't shorten the H line so it ends at Westwood Village. Then the trip would be a lot slower due to the need to transfer busses.
i ride 545 from Redmond daily bus is typically full. light rail from Redmond does not leave early enough to work for my schedule. i would get off at westlake and walk to federal courthouse if it became available early without interruptions. currently many interruptions cause it unreliable to many stops.
Too many unplanned service interruption.
Prioritize maintaining late night service on weekends, as this is a big draw of new users to Link, and helps reduce drunk driving.
Think about when the Symphony, ball games and other activities end at night.
planned disruptions are better than unplanned ones
The constant maintenance issues during the week are a real problem for my commute. I think sound transit should focus on more robust back up systems (like the ability to share tracks in the downtown tunnel) so there aren't constant issues during commuting times.
6 AM through Midnight use of Link is preferred, especially for anyone traveling to/from SEA/TAC.
Train already runs infrequently, already always closed for something and the shuttle replacement is a mess every time, already stops service unnecessarily early like come onnnnnnnnnn
Less is more...
Concerned about ending service earlier at night leading to more drunk driving I fly from SeaTac about once a month, often returning late at night. I am already unsure when train service ends and night bus service begins, and changing this periodically for maintenance will cause more confusion. Additional signage and advertisement at the airport is absolutely necessary.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
This is a ridiculous proposal. We have dumped way too much taxpayer money into Sound Transit for you to purposefully decrease service and make the light rail less useful. When I have to rent a car to get to and from the airport because the light rail isn't running at that time or is having a service disruption, that is not a helpful service, and now you want to decrease availability and increase the disruptions? There needs to be better and more accountable leadership at Sound Transit.
Thank you, I know it has to be done. Please don't cancel the 545 it's my back up route.
I'm not sure if this applies to planned maintenance, but depending on time of day and estimated crowding, consider having more than one KCM bus at a time for bus bridges. A recent service disruption and bus bridge, for example, had one KCM bus every 15 minutes resulting in long wait times.
Don't do service or maintenance M-F except late evening to early morning.
Do not start contracting the hours or frequency that the Link trains run. The whole point of the system is to have reliable and frequent trains, and especially early and late to the airport. Substituting buses because it is convenient for Sound Transit is not acceptable. Please maintain the current service.
Shuttle buses are extremely inconvenient and often waiting for them makes me feel unsafe compared to waiting for the link inside the station
We sold our car to depend on Public Transportation. Please don't offer options and opportunities just to pull back and offer less six months down the road. In ours and many other cases, our livelihoods are in your hands. Thus far it has been a great decision.
I really don't like it when the light rail closes down. It's annoying and inconvenient. I feel that while this plan might reduce unexpected closures it would still increase closures overall. Please think about alternatives if able. Riding the bus is a dealbreaker for me and at that point I just drive.
The signage for re-routing is not always great if you are not familiar with where the bus terminal/pickup location is. Also, the announcements are a big improvement and the signs in the stations with etas are great.
It seems like they should have designed this system better.
You're not actually using overnight closures to do proper maintenance on trains, tracks, or stations. You need to learn from the OPERATIONAL lessons of much more experienced transit agencies instead of repeatedly trying to reinvent the wheel. As you were told many times, you could've built a 3-track system that didn't have to close overnight, you should have built far more crossovers to minimize disruptions and let trains single-track around them, and your shuttle bus service during both disruptions and overnight is terribly inadequate. The bus network has already been restructured around Link, so riders are left especially helpless when Link is closed. Granted, demand is lower then, but so is traffic. So run a decent shadow bus line when Link is closed, at the same frequencies and stops. Not just a half dozen preferred stops that exclude most riders. Not less frequent than the train would already run at those hours. But a comprehensive, reliable shadow bus service that gets people from A to B regardless of mode and time. This is a racial and social inequity problem. Furthermore, your shuttle bus service during disruptions (planned and unplanned) is ridiculously inadequate because somehow ST doesn't understand arithmetic. A train holds many more people than a bus. Therefore, in order to move the same number of people, a replacement bus needs to run MORE OFTEN than the train would--not less. If the train holds 400 people and would run every 10 minutes, but the replacement bus only holds 80 people (20%), that bus needs to run 2 minute headways--not 15--to avoid stranding people, overcrowding, and destroying your reliability and credibility. You're doing a great job of driving people to Uber.
People's biggest complaint about link and street car is that there are no late night trains especially during large late night events like concerts etc.
maintenance on off hours instead of rush hour
The shuttles would be a lovely option, but they do take almost double the time the light rail takes. But, anytime shuttle service is required, the signs and drop off and pick up locations are easy to find with clear helpful signage and people!

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please expand the weekend times to1-2am! So many folks are trying to travel home from events/going out, and it would really decrease the amount of drunk drivers.
service during the middle of the day is always the most important, otherwise I'd be more likely to drive
When a person (especially women) has to take the bus or Lt rail home after working late or attending an event alone, longer waits are stressful and sometimes you have to miss or leave an event early just to feel safe….especially if you are one of only a few people waiting or are waiting alone for the bus or Lt rail!!! No bus stops and only a few Lt rail stations have adequate security late at night.
Would like a link going north/south from I-405.
Every effort must be made to ensure that unplanned disruptions are kept to the absolute minimum
I would use it more often during the summer and holidays, including weekends, or events. Im not a daily work computer. So sometimes later service availability would be better than early, such as for concerts or late events, or even red eye flights.
Having more time being notified. Expanded service needs to go through Bothell and Lynwood
Weekend events draw a lot of riders and flood highways when washdot does a lot of its work so it makes things very congested
Stop shorting cars on the 2 line! 80 % of riders only go to pioneer sq. From lynnwood. Less cars means more crowding. Yall think only 1 line needs an extra car to the airport. Someone id not mathing. A few go to airport. A ton of commuters go all the way down town, and a few stay on to Bellveue. Also, parking at lynnwood? Give up those carpool parking spots. . Nobody uses them. About 100 empty spots go unused every day! and that forces single drivers to drive three stops away to Shoreline North to find parking! I drive 30 min and 11 miles to find a parking spot to get on the train for another 30 min. To get downtown. Now my commute costs $6 on fare and another $6+ in gas to drive 22 miles a day. Not efficient. At all. $360 a month to commute. It should be $180. Lynnwood is the first train for Everett, lynnwood, mukilteo, bothell, and Millcreek, or even Snohomish. Extend line, or build another parking structure abd add more trains. Btw, you cant keep the honor system. Thats bonkers Put in turnstyles. You are losing millions…. Ask nyc … or any crackhead sleeping for free on the trains.
To pay for services add a toll to all lanes of i5 and 405, with express lanes staring at $10 and up from there. With those funds you can clean your cars every night, especially the seats. Put in gates to enforce payment by everyone. Put in metal detectors in those gates, with security to enforce, so weapons are not brought into light rail cars.
Updates of service & maintenance via texts
Work occurring while night busses are running and single-tracking at hours of low service are preferable to shuttles.
Link on the weekend is really busy when people travel from/to the airport.
Please stop always doing closures on weekends! Weekends are the time our family is MOST likely to use link, and we like to bring bikes on link that are not configured in ways that let us put them on replacement busses, rendering the whole system unuseable on weekends. At lest consider replacing some of those with late night/early morning closures.
I would make a significant difference to run express buses to the highest used stations during disruptions. E.g. If a downtown section between UW and Westlake is closed, then running a non-stop Westlake to Northgate bus would really help. Any disruptions for 1 Line service south of the ID station should have an airport express bus that hops directly on I5, that would do wonders to make disruptions less painful.
We love light rail!
Seeing a lot of transient early in the morning, and some are rowdy than others making loud noises. These are stations that have less or no security in the platform.
Maintenance is important and shouldn't be deferred. The needs of the riders is also really important, and having a safe way home or to work is so important.
One of my large concerns with light rail is the large amount of out of service time creating a lack of trust in reliability.
Late nights and early mornings are super important

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Faster response implementing shuttles during disruption.
Schedule link closures on weekends when there aren't events going on at the stadiums. Also, consider adding express shuttle buses with luggage capabilities from & to downtown Seattle (especially the Westlake Station) directly to the airport when Link is off-line.
Why can't the service and maintenance happen during the overnight downtime like 1 AM to 4 AM? That shouldn't disrupt any existing passenger traffic.
I would like to suggest adding a shuttle bus service between Lynnwood and Northgate whenever the Link Light Rail experiences service disruptions. When the light rail is down, many commuters are forced to drive to Northgate Station because there is no convenient or direct shuttle option from Lynnwood. This creates significant challenges during the morning commute, including increased traffic, parking shortages, and unnecessary stress for riders. Providing a dedicated shuttle service between Lynnwood and Northgate during rail disruptions would offer a reliable alternative, reduce congestion, and help commuters reach their destinations on time. I hope you will consider this improvement to better serve the many riders who rely on public transportation every day.
Support more maintenance to ensure reliable service. For me, late night or early morning (prior to 6:30 am) shutdowns are preferable to all weekend shut downs, but realize sometimes you need long periods for major work and weekends seem to be a bit less busy than weekdays. I suggest you use ridership data to identify when you are impacting the fewest people for maintenance. However, I want to applaud the agency for focusing on a state of good repair as generally reliable service is paramount in building ridership. Planned maintenance is an understandable requirement of reliable service.
Suggestion would be an express train in between normal stop to every stations
Expanding westbound 2-line trains to 3 unit trains rather than 2 units during the evening commute. The 2 unit trains end up being very full frequently.
There really needs to be a better way to distinguish between the 1 and 2 line on the northern part of the route. You have to know exactly where to look for a blue or green square on a window that may or may not be there. It would be hugely helpful if every other car had an actually signboard in the window stating the line and which direction it's headed. 1 line to federal way 1 line to Lynnwood 2 line to Redmond Downtown 2 line to Lynnwood Etc. I have gotten on the wrong train due to not being able to find a display until I was onboard and doors were closed.
Never conduct maintenance during rush hour
need consistency
Be consistent and communicate clearly.
I think early morning bussing is less disruptive on Saturdays and late night bussing on Sunday's would be least disruptive.
You need more Link cars running during peak hours! There have been several times that the 1Line Southbound is so packed with students and people getting off work that I have to skip the train because there is no room! If a disabled person were to try and get on people would literally need to get off to accommodate them and that's not fair to either party. You also need fare enforcement, I watch homeless people get on all the time and they are not paying.
Overnight maintenance would be the least disruptive as long as there is a bus.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I only ride the link when I am in town for Mariner games.
I think even though it's annoying, it's best to keep maintenance on the weekends to avoid as much commute disruption as possible (although I know that many people also work on weekends). Ending service early or starting it later doesn't personally impact my schedule or how I use light rail, but I could see it being a big impact on people who rely on the link for their commutes. I also think it's a good idea to continue scheduling maintenance on weekends when there are not other big traffic disruptions (like I5 weekend closures).
Need fare ambassadors checking tickets and orca passes BEFORE entering the rail.
If possible, can there be more guidance on shuttle alternatives since they are not always regular or reliable even when scheduled.
If it is possible, single tracking during late night hours (rather than eliminating the last hour of night Link service) would be the least-disruptive way to expand hours for maintenance. The majority of my own late-night trips are simply ""trying to get home"" without having to walk or wait for a bus, so the timeliness is not of utmost importance so long as I know that the train will come eventually. I think cutting, delaying, or interrupting service to mornings and middays (especially weekdays) is not a good solution to the maintenance hours issue, since those commuters would (broadly) put a higher value on timeliness and reliability.
I would love later night and/or arlier morning service hours in exchange for fewer trips per hour during non-peak hours. Trains every 4 minutes is very nice during peak hours though
Starting later in the day is most disruptive especially those of us who take one of the first trains of the day. Single tracking is horrible too
Service is shoddy enough. You don't need to make it worse.
Keep the 510 route, please.
Run the trains all night. Even if it's down to every half hour or hour between 2am - 5am. Please.
Hire more people to preforme services needed during current schedules.
It'd bad enough already with all the stoppages and now you want to add more. It's getting to the point where it more than likely better to drive to downtown Seattle because link has become very unreliable.
Anything to avoid 20-30minute gaps. Please keep train gaps to 5mins or less
Yes make sure that your agency looks at the sports team schedules.
Late night and early morning are least disruptive for me.
Please coordinate down times (which are absolutely necessary) better with high-use flights in and out of SeaTac, ALLOWING FOR TSA NONSENSE. (In the real world, "two hours prior to boarding" – meaning 0400 for an 0600 flight, further backing up to 0315 from North Seattle – is not necessary. The TSA doesn't live in the real world.) Suggesting "Just use an Uber/Lyft/whatever" is completely inappropriate for SeaTac users coming from farther north/south and leaving vehicles elsewhere (like in a friend's driveway), because those potential train riders are the ones least able to alter their plans.
Besides sports events, what is ridership like on Sundays. Quite often I have a whole coach to myself on a Sunday What about no train service on a Sunday
maintenece should be done during non rush hour times. train is busy at 5 am and siperbudy at 4 pm. swing shift maintenence should be a priority
Having the light rail stop an hour early early Monday to Thursday or Tuesday to Thursday, and then having it start an hour late on Saturday & Sunday makes more sense to me than changing it to be the same every day. ALSO remember that Friday is a popular day to be out late as well
Bigger effort to communicate what service is being done.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
The link feels a lot safer and more consistent than trying to find a bus stop in the dark at night. Ending night services early would be a huge disruption and make me feel less safe going about in the city
Train the staff better for outages so there is a consistent approach. Geez, last Friday trying to get home on the 2 line shattered my previous high confidence in the system.
Have Metro increase bus frequency too. More direct buses, rather than a shuttle that serves every station.
What is the possibility of all regular maintenance being performed from 11:30PM until 6:30AM?
Late night link should be expanded on Friday night/ Sat morning and Sat night / Sunday morning. They should run till at least 3 am if not 4.
What if they occurred during times the train isn't scheduled to run? You might have to pay people more for night shift hours, but it would be worth it so that the people who rely on the train don't have to find another way to travel.
I prefer single tracking.
Quicker ways to find out if something impacts me. Let me pick a set of stations or route to be notified about. If I commute between Roosevelt & Westlake, only send me text alerts for those
Do it right the first time or make the Sound Transit slogan: We Do It Right Because We Do It Twice!
Please don't fully close service to do maintenance. Single tracking is much preferred. The bus shuttles aren't reliable enough.
Link is suppose to be a convenience not an inconvenience
Many flights leave at 7am and jobs start at 6am, so it's very difficult to plan around using transit from Lynnwood if mornings were pushed any later.
Please no increased shuttle buses! I'd rather wait longer for less frequent link trains when they share one track.
Please guard your copper wires!
Service disruptions to the airport transit will need extensive communication and clear instructions to alternatives. I've found that the communication during outages to be lacking.
Increased night service with longer gaps between trains is preferable to shutting off service earlier.
I would absolutely love it if the train ran all night at all hours, even if that means significantly reducing service during those hours. I live in Bitter Lake and it's annoying getting home after a night out with friends. If I want to take the train I have to leave early. Thankfully the E line runs all night but expanded train service would be amazing. Also it's hard to get to the airport if I have an early morning flight.
Many times there is issues with links like unexpected closures, solving this issue before expanding to other cities is best and much needed.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
If you're going to use bus service to replace Link service, the frequency of that bus service better be as good or better than the link service it replaces and as much as possible, it should serve the same route and stops that Link covers, so people don't have to think about where to go to get on the shuttle bus or wonder when the bus is scheduled to come. Ideally, a bus would serve both of the Link lines at least 3-4 times an hour during all times that Link is not running. Nobody serviced by a Link station should ever have to take an expensive taxi, Uber, or Lyft out of necessity, because the Link line routes are out of service. For example, if somebody comes out of a U-District Tavern at 2:00am and they need to get back to their apartment in Columbia City, they shouldn't have to wait more than 20 minutes to get on a shuttle bus from U-District Station and ride it along the Link route to Columbia City Station. Maybe this ride will be slower than Link would have been, but it's a reliable ride along a known, consistently available route that allows this rider the same one-seat ride experience that they had from Columbia City to the U-District on Link earlier in the day. In other words, they don't need to open up Google Maps and figure out if there's a way they can get back to Colombia City on transit. They just know from experience that if they go back to the U-District Station and wait, a bus home will arrive within a reasonable amount of time.
I depend on Link.
Please extend service hours to 1:00Am or 1:30Am at night. When flight was delayed I had take Uber home 2,3 times in a month which cost 100$!. Too many line closer happening.
The problem is that the link is going to experience unplanned / forced outage anyways so unless its equipment replacement or total refurbishment, the increase in maintenance window isnt going to be meaningfully improve system reliability and availability. Short example: Copper thief in Federal way, and then the UW/Cap Hill outage for rail maintenance. The rail now still rocks as much as route 8.
Install turnstiles so people can't get on the train or platform & train without paying. I am SO tired of the freebie rides.
The express buses already cut off relatively early for weekends - I have to hustle or leave early from shows/events (esp at climate pledge since there's no direct stops or stations near there). It would be very inconvenient for the link to also be down. People need safe forms of public transit at night.
Please start link schedule at 4am
The link should be open until 2AM when the bars close. There needs to be options of getting home
I don't look at service alerts. It is generally important to me that the light rail appears consistently available, or else I'll stop considering it as a primary mode of transportation. Whatever you do needs to be consistent so that I can plan for it. I primarily take the light rail to Microsoft on workdays and to Seattle on weekends, so closing the 1 Line is super disruptive to me on weekends since that's the only time I care about the 1 line. If I plan to rely on the light rail and then it is randomly closed (even if planned), it's going to make me want to use the light rail less next time because I can't just rely on it working. Nobody else I know is looking at service alerts either. I have subscribed and unsubscribed from alerts multiple times because they are extremely noisy. If I am taking the light rail 3 days a week to & from work, I'm not going to check service alerts every day to see if there is a closure/single-tracking/etc. that I should be aware of - I just show up (mostly to the Downtown Redmond station) and assume that I'll be on a moving train in 1-10 minutes.
quicker turnover for delays
I much prefer late night disruption even on a weekday, I still work weekends and lack of service is negative
Those late trains - both the 1 and the 2 out to Bellevue - are a lifesaver for (especially) female friends of mine trying to get home safely after concerts. Buses are a lot sketchier for them and they rely on the late service.
I understand that service is necessary, but I think having access to late night trains is very important.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I use the link mainly because there aren't long gaps between trains. It's easier and more flexible to just go to the train station ±5min around the time I want to leave. Missing a train in that case is a minor inconvenience. Missing a train with 30min until the next one basically ruins most plans, e.g. late to a meeting for work, missed meeting someone for lunch, outside the 5-15 minute grace period for an appointment or restaurant reservation... I bike to the station, so I'd end up having to find a bike locker and take a ride share most likely, or just give up on my plans altogether.
On holidays and Sundays. People still need to get to work at their regular start time. Your starting an hour or later require these people to DRIVE to work and that is not helpful.
Advance notifications & help with bus transfers
Timeliness of the bus transfers impact trip (extended)
Late night service is more important on weekends and when there are events
If you are planning closures and bus replacement services you need to get your – together for those shuttles. The recent all day closure between Capitol Hill and Northgate was out of control and you had zero form ofindication of where the buses were or how bad waittimes had gotten. Didn't even have a map! I waited for the shuttle north @uw for an hour and a half only to be unable to get on because it was so packed. You gotta do better. Take it out of Dow's paycheck or something.
My flights are early , I want to take transit, I have to walk 6 blocks to Aurora to ride the E, to Westllake to take the first line 1 to Seatac. OR stay over at an airport hotel. Why is it so complicated to get to the airport around 6 AM ?
Quit treating our transit system like a hobby. You have terrible fragility built into the way your operations are designed. I have never seen another city sacrifice reliability and consistency for stupid or incompetent reasons as much as your system does. Stop making passengers - the whole reason the system exists - suffer and miss work or events or appointments - just because you don't know how to run the system. Look at other cities who do it better. Your shuttle bus replacements are insane and do not function well. Revamp this entirely to serve the actual number of people you're replacing service for or throw it out as the viable option.
how about adding back the new lines you promised when you asked us to vote for more taxes to support the promised expansion?
Why are we looking to reduce the service offered by public transit? If anything we should be expanding it
Some flights are departing prior to the current link light rail start up time. I would consider publishing And being more transparent about other options to SeaTac airport for those leaving super early in the morning. I would prefer not to pay a premium for uber or Lyft
Despite lower demand in the morning, having regular trains is still crucial in making the light rail a viable commuting method for the early morning folks. As it stands the expected amount by which a train could be early or late is nearly the same amount of time between scheduled trains (~8-10min). That means you need to be early enough to miss your first train and still get to work on time in a train up to ~10 minutes later. Increasing wait times without decreasing accuracy would easily cause peoples commute time to double. That error range is way to high for the light rail to remain a viable commute service. For early morning commuters specifically, we aren't choosing the light rail because we have to as highway traffic hasn't picked up yet. We're choosing it for other reasons, but for most people those early morning hours are precious and if commute time increases or reliability decreases people WILL choose to drive instead.
No
The shuttles are a good start to a plan but that would mean figuring out how to update everyone whether on app or something. It gets very upsetting when Im want to use the link or bus and a sign at the station is telling me to go to a different location. I hope it's updated on Google Maps at least when routing people.
If maintenance windows can be planned regularly (like 3rd Wednesdays or something) it will be easier to keep track of them. Also, be sure they are announced at all stations in case someone does not have access to the transit website. Having an electronic noticeboard at each station with current and planned outages would be ideal.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I take the 1-line every Saturday morning around 7:30 am. Any time there is maintenance outside the hours of 7-9 am on Saturday, works for me.
align scheduled for link and ST. it amazed me that the link arrive to the station and the bus leave at the same time.. Non sense. One the link arrive to the station the bus (ST) must wait for the passenger of the link instead of having passenger to wait for 30 min
If these levels of disruption are expected what is the outcome after that? If it is significantly better service I would maybe support it, but without that I don't understand why
What happens if you find an issue? Is it automatic shutdown and alerts?
Do not build the line to Burien! ST should concentrate on making sure the existing lines achieve 85% on-time record before it builds more lines to break down. ST bought toy transit - sub-standard little train cars, light rail tracks, cheap garbage escalators and elevators, etc. Whoever designed this system was incompetent and unqualified.
We use Link on the weekends so when it is offline, we often choose not to go downtown.
Faster communication to the security staff in the platforms during disruptions. They often don't know the exact details or impact until much later. "We haven't heard anything more" is a common refrain
Nights and weekends work well when alternative transportation is planned and coordinated.
Stop packing maintenance windows into commuting hours. Far too often, the Link is heavily disrupted from 3-9pm.
Please coordinate shuttle busses and Link trains better. If there is a station that is temporarily being served by a shuttle, that shuttle should wait until the inbound train arrives, not stick with a separate shuttle schedule that is independent of the trains. ** please require ALL shuttle operators to ANNOUNCE THE CORRESPONDING LINK STATIONS!! **
Try not to schedule during peak hours.
Parking at Lynnwood transit center is a joke
Extended hours.
Maintaining express bus lines (e.g., 510) from downtown to standard light rail/park and ride stops as alternative trips as needed when link service is down.
How about directional (news) signs on all stairs and sides of tracks and trains. Who the heck knows where Lynnwood is. And why confuse me with station numbers?
None
If you have to service a station, please try to keep multiple entry ways open. There have been times in the past where I need to enter or exit and am kind of funnel past people camping out there. I get that they need shelter, but I am often a woman traveling alone and having to show either my wallet or my phone as I'm tapping makes me nervous in those situations. If I feel nervous about it I may choose not to tap on in those situations to avoid a confrontation.
The 4 min wait during world cup was incredible. Wish it could be like that all the time.
Rollout better ways to communicate delays and disruptions.
As long as there is adequate notice, 24 hours being ideal, I would be fine. One hour notice would be helpful.
Improve link reliability. minimize single tracking when possible.
All of these unfortunately sound quite suboptimal
I understand that maintenance time coordination brings challenges, but late night and early morning Link service is essential for a massive number of people's work and social lives, including my own, and helps make it possible for people to live in Seattle without cars, as well as travel safely to and from parties and other events where they may be intoxicated and not able to safely drive.
Coverage on shuttle bus and where to catch them.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Only closing early certain day of the week. Coinciding closure around event schedules. Example if there is a climate pledge or lumen field event consider running the rail longer to accommodate.
Other major and bigger scaled networks have less than 3 hours of nightly downtime Ang trains come every 3 minutes. It's bizarre how you guys call this world class modern system when there's cellular black out sections in tunnels.
When Link is down it's never well organized and hard to get where you have to go. It take way to long from UW to Federal way.
Restrooms needed at stations and (or) on trains!
Quit shutting down on weekdays. The shutdowns are the primary reason I do not ride the Link Light Rail more often.
I understand the need for increased maintenance time, however ending Link service before the bars close at 2 am is bad policy. Uber/Lift and taxis are expensive, which influences people to drive to nightlife events.
Giving more notice
Peak ridership before and after normal business hours and associated bus supplements
Parking is a nightmare At the tukwila station you need to park before 6:30am to find parking.
please keep link running late during sporting events for the workers to get home
The people most using the Link early morning on weekends are people working low-wage service jobs, like myself, who suffer the most work and financial consequences when we end up being forced to arrive late by inaccessible transit service.
I really enjoy using the link service but for maintenance windows, I feel they should maybe be more frequent and shorter in length as a whole. I'm not sure how feasible this is or if this is how the current system is already.
The truly critical times in my opinion are 6:30 am to 6:00 pm weekdays. The light rail is great for commuting (for me), but delays due to maintenance issues (mechanical, ventilation, etc.) during peak commuting times is brutal. The shuttle buses are appreciated, but are really suboptimal from a time perspective as an alternative. Also, signage or announcements (or anything) letting people know WHERE to find temporary shuttle bus replacements for the light rail when it is down would be TREMENDOUS.
I do not support ANY reductions in service. Though I don't use late night or early morning service very often, I rely heavily on it when I do. Early morning Link trains mean I can get to the airport in time to make a flight, or downtown to work to meet with clients in other time zones. Late night rides are a critical safety feature, reducing the number of potential drunk drivers on the road on weekends, as well as shortening my trips home from sporting events and parties. PLEASE do not make service cuts.
No maintenance on evenings with Seattle pro sports scheduled
Less closures for the downtown stations on weekends, please!
Like many of us post-pandemic, I primarily work from home, and as a non-driver, Link is my primary means of transportation for errands, recreation, etc—everything -but- commuting. For myself personally, living near several Metro lines, late-night service changes aren't particularly disruptive. However, as I experienced numerous times during the tunnel conversion and 2 Line construction, all-day closures with bus bridges and numerous transfers extremely curtails my ability to leave the neighborhood on weekends; a visit to family in North Seattle balloons to a 90 minute trip at times. Weekends too are often community events, sports events, and other high-transit-usage events happen, and while you have concrete numbers, in my observation there is more consistent off-peak ridership and bus bridges seem strained both by rider volume and traffic.
When light rail maintenance coincides with I-5/520/99 closures, this turns navigating Seattle into a nightmare for EVERYONE, including people who are solely using public transit. Please, PLEASE, try to ensure that maintenance is scheduled outside of these scheduled closures, because adding shuttles and increased buses is absolutely NOT sufficient to handle the congestion of commuters, and makes getting anywhere with any level of predictability impossible.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Need more restrooms at link stations. More reliable elevators.
Having disruptions in the Link service for late night arrival flights at SeaTac is a very bad experience. I'm already tired at that point, and I just want to get home without processing new instructions and routing.
It needs to run later
Better communication... it improved during FIFA (lacking before) ... hope it continues
Better signage regarding shuttle bus service during disruptions
Please consider partnering with SeaTac to display and notify travellers of any updated maintenance closures as many airport travellers depend on the light rail at early morning/late night travel.
Please do not reduce service to perform maintenance. There are many ways to get the work done without disrupting people's plans or daily routines.
PLEASE EXPAND LATE NIGHT SERVICE. By not providing service past 2am on weekends, you are encouraging drunk driving.
It would be nice to have all sorts of maintenance done after midnight and before 5 am next day. This seems to be how most other major city transit do.
When you do have to use busses at night have security at there
Weekdays are most disruptive but I also do not go to Seattle if there are shuttles replacing the link, I did it a couple of times and it took much longer.
Maintenance windows should not align with planned evening sporting events. When these happen at the same time, it creates VERY long delays.
I prioritize having Link during the most typical working hours. More people seem to use Link late in the evening for social events. I understand the challenge scheduling around major events at the stadiums or Climate Pledge. But overnight work seems to be the least disruptive.
More cars on the 2 line would be nice.
N/A. Sometimes shuttle buses are not reliable if they take 30 mins - 1hr to implement causing people to have to take ride shares or risk being late to work.
Why Link doesn't run all night?
It would be incredibly valuable to have the train run after 2am, to encourage people who have been drinking to take transit and so the workers can get home! If you are unable to run trains that late and complete maintenance, seriously consider a real shuttle bus alternative. One that actually services all or most of the route. At that time of night a bus alternatives servicing the same stops as the train would be able to move efficiently and fill a much needed transit gap
Please take into consideration the fact that a lot of people who take the light rail early in the morning rely on it to get to work on time. Alternatives like the bus are great, but sometimes there is a lot of traffic or an accident blocking highway lanes that make wanting to ride the bus to work in the morning undesirable.
Please dont kill the Ballard extension plan
During Maintenance, provide additional bus service at the station affected.
The trains need to be running early in the morning so people can get to work before 7
There have been times where I was planning to take the link on the weekends but did not due to maintenance.
Link closures on the weekends are very disruptive - please don't do that!
Why is link not 24 hours a day? Like it would be nice for late night or early morning flights, people who work shift work, etc.
Fix the slowdown in the east side climb on the bridge.
Consider when there are typical Link rush hours (weekdays between 3-6:30pm) and sports events (2 hours prior and 1 hour after). It's extremely difficult to get on and off the trains when this overlap happens.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Please keep us informed and very important buses actually show up and are on time.
Thank you for the ongoing visible security personnel. Thank you for the clean trains!
Do not line disruptions on the weekends before 9 pm. We use light rail on weekends to run errands and have fun activities with family
Yes, we need to invest in planned maintenance windows, even if the public is unhappy about the closures. I'd rather have predictable closures than in increase in unplanned service disruption.
Airport to northbound route is most important late at night
Closing the link on weekends is incredibly disruptive. Closing down the link for WHOLE weekends for scheduled maintenance is not okay and is incredibly disruptive for residents and tourists alike. More and more Seattle residents, like myself, do not own cars and closing down the link on the weekends massively impacts our ability to move in the city.
Bus service is a fine replacement as long as it runs frequently (ideally more frequently than link) and most importantly the closures are COMMUNICATED. ST is so bad at communicating service disruptions like this. Please see how other transit systems do this and communicate. So much is possible when, and I'll say it again, you COMMUNICATE
I would prefer closing/opening an hour later vs the link being fully closed on the weekend
While I rarely use the Light rail late at night, when I do it is because I am catching a red eye flight into the city. It is difficult not having the option to head home by light rail when it is needed.
Trains running later at night on weekends are best in my opinion.
Enforce fares. Pay night maintenance more or hire more personnel to increase efficiency. Study European/asian rail maintenance strategies. If longer maintenance window is required maybe set aside one low volume Sunday a month so it is at least expected.
Need crossover switches at Symphony Station
Link night buses serving all stops
It's really a problem that the Link doesn't run while businesses are open. Bars are open til 2. Transit should support the patrons and workers. Closing the link for extended periods for maintenance would be more palatable if we regularly had more hours. If the link ran til 2-3am every day, it would be easier to sacrifice a day or two of reduced service because we get something back.
The train is hugely crowded late night on weekends, helping people get home safely from social and sporting events. I hope late night service is preserved.
Calendar of planned link closures, potentially in google, apple, other public calendar that we can use with our own planning. Link closure is disruptive, but understanding earlier allows time to modify or change plans. Losing link an hour earlier every day is too much consistent loss in utility.
If people can't rely on Link, why would we use it?

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Plan/announce them much further in advance (say 3 months out). This would allow riders to plan their journeys; there would be less uncertainty. This would also allow work to be planned and cover provided for that work which would ultimately lead to less shutdowns and potentially a more resilient system. You cannot expect a mass transit system to operate for up to 20 hours per day, 7 days per week, 365 days per year without the occasional large-scale shutdown. It is commonplace around the world that these types of systems sometimes have extended possessions/isolations for 24, 48 or even 72 hours to allow for critical works.
Connecting bus service to light rail often begins later than link service. Example - Link in Tukwila begins running before 5 AM, but the KCM 128 does not begin service until 6 AM. Partnering with local transit to ensure that connecting services start at the same time as link service would be ideal.
If anything we need to expand hours instead of decrease them. A lot of people in the city work nights and buses are not always safe especially as a single woman.
If service is cut night bus has to actually run too all stations and not screw over capital Hill. It needs to run way more frequently especially at the beginning and end of night bus service .
Every minute the train doesn't run is a minute people will switch to cars. My most preferred option would be to run infrequent trains all night, single tracked - even if that means only every 30 minutes. I consistently ride the last train of the night and it's always packed because people are out and about and want to take transit.
Service windows should be expanded, not shrunk. Trains should run until 2AM at the earliest, and start at 4AM at the latest every day. 24 hour service would be much better.
I'd rather have frequency of night buses.
Want to emphasize that my responses to the questions above assume I am using rail during game days (ie Seahawks, sounders, etc) that fall within the weekend. If we're talking about game days, most of my responses to the questions would lean towards least disruptive for me.
Many cities have 24hr trains and still manage to handle preventative maintenance. Why is our system designed to require such extensive maintenance even though we have low train frequency and limited hours? Perhaps we should pause the 2 line if it requires a less dependable core transit line (Line 1).
Link service should adjust to be available on weekends until 3am to reduce drunk driving incidents
No light rail in Pierce county
Shuttles are not a sufficient replacement for trains, both in capacity and frequency. There should never be maintenance for extended periods of time.
I personally would prefer to have bigger gaps between the rides than to just not have the service later in the night - Light Rail feels the safest, especially at night, and not having the option to take the Rail at late hours especially during weekdays but also on weekends feels very disruptive.
Link service already ends too early. This proposal is terrible. Other major transit systems worldwide manage to remain operational with minimal maintenance windows. Sound Transit is not special in this regard.
I would not want to take night bus because of increasingly unsafe environments, especially junkies and crazy people. I prefer to take the link. However, you guys need to figure out your shuttle bus. It never works for me whenever the link is down. Noone knows when the next bus arrive, how often. Things become messy. My suggestion is having a rule of thumb whenevr the train is down. For example, when you send out the alerts text of the link is down, let people know that from that time stamp + 10/15mins the shuttle will arrive. You will need to have a live tracking for those shuttle on the website as well and make sure those shuttle actually exist.
Night Bus service would need to cover all of the stations on the 1 and 2 lines to truly prevent disruptions from shutting down earlier or opening later.
I think if anything Sound transit should be finding ways to expand service later into the night and earlier in the morning. Definitely not cutting service hours at all.
The way they are is good, less single tracking would be better

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
24h friday and Saturday night service must happen if this is to become a real city with real nightlife. if that means 2 less hours per day on other days, I and many others would accept that trade-off happily.
I am a health care worker. I have one day off every eight days. I do not have a car. I need to be at the hospital so that I can help take care of our patients. I rely on taking the link at 5:15-5:30AM to do my part. Please keep the link as it is, and keep it coming every 10 minutes as they have been because it is necessary for me to do my job, and to get home. I thought public transit was a huge promise of our new Mayor and believe it will make Seattle an even more liveable and greener city.
More security at night, also in buses
If there will be a large gap in service later in the day, it would be helpful to have that in messaging at the start of the day. Scrolling signs inside the train, at stations, would be my first choice, so people riding that day will see. Text could be an option, but might be too much messaging for people not riding that day.
I probably drive to Seattle if weekend schedule is reduced or replaced with shuttles. It is too i inconvenient and unpredictable. Now the World Cup is over, I don't have to use light rail to visit Seattle by light rail on weekends.
better parking options. so many times people use the light rail for the first and maybe only time during events in downtown. people don't know how to one time use the light rail but that could lead to more frequent use
Just do maintenance during off hours. Don't reduce coverage.
add enough buses to adequately shuttle the number of passengers
Add more frequent buses and smaller gaps between link trains. We want to commute faster, not slower and not with more transfers.
The light rail already closes way earlier than it has any right to, especially on the weekends. If anything, consider Monday or Tuesday evening/night earlier closures.
Clearly state them ahead of time for planned service outage and if possible have them on visible boards letting people know which line or lines are affected. Some riders are using both to get to work and would need to plan ahead. In London, train lines often have maintenance and people knowing it ahead can plan to go early or delay their travel so it has less impact.
I think opening the link an hour later in the day on Saturdays and Sundays, and having it stay open an hour later at night on Friday and Saturday nights, would help more people get home safely.
If the bus shuttles were frequent and not stuck in traffic sure. Otherwise, I'm not taking a bus shuttle.
More light rail trains on the weekend
concert spots events etc where people park at light rail stations, and go into the city for nightlife
These options are all equally bad. Have you consulted with foreign transit agencies (Paris, London, etc.) that are much better at maintaining schedule and reliability? I do realize that European cities have a denser network which makes alternative routes with transfers possible, but there has to be a better way than cut service. Weekend closures are an absolute no-no in my opinion. Whether they're ""planned"" is irrelevant - casual transit users don't anticipate closures. Starting later or ending earlier is only acceptable if solid alternative bus service is funded (not ""could be supported..."" as proposed.) Airport service is particularly critical, both for travelers and workers. Lower frequency outside peak hours is probably okay if absolutely necessary and correctly reflected in planning tools.
The single tracking for things like Pinehurst station was acceptable, as long as frequencies stay ~15 minutes or better. Single tracking in the DSTT with ~30 min frequencies is just as bad as not having service at all.
Weekend mornings

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Good
All bus routes feed link. If Link service will be unreliable on nights/weekends, a night bus service needs to be established to maintain connectability
Run the service as designed.
Service already ends too early, and night buses don't serve Rainier Valley, disrupting airport service.
Increase resilience. Design the system with resilience and ease of maintenance.
More single tracking might be a better idea but please make sure that trains on other segments of the system are not affected and run at normal frequencies, and try to avoid weekdays for single tracking. I would encourage ST to strongly consider putting the center platform back in at Pioneer Square and leaving it there permanently for service disruptions or even potentially allowing folks to transfer between lines there without needing to go up and over at Chinatown.
When many systems in the world run longer hours and sometimes 24 hours (especially on weekends), I think the hours shouldn't be shortened. Work better instead
Please remember that there are people who want to get home from events that end at night (around 11 or 11:30 PM) and want to get home, and that there are flights that land around 11 PM or 12 AM at the airport. I think trips that don't cover the whole line would be a good solution.
BUILD TO BALLARD YOU INCOMPETENT LOSERS
Anything that expands evening hours and morning hours would be great. I often don't take the light rail when I go out because the trains won't be running by the time I need to get home, and I don't like taking the bus.
Develop a system for running 24/7. Increase rolling stock and maintenance sheds to accommodate.
I understand that service needs to be suspended for maintenance. I think riders would really benefit from a dedicated late night bus service from ~12am to ~4am that runs the exact route of the 1 line, even if it's only every 30 minutes. Regardless of projected ridership, I think there's a safety element (reduce drunk driving late weekend nights), and there is also an element of improved passenger experience, because riders know that they will be able to get back home regardless of the time of day.
better service disruption notices, ideally with an ETA for service reauming
Long windows between trains is highly disruptive and will deter ridership.
Link disruptions on evenings and weekends are so disruptive that I would probably cancel many plans as a result. I would not mind single tracking as an alternative to bus bridges when possible, or starting service later in the morning
...
If link needs to have extended maintenance windows they should NOT reduce late night service on weekends. In fact, late night service on Friday and Saturday nights should be EXTENDED later than they are currently. The link is a valuable asset for those attending late night events on weekends and is a viable alternative to driving, keeping potential drunk drivers off the road. Extended overnight maintenance windows should only be done during weekdays when late night ridership is much lower.
Critical shift workers (police, medical, fire and alarm dispatchers) need a reliable way to get home and to their shifts that start between 11 pm and 5 am, 7 days a week. The lack of support for our critical workers and public transit is frustrating. I have a family member in this situation that would love to use transit. But it does not align to his shift hours.
A Bus from Northgate to Lynnwood would be most helpful, so people would have options if their route was delayed. Because he 512 stopped running from Northgate after the Lynwood light rail started running.
Figure out how transit agencies in other developed countries manage to provide reliable rail service without disrupting anyone's commute or stranding anyone at the airport.
Why are you ending the 586? Hospital workers rely on this bus!! Light rail is not reliable to take this critical bus away!
More OverNight Buses Routes Need Newer Buses

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Single-tracking after 8pm on weekdays seems completely fine and is often used on other systems. In lieu of one of the approaches described here, I'd also strongly prefer if Sound Transit simply closed the DSTT for, say, 6-8 weeks to complete improvements in the entire stretch to add crossover tracks and get rid of the embedded rails. Losing the system for that long of a period would be painful, but I think it would be better than incrementally reducing the utility of the system for a longer time period (say 3-5 years). WMATA did this to great effect, and they're experiencing record ridership growth.
Clarify whether this change would be permanent. What maintenance needs to be done? Why does the system need so much maintenance? Disruption is easier to swallow if you communicate that it's time-bounded.
I know you gotta get it done and when you do it, late nights on weekends is the least bad option
Link closures should not be scheduled on weekends. those days can often be just as busy as peak periods, especially when there are events at the stadiums and downtown.
weekend travel is usually based on events in the area. It would be good to work around local events to reduce congestion and confusion.
Globally, single tracking is the most effective way to perform repairs. It is incumbent on ST and LCC to have a FIRM grasp of the alignment. This short window of Non-Revenue is a complete waste of resources. You should be able to perform repairs 24 hours a day. Instead of asking the public, it would be best to listen to those with boots on the ground. You have repeatedly made decisions without consulting with subject mattter experts. This has been costly and degrades the trust of your workforce.
I rely on the light rail to commute home from work and often have late night/irregular schedules so late night transit has been a key part of my day to day life and often does not seem as prioritized as day service, subject to more interruptions that causes delays in my work and personal life and has lead me to have to find alternate ways of commuting since it is not always reliable. It is obvious to people with untraditional schedules that we are not as important as the 9-5 commuters
sound transit should consider running link replacement busses at all times outside service hours up the spine especially if they're going to be reducing service hours.
a) recommend daily maintenance midnight to 4:00am .. in order to not disrupt commuter service b) cleaning cars and stations as well
Link light rail has to get better at single track operations. Not just for routine maintenance, but also for contingency operations. Does the system have enough crossovers/interlocks? Does the system have enough signaling equipment and operator training for efficient single track operations? Does dispatch and management have enough training and practice for efficient single track operations?
Exceptions for sporting events throughout the year - no late closures
Extend night hours. At least one train an hour
You already have several hours a night for maintenance. Be more efficient. Earlier stoppage on weekends disrupts event travel.
Hire more workers
Do what you got to do, and keep us safe
Folks need to start in lynnwood for the 4 am train even on HOILDAYS

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I think your survey has a typo because you asked about riding link "before 11:30 p.m. on Saturdays" and "before 11:00 p.m. on Sundays", and based on the commentary and other questions, I assume that you meant to ask about early morning rides before 11:00 AM or 11:30 AM. However, I answered the question that you asked, which may or may not be the same answer to the questions that I think you intended to ask.
Do more single tracking in the late evening/night and early morning. Lower frequencies but with a longer window of service is better than cutting off service so early and not having it in the early morning. Having reliably timed 30 min service is useful for planning trips to the airport/amtrak/grayhound. On multiple occasions, I have driven for out of town trips rather than take the train or bus because I would not be able to get to the station in time or return from the station
If shutting down Link early in night pls increase 578 freq
Save Ballard light rail
Don't reduce late night trains and don't have trains take 20-30 minutes for maintenance work. This hurts riders needing late night rail service.
Weekends are only least disruptive to white collar workers, who have typically 9-5 jobs. Think of shift workers and weekend schedules as well.
Model yourself after BART and MUNI - more frequent planned closures for long repairs with expanded bus service and single track operations for quicker maintenance
Really check if riders Pay/Buy ticket, add turn stiles
The later the 1 and 2 line can run the better, for those of us that live in Redmond, but do theatre/events work nights and weekends in Seattle.
After this year the sound transit line has not been reliable at all. I feel like every month more than once there's been an issue going on or maintenance happening that disrupts mine and everyone's schedule. Using the transit line for a reliable service has really gone down hill.
Extend link hours on line 2 after 12 am. Extend hours on route 560 after 11 pm at least.
At the beginning of link service and at the end, have the buses run more than every 30 minutes, as in every 15-20.
I think having the link run later at night would be super cool, to allow for more "night traffic" it's more reliable than Uber, and a lot cheaper.
having messages on the light rail itself would be incredible. Sometimes you don't see a frame signs on platforms because people stand in front of them, etc.
Link maintenance and ending service early on Friday and Saturday nights makes it more difficult for people who go out to get home. I wish the link ran later on these nights!
Don't you dare close down link more often for maintenance. That is an unacceptable solution. For a world-class city like Seattle to not have its light rail running on weekends is just ridiculous. No other city does this. Why can places like Tokyo cover all of it's maintenance at night, but we can't? Why can NYC run its trains 24/7 but we can't? You need to get your – together and figure out how to complete all your maintenance during the time that link is normally closed at night every single day.
Please start the link line 2 to Redmond earlier. I can't get to work before 6am unless I rely on buss.
The long span of service is very important for transit-dependent workers like myself, and events/concerts happening in the Sodo area. I'm a Metro operator and many rely on the last few trips of Link to get home.
In addition to commuting during the week, I use link to get into downtown Seattle for dinner and theatre. 10:30pm is too early to reliably be finished an evening show and get all the way back to the Eastside, and with the planned work on 520/i-5 connection over the next few years affecting weekend traffic the train link will become even more important.
It's ridiculous how much the lines close for maintenance and how little notice is given. Frustrating how pathetically the system is run. No other metro system is this incompetent.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
If Link cannot continue operating every ten minutes during core hours, I will not ride it and instead take a Solo Rideshare or Taxi. I will not ride the bus.
It is more disruptive to get on and off shuttles/multiple transfers in one ride. I aleady have to transfer at the limk station, so 4 load/unload cycles is disruptive and often means I take a car or rideshare.
No.
Decreasing service or ending service early on weekends (Friday/Saturday) would be a big disruption to my use of the link to go into and out of Seattle. This would increase my frequency of paying for uber
Predictably is key! Giving notice so we can plan ahead.
Any headwinds that are greater than 15 minutes need to be communicated well in advance, Not happen during rush hour, Or during sporting events that are happening in the city. Offer alternatives if they're greater than 15 minutes
Come on guys, we paid for light rail in our taxes. We didn't pay to have it down for mainenence. I thought this is why it doesn't run 24 hours. Now you want to take a bigger chunk out of when light rail isn't running? You guys need to get your – together!
I got rid of my car since the opening of the link. With these changes, my neighbors and I will likely rely on car more often. This is very disappointing.
Scheduling service plans so disruptions are minimized and trains and buses are free from disruptive if not dangerous breakdowns. Planning maintenance service restrictions and closures to take into account events and schedules of activities in the communities served so people are not inconvenienced or left stranded in the event they return from events, outings, activities, work related travel situations.
Middle of the night would be best if possible
Is there a way to do maintenance for just sections of the link rail? Such as shutting down between northgate and lynnwood only but keep northgate to downtown open/running? That way, if known ahead of time, a rider could go as far as Northgate that day, park in the garage, and be able to go back to Northgate and drive the rest of the way north... or vise versa, late at night.
I enjoy being able to take an early flight out of SeaTac. Sometimes that is very difficult coming from South Everett. Bus shuttles are very confusing, especially for non-English riders. Also, shuttles feel even more unsafe at night
Working hours for people who don't have 9-5 jobs (2nd / 3rd shift, etc)
Focusing on "most common trip" in this survey misses an infrequent but very important use of the link: getting to the airport. Reducing night hours of service or replacing service with much slower shuttle buses doesn't really affect my typical weekend activities, but it does make the link less reliable when planning trips in/out of SeaTac.
Please for the love of God, minimize the single tracking. I think going through that a couple times now, and it's literally the worst experience
Link service feels safe and predictable. Bus replacement is not an option I would want to take as it is not as safe as the train.
8am-11pm are the windows in which I expect the train to be available. If planned matainance were to happen Id prefer an evening closure rather than a full day closure.
I work in the HMC and UWML emergency departments. I need to be at work at any hour and any day. Already. Hours for link are restrictive. Making them more restrictive decreases how useful link is to me and will impact my satisfaction with Seattle public transportation. After moving from Chicago, where there is train service at night, Seattle is a large downgrade.
Consider collecting more fares to support better maintenance
Most complaints I hear about the link is that it ends too early so I wouldn't end service earlier
Firing the current team and hiring people who actually use their brain rather than sitting on them all day.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Don't know about maintenance, but the rail should run all night. I'd take it to the airport. If I was to go out in Seattle it's done too early to get home.
I would appreciate earlier service to SeaTac airport.
Current service disruptions during the morning commute since the 2 line expansion has reduced my ridership because the system is too unreliable to commute to Bellevue. I have no flexibility with my employer and could get fired.
No but I'm going to say something do not take away the 574 from Lakewood Towne center you can expand it to the Lakewood station yes but people with handicap like me has a hard time walking I'm not walking Tim Buck too just get to the turnable maybe there might be like less frequent I don't know but don't take away that 574 please or do not shorten it needs a good idea to put a 15 minutes but don't take away the 188th area there's a lot of people that likes to take besides one bus
Please retain the 515.
If you start service after 5am it would mean i would be driving to work. Since it would make late for work. I know thats true for alot of us I ride with.
Heavy outreach in advance so riders and non-riders know when there will be planned maintenance work and if a bus shuttle will be needed or delayed train. Also clear signs indicating where the shuttle will be stopping.
single track is better than no track
Issaquah? Need better connections.
More late night 20 mins apart is fine
Coordinate maintenance with big events on weekends so there is no disruption of service.
Late night/early morning buses to facilitate travel to and from the airport would be very beneficial. Even the current schedule somewhat limits what flight time options are viable for me.
Have better graphic ways for people to transition from bus to train when there is a service disruption.
Late night on the week nights and off of events.
Making it more clear when shuttle buses have to replace the link and making sure that it's clear where you pick up the shuttle bus and it being less confusing
current plan is really good.
Stop letting dirty drug addict vandalize the trains!
Decreasing down times during the night especially near the airport
Consider hiring an exorcist for the overhead power at UW station. That – is cursed.
Maintaining headways of under 10 minutes is very important to ensure high ridership. There should be more staff available during current off service hours to handle this work. The maintenance windows already exceed many norms for other systems globally. This is comically embarrassing for a system that is this new to require this much downtime and be so unreliable.
Need to know when it happens before I arrive to station.
Heavy work commute times
Less frequent closures even if they are more comprehensive taking all weekend
Most disruptive and costly to me would be reduced or early closure of 1 line service northbound from SeaTac to downtown seattle.
If anything, late night service should be expanded on Fridays and Saturdays, to reduce drunk drivers on the road.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
If you're going to use the Night Bus for service replacement, then it needs to be actual service replacement: the nonsense of only running between the airport and downtown helps no one.
Hospital shift times at UW Montlake which many residents use to guide when they use the link to get to work
While I appreciate the need for routine maintenance, the fact the only means being considered to accomplish that are service reductions is incredibly frustrating. Link is an essential transit resource, but it often feels like Sound Transit treats it like an amusement ride.
SeaTac/air travel. I have to choose my flights around the Link operating hours. Reducing hours reduces my flight options, which costs me most money since I either have to pay for a different flight or an Uber/Lyft to the airport.
I'm a healthcare worker and heavily rely on the link to get to/from work with shifts that start/end very late or very early in the morning sometimes. The reliability of the link helps ensure I can start my shifts on time vs buses where there is more uncertainty depending on traffic, accidents, weather, etc.
Better to run one track than the busses late at night. Feels safer at night in dt areas
Make it easier to reach I-5 north from the Lynnwood station. The city planners did the light rail riders a grave injustice for going north in rush hour traffic.
The link is truly the only way to safe way to get to the University of Washington hospital for my 6a shifts and my 11p to 7a shifts. I do not feel safe taking the bus at night as a solo female do the link is the only option for me. Please don't decrease those service options that allow healthcare workers to get to work on time.
Better closure communication
If there's a service disruption please improve how you communicate with us. Thursday's disaster where all of link in Seattle was shutdown because of a snapped cable was extremely disorderly. I had waited for over an hour for a shuttle that never came. Please do a better job of providing clearer and more frequent updates on what stations are closed and how long disruptions will last with additional signs posted on walkways entering stations.
The link should be operating even later. And never stop. Gaps between trains are the most preferable inconvenience.
Late night service between lynwood and cap hill where I ride the most has been greatly improved since the full 2 line opened. That said, reduced late night and weekend service greatly impacts my daily work commute.
More reliable service between stadium and cap hill, even if single tracking.
Any plan that involves less service on the train is a bad plan, unless you're going to create service by bus that covers the same route as the train, but all night long. It's ridiculous people coming out of a bar or music club at closing time can't take the same public transit they rode to the bar or club back to their house.
Infrequent Link service would be my least preferred option, might as well go all the way with the bus option, as long as it's unobtrusive and provides enough service to get close to the train capacities
Midweek overnight is least disruptive. Weekends have events where Link is vital for getting to and from. Busses are not viable if traffic is heavy, such as before or after a game.
Better communication about closures
I work a second shift on the weekend, the shuttle buses add an extra 30 minutes or more to my commute. While 20 to 30 minute headways with single tracking could be frustrating depending on the schedule, I would strongly prefer taking the train because it's faster and more comfortable compared to a rattling bus.
Link preventive maintenance should be performed daily by sections while there's no service to avoid disruptions instead of periodic or quarterly " planed or scheduled "

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Scheduled maintenance at regular times and notifications via text, but also boards, audio and around the stations ahead of time would be helpful. I've never used the shuttle services, but thank you for providing those when the link lines are down. A lot of folks just go to the station without checking service outages, planned work, etc. And don't account for the additional time or lack of service when commuting.
hire more people to do maintenance. invest in some heavier duty maintenance of way equipment that can perform more jobs.
If the 20-30 minute gap in one-track service means that Link will run closer to 24/7 than it does now, I'm for it.
Late at night, please!
Having bus service replace the link on weekends and late night weekdays is the best way to perform maintenance.
More buses if you're going to do these shutdowns
I think that there should be late night trains on weekends until 3 because workers don't get off till two. And there should be over night runs from the airport direct (line 1 -SeaTac- symphony-capital hill- u district- north gate- Lynwood) (#2 SeaTac- international- Mercer- Bellevue- Redmond town cernter)
Sound Transit has yet to realize that 1) peak air travel takes place 5a-9a 2) bar/club crawls take place on Friday and Sat nights and that there are surge of crowds 7p-12a during these days. DO NOT start service later and end earlier, especially in Fri/Sat nights.
The average person doesn't understand why the Link always seems to have issues. We just want (and need) to be able to get to our destination.
Please don't close during the week especially during rush hour. When taking light rail down to one line during the week, it was unacceptable. Please also limit work requiring weekend shuttles especially due to major sporting, concerts, and events.
Please use your head before closing light rail. Early mornings and late evenings during the week are the best for one track service. Please do not close light rail on weekends when there are events especially Seahawks and Concerts which have large crowds. Please limit Light Rail closures on weekends when shuttle service is needed. Light Rail stinks since it breaks down too often.
PLEASE don't remove late night service or decrease frequency
The weekend closures are most disruptive since I go to a weekly community event at Seattle Center on Saturdays. I would much prefer less frequent (single track) train service where I can depart at the right time to catch the right train, to bus service, which is much slower and less predictable.
Weekday at night after 10 pm would be the best time for maintenance
I really appreciate that you keep the Link running late on new years I think that's really cool of you guys :)
The light rail is dramatically superior to bus service, due to not being subject to standard traffic delays. With one exception, I strongly urge you to consider all cost-saving measures that would not impact light rail service as a first resort. Perhaps some Sound Transit Express routes could be reduced/eliminated by working with King County Transit to get more of STE's current passengers onto the light rail instead. The exception: a lot of money could be saved with relatively minimal disruption by simply not having the 2 line run through stops already served by the 1 line, i.e., if the 2 line's route was just Intl. District / Chinatown Station to Downtown Redmond. Transferring from the 1 line to the 2 line or vice versa at Intl. District / Chinatown Station is so minimal of an ask that I'm surprised it wasn't like that from the start. Also, it is critical that any bus shuttles in use meet the same accessibility standards as normal Sound Transit buses.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Night bus service is not an adequate substitute for link, as for some reason it has been planned not to serve the largest night-life destination in the state, capitol hill. A forced low-frequency long-wait transfer at a sketchy bus stop in sodo is not adequate, and the fact that this wasn't considered reflects poorly on ST's route planning efforts. Capitol hill is THE low hanging fruit for any night bus, and at a minimum the federal way night bus should be extended from downtown to end at capitol hill. In addition, starting link service later is unnaceptable. many riders use the service to get to work, and need reliable service early morning. reduced frequency late night (single tracking) is the least worse solution if it's absolutely necessary.
I'd like to see more trains in the morning, even during service disruptions.
In addition to my weekday commute to/from work, Link light rail service has become vital to transportation to/from Sea airport. On weekends or late at night or early in the morning would be when I would use Link 1 for that purpose. Flight times vary so much and I often have to travel via Link at 4 or 5 am or after 10 pm.
Expanded Night Bus needs to serve all stations, not just to Downtown Seattle.
More train every 5 minutes will help and Early morning start 4.30am that helps to go to work
YOUR BUS BRIDGES ARE NO GOOD! NO BUS BRIDGE.
With the continued expansion and adoption of Link, it is becoming less acceptable to have days with no service or to reduce the service window, not more acceptable. Reducing service hours (especially all-day closures) makes the system less of a go-to option for residents and is confusing for visitors. As-needed single tracking is the only acceptable option in my opinion, because it is the only option that is not a full commitment to permanently reduced service hours for a service that hundreds of thousands of people rely on.
Make the overnight buses have a bit of overlap with link when service ends and starts
ST should do everything in its power to prioritize maintaining all-day service on the 1 line. Single tracking is much preferred as a way to perform the maintenance. Bus bridges can easily double or triple a trip time and are best in an emergency situation only in my opinion. Furthermore, ST has already cut late-night service on the 1 line (please bring back the late night northbound deadhead trips to Beacon Hill, or better yet, SODO and IDS!), cutting it further will just make it more unusable for these off peak trips. I think single tracking is an excellent way to provide service breadth while mx is being performed. Since each train can hold hundreds of people it would still be better to take a 30 minute frequency train vs a 30-min frequency bus.
I'm sorry there aren't 48 hours in one day! I wish it was easier for the work that needs to be done to be completed without the stress of time as a factor. Thank you!
Need to figure something out. This system has interruptions way too much during a commuting day. Confidence in the system is minimal at best. Please do not disrupt the common weekday commuting time. Delaying trains 20 minutes while working on track. If frequent might as well bring the buses back.
Planning outages and then ENSURING there will be on time busses seems best.
Early morning/delaying service for any amount of time would be very disruptive to my ability to get to the airport. This isn't a constant need, but if maintenance isn't announced with plenty of lead time, it could cause lots of last minute disruptions for early morning flights.
Make sure that the link closures happen on weekends when other services are running reguraly. (don't close 545 and link on same weekend), maybe run the 545 and 542 more often during those times.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
The bus bridge across I-90 needs to run South Bellevue-Mercer Island-Chinatown-Judkins Park. Going direct MI-Judkins Park takes forever because of the I-90 on- and off-ramp configuration. You're penalizing a huge number of riders with a massive deviation to Judkins Park.
Headways for link shuttle buses need to be every 5 minutes.
Frequency of bus replacement service ideally would match level of service on LINK. Please and thank you.
Your survey responses are very limited. I do not always ride from a single station to another single station, a fixed number of times a week, so this provides a biased view of what riders do. I occasionally need to take the light rail from the airport to Lynnwood, and if a flight is late at night or delayed, I and others are out of luck. Ideally, trains should run from the airport 24 hours a day. If expense is the issue, maybe the airport/airlines could help with a subsidy. Of course, the shuttle/taxi services would be adamantly opposed to 24-hour train service to/from the airport, but they need to be pushed back against.
PLEASE start Line 1 in Lynnwood at 4:30 am. There are people that start work at 5 AM. Thank you very much for your services
Weekend closures disproportionately harm low wage workers who do not hold traditional 9-5 schedules. At the very least, whole day closures on the weekend should be rejected.
Please consider expanding rush hour times. I think you all think rush hour ends earlier than it really does. Sometimes construction at Pinehurst sees still standing room only trains and early delays only makes that worse.
Public Safety and infrastructure Improvements, Expansion, Investments, Partnership, Consolidation, Ridership Database Staffing - Levels, Revenue Services, Revenue Fare Boxes - and Leadership on All forms of Transportation Services in Seattle, Washington, USA.
One of the best parts of the current operations is the wide range of operating times, which is very important for people that work highly variable schedules and depend on Link for transportation.
Doing maintenance on weekends in the evening keeps me from socializing. All I can do is work during the week. If you shut down earlier in the evenings on weekends, I can't go out to meet friends. During weekdays, buses run often enough that taking a bus is an easier second option.
The single-tracking question is vague, so I wanted to specify that while single-tracking on fringe hours on weekends is not terribly disruptive, single-tracking 7-9a and 4-7p on weekdays is what would be deeply problematic (though I'm sure you know that).
Reliability and communication of down periods are both major issues
For those of us who live along the link line, reducing service on the weekends is incredibly disruptive.
Well it be nice if they did the work at night so it would have less impact on the riders
Planned week closures on weekends should try to be avoided due to numerous road closures.
More communication about when maintenance will be; perhaps with a 'heads-up' 30 mins beforehand.
I think as long as busses are available for alternate travel, overnight maintenance is ideal to prevent issue occurring during peak day usage.
Planned Link closures are especially disruptive on weekends -- the shuttle buses have not been sufficient to replace Capitol Hill - SODO service as 1) traffic through the corridors on 3rd Ave slow down the buses, not to mention existing parallel existing trunk lines, 2) creates a transit dead zone outside for transit riders downtown, 3) causes confusion for riders who must get off at Capitol Hill/SODO, 4) for those traveling through downtown (e.g. airport traffic) it causes a major disruption pattern where it's just easier to get an expensive Taxi/Uber. For context, I live near Seattle Center and when a closure occurs, it is impossible to get anywhere outside of downtown quickly, and I seem to be frequently cancelling plans when a weekend disruption occurs. Night bus service would be more favorable if the service properly extends to all night, which would permit me to stay out later.
I often travel back to Seattle later in the evening. I would like the link light rail to go beyond its current end point. The bus is helpful. But not every easy to find. Once found it works very well.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
PLEASE RUN ALL NIGHT FRIDAY AND SATURDAY!!
what's this survery about
I believe Friday and Saturday should be left alone (actually increased service hours) while Sunday through Thursday can be trimmed back and supplemented with bus service. I would be much more willing to take a replacement bus or nightbus during the week for occasional needs, while the weekend it would be nice to extend the trains until at least 2am for bar close. I think this compromise would successfully accomplish the goals of more maintenance hours while giving something back two nights a week for the night life crowd.
13 stops share line 1 and 2 no reason we need 2 trains for 13 stops in the evening and weekend even during the day you could skip a few
I think it's important to keep the Link operating as late possible during the night from SeaTac airport to Lynnwood station. Passengers who arrive at SeaTac airport need to use Link to get home and would not want be to transfer to a shuttle bus.
Alerts need to be more advanced
I believe it should be done during the times that link services stop running at night and when they begin in the morning.
There is no need to have Link trains start at late 4am or 5am. Most people using these are night workers, who are few in number compared to day workers. Buses work best for lower demand routes.
Install more crossovers/interlocking to facilitate daytime work and unplanned disruptions
Don't run buses between Capitol Hill and Stadium. Run buses between Lynnwood and Capitol Hill, and Stadium and Federal Way. Seattle business district is the worst place to do buses.
Consistency matters the most. I'd rather have one less hour of service every day than have the schedule disrupted (planned or unplanned) on any day.
I rather have less frequent trains but at more hours
Frequency is key. I'd rather have canceled service with viable and frequent alternatives than be reduced to 20-30 minute frequency.
This is ridiculous, we need MORE Link, not less.
Weekend service should not be put below weekday service. A functional transit system works 24/7/365, something that this region already massively lacks. Transit is most successful when someone, like me, can rely on its operation any time, any day. The more maintenance windows that occur, the less reliable it is. The less I can rely on it, the more likely I am to permanently stop using link, in favor of an option like driving. With all that said, maintenance windows suck but are necessary. I would hope that care is taken to not make all the maintenance windows over the same time, especially if that time is during normal daytime hours, regardless of the calendar day. Evenings, especially weekday evenings on Mon-Thu, should be considered as options for useful maintenance windows.
I understand the need to stop service for maintenance, and support any efforts that give maximum time for workers. Riders can adapt.
Please include wayfinding signage at both exits when directing folks for shuttle bus service (happened twice so far this year at CapHill). There was no signage at the north CapHill exit.
Bigger gaps in service early in the morning or later at night or even the middle of the day on a weekday might be good for maintenance

Is there anything else you would like us to consider regarding Link service and maintenance windows?
You should plan around home sporting events for professional teams and the UW to avoid overcrowding and delays on these days, late evenings and weekends.
Remember that the current route 570 / upcoming south night bus route doesn't stop to serve ANY of the Link stations in the Rainier Valley. So, when considering potential plans that would involve stopping Link service for a greater portion of the night and broadening night bus service to cover that longer interval, please bear in mind that you're pretty much just screwing over all of those Rainier Valley residents for whom the ST night buses may as well not exist.
Provide better signage when shuttle busses are in service. It is not always clear where to catch them at stations.
I mostly take transit during commute hours. I also take transit after sporting events and concerts. So avoiding maintenance closures during those situations would be helpful.
Link needs to be reliable when it is operating. Single tracking is extremely disruptive due to poor engineering decisions made by past teams (inadequate crossover tracks)
Please consider keeping trains running late on Friday and Saturday night and expanding night bus service to Capitol Hill
Most baseball games end between 9:30pm and 11:30 (Sunday games are midday) - any planned maintenance should make sure not to go down at game start/end times (for major sports, soccer,football,and baseball) so fans can rely on transit to get to and from games, instead of having to drive in. Bus shuttles add a lot of time to a route, and are harder to plan around
The Link is impacted by routine and acute maintenance far too often. The single track nature of most of the system means this causes serious perception of reliability issues. I would rather a period of time be spent to solve some of these long term than to be constantly wondering whether my daily trips will be impacted.
Dig a little deeper on what time riders are least likely to ride, and consider that time to be the maintenance schedule, and also less frequent trips.
Please don't do any maintenance doing sporting events
Weekends closures have been extremely disruptive in early 2026
Would prefer maintenance while minimizing service disruption during the day.
I work at CPA while most events are over by 11pm there are concerts that run later. I use the link 1 or 2 to get to and from westlake and Lynwood. Any service disruptions are difficult and I will choose not to use the link during those. I refuse to use the bus alternative that is not an acceptable alternative.
I would rather have a safe and secure train than a convenient schedule, if I have to choose! Bus service via the 7, 36 and 50 are always viable options to get to most locations I visit using Link.
When I use Link very early or very late, it's usually for trips to the airport.
I wish that stations could expand on to more places in Downtown Redmond and beyond to give people time to commute.
There are way too many maintenance closures for a system that is critical to mobility. And the closures don't seem to be coordinated - if there is to be a closure, then a whole lot of work should be done at the same time - maybe twice a year, but not more often. Especially for airport service please do not start morning service any later than at present (and should be earlier on Sundays) and don't reduce late night service either. The overnight bus is less convenient and more complicated. It's not a substitute for Link service.
Increase staff / equipment resources to complete the work faster instead of making the service unavailable
It's very difficult to navigate the city during the day on weekends when Link is down/you have to use shuttles.
There is already so little late night service between the east and west sides. Events that end late almost invariable require driving to and from or paying for expensive ubers, which is frustrating given the incredible utility options afforded by the link. If an alternate bus route is provided, or if early morning ridership is low, then either of those options would be better than removing what few late night options we have. My partner and I would take the light rail so much more often if we could be sure we'd have a way back to Redmond at 2am!

Is there anything else you would like us to consider regarding Link service and maintenance windows?
I frequently take link late at night on weekends, and they are still very busy with people going out. Longer wait times or shuttles would not make sense during the late night hours on weekends up to 1am. I find they are less busy on weekend early morning. Weekdays might be the opposite because it's more commuters.
Please consider conducting maintenance outside peak workday commuting hours during the work week
I love Link and take as often as I can.
The shuttles need to come more frequently if we go with that option.
Why do such relatively new lines need SO MUCH MAINTENANCE? What is wrong with these lines?
Consider Sunday-Monday maintenance windows. Saturday ridership is almost as high as weekday ridership these days, and Mondays are a notably less busy weekday in terms of of post-covid commuting patterns.
Let people know in advance please whatever you do, Seattleites are good at shifting plans when there's advance notice. Remember how empty the roads were during World Cup games because people knew in advance.
block cell phones
Love the current level of service.
None
Please make announcements at stations to notify passengers before they board and end up stuck due to maintenance.
Night maintenance is much less disruptive. Weekends are crucial days for full train service.
I think the proposed plan to end Line 1 service to Capital Hill, UW and points north and instead go from downtown to Ballard is a big disservice to people living in the south end. Once again, areas with large numbers of BIPOC and lower income residents are being sacrificed for the convenience of upper income mostly white neighborhoods. Line 1 through south Seattle already has the only at grade track, creating danger and delay for all south end residents
Please beg, bribe, or coerce Kirkland into allowing 2 line to travel from Bellevue to Lynnwood. Going into Seattle via I90 is not faster than 545 from Redmond.
Please add more cars to link service
Increasing 577/578 bus service from Seattle to Federal way during link closure would help substantially
On holiday weekends with a lot of events, like July 4, 2Line should be running more frequently.
Maintenance should be performed overnight when the least traffic is using it
Why isn't it an option to do this during weeknights? There are more travelers on the Link on Friday and Saturday nights as a safe option when going out. There are much less folks during the week on the trains later into the evening, I would think the impact would be less instead of weekend nights.
If interrupting service between SeaTac airport and downtown is necessary, consider replacing it with a nonstop bus like the predecessor Rt 94. The existing shuttle bus solution adds so much travel time and uncertainty, I'll just drive rather than risk missing a flight or taking hours to get home to Crown Hill . And just for curiosity, why does Link have these interruptions when other systems I have lived with - New York, Frankfurt, Vienna, Moscow - seem not to? Maybe Link could learn from those guys.
Having a regular Night Bus service that has 15 minute frequency and runs to all Link stations would definitely eliminate my hesitation for reducing the operating hours of Link.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Why in the hell are you endlessly trying to cut the transit service we paid and continue to pay for. Between Ballard and now this it feels like you want to be an agency that rakes in tax dollars to pay consultants and not one that does it's job.
I only travel to and from the airport a few times a year, but being able to do that without waiting at bus stops (especially late at night - we don't always get to choose desirable times to travel) is a big part of the appeal of the cross-lake connection for me. Single track service would be preferable to having to switch to buses while carrying heavy bags.
WHY WOULD YOU EVEN BE CONSIDERING A DIMINISHING OF SERVICE. YOU SHOULD BE FIGURING OUT A WAY TO INCREASE IT
Make it easier and safer to transfer to Link at University of Washington Station.
Maintenance late at night or early morning is best
I figured given the amount of disruptions already, ST would be working to lessen the maintenance closures - not increases them. I live in the Bay Area for so many years and BART never shutdown like Link does. I lived in London so many years and the Tube never shutdown like Link does. And to hear you think it is a good idea to do it more? Kind of ridiculous actually. Your thinking should be how to lessen disruptions, not increase them.
Weekend evenings should have later link service. Trains running on one track at night allowing for maintenance would be helpful for getting to the airport for early morning flights, even if infrequent options are available.
Just do it when the link isn't operational.
Start running train early more south more people going south in morning and keep train running late so people late from SeaTac and early to go SeaTac keep moving
My answer above to ""Increasing the amount of single tracking on Link, meaning there may be up to 20–30-minute gaps between trains while work is being performed."" being a 3 out of 5 (Avg Disruptive) is assuming that the proposed 20-30 minute gap between trains is a 20-30 minute gap between the trains of the SAME ROUTE number. If the question instead should be read as ""Increasing the amount of single tracking on Link, meaning there may be up to 20–30-minute gaps between ANY trains (either the 1 or the two) while work is being performed"", then my answer should be updated to be a 4 out of 5 (More Disruptive). Single-tracking on Link where there are 15-20 minute gaps between catching ANY train (the 1 or the 2) would be acceptable, and I would rank that as a 2 out of 5 (Less Disruptive). Single-tracking on Link where there are 15-20 minute gaps between catching THE SAME train would also be acceptable, and I would rank that as a 1 out of 5 (Least Disruptive).
I would prefer disruptions to be early in the morning or late at night since that's not when I usually ride the train.
Establish restrooms!!!
Keeping the trains running, even if it's one track, I feel it's safer and more convenient than using buses.
Transit and Light Rail REALLY needs to be an option for people returning home when bars close, especially Friday/ Saturday. It's also often inconvenient to get to the airport in time for early flights. I understand you need maintenance windows but I'm hoping you can find a way for people to still use it. Even if ridership is low, transit could still be replacing somebody drinking and driving. I'm wondering if you could have 1-2 weekdays where service is regularly ending earlier or doing the single-tracking which could better preserve nightlife service but also allow for work to be done?
Taking into account large attendance events such as Seahawks, Mariners and Sounders games.
I'd rather see a few full planned weekend closures than totally reduced night time hours. Probably literally everyone in Seattle would be grateful if ST could expand late night weekend hours on the link, especially Fridays and Saturdays, not reduce them.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
The full link shutdowns during weekends are really disruptive for Seattle events and also getting to and from the airport, especially when only a few days notice is given (which has happened frequently in the past).
We need more security personnel. At least one or two in the garage, one on the platform and one below. It is very unsafe
Having shorter wait times between links is helpful. The shuttle buses during closures or at night often get v crowded so you can often have to wait very long
If I have to get off link, transfer to bus shuttle, get back on link … I'll drive myself. Too many on and offs
Instead of single tracking an entire line, run a ""shuttle"" train in the area that is planned to undergo maintenance. You'd basically have a shuttle train just going back and forth single track through the work zone and then regular service starting from the opposite platform of where the shuttle train ends and then regular service otherwise. That way you can contain the 20-30 minute to a smaller area. Also, I've noticed that Link trains fully stop at every station even when out of service. If they were allowed to proceed at full speed through stations when out of service that could speed up staging trains at the beginning and end of service to squeeze out a bit more maintenance time overnight
Consider night shift workers and dangers of bus riding at night
If link maintenance is planned, please massively increase shuttle service, and add express shuttles. For example, if there is a closure between Northgate and Downtown Seattle, there should be a shuttle directly between Northgate and Westlake, without any stops in between. This is because making extra stops massively increases travel time on a bus as opposed to a train with an exclusive right of way.
More communication about bus bridges. People coming from the airport get sooooo confused and the bus stops and busses themselves can get chaotic
Have the trains always cleaned and fresh inside every day!
All are good
There should be better bus bridge options for passengers just going through the disrupted area, rather than having passengers use the same bus bridge as local passengers that require every stop
I can't think of anything else at the moment.
Honestly the best thing would be if they are consistent and well communicated. The thing that prevents me from taking the light rail more is the sudden service interruptions and inconsistent reliability. So whatever the decision, let it be consistent.
more trains, more frequently
24 hour airport service is critical on the Link lines
Its very important that I can rely on trains every 10 minutes or less
Please open Pinehurst station Parking options are not enough
Don't take away any service please.
Having an early morning train that can get to SeaTac for weekend morning flights is my primary use case
Don't do it on Friday mornings or afternoons
I love Link, thanks for all you do! In general, buses are not an equal substitute for trains. They are less safe, less comfortable, less reliable, lower capacity, slower, and a lot smellier. More than once I have encountered people actively doing drugs on a moving bus, which I have never seen on a train. If I get an alert that trains are going to be replaced by bus service, I will try to drive or take a taxi/lyft instead because buses are simply too inconvenient and unreliable. I know this calculation is different for people without a car or without the money to buy a ride, but I doubt they like the buses any better than I do, they just have fewer options.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Have Help on hand to direct people, make sure MT announce station stops, clearly mark pickup points if not in front if a station. Over the last disruption - two different Transit Pokice Officers did not know the return pickup location. Both gave incorrect information so I actually caught the bus at the originating point in SIDO. The website was also incorrect!
For riders who live on the north end of the Link, it can be difficult to utilize the system for late night activities like going dancing, dining out, or to events in the city when service is cut early. As it stands, it's hard to attend many events because I have to be on the last train back to Lynnwood by 12PM, at which point the night is just getting started in many venues. This is very much a "first world problem", but I believe it is worth considering potential economic impact. I want to go downtown and spend money, but it's often not possible without driving (which is not an option if one is planning on having adult beverages). In any case, yall are doing an amazing job and I appreciate you taking feedback!
Consider more then just men's sports when planning maintenance, you planned some during big home games for both women's soccer and basketball.
Events going on. Holidays
Get Link to Ballard and West Seattle!!!
WHY ARE YOU CANCELLING 586 WHEN IT IS STILL FULL DAILY???
ST needs to explore options to complete maintenance without disrupting revenue service. Many rail systems around the world are able to complete maintenance in a shorter overnight window. It's a disservice to your riders to reduce hours even further.
Your elevators and escalators are out of service too often.
Having the link hours extended would actually be life changing! I know it's already covering most of the day, but having link extend later into the night especially on weekends would be amazing! Eventually if we could get to a point where it's 24 hours that would be ideal. I predominately walk or take the link to get around the city (if I'm not driving) and will not/haven't taken the bus in over 5 years. If the city is thinking of diminishing link service or hours to replace with the city bus… that would be very sad and worst case scenario for me haha. Thank you guys!
Better signage, more shelter for inclement weather and bathrooms for riders
The first train arriving at Judkins at 5:45AM is already pretty tight for me getting to work in Downtown Redmond on time (I start at 6:30). If the train starts any later I would basically be forced to quit taking Link and would likely start having to drive again both ways unless the bus travel time is comparable. Closing the link earlier in the evening would be less disruptive for me personally as most of the times I take it late in the night is to get home from Cap Hill club nights and could easily take a night bus or at worst an Uber.
The need to take shuttles to take Link from the north end to SeaTac effectively forces me to drive or take rideshare to the airport
Weekend closures are the worst and genuinely ruin my plans, and also make it hard for events.
I do not like the weekend closures with bus replacements. We have decided not to go to events downtown specifically because of this.
Have the link light rail run later in the evenings.
Some concern with limiting train usage at night for maintenance is the lack of other transit options once it's past 10pm as schedules tend to run for buses every 30min-60min, could be easy for people to feel stranded at night
Better signage
The Link Line 2 demonstrates exceptional cleanliness and quiet operation, which I found highly commendable. My initial experience with it suggests a quality comparable to rail systems in Europe and Japan. Reliable early morning and late-night transit options are particularly crucial for shift workers in various sectors, including hospitality, healthcare, service, restaurant, and industrial fields.

Obscenities have been removed.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
There are lots of early morning healthcare works using light rail. Please don't disturb morning hours.
It would be interesting if you shared what you maintenance is causing you the most impact to service? Is it electrical in nature? Cutting service because you can't keep up with the operating cadence seems like a cop out due to possible system design flaws. If you have steel rail it would seem that shouldn't be the issue. Maybe some backup tracktive power that isn't electric? I think people will get mad at you if you cut anything without proper justification saying it's a maintenance thing and now ride the bus. Don't envy your position on that.
Cuts to service or 30-minutes gaps which is the equivalent of no service just pushes people to not use mass transit. Too unpredictable and unreliable.
Rail replacement busses can only carry 3 bikes, whereas trains can carry 3 bikes per car for up to 12 bikes. This mismatch can lead to issues.
Please make everyone pay including homeless who sleep, get aggressive, and trash the Link. I have to pay every time, and I am on a very limited income, and follow the rules. Following rules helps to keep everyone safe.
Please extend the hours later!
hello~ continue to highly prioritize maintenance (including car interior), because unforeseen interruptions will continue
I support expanded night bus service, but please keep Everett (and further north) in mind when planning service. A lot of people live north of Lynnwood and we need public transit access.
Avoid peak commuting times, 7-9am and 3-6pm
it would be great to actually have expanded evening service, especially on weekends when people are going out and there's events in town. i'd love if trains ran until 2:30 or 3am on fridays and saturdays at least in the core part of the system (ie dt bellevue to northgate)
It's very disruptive in general and hard to rely on when commuting for work
More late night weekend service.
I understand the maintenance windows are needed, but Night Link right now does not cover the entirety of the 1 and 2 lines, and I don't see any information about how it would be expected to replace them. Do you propose having Night Link mirror the extent of the 1 and 2 lines? Please keep in mind that a lot of the travel I do in the early morning/late night timeframes are for flights out of SeaTac Airport (from Mountlake Terrace). They're not regular but they are important for coverage.
Do maintenance on weekdays. Your highest ridership days are weekends
Do them in the middle of the night when work people won't be as affected
The reduction of late night trips northbound that used to terminate at Beacon Hill have caused me to spend much more on Uber due to late flights, especially on Sundays. Service til at least 1am even if every 20 minutes should be mandatory. The downtown night bus only serves a small portion of Link riders.
More trains during game days of sports team
Obviously not during rush hour commute times on week days, and Having weekend 1&2 line service from SeaTac to Symphony open as regular as possible should be prioritized to lower weekend traffic/airport congestion/accessibly for low cost airport travel
Right now there's not a good night bus replacement for the MLK segment of the 1 line, since the 106 is not a night owl route for king county, and the 570 night bus skips Rainier Valley. If you end trains early, it would be very helpful if ST (or metro?) added such a service to connect rainier valley to downtown/airport. Honestly this service would be useful to me all the time, right now to get home from the airport at 2am by transit I have to ride the night bus downtown and then wait for a 7 to backtrack half the distance, which takes a very long time especially if you have bad transfer luck.
Not at this time.

Is there anything else you would like us to consider regarding Link service and maintenance windows?
Best to do maintenance during the night
Longer 2 line trains
They need to be communicated further in advance
I work full time week days and cannot use light rail to commute from home to work and back home when there are constant rail outages, escalator and elevator outages. I need consistent service to be able to use light rail to commute. I used to use light rail to commute for work but when it became problematic with rail outages, passengers having to be bussed or transferred by vans to stations, and being late to work or late to meetings after work, I had to stop using light rail. DO NOT LET DOGS on the light rail unless they are service animals. It is unfair to penalize people with dog allergies.
One of the reasons I like riding the train at night is the security, safety and reliability of the stations a bus never will never have.
Frequent maintenance and disruption, more buses should be added.
Late night and early morning link service is important for airport travel. the 2 line is our favorite way to go into Seattle on the weekends, so it would be a shame to lose that ability regularly on the weekends.
Have service/maintenance during early morning or later hours. Example maintenance happens from 9pm-1am or maintenance happens from 4am-6am
Try not to close link as much as possible
Whatever happened to the shorter wait times between trains? We were promised 4 minutes in between trains after line 2 was rolled out. That has yet to happen. Shame. Never deliver on your promises.
Enough notice & proper text message updates (2 weeks, 1 week out, day before notice)
None at this time.
Get narrower bike hook on new long 2 train as the one in old line train. The bike hood are too thick or large to accommodate city 18 inches wheel bike which is weird because you would think you want more smaller bike but you make it harde for smaller bike
Please minimize closing link on weekends, especially during summer daytime
Adding additional night bus routes to cover the rainier valley
Can we have both nightbus style express and local all stop shuttle during link disruption to minimize impact?



Obscenities have been removed.

A.2 FREE-RESPONSE COMMENTS:

Is there anything else you would like us to consider for the 2027 Service Plan?

Is there anything else you would like us to consider for the 2027 Service Plan?
I am a West Seattle resident who works at SeaTac and would be unhappy if the West Seattle segments were eliminated.
Nop
build the light rail to Everett as promised.
increasing DIRECT BUS SERVICE between eastside to downtown Seattle.
One of the biggest issues I face as a commuter is finding parking at light rail stations on the north end. There needs to be a significant increase in partking at all of the stations north of Northgate. Perhaps there is an off site option? It would be helpful for this to be communicated to commuters. To make light rail more usable there needs to be ways for folks to be able to easily access it. I can't tell you the number of times I have had to go to multiple stations to park my car. Very frustratin.
Do not reduce service. Rate increases and canceling park and ride projects should come first.
Pretty horrible for people who depend on transit and will probably push people who have the option of driving to drive more.
I fully support planned maintenance in order to reduce or eliminate unplanned disruptions. Thank you for asking the community for input.
Just to confirm, 545 does continue to go on 520 to downtown nstead of being a mini shuttle to Redmond link from Bear Creek? I use the 545 to my office cleaning job before office opens in downtown occasionally and it is much easier to take a nap before the long day than walking to link and take link
The Night Owl Link Bus should serve Capitol Hill
EAST-WEST TRANSIT!!!! Why is this so hard?? Cap Hill to Belltown... The LEIGHT?!? Seriously?!?UNACCEPTABLE that I must walk halfway home IN THE DARK to catch a bus up the hill.... so I clog the SLU –show further by driving 1 mile to park at Amazon.
Clear trusted signage for where shuttles are picking up/dropping off. I have waited for shuttles at marked spots that I later found out were not the actual spot. Utilizing shuttles or temporary station spots has contributed to trust issues with shuttles and buses.
With the new Redmond Link (Which is fantastic), it now takes too much time and/or too much walking to get from the Redmond transit center to the Marymoor Village Station. There is no direct route. Please add one that does not take so much time. Bring back or create a bus route from Woodinville to Redmond via Woodinville Redmond Road/Hwy 202 through the Hollywood Schoolhouse roundabout (preferably along 148th/140th) and include either Marymoor Village station or Redmond Technology station. This could be added to one of the 500 buses or added back as another route. There is no reason why it takes 1hr 20 mins to 2hr 8 mins via bus/Link between Redmond and Woodinville, when it is a direct 15-20 minute drive. This forces everyone to drive. Consider adding a more direct/faster route without transfers or too much walking from Woodinville to Totem Lake and Redmond to Totem Lake, preferably along Hwy 202.
Please make sure the night bus network serves all stations in downtown rather than skipping many of them.
Has this survey reached communities who may be less connected than me who might depend on late night or early morning trains for work?

Is there anything else you would like us to consider for the 2027 Service Plan?
Safer bicycle and pedestrian paths to get from Burien to Tukwila light rail station. Consider Burien as the airport connector for the eventual West Seattle Light Rail.
Evaluation of the E Line rapid ride would be helpful. I've noticed really frequent missed time slots and bus stacking, sometimes 3-4 buses at a time! It really impacts how useful a rapid ride is if you can't rely on it. Commuter service to SLU is really limited. Tons of people work there and yet most of them are walking 0.5 mile or more from their transit stops or using lime bikes because they don't have good transit options. We can do better!
The trains need more places to hang bikes. It's not safe trying to hold onto a bike and maneuvre it around people at stops and while the train is moving.
Extending Link hours on Friday and Saturday nights until past midnight
More links! More frequency! Thank you for your service, I love riding the link and taking people from out of town on it. It is an invaluable transit resource and I wish it was able to be run through the night to minimize service disruptions and increase reliability. The best kind of transit is a transit that the rider doesn't have to think about or plan ahead for.
Bring the light rail to west Seattle!!!
Those of us who live on Vashon really miss the Route 560 bus stopping at the Fauntleroy ferry terminal. It was such an easy option for getting to SeaTac airport. Having to catch Metro and then transfer at Westwood Village is difficult, especially when travelling with luggage (we're old with bad knees :)).
Continues doing a trading or li k transportation hopefully open to northside after Lynnwood area too
None
I noticed that there are now twice as many link light rail runs between Lynnwood and downtown Seattle as there are between federal way and downtown Seattle. How is that just?
I would personally love to see late night bus shuttles that fill in the gaps between Link operating hours 24/7, whatever those gaps are, if that is ever an option. 30-min frequencies in the late night would be acceptable but IMO anything longer than that makes it pointless to wait.
I'd encourage more outreach of the proposal.
I will also be regularly commuting from Beacon Hill to Lynwood at least once a month, and though not reflected in the input of this survey, I will tend to commute during 10am-8pm hours on a Saturday.
Renaming the S and N Lines the President Donald J. Trump Express Rail Service.
There should be an Express bus service from the East Hill of Kent/Fairwood, Auburn, etc. to the light rail. We are paying for this service, but it will never be close.
It's not exactly service, but considering the lower foot traffic in the Chinatown-International District during the FIFA World cup, I was thinking that I'd like to see some kind of advertising or brochures in the lightrail (and bus routes) on what businesses, landmarks, food, activities, etc there are in the area of each stop on the lightrail (at least up to a 15 or 20 min walk). I really like seeing ads on the lightrail & bus lines that introduce me to local events & establishments that I wouldn't necessarily know of. I think it would do a lot for our small/local businesses, enrich the community in helping people find new places they'd enjoy, and encourage more use of our public transit system (ex: this is right here at this stop, so convenient!). I would hope that this project would help highlight the role that SoundTransit plays in connecting people & places, not just to work, but to also live & play. In execution, this could be more targeted sales of ad space to local businesses (with research done to what businesses are in the area of each route) or it could be a temporary project where someone is sent to explore various stops & bus routes and makes a brochure on what can be found on each route). I really love living in the greater Seattle area and want to work on a project like this :-). My email is (redacted) if someone is interested in working on something like this. Thank you for your public service!

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Maybe adding more buses
Be transparent with the disruption service plan and allow the public to comment on it.
Please install proper fare gates if you are so concerned about people not paying proper fare. From the beginning, my biggest concern was stations didn't have any gate. Then you added fare ambassador and security. Too little too late, don't you think? Public transportation system is a big opportunity to employ a lot of people. When I heard about the Link, I expected there would be many employment. However, once stations were opened, I didn't see anyone residing those stations. Why not? You definitely need to see how other nations are doing with their system and how prosper their business is, because I don't think you know anything about how to run a proper train system.
I'm not sure why this transit system needs so much more maintenance downtime than any of the other systems in the country or even world. I'd suggest learning from other agencies about what they're doing. No need to always reinvent the wheel.
Please don't eliminate transit options for white center to burien the Latino communities use these routes often
No - it's not particularly relevant to me.
Not right now
I take buses and light rail because I don't own a car and live in an area in which I can comfortably walk to multiple buses and light rail stations. There are people who depend on light rail for daily movement around the city and those that use it for convenience to get to big events. If the light rail stations are shut down, perhaps there could be dedicated buses to and from the airport from specific stations (which could be accessed by bus routes). Airport travellers have specific, timely needs.
Outreach!!!! Promote!!
no
Express buses from Link Light Rail in Lynnwood to the Boeing Everett site, particularly during commute hours.
Yeah keep it up, big fan of the light rail, just don't stop it early on weekends that makes absolute zero sense
I support expanding regular maintenance time on the light rail to decrease unplanned disruptions. All of the proposed plans to do that are acceptable, with the possible exception of the one-track plan with accompanying delays. Thank you for creating and maintaining our light rail system!
Please align the start/end times of the light rail to/from downtown and SeaTac with flights.
please don't reduce night service on Link! night service is already bad. I've already been stranded in Kenmore and had to ride all the way to Belltown starting at 1 am because the train stops so early. I really don't know why you can't have at least one train every hour and just single track so you can still do maintenance. truly. other metros have all night service. they make it work. we can too
Hire more staff so more work can be done without reducing service
I would like ST to start fare enforcement. I see the vast majority of people just blow past the kiosks. I have an employer pass and don't even bother when I'm on a hurry since I know it's not enforced. I would be more diligent if ST actually started enforcing.
I think there is value in serving downtown Everett for some of the early 510/512 routes. Everett Transit service is not equivalent to the lost ST service. If Community Transit annexes ET, then the service reduction in downtown Everett could be reconsidered.
Are there ways to increase the parking that is available at the Tukwila Station? By 7:30 am on a weekday, that parking lot is completely full, and its unclear where any of us could go after that point.

Is there anything else you would like us to consider for the 2027 Service Plan?
Query for additional input later in year after the football season. Plan to change from link 1 to 2 riding for the games.
We need expanded Link service hours to run around the clock to improve access for everyone.
Thank you, ST, for persevering with Link Light Rail--it is AMAZING! It is so convenient and well organized, well-run, and such a positive experience whenever we use it. I'm all for expansion into West Seattle and other areas! I'd gladly pay more taxes for expansion.
Keep the 2 line running later into the early AM (at least until last train leaving Seattle at 2AM) on at least Friday and Saturday nights. Express bus service from the Lynnwood City Center station to Boeing Everett, especially the Seaway Transit Center. If this is not possible, Consider running the 513 both directions in the morning and evening instead of just southbound in the morning and northbound in the evening.
Having some sort of bus service, Sound Transit or Metro, that incudes Kenmore P&R and has the destination of Shoreline South Link Station running routinely until the completion of the ST bus line, route 522! It would be better than the wait until 2028 opening.
Coordinating with road closures. WA is absolutely the worst at traffic management.
Don't cut any service hours please
Percentage of riders who pay for rides seems very low per recent Seattle Times article. Look into mechanism to require riders swipe an orca card when using light rail. There are options for low or free fares with orca so look into ways people can get a card more easily. This will also provide ST with better data about ridership.
Bring back distance-based fares for Link. The current fares are a screaming deal for anyone riding from the outlying areas, but any short trips cost a ton. I shouldn't have to pay the same price to ride from Bellevue to Redmond as someone riding from Lynnwood to the airport.
The increased frequency of trains through North Seattle has made a huge difference - I'm actually able to use link as my main way to commute because they've been cominh every 3 minutes instead of the every 7-15-ish that has been the norm. Please keep the increased frequency!
More direct and easier way to get from Bothell to Lynnwood Station that does not take an hour. The ST Express would work great it it came earlier. I need to be at the Lynnwood Station by 550am and there is currently no express options early enough to accommate this.
put ballard back on the map please
Stop and review what is needed and costs.
Attempt to achieve more 2 line trains
Frequency on Route 560 (Airport-Bellevue) should be increased.
Late running Link trains on Saturdays and Fridays would be very nice, like a train around 2am when the bars close
Make light rail open past bar close at 2am
1. route 907 Stanwood to PAE used to be a reliable quick way to get to work alas the Origin has moved from town to i5 P&R and has absorbed 2 other routes. The Smokey Point and Marysville transit locations are not easy to get to from i5. 2. Stanwood bus need to hub from train station as that is where the future is going to be as light rail expansions in decades to come will route through there.
Why aren't there turn-styles to get on/off the Link to collect fares? This would held greatly with the budget issues. Ridership is high and the Link is amazing – bring in the revenue to keep it running! Do not get rid of the 550 bus. The Link is out for maintenance or repairs so much that the 550 is a great backup. Also not everyone lives by a Link stop.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
When people need and want public transit more than ever, ST can't keep cutting planned extensions to public transit and now service cuts too.
Expanded hours of the Link on the weekends for safety reasons
Sunday eve needs more service leaving the airport, Saturday could be cut back
Ive said it ever since 560 service was cut a few years ago. The 560 should start at Spokane and Avalon. Also it was a major blow to residents of Vashon Island and the Kitsap peninsula when the 560 was cut at the Fauntleroy ferry dock. That move broke a major link in regional transportation. Pleas consider adding service to West Seattle. Maybe at least starting at the junction.
Express 1 line Express 2 line
Maybe one last 574 towards Lakewood at about 2:15 am from Sea Tac airport
More consistently and open communication with travelers
See above
Please direct the 532/535 to stop at the new 85th St Station as soon as construction is completed (and hopefully we can get Metro to have the 256 stop there, too?)
I do have more to add. The rest of the world has rail down to a science and we struggle so so so so so hard to build anything in less than a lifetime. Why? Why? And why? Why is one line being built at a time? Do it in parallel! You have the people to do it! The crew that bores tunnels could have been working downtown for the Ballard connection while the Lake Washington bridge was being worked on. Environmental studies shouldn't take years and cost millions, something is egregiously wrong! And if there really is that much red tape why don't you tell the public so we can help? What is the REAL blocker here? Why is it all so vague? Honestly the ST board is sketch as hell and it needs to be filled with people who actually care rather than politicians who only want optics to get re-elected. Oh I almost forgot! Wtf is with the terrible naming of stations and all of the downtowns and city centers? It is not scalable and will unquestionably cause problems as soon as more stations are added in those regions. It's such an obviously bad choice. But I'm guessing everyone in ST voiced their concerns and was ignored by leadership. I probably seem (and likely am) ignorant on a lot of this. But it really well and truly feels like a passionate organization that cares and is hobbled by a small handful of people with ulterior motives other than simply delivering a regional rail service. To everyone doing their absolute best and who is advocating for what is needed and what aught to be done in a timely manner: thank you. I love living car free but I am deeply saddened I will be dead before it is completed when that's not the timeline we were sold.
The biggest problem we have is getting to the Link stations now that the #249 that used to route through Enatai area on 104th AVE SE was dropped and is now a DART route. We have to call 2 hours ahead of time to have it pick us up to connect us to South Bellevue Station or the Downtown Bellevue Transit Center to get on Link, but even when we did that, it didn't show up. We need the #249 regular route scheduled service to be restored and it run on 108th AVE SE instead which is a straight and wide road through Enatai and would give us access to Link. There are people who can't walk a mile to the South Bellevue Station and even if you can, bad weather and carrying packages/groceries, etc. makes it difficult. There are stairs from Bellevue Way up to Enatai from the South Bellevue Station that have 58 steps so that makes it impossible for disabled people or older people who can't climb the stairs to use Link. That last mile or so to get people to Link should be filled in by transit, and Route #249 needs to return to Enatai to make it work for the community.
Please don't cut the bus from Westwood Village to the airport- it's a great resource for the residents of West Seattle.
I'm shocked and disappointed to see Sound Transit proposing further cuts to service. I would not have voted for ST3 if I knew it meant expanding the network past the level Sound Transit seems able to maintain.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
The alerts are helpful. Could information be placed in the train about service alerts. A lot of times you can't understand the train operator when they make announcements.
Route 560 should resume stops at the South Bellevue Transit Center. The loss of that stop on route 560 has greatly complicated our options to connect to the airport by transit. Riders on the new route 203 from south bellevue and Issaquah would benefit tremendously by being able to connect directly to the 560 at South Bellevue Station.
First off, let me say, ST and area transit agencies are doing a GREAT job. I've traveled a little bit recently elsewhere in the US and it was a relief to come back to Seattle where the transit is safe, frequent, and reliable enough that I don't think twice before taking it the majority of places I need to go. So my one rec is to crack a tougher nut. Please collaborate more with WSDOT, King County Metro, Community Transit, and Pierce Transit to figure out how to provide more transit service to area parks and natural areas. And lead this conversation with the community! Getting to these areas is one of the few reasons some of my cohort still own cars, which incentivizes unnecessary car trips. If we had moderate access to natural areas we might get rid of them entirely. I would love to see our transit agencies be a thought leader in this, working with municipalities, counties, and private entities (like Snoqualmie pass and other ski resorts) to solve this tricky problem. It is crazy that trailheads/parks/ski resorts where everyone arrives at a fixed point still has no reliable transit solution. I know it's also a gear problem, and a legislative problem, and a zoning problem too–but I would love to hear more in the news about how ST and other transit agencies are convening others to solve this problem. We would be the envy of the outdoor recreation world!
Again, take sports and events schedules into account. Think about how much more car traffic there will be if people can't rely on mass transit.
Add more parking at Lynnwood Station
Fare enforcement
See above. And put in more options for storing bicycles. Transit stations that don't serve the bulk of the public unless they drive to the station makes no sense.
Maybe consider adding more trains or running trains more frequently.
We should be EXPANDING service, not limiting it!
You should be extending service at night, especially on weekends. Not reducing.
You need to make sure there is light rail service early morning for people taking flights from seatac. And late night on weekends, to support the local night life. We pay so much into the system, so we need to have more services, not cutting.
More onboard security after 10:30pm. Most of the unpleasant interactions occur from non-payers during this timeframe.
Expand late night service on link light rail.
We need some type of way to connect buckley to the transit system bonney lake has transit but buckley doesn't if we can at least get some small bus that connects buckley with pierce transit to king countys transit then all would be good its only a 6 minute drive to enumclaws bus stop but an hour if you walk you can at the very least run it at limited times to connect buckley with some type of transit

Is there anything else you would like us to consider for the 2027 Service Plan?
Night service. Buses. Most major routes. I should be able to get from Everett to Seattle overnight. People still work late. A bus every hour even. Between 1-5 am. The stride line for Lynnwood to Bellevue seems unfair and redundant with 2 Line. Everett-Bellevue would better support north snohomish county commuters getting the east side. Make the AM/PM express the Lynnwood to Bellevue. Reduce stops to am south pm north for UW Bothell. Both Community Transit and Metro have sufficient service to make connections possible.
Fare enforcement, I beg of you.
Make transit 24/7
Please prevent drunk driving by keeping lines open until 3am.
Please cut early morning link trips and prioritize late night service, especially from the airport heading on Sunday nights. Even providing just one or two more trips heading north from the airport on Sunday nights would be a huge help.
Generally in favor of cutting tail service to increase frequency. Would significantly prefer single tracking for maintenance rather than providing shuttle buses for Link interruptions. Tracking luggage or hockey gear for me personally up and down flights of stairs multiple times on a single trip is not pleasant. In limited circumstances, I'd much rather have lower frequencies on Link to support a one-seat ride.
Shuttle buses do not come often enough. They should be comparable to Link service to make sense.
The higher frequencies on route 560 along I405 will be helpful, but it is hard for Eastside residents to get to the stops in the first place without driving due to lack of coverage and frequency for connecting busses. If people already need to use their car to get all the way to the highway park and rides, they will likely just continue on to their destination instead of taking the bus.
We pay an exorbitant amount of money for this service. Passing costs on to paying riders is ridiculous. Fare enforcement and gates need to be considered before any disruption of service to the people who already pay for this system.
Night bus service is not the same quality as the light rail. I'd prefer to pay Sound Transit, but it's more likely I'll suffer a $100 ride share and continue to lose confidence in the light rail network as a reliable option
Provide more buses when the link is disabled for any reason. Buses get so crowded when there is no link service that they can't anymore riders on and it is dangerous to ride on I-5 all squished and also makes the riders anxious and could lead to hostility.
Please do not remove bus and lightrail service direction redundancy unless buses are instead redirected to better service neglected east-west corridors like Ballard to U-District, or West Seattle to Beacon Hill, for example.
Expess route 574 leave stop at Lakewood Transit Center
Please prioritize the link is available for late flights. Ubers from Seatac are extremely expensive
Increase 560 frequencies to 15 minutes or better. This provides reliable airport transportation to eastside residents, particularly for early morning and late night trips when light rail and bus connections to light rail aren't reliable.
Maintain and expand the hours for link. When maintenance is needed then that is the time that link should be shut down. Do not reduce hours all the time because maintenance is needed once in a while.
For periodic maintenance, closed link periodically. Do not close the link 100% of time due to periodic maintenance.
I live by Westwood village and GREATLY appreciate having the 560 line service West Seattle. It feels so silly to take a bus into downtown and then get on another form of transportation to get to the airport (an hour plus of transit) when the airport is about 16 minutes away by car. Please keep the 560 serving west seattle!
Later trains PLEASE

Is there anything else you would like us to consider for the 2027 Service Plan?
As a resident who would have used the Avalon station and relies on the 560 to get to the airport, its hard not to feel a little targeted the past few months. The 21 corridor is quickly losing all connections to sound transit service. Even as a public transit 'enthusiast' (I do not drive) I'm developing pretty negative views of sound transit.
Doing maintenance in the middle of the night so peak time weekend service isn't disprupted as often would be appreciated
One line down to Tacoma!!!
Keep up on it so there are fewer delays during the day.
Shuttles and good transit service that can meet needs of nightlife economy. Bars restaurant employees that get off work at 2-3 am. Otherwise they drive - and that's tough, expensive for them.
Increase all day sounder service and continue all trains to lakewood
Please keep ST 522 in Lake City! Metro and Sound Transit don't seem to understand that the replacement routes WILL NOT sufficiently deliver crucial service in Lake City that route 522 provides!
I heard sound transit is considering discontinuing the ST 554 and replacing it with a bus service that does not go all the way to Seattle. I would appreciate keeping the current 554 route because it provides a faster transfer-less process of getting from Issaquah to Seattle.
Please better connect Ballard. I had an early morning flight, why does the D bus run once an hour from Ballard to symphony around 3 or 4 am? And then the first link doesn't run until 5 am or so? We're already jumping through hoops by not being on the light rail route, it only adds to our burden that the busses and link are so infrequent early am.
Get more security on the buses. I feel safe on the link.
Increased service is good skip the airport and just stop at Tukwila light rail station to make it faster and get people used to the upcoming stride
Increase funnels into light rail. Reduce focus on duplicate light tail (1-2 overlap), Instead extend light rail
Increase routes for buses/links, more people are going to need the bus
FARES FREE FOR ELDERS
Find the money and plan to extend the line to Ballard as quickly as you can.
The unhoused on the train especially early morning is concerning. The ones who just sleep are fine but some are concerning. Although there seem to be more security officers checking on them which is a step in the right direction.
Please extend the Sounder s line hours heading north from Kent to Seattle. Please extend them till at least 6:45 p.m. I cannot ask my employer to be relieved early. Doubt that very many commuters are let out of work at precisely 5pm. Many office workers are not out of work until 6:00 p.m.
This is a terrible idea without a suitable replacement. Do not do this.
Don't use LINK to replace bus routes. We need both.
Try to improve maintenance efficacy so you can increase rather than decrease service
Higher train speeds on 2 between judkins and redmond downtown. More beautiful plants at bare concrete stations like Redmond technology station.
Running ST bus route 566 all day

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I live in Downtown Edmonds. I supported ST1, 2 & 3. But Sound Transit has to provide value to downtown Edmonds before I support ST in the future. What value does Sound Transit provide to downtown Edmonds residents, outside the Orca North Line which you are considering for elimination.... What value?
Light rail to South center mall.
It would be really cool if the 545 stopped on the Montlake lid transit center.
In general, decreasing wait times for buses and link (more frequency) is desirable. Also, working with Pierce Transit so there were more options for getting to the Dome to catch express buses .. it feels like my longest waits are at the T-Dome station. Community Transit does a great job of coordinating light rail and local buses.
Wow, so those of us who don't ride consistently at least once a week don't get to have any opinion about service changes? I read through the plan and proposals, decided what I wanted to say, and then only got to submit demographics. I am submitting again so I can actually give feedback.
Increasing late night service on weekends, even if there is a longer wait between. Perhaps every 30 minutes until 3 or 4am
Run the S line on weekends
The benefit of a Light Rail system is frequency and dependability. When you reduce it's operating hours or replace it with another mode of transportation, people learn they can't depend on just showing up to a station to get where they are going, instead they have to check schedules and notifications, or they find they can't get back home the way they came.
Frequent link services have proven successful and attracted a lot of passengers. This is huge success! To convince people using public transit instead of driving cars reduce the time waiting is paramount important. If they have to wait for Long, people go back to driving.
BALLARD LIGHT RAIL PLEASE !!
Having the link running late into the evening on weekends is great! It helps give folks options other than taxis or (drunk(driving after the bars close
Night Owl service is not covering South Seattle, so no real alternative. Please add service in the valley and the comparison changes! I thought Sound transit did equitable planning how can south seattle be ignored? We also lost a lot of direct service to locations on the east side east of south bellevue like issaquah, eastgate and the like.
Prioritize link expansion on the west side of Lake Washington before doing anything more on the east side. Ideally, along the I-5 corridor up to Everett. While Ballard and West Seattle would be nice, prioritization should be in the highest populated area areas along the I5 corridor. That said, provide more park and ride capabilities.
I'd like my bus 510 from SE Everett P&R to Downtown Seattle to remain intact
Bus service from Tedmond Risge into Redmond. We are older and it would help us get to the light rail.
Bring the 560 back into Metro service for reliability Bring 560 back onto Bellevue Wy to S. Bellevue P&R for Link transfers
Less rail maintenance during workdays is very desirable, so more overnight maintenance work sounds great.
I took this survey in case it related to service to the Boeing Everett facility, which it does not. However, I am looking for direct service from I-5 and Northgate to the Boeing Everett facility. Specifically the Boeing 40-87/40-88 buildings.
Thank. You
N/A
Ballard link line!
Would like to know what was excluded and why.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Eliminating the 560 greatly reduces bus service to everywhere in-between the poorly served stride stops. We often rode the 560 to bellevue or the renton transit center, both of which will now be difficult to get to How are we supposed to use stride to get anywhere if it doesn't stop anywhere near us and you cut our connecting routes? Nobody wants to wait 30 minutes to take a 240 for 15 minutes to transfer to a stride bus that then transfers to light rail. That's convoluted, has multiple points of failure, and long. It's ridiculous. This is terrible planning.
I would like to use more transit, but when the DART takes almost twice as long as driving to get into Redmond, it makes it harder to consider using just to connect to the rest of the system. At which point, I'm already in my car, so any place in Eastside feels easier to just drive to. While I don't think you can change this immediately, if there could be some groundwork laid to expand service to Duvall/Carnation, both of which are having more homes built, having more options will make it easier to use transit for more things. Weekend use especially - It's easier to take more time to get somewhere on a weekend as opposed to a weekday.
Thank you for requesting our feedback!
Make sure that Light Rail actually runs constantly. A good week is if the Light Rail is down only one time in a week. The goal is for Light Rail to be not working only once a month.
Somewhere you can see the real-time link timing at the station (next link arriving at platform and the current gap in timing between the links - which could be surfaced as just the next 3 links timing to the platform)
Fast/Frequent Light Rail service should be the goal. 5-8 min headways max.
Stop spending hundreds of thousands of dollars on projects to study how and why you can't achieve the things voters approved and donated public funds to several years in the past.
Why is the 560 to Westwood being eliminated? It should be expanded to Alaska Junction and the 560 should instead should split in Renton.
The whole construction plan with the freeway anyway which already makes travel hard sounds like is going to dip into 2027 and this construction has attracted more people to take lightrail. I think moving forward you need more times to catch the lightrail and more frequently with shorter wait times and less chance of delays. There is definitely a somewhat bigger gap of wait time now with the 1 Line and the 2 Line, like if you have to take a certain one over the other based on where you need to go you have to wait through when the other one comes to catch the one you need, making a bigger gap in wait time. Occasionally I've seen both arrive at about the same time, both stopping together at stops, but not very often. Would like that to be more regular so there's less wait time.
More announcements / encouragements for people to sign up for text alerts from Sound Transit would be helpful. I've been riding the Link since 2018, but I didn't know about the text alerts until I looked up if that was a program that existed after the 1 Line was unexpectedly down between Northgate and Stadium last week, causing me to be late to work. I know service announcements are made at the stations, but I think people need to be aware of the text alert option.
I get maintenance is important and everything but there's an even more pressing issue that's been eating me alive… Can someone do something about the HUGE ADVERTISING STICKERS ON THE WINDOWS that cover the best parts of the windows!? Like, the slots above the windows where theyre supposed to go are available!?! I wanna appreciate the big buildings and water! Water looks great! Scenery is amazing! With wonderful windows to see the scenery! But no!? Denied?! Look at this dark depressing sticker for 30 minutes!? Why is there a massive sticker?!????! Do you have any idea how frustrating it is that it's perfectly placed to block the line of sight to outside… It's a window! For looking outside! With a MASSIVE sticker covering it!? Why!? Aaaaaaaaaaaaaaaaaa >< Please remove the big window stickers… I'd most appreciate it. I'd be your best friend even, spiritually at least.
Pleaseeeeee increase Sounder frequency. Turning it from a commuter train to a regular train that runs throughout the day would immediately increase transit access for the greater region.
Earlier daily start times for Light Rail 1 Line Southbound at Shoreline North Station.

Is there anything else you would like us to consider for the 2027 Service Plan?
Add airport stop
Eliminating service west of Burien seems not very equitable as that is already a less-served area with more folks facing other disparities.
Please consider the least disruptions possible…prefer not to have to transfer to a bus
Keep the ST 586 to UW district
Consider Link maintenance on weekDAY evenings vs. weekends.
More nighttime regular maintenance. Shuttles are very inconvenient. Have maintenance of buses be done completely in the area, not out-of-state.
Better ventilation systems in light rail. Very often, the air feels stagnant. It takes almost no people for it to feel downright stuffy. As often as you do regular maintenance, you ought to fix/ upgrade this.
Ensure there is continued long term growth plans of Link .. it's an amazing asset for Western WA.
You can't just keep cutting hours and think that's a good plan. You need permanent infrastructure in the future that eliminates the need for service cuts
Route 550
Please do not cut the 510 route from Everett Station to downtown Seattle! And please make the evening buses more reliable.
Please create better options for traveling from Renton to Seattle
When I need to go to the airport, my typical routing is to take the C to Westwood Village then transfer to the 560. I don't fly often, but not having this connectivity will be a detriment without a reasonable alternative.
Consider event surges more in your planning.
Bring back service route 586. With the cancellation starting in Sept 2026, the alternative routes add more time to the already long commute. In addition, many older riders do not feel comfortable with the alternative routes, and have expressed to me safety concerns, particularly those who ride early (before 6am).
No one wants to take a bus from the airport all the way back to Seattle-Downtown or north. - Also. Remove the name Downtown from Redmond and Federal Way stops. No stops at all really need the word Downtown. Anyone visiting is going to think Downtown means Seattle. (And SODO means south of downtown). Standalone, downtown is just a pointless word to add to the name of a stop or neighborhood
Service should be expanded, not cut
Is there any possibility to have a stop at Southcenter mall?
Please ensure that there is good communication about the fall service changes, particularly east side routes ST routes that are affected by the 2 line. I usually take the bus from Issaquah Transit Ctr to downtown Seattle and it's been a bit difficult to find clear information about what the changes are going to be.
Night busses along the light rail lines at least until the closing time of bars and clubs, to help people get home safely without driving.
Better reverse direction trips on sounder. Why stop at Tacoma dome instead of going to south tacoma or lakewood
I am concerned about morning parking at the Lynnwood station. On the rare occassions I need to use light rail during the morning commute hours, the garage is full (and then I drive to Mountlake Terrace and Shoreline - also full...)
I feel the surveys are just a way to make us feel that your listening, when you just end up doing what you want anyway.
Please make route 542 more frequent on weekends. Once an hour is not reliable. 542 is often the fastest way to get from Redmond to the northern neighborhoods of Seattle, and I would use it a lot more than driving if it had more frequent service.

Is there anything else you would like us to consider for the 2027 Service Plan?
Not changing early morning service hours. And later in the evening having the train share one track is a good idea especially on weekdays. I don't believe closing the track lay on weekends would be a good idea of people going to do things , but maybe depending on what's happening in the city?
Very interested in the Renton Plan, would love to see the development implemented
Please do NOT discontinue the 560 route from Westwood Village. It is stressful enough to take the bus due to not having control. Having direct service to SEA-TAC airport from Westwood Village without the proposed additional transfer at Burien is vital to me being able to lessen that stress and make bus travel more desirable for senior citizens, like myself. Please do not make it more complicated than it is.
Please don't lessen service, especially to underserved communities
Finish the light rail to Tacoma!
Bring link to Ballard and Payne Field ASAP
Need more reliable service. Too many notifications about service disruptions on Line 1 making me hesitant to use ST Link.
An express One line that picks up between Lynnwood and Northgate then bypasses the remaining stops until Stadium on game days.
Please bring back service on 586. Hospital workers need this RELIABLE and timely option. Also, for our personal safety?! We all need the hospital workers to be there when we need them?! UWMC is a transplant & critical care facility. Please!
Ridership on the light rail is increasing. You guys keep going in the wrong – direction. Do your – job and fix your stupid agency.
The service they need to be more professional. The affected the time of the passenger. Different time I come late for a appointment, because the train slows to much.
Push for remote jobs so the amount of people that must travel will shrink!!!
Stop taking away transit service from West Seattle! This is ridiculous. We need more transit, not less.
Get the train to tacoma
More direct routes from Seattle to the Boeing Everett plant.
Make people pay their tolls. Most people Do not pay
I love route 560 and would hate to see it change. The connection from Westwood Village to the airport is useful and will continue to be for myself and many other area residents.
I live by westwood village and really value the 560's access to the airport. I previously lived on delridge and also used the H line to transfer to the 560 to the airport. Please don't shorted the route of the 560! There will be no other options for direct access to the airport from west seattle.
Please provide frequent and reliable service in 2027. Shorter wait times and convenient connections are very important for daily riders.
Where is the end of the line? At the Bellevue transit center?
I work until 1130pm or midnight every night. A train that stops service at midnight would force me to drive daily. Buses are not dependable after midnight, and I have stopped using them. I have waited 1.5 hours for a bus across the 520 bridge with no explanation, and I have been dropped off by the 560 bus 10 miles from my planned stop due unusable exits on the 405, again, without prior announcement. Please do not end train services at 1130pm. If you do, I must resume driving.
Please consider connecting future West Seattle Link to Tukwila!

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I strongly discourage the proposed elimination of the 560 segment. This is a crucial link for west seattlites to be able to access the airport. Without this segment I would need to take 3 different buses just to go 10 miles which is absolutely ridiculous. We all don't live near the h line. I truly value being able to take reliable public transportation and this is a step in the wrong direction.
Don't take away bus routes just because a new light rail station opens. So many of my commutes have doubled as a result.
The alert system is terrible. We should get clearer alerts and they should come via the app and email/text. Most of the time there are errors in the announcement that make it hard to read. They are unnecessarily long and unclear. Often, you forget to notify us that the issue has been resolved and then we have to call.
Can you add clocks or times to the screens within the trains so we can have an idea for what time it is?
Security
Please DO NOT decrease the 560 service between Westwood Village and Burien. This service is extremely helpful for many WS residents. I use it often when I need to go to the airport. Using other methods to get to the airport are more time consuming; we all ready are told to arrive at seatac 2-3 hours prioir to flight departure. The alternative routes will add an hour or more to that time frame. It was a hardship when the 560 stopped coming to the WS Junction; this change will cause further hardship for many people. The people on the west side are always subjected to cuts. Why can't the 560 route stop at South Bellevue - riders can transfer to the light rail there to continue to the Bellevue Transit Center. Dump that part of the route and keep the route from Westwood Villiage to Burien - this will help may riders.
Line 2 into Seattle to catch the 1 line takes too long. Is there any consideration for skipping a few of the least used stations on Line 2?
Keep the 560 for West Seattle residents to access the airport
Keep up the great work.
Please work on synchronizing street lights with link so it doesn't need to stop at red lights all the time
Please expand the routes
24 hour service
Don't allow people under influence on the train or bus. My kid who rode the Link rail between UW and Mercer Island were a bit freaked because of one encounter.
Bring back bus routes and/or stops along the 1 Line, especially for the section between Northgate and Capitol Hill. There is currently little alternative modes of transit if the 1 Line experiences disruption especially during the weekdays. Emergency shuttles, if available at all, are under-provisioned and always over-crowded, causing major disruptions of their own.
I love the Sounder!
Try to optimize up-time as much as possible to make services accessible.
While not necessarily related to the Link lines, it does concern the elevators at the stations. The one that I frequent often since is the International Station north elevator is always smells like urine. Except while the World Cup was going on. I know you wanted to make a good impression since we had some many out of town visitors but the people who live in the city would appreciate having a clean smelling elevator.
Having lived in other cities where light rail is a fact of life, I'm amazed at the number of unplanned interruptions in service that this relatively new system suffers, and at their duration. Does ST really have people managing maintenance who are qualified? Why can systems in New York, Vienna, heck even Moscow, run essentially all the time when Seattle's keeps breaking?
Please increase the 510 trips early in the morning. The trips from Everett to Seattle are packed from 5:10 am to 6:50 am. I am not sure about later trips. During that time the 512 leaves almost empty. The 512 does fill up later in the day. Having a straight trip to Seattle is very important to the residents of Everett, Marysville, and Lake Stevens. I used to ride the 425 before it was replaced with the 903. It takes a lot longer for my commute to Seattle than it did before and riding the link increases my trip by another 30 mins.

Is there anything else you would like us to consider for the 2027 Service Plan?
Clarify which bus-train options are going to be offered on your website so we can plan our future commutes. For example explain which buses are going to service Line 2 train.
Please do not cut off service routes without offering alternative routes in the areas. Buses especially outside of the main city of Seattle are very limited. If you could consider adding more rapid buses from south Seattle into the city this would help commuters tremendously and make jobs more accessible.
More analysis and support to develop municipal feeders to line transit options so that local frequency at neighborhood level to feed ST bus and trains into evening hours after commute routes slow down
Back up options need to be available. Please don't cancel busses.
No additional thoughts.
No more free loaders! Install turn styles and enforce them. No free rides
Fix the #8!
Train to ballard
Lack of bus services from Renton Highlands to S Bellevue park and ride. This will cut down Significant single vehicle travels.
I do not use the Bellevue-Burien line but I would advocate for these route to run past midnight for people who work late in the hospitality, restaurant and related industries.
Keep access for the 560 to West Seattle.
Parking at light rail station garages is becoming increasingly more difficult. The garage I use most often (Shoreline South) has been getting completely full earlier and earlier, and there have continued to be more strict parking limitations on the streets nearby. This isn't sustainable, especially considering how hard Sound Transit is pushing for people to use the light rail instead of buses. The solution is not paid permit parking, it's an increase in the availability of parking.
Whatever plan is considered for changes please accommodate for airport workers living in south sound areas --Lakewood/ Tacoma/Puyallup/Sumner/ Lacey/Olympia etc. will still be able to get to the airport and start the 3:30am shift on time. Early fights departing at 5:00am or 6:00am also require passengers to arrive at airport by around 4am. I have been a rider on 574 for over ten years and consider the early morning 574 runs from Lakewood to airport are indispensable and critical to continue my job.
Please don't cancel the West Seattle stop. So many of us in West Seattle use it to go to the airport and back.
Please keep 550 as line 2 does not replace 550 for Bellevue locations along Bellevue Way SE and Bellevue Way.
Continue the 1 line further south plz to tacoma
If possible adding an am sounder train northbound to king street that runs between the last two times as there is currently a 2.5 hour gap
I am not clear from graphics and chart what this question means and thus how to answer it.
Turnstiles to ensure more riders pay for their trips. The continued reliance on the extraordinarily ill-conceived honor system is causing this unnecessary changes to the schedule and route. Ensuring that every rider pays their fair (pun intended) share would alleviate or eliminate these stop gap measures.
I've found that ST is getting better and better on the bus bridges. However, the bus bridges work best when the underlying traffic is a bit less awful. It would tip shutdowns toward early or late parts of the day versus weekends.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Increasing train frequency on Line 2 towards Downtown Redmond to every 5min or less until 10:30am on weekdays. Usually after 10am the train frequency becomes every 10min but there are still a lot of commuters between 10-10:30am.
Thank you! I love riding the Link light rail
Connect Woodinville park and ride better to SLU!
For all who are served by light rail, reliability is a major concern. I appreciate how safe and clean the cars are. A step up from buses.
Bring the light rail to Ballard and West Seattle, cowards!
I no longer fly but I used the 560 many times when I was working for business trips. Removing this service means West Seattle will have no service to the airport. Link Light Rail only takes you one third of a mile away from the airport, while the 560 actually takes you directly there. Why do you favor Bellevue service to the airport over West Seattle? Bellevue will have the 560 and Light Rail with convenient transfers while West Seattle will have neither. This will make traveling to the airport much less convenient for people traveling as well as the people who work at the airport.
I definitely need the 1 line to operate northbound until 1- 1:30AM since I don't get off work until midnight. AND I attend concerts, etc in Seattle thanks to the Lynnwood transit center garage, I don't need to worry about parking in Seattle. Thank you!!
Also not related to maintenance but add more cars to each line to increase capacity, I love the train but the state it is in feels 20 years too late.
Please don't reduce bus service on Ballinger Way any further.
Let ST 586 stay on course please…
Start enforcing homeless riders sleeping on the train. Enforcing fares
Finish the line to Ballard (even at expense of West Seattle - stop pandering to Dow)
Frequency on the 522 is not meaningfully better despite what the service change may say. Even today, the 522 is still every 15 minutes practically from 6 am to 11pm. Incremental bumps should not be considered service improvements. As it is today, the transfer experience between the 522 and link light rail needs improvement. 522 to link has been a positive experience since the 2 line service started in Seattle, generally running to the train is no longer needed (although schedule inconsistencies do sometimes mean waiting more time than ideal). The transfer from link to the 522 is consistent at best, and disastrous at worst. It is not easy to predict if a link train will take 15 minutes from westlake to roosevelt, or 20, it's not easy to predict if the first train is full (still happens a lot even after crosslake connection and after world cup) and it's not easy to predict if the 522 will leave a minute early, or 8 minutes late. This means it is nearly impossible to accurately time arrival for a specific 522, missing a bus because it is early means waiting 15 or more minutes for the next one, which, while a good frequency for any bus, is suboptimal given this is a forced transfer situation. Often time the next bus is also late, increasing wait time. The one saving grace of the current transfer situation is that Roosevelt is not an unpleasant neighborhood to wait in. It's relatively lifely, gives a good eyes on the street feeling, and has amenities like the local Whole Foods that make waiting an extra 20 minutes feel less like a drag and more like an opportunity to get a snack. Shoreline South is a completely different experience. There is no good place to take refuge at Shoreline South when the rain pours or the sun blisters. There is no place for refreshment, barely a place to sit. Plenty of space to park, I guess. The 522 will still depart every 15 minutes, but it's a harder 15 minutes to wait. A longer link segment also makes timing them even harder. Stride S3, the 522 soon to be successor on the same route, will run every 10 minutes, why not start that now? The cost savings from shortening will more than make up for at least some frequency improvement all day.

Is there anything else you would like us to consider for the 2027 Service Plan?
Accountability and enforcement of paid fares. The current transit security is a joke - they do not enforce fare pymt or make us feel secured-they are on their phones! I see riders all the time get on the bus that do not pay fares or use their orca card. Drivers just let them come aboard. This makes us riders who do pay feel betrayed and feel cheated. These riders know that they can board without paying without penalty. If you enforce payment, maybe cutting bus routes would not be necessary! Someone needs to make this happen!
Expand rider area for Alderwood Zip Shuttle to make access to Link Light Rail 1 station in Lynnwood more accessible - no need to drive to get there. There is no bus transportation within 1/2 mile of my house.
Public Bathrooms
Sound Transit currently only serving issaquah Via 556/554
It would be nice if the train started at 4:30 am so people could use it to get to the airport for early-morning flights/check-in. Lastly, don't give FREE rides to visitors (like the games) and students outside of school hours.
Frankly I am pretty disgusted with how are area has been omitted. We used to happily ride the 522 bus for sporting events, concerts, symphony events and others. It was often full as were the park and ride lots. Not so today, I see articulated 522 buses with one or two passengers if that. We would love to take light rail downtown, but trying to find a parking spot at a park and ride is ridiculous. I paid for a day pass at Northgate the other day and got there only was unable to figure out where I was supposed to park. I am used to riding transit in places like New York and San Francisco and Atlanta and Europe, and I just find hours inadequate and pathetic. Nothing against the people that work there, but if any benchmarking or consultation with cities having successful transit systems were done, it doesn't show.
Again, if you do closures at night. PEOPLE WANT A SEEMLESS WAY HOME. Make sure there are frequent shuttles with clear markings as to where riders need to go to catch the shuttle. Night closure is probably the time of day you impact the least amount of riders, but have the MOST impact on the mood/attitude towards public transit as this is when people are the crabbiest when things go wrong.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Later ending times for the Link. Many people need to make late night flights, special events let out later which requires use of Ubers that are extremely marked up, and there are massive safety concerns with having intoxicated people driving on the roads. If safety on trains later in the night is a concern, then post extra security. But it isn't fair that for people who want to go out on the weekends or watch a movie on a weekday have to last minute find a route back home with already lowered service from buses. If the one line is going to be closed there needs to be a regularly 15 min bus service to the stops needed.
Recommend leading with commitments to improving service reliability. Really important to regain public trust on this front
Some of the stations are designed very poorly for disabled people. Elevators and escalators are often out. I use Shoreline South most often, and the distance to walk from parking is insane. New stations also don't seem to be designed with how people actually walk in mind, so people end up walking through roads or landscaping because the sidewalks and walkways go out and around the most direct route. It doesn't make sense.
Please increase station cleaning.
Do better!
Thank you
I would strongly encourage a near-term evaluation of route 545's effectiveness compared to expanded frequency on route 542 combined with potential new options such as a restored route 544. A 15 or 10 minute frequency 542 would connect Redmond and the SR 520 stations to a double-frequent section of Link at UW Station, which would increase travel times in some instances, but should keep it well under 10 minutes in possibly all cases (10 minutes is the standard laid out by ST previously for keeping bus service rather than truncating it to Link). For perspective, cases where 545 actually beats the Link 2 Line are actually quite limited, and the 2 Line beats almost all trips to downtown Seattle outside the SR 520 freeway stations. The Redmond Tech (NE 40th st) to Downtown Seattle is one of those cases, and is undoubtedly the most common use case that would see increased travel times, but a frequent 542 (or a potential variation, such as a restored 541 to bring passengers closer to campus) would bring the increase below 10 minutes in general with a transfer at UW, and has a lot of potential to reduce travel times when traffic is bad.
Please do not get rid of the 556 express route from Issaquah to UW seattle
if you go to night buses for example to the airport, how do I get to them if other bus. will the night buses coordinate with each other or do I end up standing on a street corner for a half hour at 2 am or 5 am?
More and more people are using Link to travel to and from SeaTac airport. Consistent service at all hours is vital for safety and convenience.
No closures at all keep the trains running early. Keep the trains running late to support the SeaTac people and keep the train running early going southbound and northbound and running late to support SeaTac and gain people no closures no buses no shuttles no no no.
24 hour train service and build more track heading south, we need more as far as Olympia
Waiting 20-30 mins for a train is better than taking a bus at early morning or late at night.
More bike racks on the 2
A more predictable /published arrival/departure schedule. I commute & while the link comes frequent enough most days, it would be nicer to know more specific arrival times. It feels like I'm always guessing what time it will arrive. Est Arrival times posted before you come in to the train station at the downtown stations, not just on the tracks.,
I'd really like to see the prioritization of getting ORCA cards into Apple Wallet and more fare enforcement in general. I'd really like to be able to use my ORCA monthly pass in my Apple Wallet, since I commute with it daily. Also, I'm disappointed that fares on the light rail are largely seen as optional because of how little enforcement there is. It's strange to me that after living here for over 9 months and commuting on Link daily, I've only seen Fare Enforcement officers checking fares on Link trains twice, and I've never once been asked to check my fare. More needs to be done in that area.
More train
Safety around little Saigon, Japantown & Chinatown as well as beacon hill - afraid to bus to my dentist on Beacon Hill

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Continued investments in transitioning away from fossil fuels; increased transit service to/from large worksites like Boeing factory
BRT service from Kings Gate P&R to union station
proper allocation of funds and spending. cut government overspend stop wasting our tax dollars overbudget and delayed programs cost the taxpayer more than just money
please consider increasing the number of cars (carriages) to support major events such as Seattle Sounder matches, especially at the end of the event when a large number of passengers need a ride.
More Link! Less Bus! Buses either sit in traffic or cause traffic. If you're unwilling to create bus only roads get rid of as many buses as possible. Really.
The worst situations I've been around public transportation are related to stopping trains for undetermined time. Since all buses between Lake City and downtown have been optimized (cancelled), getting home is close to impossible.I have repeatedly asked the planners to keep one regular bus line (like, 522 - going all the way to downtown every 30 minutes) that would save the problem. That's often the most reasonable solution in big cities, like New York or San Diego.
Ballard station please!
I have a mobility disability. Please put in down escalators in the underground stations between Westlake and International District. The elevators are unreliable and when that happens, I can't get down to the train tracks. The other stations at least have both the elevators and escalators so there is a backup. Symphony station is especially difficult (compared to Westlake, as an example) because I cannot get from one end of the upper level to the other end without exiting the station.
Safety of bus system for those of us who are disabled
Make it 24hrs, make it come at a higher cadence. Do something about these grim catacombs of stations that are creepy, like Capitol Hill.
The 510 northbound route need to be more frequent at peak time. I take this route home almost every day and just about every time the bus is so packed that so many people are standing they can't even move around. This is not only extremely uncomfortable for the 1.5 hours of the route, but it also feels very dangerous. This isnt a route that is inconsistently busy from day to day, its the same overcrowding every single day.
Parking at stations is a BIG problem. Local Metro bus service is poor in many neighborhoods and that makes getting to/from Lite Rail very tricky. This is especially difficult for people who have mobility concerns and even just when carrying heavy bags from the market and for many blocks to our homes or cars. You expect us to literally do the heavy lifting alone.
Triple the safety security onboard buses and Lite Rail trains
More 510 buses from everett and earlier everett transit buses when they merge with community transit.
Expansion of 2 line to more nearby cities such as Kirkland. And reducing the disruption to 2 line through scheduled maintenance.
More reliable service. I'm often tempted to take Link from Federal Way to UW but it seems like there are always outages or service disruptions during the day that it seems like if take it into the city, I'll get stuck there.
NE Seattle needs more light rail bus links. Br I need back the 73 on 15th Ave NE!
Exactly how much good will you built with the Link and are squandering with these endless attempts to reduce the service we pay for. Do you want to be Sound Transit or Sound Parking?

Is there anything else you would like us to consider for the 2027 Service Plan?
I don't like the articulated buses used for the 510, the double decker are better. More of a ride quality issue next year when the express lane are full time south. I'd rather be stuck in the double decker going north instead of the alternative.
The light rail should be an option for people to leave Capitol Hill and downtown after bars close on weekends as an eventual plan. 2:30am should be the last train on Friday and Saturday nights as an eventual plan
Increase cleaning at link stations, Shoreline South stairs to/from platform that has spills that are never cleaned. QRC at platforms to report cleaning issues would help encourage reporting. I saw power washing on the sidewalk and it seems that doesn't happen on the stairs.
Not really for 2027, but really looking forward to the line extension to the Pain Field area. Thank you!
Service expansion, service expansion, service expansion (mainly more frequent trains & expanded hours of operation, but eventually also more track construction)
This wouldn't be so bad if there weren't so many Metro routes that were eliminated to accommodate the link light rail and reduce redundancy. It took me over 90 minutes to get to downtown from northgate due to mechanical problems on the train. It would have taken about 1 hour to get from northgate to othello. All of these proposed changes will leave people stranded and prolong their commutes much than what they're already are. People choose the light rail because it is affordable and environmentally sustainable, but reducing service would force people back into cars. Taking a rideshare from the airport or from a station where the train is delayed is incredibly price prohibitive. Sound transit has so far place a massive burden on taxpayers who rely on their services to get to work, school, and appointments. We have not been getting our taxes and fees worth. Please collaborate with the other transit agencies to restore eliminated bus routes if these changes are to made.
When the light rail is not running or significantly delayed there should be signs at street level to alert people, so we can make the choice to take a bus. Real people directing us to the right bus would be helpful. The best thing would be comprehensive bus maps at street and train level. We can't always depend on the internet service and visual maps show how to get somewhere when you don't already know the route numbers. ** Bring back paper maps!
We live on the border of Federal Way and Tacoma > NE Tacome/Brown Point. I work from home now but when I do go into the office. Currently my only option is to drive 15 mins to FWTC or 20 minuts south to the TDTC To catch the ST BUS So right there is datapoint that ST is worthless for me to use at this point. I figure my household and most of the 98422 is a gray area that is the designated area that service will be lacking and sacrificed.
Letting people know is great. The service is getting more popular even during non-peak times. Other transit systems, like NYC do shutdown lines on their 24 HR system. Maybe single tracking later at night. And there is really no reason that 1 and 2 trains have to run later in the eveing from International District to Lynwood. Half the trains would make single tracking on that segment way easier for everyone. And riders can transfer at International or somewhere to continue to Lynnwood.
Better shelter at Montlake Terrace station for those of us waiting for the busses to Edmonds. It's freezing cold and wet in the winter. A coffee truck would be nice too.
Higher frequency. Get the train off of street level
I think people in Capitol Hill would really like light rail to them anywhere in the city that can make it easier for people to not have to get in. Their cars would be really helpful.
If the shuttle buses are used to replace the 1 and 2 lines for periods of time, I would like to see more shuttle buses. Since they are smaller than trains, they fill up super quickly and it becomes standing room only. My partner has chronic pain and has been unable to get a seat before.
I think because of the way the service yards are set up, Lynnwood already gets reduced hours and I suspect because we are so far from the service yard that we are going to get hit hardest with these new maintenance schedules. Do your best, and I understand there needs to be a new approach to improve reliability but I just worry a blanket DAILY reduction in service hours is too drastic.
Skip Graham Street expansion station. Finished Tacoma to Everett.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
More direct routes from Marysville and express to Everett or Lynnwood
Is there thought of removing the Federal Way stop from the 586 bus route, now that the 1 line goes to Federal Way? It would make the 586 bus ride quicker
More bathroom for people who are waiting for the trains
Finish the online from Everett to Tacoma. Skip Graham Street expansion. Run 24/7. Even if it's single tracking or once an hour. Make sure people pay for their trips and if they don't remove them from the train. Trains seem to run behind schedule a lot due to people who have no destination and never paid. That cost me money. You give free vouchers to everyone if they don't use their free voucher, kick them off the train.
No
I would request you even expand the frequency of the 560 bus. MANY of us on the eastside take it to the airport, because transferring from the 2 to the 1 line is NOT time-effective! You *should* have had an option for the 2 line to go to the airport without transferring.
Please make sure the Link trains run late enough to get people home after sporting events like Kraken and Mariners games. Now that the I-90 segment is done, we plan to use the train as our primary way of getting to/from Kraken games and other events in Seattle. We just used it for a concert last weekend at WaMu Theater and had a wonderful experience. We'd love to make sure we can keep doing thwt moving forward. And please eventually come to Issaquah!
Not getting rid of the 586 bus from Tacoma to U District for UW and Seattle Children's employees and patients
Shuttle from Ballard
Consider what is happening within the city - events, construction, etc. before scheduling maintenance.
Restore ST #560 service to South Bellevue Station. It has parking for dropping off riders to and from SEATAC. Now that Mercer Island has light rail to So Bellevue, it would be helpful to have Bus 560 a light rail stop away. Maintain bus service between Mercer Island and Issaquah, a route currently serviced by ST#554.
Train service is great and affordable. Please do not reduce service. If anything expand it and make it faster
Don't build any more ST lines until you can ensure that Line 1 is 85% reliable!
BUILD BALLARD LIGHT RAIL
Adding a way to connect Ballard to the train system
I am not in favor of Line 1 having to transfer to get to UW in the future.
Bring the Ballard link back!!! Just because the state miss used the budget doesn't mean the people should be screwed over. Also, Consider a link for Kirkland or rapid service from Kirkland to the Redmond link.
Include Capitol Hill in night buses. Stop trying to actively get people to drink and drive.
Please make people pay for their ridership and stop allowing everyone to ride for free but then stating that we are having budget issues with the future expansions.
Extended service hours and concessions/shops/retail in the tunnel stations
Sync link 2 scheadule with St buses
Connect Ballard
Add more security. Add back fare enforcement

Is there anything else you would like us to consider for the 2027 Service Plan?
Increasing preparedness for Link closures. Closures happen (collisions, power outage, technical issue) but they are EXTREMELY disruptive when they do. It seems getting an alternative solution in place takes a long time. With the frequency this happens, increased preparedness with shuttle buses would be amazing
Please try to do it on the weekends. Most of us are just trying to get to work and can't keep up with every new schedule change.
Revise the plan for the proposed light rail line to Ballard to meet the original timelines. That line does not need to have full service through downtown; it just need to connect all the way from Ballard to one other light rail stop downtown (Westlake?) as a transfer point. The remaining downtown portion of this line is NOT the important component--getting to Ballard IS!
I live in Monroe and commute to Seattle. There are many folks like me who want to use public transit / sound transit ONLY, but the system isn't built well for folks in the suburbs to have flexibility. Right now, I have to drive 30 minutes to access the most flexible options (commuting very early in the morning, getting back home in the early afternoon). I have young kids, and I often need to be back in Monroe by 3 or 4 pm. On days when I drop my kids off at school / daycare, it's really rough that you've limited the parking at large transit centers even further, and made it almost impossible for folks like me to drive to the closest light rail hub and hop on the light rail. While I appreciate that you're trying to incentivize people to carpool to the transit center, it seems that you didn't take families into consideration. We may not have the ability to fit additional people in our vehicle while dropping kids off at daycare on our way to the light rail station. We truly don't want to have strangers in our car with our kids. And we're already doing about 8 layers of schedule coordinating just to find childcare, decide who can get them there and pick them up, and how we'll do that while getting to work on time. There have been days I wanted to take the light rail to avoid traffic and be more eco-friendly, but was forced to drive due to the restrictive permitting system at Lynnwood Transit Center... while there was a ton of unused spaces, awaiting people with a carpool permit. I couldn't get a single-occupant permit for any transit centers along the I-5 corridor. It's just super frustrating.
We love the 1 line!!! We hope it continues to go North/South in the future!!!
Back in the mid-80's, there was a Metro Express bus that picked us south enders up in Renton, and delivered us to Everett. I would be very beneficial to include in the planning, re-activating that service line. With the return to office mandate, a lot of team members have to report to the Everett location.
Please consider a direct line from Boeing Renton to Boeing Everett. i have heard that sound transit used to have a direct bus from new castle to boeing everett and that it would be packed. Im not sure why it stopped but i would be interested in public transit if this was an option.
Reinstate the Lynnwood TC to Northgate TC portion of the 513 route and make it circular. I can't use the buses because you keep getting rid of them! Also, don't get rid of that part of the 560 route. It's called redundancy.
Later service on Sunday evenings serving SeaTac and points north.
Not related to this 560 Route. I would like to request adding a more direct route from North Snohomish County to Boeing Everett. The existing route has several stops and would result in nearly a 2 hour ride vs 1 hour if driving.
more frequent trains consistently; consistent schedules; fewer outages, especially unannounced ones
Improve/expand services on Orange, green, and Blue lines in Snohomish County and integration to 1 and 2 line (LLR). Very strong need for robust transit bridge from Lynnwood Transit Center to the Seaway Transit center

Is there anything else you would like us to consider for the 2027 Service Plan?
There are no direct, efficient routes from Everett area to Bellevue area. If i were to ride a bus, it would take me 1hr 20mins with at least one transfer, while driving takes me 30-40mins, Light rail- i would have to drive to Lynnwood, get on light rail thru Seattle across the bridge, then get a bus to my work place. Extremely frustrating. There are so many Express busses that go from Everett to Seattle, but not one from Everett to Bellevue
Interbay and magnolia are extremely difficult to get transport from and large time gaps with little access to link or express buses. It take 1.5hr to get from my home to UW Medical Center which is less than 7 mi away. This is untenable especially now that sound transport is talking about nixing the link to this area when it would have the highest ridership. I cannot take public transport because it is not truly accessible.
Consider shuttle or more direct routes to/from Boeing site and Lynnwood station
Parking is an issue at the stations.
I am a senior woman living in Alki. To get to SEA-TAC airport from the Burien Transit Center will require 2 buses (1 hour), then another from BTC to the airport, so total time is around 1 1/2 hours. To use light rail instead, I need to take KC Metro Route 50 to the SODO station and transfer to light rail there, which also takes me around 1 1/2 hours to/from the airport. I will do it in the daytime, but at night the Lander Street bus stop is a dark and scary place; it's also unprotected from rain. If I don't take the bus/light rail then I must pay over $75 for a one-way ride share or taxi to the airpot. Why are you cutting options for West Seattleites to use public transit to the airport? And why not make the Lander Street bus top a sheltered, clean, well-lit stop, with more than one bench, to encourage its use?
Boeing Everett Transit Options
Be more mindful of completion times of big attendance events. Work with Mariners to make public transport part of the entry ticket (like Kraken/Torrent do!)
More parking options at Lynnwood station
The proposed Link light rail expansion will be worthless to me and my family.
I would love to see an express bus from Everett to SeaTac
Please make the lightrail more consistently reliable again. I used to ride it 4 days a week - 50 weeks a year, but since the expansion to Lynnwood delays due to technical issues & delays due to overcrowding increased so much that I was getting to work late multiple times a week & have had to find alternatives to public transit.
GET LIGHT RAIL UP TO EVERETT, INCLUDING BOEING!!!
Seems shortsighted to cut West Seattle folks off from a more direct route to the airport since the transfer option adds so much extra time to make using LINK a reasonable option. I understand the service problems that are created with a line that travels between Bellevue and Burien but if shortening the 560 to stop at Burien (which will be replaced by BRT eventually), ST should create a direct Express bus line from West Seattle to airport that goes beyond Westwood to areas like High Point, Morgan Junction, Avalon, Alaska Junction, Admiral, Alki, etc.
Although I don't ride Link late at night on a weekly basis, I probably do or would monthly and I think that having late night link service would make me feel safer about being out later at night
Please, please, please do not follow through with the option of having pay gates at the exit from the train stations. I think there needs to be a mechanism to increase the rate of payment for riders, but it should absolutely not be when you get off the train. That's going to create a massive pedestrian traffic jam at every stop, every time, and would probably force me back into my car.
Stopping Northbound service past Northgate in the evening sucks a lot Waiting 20+ minutes in the cold and the dark is not ideal
Increasing frequency of trips is always a good thing.
BALLARD FREEMONT LIGHT RAIL PLEASE!
BALLARD
Must develop some form of fare enforcement.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I appreciate Sound Transit trying to improve system reliability. Unfortunately, cutting/interrupting service in major ways isn't going to improve the already shoddy opinion of Link's reliability, usability, and value per tax dollar that many people in the region hold. Realizing something has to be done, any such change needs to be a temporary, not permanent, change.
Routine maintenance that avoids random shut downs is so important - I get it. Just communicate it well ahead of time, pretty please. Also - more signs for how to transfer from light rail to the shuttle buses would help - the physical, on the ground signs, are confusing and when I'm not expecting it, am not sure if I'm even at the right stop, and on a tight timeline that just doubled - I'm more likely to get mad and have to use a Lyft to get where I'm going (and I can't afford to do that much, so then I just stay home).
I live off California in West Seattle. Reducing the current 560 would make trips to the airport even more time consuming and unstable. Please don't reduce the 560 and instead extend it service back to Alaska junction. The junction now has a much larger population than it did when service was reduced
Turn styles and payment requirements
I am strongly disappointed to hear that this is what is being considered. Other cities have 24/7 and as a frequent night rider I find that I need *more* service on nights and weekends. I had expected that ST was headed in a similar direction. While I understand the need for funding and budget is a major concern since the killing of Ballard rail, and that maintenance is inherently necessary, I feel that ST should be looking into the future at solutions that don't set our city's transit system even further behind.
Earlier morning trains from Lynnwood on 1 Lin, with arrival at SeaTac airport by 5:30 a.m. for morning flights. We regularly have 7:45-8:00 am departures at airport and always have to drive to allow arrival 2 hours before flights.
Do not remove downtown Everett early morning service
Hospital workers are 24 hrs. Our schedules occupy all hours. Having link service saves us about 45mins of commuting time. Please, expand link operating hrs
Bring back the Ballard expansion!!!!!!!!!!!!!!!!!!!
Please consider increased bus service to Ballard. With Ballard link extension cut, bus service is the only reliable public transportation available to the neighborhood. A looping East-West bus service that extends from Market Street to UW/ Seattle Children's Hospital and loops back to Upper Ballard through 85th street and back down to Market Street via 24th would reduce the number of transfers for many riders and would increase bus service overall.
I hope you do not eliminate any ST Express routes. Before link I primarily used ST Express routes and they were extremely helpful.
Since the light rail was able to run with zero disruptions during the World Cup games it seems that there are things that can be done to impact permanent improvement. However, as soon as the games completed there has been one disruption after another and the trains are not keeping to schedule. Obviously, whatever was working during the games needs to be implemented ongoing.
Get the link to Ballard! Please don't give up on that!
Pleeeeeeease do not cancel ST Express 586 from Tacoma to UW until the light rail comes to Tacoma! We need this bus to continue to run. Thank you!
Enforce fares. Daily, I see dozens of people not pay and homeless people coming on making a mess and doing drugs
Please make sure service closures keep regional special events in mind.
Expanding Parking lots and/or running bus/ shuttle to the transit station from the extended parking area.
No delays. Every time I ride the light rail, I experience up to 30 minute delays on my way to work and back. I ride the 515 but have been trying out the light rail since the bus is discontinuing in August. Every time I ride it, there's a delay. It's like common water cooler talk at my work too on how many delays the light rail has. More than half of my coworkers who used to ride the light rail now drive to work because of this inconvenience.
Perhaps build in a special express bus offering for SeaTac Airport travel earlier in the morning for 6/6:30 AM flights?
Better transit access for south sound

Is there anything else you would like us to consider for the 2027 Service Plan?
Bring back the ST3 to Ballard line!!! Please! It's the only thing that would get me to travel to Ballard more frequently. They deserve it.
Please consider more frequent buses for the Renton Highlands.
Consider longer link train on 2 line especially in afternoon with events like mariner games or soccer games that create congestion and full link cars. Also a 7th car on sounder train especially 1st & 2ond Sounder train northbound in morning and high traffic times in afternoon like 335pm, 355pm, and 415pm southbound.
We need more late night light rail from Federal Way to Lynnwood!
A bus going in Sammamish to seattle or u district (basically stopping at yarrow point freeway station) with a decent frequency during peak times would be really nice. I'm talking about on sahalee way!
I think the most serious problem with the trains and buses which keeps me from using them is not not the convenience of them but the cleanliness and safety. To me the cleanliness is a huge issue. Often I get on the train and there's no clean place to sit or because of seats are cloth. They're all stained. I have no idea what's on it and there's gooey stuff all over the floor. I understand there's probably a lot of understaffing, but you gotta do something. Otherwise the general public isn't gonna support funding if they don't feel comfortable using it.
Please do not eliminate the 560 route in West Seattle. It's frustrating to see Bellevue, which is far more affluent area, get more access and the side that I live on get completely eliminated. I live right on the route. You're taking the only direct transit options folks have to get to the airport and city of SeaTac. The Westwood Village area was designated as an urban center for development under the One Seattle plan. Feels shortsighted to remove a bus line.
Bring back the Metro 167 bus line to the U-District
I would like to request a direct bus service from University of Washington station to Lynnwood transit station. There are plenty of people that work and are students that originate from the Lynnwood transit station since it is the last station up north and their destination is the University of Washington. Alternative service to Lynnwood transit station from UW consists of multiple transfers and takes a long time if we need to find an alternative service when the link light rail goes down. Thank you.
Extending link hours to 2am when bars close
Please let the Link run later into the night or have a night bus set up that runs into north Seattle to complement the 570. An effective transit option for getting back to north Seattle from the airport or a night on the town past 1 am would be a godsend.
Light rail expansion to Ballard. Increase service, don't decrease it!
More connections with south Snohomish county, especially MLT and Lynnwood transit centers. Currently is difficult to get from MLT inner roads to LFP/Kenmore/Bothell/etc, despite them being geographically close.
Please keep the 545 and 542 frequencies the same, I use those to commute and the time saved on those routes in comparison to taking the light rail alone is significant.
Early Link Line 1 schedule out of Lynnwood South - 1:30 am ride option
Re-establish east/west bus service Shoreline South light rail station via NE 145th St in Seattle Route 65 was modified to cease service to Shoreline South, with the final stop before 15th Ave NE and NE 145th St. To get to the station I either have to drive walk one mile, or take the 348 to Northgate. This has been a major deterrent from taking public transportation.
I think waiting a bit longer for a train is better than having to alter your route because of a closer.
We desperately need more parking at the Lynnwood station. Additionally, the carpool spots at the Lynnwood station are counter-productive. All they do is force more people back on the road. Taking the Link is carpooling! Why would you limit access to it?

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I've had nothing but positive experiences with transit security. I've contacted them via text a few times for concerns I've had on transit (i.e., woman that had been beaten up crying on the train, man passed out on the train) and they have been waiting at the next station we pull up to and have been prompt in their responses. I sincerely appreciate this, again, as a 24 year old woman, it makes me feel safer knowing there's so many folks basically on call at the stations for problems.
Weekend train access is also really important - speaking for myself, it's how I get around to go to movies, concerts, restaurants, etc.!
I enjoy riding the light rail and would love to ride it to work every day, but the parking garages built at Shoreline South and Shoreline North are way too small and frequently run out of parking spots. It impacts both riders and the surrounding neighborhood. Those of us who cannot arrive early (for example, due to family and childcare commitments) cannot get a parking spot.
plan express bus from puyallup to seattle UW
Please install signage at Northgate directing people to the pickup/drop off lane. Cars continually stop in a traffic lane, bus lane or even block a garage entrance for this. The pickup/drop off area is virtually invisible to anyone who has never been there before. It blends in with the bus bay lanes.
Designated car for families with small children and solo-riding teens.
Please make the 2 line have more triple car trains. It gets too crowded too quickly.
More bike friendly, there often isn't space for all of the bikes on the train and they take up a lot of room when you have to stand with your bike.
Start the 905 out of Stanwood 10 minutes earlier. 4:15 AM (ish)
Give us more details on the Everett Link extension
The 560 provides NECESSARY transportation to the airport and Renton/Bellvue for a lot of West Seattle Residents. Cutting this off means multiple transfers and MUCH longer commutes.
There is no mention of eliminating ST 515 Bus in Sept.? I hope that has changed and the Bus will not be eliminated. This bus and the Everett 510 Bus are always full in the morning and evening. When Link Rail went in the 413, 435 buses were eliminated. The object is to get cars off the road by people using transit or light rail. Taking away the 515 doesn't do that. The light rail doesn't work for everyone. Also what about when the light rail breaks down? I have used the 515 bus a few times when that has happened. You don't realize how many people use these buses. Do you count the ridership weekdays for this route and the 510. Especially the 510 put double buses on that route in the morning and evening. 510 ALWAYS has standing room only especially in the evening when not a double decker. Sometimes Double Deckers have standing room only.
we need link light rail along the 405 renton to bellevue
Expanded more direct routes from Lynnwood Station to Seaway Transit Center, like Route 513 being operated to cycle more throughout the day or least more opposite way commuting (to enable taking transit to Boeing Everett site for work from the south)
please increase train frequency!!! the (periodic) inconsistency with the link trains and inconsistency in frequency (sometimes waiting 20+ min for the next train) can be very frustrating and lead users to second-guess taking public transportation.
Truncating 560 service is simply untenable. Between this and eliminating the Seatac Airport spur with Stride 1, you are eroding bus service in South King County to an unacceptable degree. This seriously needs to stop already. The region is sick and tired of its transit taxes/money stolen to fuel Seattle transit. ST is regional, not Metro 2.0. It desperately needs to start acting like it.
PLEASE do NOT end service at Burien. Instead, it should be extended back to the original location in The Junction. Taking the H Line is not remotely practical - it's often standing room only and if people are going to the airport, they will typically have luggage. The H Line makes zero accommodations for any type of luggage and transferring is certainly not an option.
Link train cars (particularly the older ones) do not have enough onboard bike storage and a poorly configured for the high ridership they're experiencing. Please consider reconfiguring for more standing room/open space to allow more room for riders and their belongings

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Ballard extension
Payment gates at underground and elevated stations and/or better fare enforcement
If there is any way to increase the frequency and reliability of routes to/from the eastside during peak hours, that's the updates that I support. Requiring multiple transfers, especially for bus routes, opens up a lot of possibilities for peoples transit time to double or even triple. Working people cannot risk this and will therefore divest from transit in favor of driving, which further impacts the reliability and frequency of bus routes.
Keep the 560 to West Seattle. It's how we get to the airport without driving or taking long transfers with a suitcase. All the transfers will add time and risk meaning more people will drive. We don't have light rail in West Seattle, keep our bus connection to the airport.
Getting to Burien transit with luggage on a different line is tough. Suitcases and bags don't travel well on other lines. I'd stop using the bus
I think Link service should be extended until later at night, at least on fridays and saturdays as the light rail provides a safe way for people to get home after going to the club or drinking and not being able to drive home. I wish I could take the light rail when my friends and I go clubbing in cap hill but it doesn't run late enough and I know a lot of people would also use later trains if they could.
There's a lot of transit momentum in Seattle right now and it's awesome but i have three concerns. One is that budget resources aren't being used and the result will be their commandeering for another purpose. This is seen with the bike network, there is money collecting dust. The second is that other regions aren't being invited into the network properly. Yes there is a budget shortfall for some projects, but can the other city start building tracks or stations? People want their promised projects and would be willing to pay and work with their local govs to make it happen. What is being done to make sure that transformative projects dont stop at the edge of the service area but are met with teamwork from other agencies? We need connection and collaboration more than ever. Lastly, I worry that some easy improvements are being overlooked in favor of big dramatic projects. Every ST bus+train+tram should get signal priority. The cost of this should be quite low compared to the benefits. Can we prioritize road repair on multimodal streets? Can we make improvements such as greenspace daylighting standard for road repaving? People already cant park within 30 feet of a stop sign, put some grass and trees there. Small tweaks and process changes can result in big improvements over time.
The signs are not clear and the staff is not trained to get people where they need to go. It's been really confusing.
Expanding cars lengths for the 2 Line especially during commuter times. Feels like I'm having to cram next to folks over 3 times a week on work days, getting worse on game days in the city.
Reject all proposals for reducing 560

Is there anything else you would like us to consider for the 2027 Service Plan?
I am strongly opposed to this change to the Sound Transit 560. I am one of many people that work at SeaTac Airport that are reliant on the 560 to get to/from work from White Center. The 560 is a much better option to get to work than having to transfer from the H as proposed (not to mention the ongoing safety issues on the H and at the Burien Transit Center). Furthermore, this is the second truncation of the route after the Junction to Westwood was eliminated in 2013. Honestly, if this change goes through I will likely be purchasing a vehicle and applying for employee parking at SeaTac. This move is nothing short of a slap-in-the-face to airport employees and other commuters. Shame on Sound Transit for increasing service to the Eastside, but removing a safe and reliable transit option for White Center. Shame on you.
I take this from Westwood 2x week when I fly in/out of SEA. Ideally you'd bring back the old route through the junction to make it even more convenient for West Seattle residents to get to the airport. You've been gradually removing more and more access from my neighborhood forcing me to use my car and/or pay for taxis more often. This seems counter to the city's goal of reducing car dependency.
run the 594 and 574 all night
As always, reducing or eliminating bus fare should be the highest priority. Not just for those who qualify, but across the board for everyone. My county eliminated bus fare and it's made livability so much better. We can get to all our necessary appointments without having to worry about fare, and also there are no more fare-related security incidents that passengers and transit staff have to deal with. Abolishing bus fare should be your highest priority.
Expanded service out to Tacoma, more rapid ride bus stations
Please don't eliminate the 560 service from Westwood to BTC. H to BTC is do-able but not so easy with luggage for airport transportation. The other route suggested--60 to the 1 line--would be ridiculously inconvenient and time consuming.
Current train frequency is great!! Please do not reduce service. Also increase the frequency of the 8!!!
The bus is currently a very valuable tool for connecting West Seattle to SEA.
Have you gathered survey responses at the bus stops at the routes you plan to eliminate at all hours of the day the route runs? That seems like the most robust way to get info from those most affected.
Yes, please please bring back the 41 to downtown, and the 66 and the 26 from Northgate to Greenlake. Transfers are onerous and time consuming. ST seems to think we all have hours of free time to climb in and out of the light rail and then looked for the hard-to-find and non-intuitive Bays on the surface streets.
Earlier trains to the airport.
I work at the airport and know that a lot of employees and travelers from W Seattle rely on the current frequency of 560.
Right now everything looks good since both Line 1 and Line 2 running, keep up with the regularly maintained as often as possible.
You are destroying West Seattle's access to the SEATAC and forcing us to take a taxi or Uber unless we are willing to put up with a 90 minute trip to a popular destination that is only about 10 miles away. Sound Transit has made public transit impossible for some routes that were previously available by bus and only copied routes with light rail there were already accessible by bus. What a waste! I guess the $ for Dow's $600K salary has to come from somewhere...
This change would effectively take going to the airport via transit off the table for me, and I would instead have to take an expensive rideshare. It's not feasible to build in time for a transfer when trying to catch a plane. In addition, this route is very helpful in allowing direct service from Westwood to Bellevue without transferring. Please retain that service.
Please don't kill the weekend transit. Expand shuttle service if you have to.
It is so nice to have direct transit to the airport without having to transfer. It's cumbersome and possibly not as reliable as a direct route.

Is there anything else you would like us to consider for the 2027 Service Plan?
More bus routes or more consistent routes that connect Auburn / Pierce County / Lakeland Hills to Seattle. The Sounder is okay, it is comfortable but unreliable for time times that are needed. Bus Route 497 would be great but extremely inconvenient timings. I would use the bus (497) by my house to get to the Sounder, except the bus only runs one way in the mornings, and the other way on the evenings. It also ONLY runs on weekdays. The Sounder only runs in the morning or evenings, and not on weekends. This is extremely inconvenient, as I can't rely on it to get home. If I have a doctor's appointment at 9 am, I can get there, but I have NO WAY to get home unless I wait until 2:50 pm (instead of 12pm). I do not want to wait around in Seattle for the S Line to start again. If I have a doctor's appointment in Seattle at 1pm, there is no way for me to get there by public transit from my house, as the bus stops at 9am. Even if I was at work, the Sounder does not run in those hours so there is no way for me to get there using the Sounder. I would need to get on 3 buses then transfer to the 1 line. Instead of 1 bus, then transfer to the Sounder.
Increase the frequency, but please explore ways to keep the West Seattle segment.
Sure would be nice to be able to get to the airport from West Seattle!! Sure was nice when we used to have the bus at the West Seattle Junction and it's not too bad having to go to Westwood village to board. Please don't take this away! My most frequent use of car is getting to the airport from West Seattle, but truly prefer public transit! The 560 makes much more sense than brining light rail to West Seattle dollar for dollar. Pleading for more bus service going between West Seattle and Burien and SEA. Difficult transferring with luggage or groceries and as an elderly woman sometimes fear for safety waiting alone outside in the weather exposed to unknown hazards especially after dark.
Yes, please increase the frequency of the 560. As a user of WWV to SeaTac, I don't mind transferring to/from the H if the frequency of 560 is increased as proposed.
Express 2 line trains from Lynnwood to Downtown Seattle with limited stops to decrease trip time to the Eastside from the Northend
Please do not eliminate the 560 connection in West Seattle!
More parking!
Our use declined when you stopped serving the fauntleroy ferry dock.
Consider making the last car on every train designated for bicycles and people with luggage. This would make things much easier for everyone if the other cars were passengers only. You could arrange the seats to be along the sides of the car instead of facing forward. This would give more room for luggage and for cycles to pass past people.
Make light rail safe to use, cleaner, don't let people trash the stations or let them appear run down so quickly after opening.
I hope there could be some consideration made to bringing the 560 back to the West Seattle Junction. Since it ended over 10 years ago, there are substantially more apartments, condos and townhouses in the area. The H Line is often crowded and attempting to bring luggage on board or trying to transfer is virtually impossible. A dedicated single bus route to and from the airport from the West Seattle Junction is truly needed.
We need more connection from West Seattle to the greater region—not less. We especially need direct airport service.
This is a penalty for West Seattle in order to add a perk for the Eastside. There has been massive development at the West Seattle junction. Why not extend express 560 service to the junction? Transferring multiple times to get to Sea Tac with luggage in tow is difficult,especially for an older population. The increased population at the junction would probably increase revenue. Also West Seattle has no light rail option to get to the airport.
please do not reduce times or frequencies

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Having the 560 express bus so convenient to get to the airport would be unfortunate. The cost is less than any other available option and takes on car off the road that would have. This doesn't even take in affect storing a car. Having a transfer for most super early morning flights may be longer and not timely.
I do not think you should cut the 560 bus from West Seattle. If anything, it should be expanded. With the amount of density in the Junction, it would make sense for it to originate there instead of Westwood Village. I would also like to see bus service that originates in either the Junction or 35th & Avalon that goes directly to Bellevue. With the number of businesses that have set up shop on the Eastside, a direct bus would be a godsend. I currently take the 21 to downtown and take the 2 Line, but that takes about 75 minutes in the morning and 90-120 to get home in the evening.
I am strongly opposed to the proposal to eliminate service from the airport to West Seattle! Bus service is necessary and vital to reduce solo vehicle trips and / or rideshare, which often costs over $60 one way.
This is an absurd proposition. If anything, ST should be *EXPANDING* this service route to The Junction, So Seattle College or other stop. It's utterly ridiculous that your metro transit service fails to properly service the W SEA community to the airport. Any other major metro (I've previously lived in 4 of top 5) has better airport metro services. Are you trying to show diminished ridership to skew the figures and justify the absurd costs of the light rail extension?? Do better, ST. MUCH BETTER
We are retired, live on Vashon and travel 4 or 5 times a year in/out of SeaTac. We take the Ferry to Fauntleroy, the C line to Westwood and the 560 to SeaTac. Taking the 560 away will add yet another connection/transfer making early morning connections tenuous at best, possibly forcing us to to get a hotel the night before making the trip more expensive.
I really wish I could reliably get home between the hours of 1 AM and 4 AM. Hanging out with my friends late at night means I either have to cut my night off early, or I have to stay out way later than I would like. Weekend maintenance would be especially disruptive to the nightlife of Seattle, and I wish I could engage more with the nightlife more, but the lightrail always ends and begins at an awkward time. I'm much more in favor of maintenance during weekdays if anything, and I'm still wishing that the weekend lightrail operated 24/7 at a reduced schedule (e.g. every 20-30 minutes).
My wife and I travel frequently, live within walking distance of Westwood Village, and we love being able to use the ST Express 560 bus that goes straight to the airport for a fraction of the cost of Uber/Lyft. With the time sensitivity inherent in trips to the airport, changing the route so that we'd have to take the H RapidRide to Burien and then transfer onto the 560 from there makes it a much less feasible option that would likely force us to not use it at all. The presence of the ST Express nearby was actually a factor in us moving to this area instead of stretching our budget to move within walking distance of an ST Link station instead, and this change would negate that, unfortunately.
Our family loves the 560 for getting to the airport! More cost efficient than Uber/Lyft or driving and parking our car at the airport, and keeps cars off the road!
Why do you keep downsizing and changing routes that work?
Don't eliminate 560 part in West Seattle. Make frequent runs from the south end of west seattle to link stations. It is very difficult to use link from where I live.
Don't eliminate Sound Transit Bus Service from West Seattle to Burien and SeaTac. Transferring from buses to 1 Line looks easy on paper but with no regular coordination between Metro and Sound Transit for timing of stops (or temporary delays or cancellations) transferring can create enormous time delays and stress on the way to SeaTac Airport.
This proposal will create a very real hardship on the disabled/elderly. Burien is a very popular destination for medical appointments, groceries, dining, and if course, the airport.
Living in the Admiral district I've wanted to use the bus to get to/from the airport but the options were either not available (need to arrive/leave outside the service time) or four times as long as via a friend's car, with two to three transfers, going the opposite direction. I am in the minority, only needing to get to the airport maybe four times a year, but it's really frustrating that public transportation is basically not an option even though Sea-Tac Airport is so close. I heard that the 560 used to serve my area, that would have been marvelous.
How are people in West Seattle supposed to take the bus in a timely manner to the airport without the 560 route? As long as you can take 560 and then whatever proposed line without significant delay it should be fine, but I at least don't understand what the new alternative is at this time. I hope that is under consideration.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Please keep the West Seattle portion of Rt 560. It is a critical connection for a community of 80,000+ people, and alternative transit routes to the airport are much less accessible / much more time-consuming. Connecting two places so close should not be this big of a challenge.
Still hurting from previous reductions 10 years ago. Metro apparently does not support West Seattle using transit to SeaTac and is driving us back to cars. Boooo.
Extend 574 or 594 to Dupont as a regular service please.
Keep the connection to West Seattle until the light rail actually is up and running. West Seattle has seen too many transit cuts and a HUGE delay to extend the lite rail service. This is just another attempt to reduce transit to / from WS.
You're impacting those who want to avoid going downtown for service, including those who support businesses along this ride route.
Eliminating 560 service is not sufficiently replaced by the H line. Adding another transfer to an airport connector route will encourage private/hire car transportation instead of public transit, since the light rail is also not a viable connection to the airport from White Center/West Seattle. In fact, I would like to see 560 service extended to Fauntelroy to ease the connection for Vashon residents to get to the airport and Renton/Tukwila. West Seattle Peninsula is frustrated by the promise of light rail with no actual progress in sight, and then eliminating other services even further. We seem to only be contributing taxes that go straight to services that only benefit the Eastside.
Do not eliminate the west Seattle 560 segment
Please don't isolate west seattle even more. I have used the 560 route to the airport anytime I need to go there. The h line is not set up for suitcases and a transfer is not practical with kids and luggage in tow. Maybe consider adding a direct shuttle with no intermediary stops from westwood village to the 1 line. Thank you
The only thing I use use transit for is the rare occasion I go to the airport or take the dog on the foot ferry to town. Why would you stop airport transportation for the whole peninsula?
Please don't do this. It's the only viable alternative to a $50 cab ride for getting to the airport in a reasonable amount of time
No change, please. The 560 was once upon a time a 1-bus to the airport and now it's an inconvenient 2- bus ride AND with no earliest morning synchronous connection between Rapid C and Westwood Village causing us to rely on obtaining a private ride to the first WwV bus in the morning. Yes, there are options from the ferry dock location: they simply would require 3 or more transfers. Seriously who wants to do that on our dark (especially winter mornings). Same applies in the return direction: no one wants to catch a Rapid C at Barton at night: all beats 3-4 transfers. Please, no change
A direct line from Westwood Village to the airport is invaluable.
Increase late night service. Even once an hour like some bus lines. Make Sunday the single exception or some other schedule adjustment to make it work. It could be the difference in daily train riders or people instead choosing to move out of the city & start driving their cars again.

Is there anything else you would like us to consider for the 2027 Service Plan?
Please do not discontinue service to Westwood Village. Transferring with luggage from the H line to the 560 would be difficult and more time consuming. Every time we ride 560, there are several people that get on the bus at Westwood Village, no matter what time of day it is. It is a much-used stop. West Seattle needs quick affordable transit to SeaTac and removing our only direct bus would have a large negative impact our community.
I use the 560 to commute and to get to the airport. I live in the West Seattle/White Center area and work in Renton. Absolutely the best route to get to/from those areas. Please do not chop off that part of its route. This would add quite some time to commuting to/from Renton. In addition, lugging bags on and off one bus is manageable but having to transfer adds a lot of work and time to the trip. The 560 is one of the most convenient bus routes I have ever had - handles my airport trips and my commute. Please don't add 20 minutes to each of those trips.
Please please please don't shorten the 560 route… I need it to get to the airport
Don't cut Route 560 to Westwood Village, instead EXPAND it back to the West Seattle Junction as it was until 2013. There is a lot more housing and residents in the Junction then 13 years ago that would all be potential customers. West Seattle is so close to the airport and yet has really spotty service to get to it in a way that takes less than an hour.
This is only bus from my neighborhood to airport. I would drive if it gets canceled.
when travel to sea tac airport I would normally ride the C line bus to connect to the 560 bus at Westwood village. The proposal would eliminate the Westwood village connection and impair people in West Seattle this option; this is in addition to the previously eliminated route the 560 used to take up California Avenue allowing for direct service to the airport. Seems like the growing population of West Seattle gets short changed; perhaps with this proposal the C line could be extended to Burien to make the 560 connection work.
Please don't drop the direct airport route from Westwood village
This route allows a seamless ride from my home in West Seattle to a regular work location in Renton. The H Line is slower, plus add in extra time to transfer, and now we've added almost 30 minutes each way to that commute. I would probably just end up driving. I take ST560 regularly to visit friends in SeaTac and in Bellevue as well. I do it because it's more convenient than driving. This is a GREAT cross-region connector, and eliminating the first segment makes it just another Eastside bus. Cutting service on the H Line is also a possibility if the new transit package isn't passed by voters, so there's the potential for a double whammy with the 560 going away AND less service on the H Line.
Airport access from west seattle without transferring (which can be challenging with luggage) is very convenient and should be preserved.
Stop messing with the 560 I know your mind is already made up and this is just another feel good, we asked for community input, BS survey
No, thank you.
You will make it so that we have to drive and not use transit.
The 560 has already been shortened over the years, cutting it even more would be terrible. There would now be ZERO direct routes from West Seattle to SEA. If anything, this route should be expanded again, back to the the Alaska Junction.
yes, I have often wondered why the big buses are used during non peak times when there will be 5 people on the bus. With all the ridership data couldn't you run smaller buses during low peak times to save gas etc.
I have been using this route to get from West Seattle (Westwood Village) to the airport many times over the years. There is no alternative to this route other than taking a bus to downtown and changing to the light rail back to go out of town, which is taking far too long to be an alternative.
The 560 is a reliable way to get from West Seattle to the airport, and I don't want to see it deleted!

Is there anything else you would like us to consider for the 2027 Service Plan?
Once upon a time there was a direct Airport Bus route that went through West Seattle, stopped along Fauntleroy and at the ferry dock on its way to the airport. No transfer required. The current trip requires getting off a bus at Westwood Village with your luggage & valuables, walking and waiting - like a vulnerable sitting duck in a dangerous neighborhood - to catch another bus. I won't do it. There are a number of 70-80+ year old seniors in my neighborhood, and we either take the C line north to downtown (not that safe either) and then get on the Link south or hope a neighbor is well & still skilled enough to drive us. It's fine to change the 560, but pleases consider the bigger picture.
Dont eliminate 560 segment in west seattle
I get my connection at Westwood Village, I would completely lose access to getting to my work and the airport from Sunrise Heights (central West Seattle).
Run more 3 and 4-car trains on the 2 Line during commute hours. The train is getting absolutely packed.
Please keep 560 from Westwood village all the way to SeaTac gate
Please don't eliminate part of West Seattle's access to the airport via route 560. West Seattle already feels isolated enough without Link access; losing this connection will further isolate everyone who relies on this simpler connection to the outside world via the various lines that connect at Westwood.
Eliminating the 560 segment between Westwood and Burien would more than double travel time from Alaska Junction to Sea-Tac on weekdays (at least). If anything, it should be restored to the Junction (segment removed in 2013) as there's no RapidRide directly from the Junction to Burien Transit Center. The H does run there, but it's either the 50 to H at Delridge or C to H at Westwood, which is an entirely other transfer and makes it 3 buses. Please reconsider eliminating the segment, and instead restore the previous route between Alaska Junction and Westwood.
Please do not eliminate the segment of the 560 bus between Westwood Village and Burien. Bellevue has a private shuttle option (https://eagleshuttleservice.com/seatac-airport-to-bellevue/) to reach SeaTac Airport in addition to the public 560 bus. West Seattle has no such redundancy and eliminating this stretch of the route would leave West Seattle without any direct connection to SeaTac airport. Rather than an attempt to improve service on the remainder of the route, this proposal strikes me more as a well, we are going to cut this section when Stride opens anyway, so we may as well accelerate the process now effort. Also, the existence of the H Line on that part of the route does not help people who transfer to the 560 at Westwood Village from the C Line and the Route 21. It appears those riders were not considered. Additionally, other routes in this corridor do not have overhead luggage racks like the 560, making them less equipped to carry passengers with luggage and degrading the rider experience. Finally, the existence of Route 161, which carries people from near the airport to the Burien Transit Center, seems like it would also call for eliminating that segment of the 560 under the same logic as the proposed eliminated segment, further illustrating the lack of logic in the proposal.
I am truly disappointed with our Sound Transit System! I am not seeing this system supporting our community. I am seeing, unfortunately, a bloated board with ideas that do not match the community needs and cannot maintain a budget. The overspending only hurts the voters and any users of the system through rising fares and continuous rising taxes.
Please restore ST560 service to West Seattle Junction and keep the ST560 segment to Westwood Village. Today, there isn't fast, convenient way between West Seattle and the Airport without cumbersome transfers while carrying luggage, which means driving makes more sense.
We love the convenience of being able to catch the 560 Express at Westwood Village to go to the airport.
The increased frequency is worth the extra transfer. Happy you're moving forward with this.
I love taking mass transit from Bashon to SeaTac. But adding another transfer would add more time I really won't invest in an already long travel day. Mass transit works best when it's convenient. This proposal makes it less convenient for many of us.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Don't drop service to west seattle. Bring back junction to airport bus route. It already takes over an hour to get to the airport from west Seattle on public transit for what is a 15-20min drive, that's ridiculous.
In the last three months I've ridden ST Express/Link less than once a month. This isn't a reflection of demand – it's a reflection of the fact that the corridor I live in (Bothell/Thrashers Corner, straddling the King–Snohomish county line) has no reliable way to reach the regional network you operate. The only connection is Community Transit's Route 121, which runs on 25–50 minute headways and ends service around 8:30 PM, linking to two regional hubs: Canyon Park Park & Ride (Swift Green Line, ~10-minute frequency) and Ash Way Park & Ride. On paper this is a functioning transfer system. In practice, a 25–50 minute wait on the feeder end routinely means missing the connection, turning a straightforward regional trip into an hour-plus ordeal – which is why I, like many neighbors, simply don't make the trip. This spring and summer, our community – residents of Thrashers Corner, North Creek, and the wider Bothell/Kenmore/Mill Creek/Woodinville/Shoreline area – organized a formal petition package: the Bothell Community Transit Petition, led by resident Geethapriya Kumaraguru. It consists of three companion petitions (Route 121 service expansion, a Zip Shuttle zone for Bothell, and a broader regional transit improvement petition) and was submitted as formal public comment on Community Transit's 2026–2031 Transit Development Plan, with a comment window that closed July 2, 2026. The package includes: 134 community sign-ons (99% in support, representing an estimated 444 family members) 22 formal business and institutional endorsement letters spanning food service, grocery, recreation, real estate, and childcare across Bothell, Mill Creek, and Everett 8 individual personal testimony letters describing concrete impacts: a family whose paratransit eligibility appeal was denied and has no other transit option; a resident on the SR-524/Talon Landing corridor where bus stops have no sidewalks or safe pedestrian access; a commuter facing a 30-minute walk just to reach a usable stop; a parent whose 6-year-old has no way home from evening activities after the 8:30 PM cutoff A five-exhibit evidence packet built from Community Transit's own published system map and frequency charts, confirming Route 121 sits in the 20–45 minute wait-time band for most of the service day, and that no on-demand micro-transit option exists anywhere over the Thrashers Corner/Bothell area The package was addressed to King County Metro, Community Transit, the City of Bothell, Snohomish County, and Sound Transit – but until this survey response, we had not yet formally reached out to Sound Transit directly. Why this belongs in the 2027 Service Plan specifically: Sound Transit is actively building infrastructure in this exact corridor. The Stride S3 Line (Shoreline South/148th to Bothell via SR 522, with a station near UW Bothell) broke ground February 27, 2026, targeting 2028. The Stride S2 Line (Canyon Park to Lynnwood City Center and Bellevue via I-405) targets ~2029. Both will land directly in the area Route 121 serves today. Without first/last-mile coordination now, these new stations will open into the same access gap Route 121 riders already live with – new rail infrastructure that residents still can't reliably reach. On the on-demand service gap specifically: Community Transit already operates a proven on-demand shuttle model – Zip Shuttle – in Alderwood, Arlington, Darrington, and Lake Stevens, but not in Bothell. The Alderwood pilot (Oct 2022–Oct 2023) carried over 32,500 boardings among 1,400+ unique customers, with 94% of surveyed riders supporting permanent service; the Board made it permanent in October 2023, and it now carries roughly 5,500 riders a month. Fares are $2.50 or less (as low as $1.00 with ORCA LIFT or senior fare), bookable by app or phone, running 5:00 AM–10:00 PM seven days a week in most zones. Community Transit's own destination guides already direct Zip Shuttle riders in Alderwood to connect onward to Link light rail at Lynnwood City Center Station – meaning the agency has already built and validated the exact on-demand feeder to regional rail model this corridor needs; it simply hasn't been extended here. Community Transit's adopted 2026–2027 budget funds two additional Zip Shuttle zones with locations not yet decided – a live, immediate opportunity. Compounding the gap: King County Metro's on-demand equivalent, Metro Flex Northshore, was restructured in April 2026 to cover downtown Bothell, but only on the King County side of the city. The Snohomish County portion – Thrashers Corner, North Creek, the entire Route 121 corridor – was explicitly excluded, meaning residents on opposite sides of the same street can face completely different levels of transit access depending on which county line they fall in. For a rider trying to reach Sound Transit's network, this on-demand gap is the actual first-mile bottleneck: without it, reaching Canyon Park P&R or Ash Way P&R depends entirely on walking, driving, or catching Route 121 within its narrow, unreliable windows. For context on cost: average rideshare fares reached $23.66 in December 2025 (up 9.6% over 2024), making rideshare an unrealistic substitute – particularly for seniors, only 13% of whom have ever used a rideshare app. A $2.50 on-demand trip to a Sound Transit connection point is the difference between genuine access and effective exclusion from the regional system for a meaningful share of this corridor's residents. Specific asks for Sound Transit's consideration: Coordinated timetables at Ash Way P&R and Canyon Park P&R between Community Transit feeder service and ST Express/Link, so transfers are dependable rather than a matter of luck (current transfer penalty: 15–25 minutes). Early, joint planning with Community Transit and King County Metro on how local routes – fixed-route and on-demand alike – will feed the future Stride S2/S3 stations, rather than addressing access after those lines open. Support, where appropriate, for extending an on-demand Zip Shuttle-style connector into the Snohomish County side of Bothell, explicitly designed to link to Sound Transit's regional network rather than only local destinations. Recognition that ST Express/Link ridership data from corridor communities like ours understates real demand – we don't ride less because we need it less, but because the local connection makes it impractical. We'd welcome the opportunity to share the full petition package directly with Sound Transit's Service Planning team.
Living on Vashon Island, there are so many people every day that take the WSF to Fauntleroy and take Uber or Lift to the airport. So much business if there if it was marketed correctly. But if you have to take the C line to Westwood Village and then the H line to Burien, it is not worth it.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Please do not cut the 560 service to Westwood Village!! Our family uses it every time we fly, this is our primary way of getting to the airport. It is currently 0 transfers to get from Westwood Village to the airport; with the proposed service changes we would have to take the H line to Burien, then the Stride S1 bus to Tukwila, then the Link to SeaTac, 3 (!) transfers!! Going from 0 transfers to 3 transfers with kids and luggage is a huge barrier. Please change the proposed routing in some way to keep a seamless airport trip for the many many families living in Roxhill, Westwood, Highland Park, Delridge, etc
Buses that take people to there HOUSES AFTER MIDNIGHT' If the train drops my off at federal way station at midnight no buses are running from federal transit other than rapid rides. Example; 181/187 bus route
The #560 to the airport and Westwood is a great service. I utilize it every time I go to and from the airport about three times a year. I walk or get picked up at Westwood. Burien Transit Center feels some what un safe especially when it is dark. Please reconsider eliminating service to Westwood.
I'm filling this out a 2nd time because I reconsidered that this may actually improve travel time if both the H and 560 run more frequently.
I don't understand the reason for the proposed change. Do you really save anything by cutting this short segment? Westwood Village is an important hub for people to use to get to the airport.
The 560 is a very convenient way to get from West Seattle to the airport. It cuts down on airport traffic. Would like to see this service at least maintained, if not expanded farther into WS.
Please don't remove our service from Westwood Village to Seatac airport. The direct route is a very convenient alternative to Uber/taxi.
Please don't remove direct West Seattle - SeaTac bus routes until the link reaches west Seattle. There are very few alternatives to use public transit to get to the airport from west Seattle and removing 560 will deplete them. Bringing 560 back to reach the junction, even just a few times a day would be a huge help and push more people to use it!
Please continue routing 560 thru West Seattle and continuing to the airport. Many rely on this direct route and the convenience encourages people to use public transit. Transferring from the H in Burien increases the duration of the trip and will discourage many resulting in more car trips.
560 from Westwood Village has been super convenient for my household. It would be sad to see it go.
There are very few public transit options from West Seattle to Seatac that especially for single women. The cost of ride share is significantly increasing and the 560 bus was a safe and cost efficient direct route to the airport. Every time I transfer at Burien Center by myself I am harassed. Losing a more access to this route impacts my wallet and my safety.
Keep the 560 to West Seattle!!! We don't have light rail and this is how we access the airport affordably! It is a lifeline for residents and workers. Keep it reliable!
560 is a great way for seniors and the handicapped citizens of West Seattle to Get to the Airport, without transferring buses. Thank you
Please do not cancel the route. I always take the 560 bus at the Westwood village because I live close by .And I always see other passengers too taking the bus that work at the airport. Thanks Chris

Is there anything else you would like us to consider for the 2027 Service Plan?
I'm not sure how you are analyzing this survey with only open text answers... seems like you should have some more specific questions about the 560. Anyway, I do take it to the airport but it's infrequent and I usually take the H and transfer at Westwood Village anyway, so this won't be that much different. It could take a bit more time as the 560 is usually faster than the H to Burien but the increased frequency of the 560 would be great. Getting off a plane and having to book it through the airport to make the 560 is always very stressful.
We need to serve West Seattle more with frequent and more available routes, not cut service. Some of the most ardent supporters of public transit are in WS.
Speeding up the new brt line
Please don't it the 560! It's an important route to the airport for West Seattle.
I use this to get to airport from W Seattle. It's super convenient because it's direct and usually on time. Please consider keeping the west seattle stops.
Please don't take away Westwood to airport route!
While my use of the 560 bus for trips to and from the airport from Westwood Village is infrequent, i and several members of my extended family in West Seattle have depended on this dependable and affordable airport transport for decades. In fact, nstead of reducing this service i would ask it be re-extended to the West Seattle Junction as before.
It looks like you're putting a lot of favor towards the east side. Something that would actually be helpful, would be running a airport bus to the airport, from Alki, Alaska junction, Morgan junction, Westwood village, and somewhere south of White center... To the airport. I really have enough trouble already doing one transfer and getting to the airport on time. the proposed change is going to require two transfers, basically making it useless and always forcing me to take an Uber. Coming home from the airport is more flexible with time, except when I have luggage and doing bus transfers where drug addicts hang out. I wouldn't mind the extra transfer if you guys could police transit centers to keep the addicts and mental illness out.
Keep existing schedules. Figure out ways to not impact service.
Why are you catering to the east side? I use the 560 to get to and from the airport. Now I am going to have to rely on Uber or Lyft. Ridiculous that you cant keep that part of the extension. SeaTac is a major port into the city and all you want to do is make it more difficult to get there. I shouldnt have to spend 2 hours to go into downtown to catch the light rail. The H line is a joke and homeless shuttle, not a viable transportation alternative, especially when you have to have luggage with you. Sick and tired of Sound Transit and Metro always trying to cut services yet you make promises of better service to the public.
More hours, expanded service to sea tac
Instead of ending at Westwood Village, please extend the line to the West Seattle Junction (where it started/ended originally). There are literally hundreds of more housing units in the Junction area now that were not there when the service ended in 2013. Thank you.
Transfer to the c bus at westwood village. How come your survey did not include that option? I will be voting no on any transit funding in any case for this lack of foresight.
Please don't shorten 560 service. We rely heavily on, and support, public transit in West Seattle.
Until light rail reaches West Seattle, this is how we get to the airport! The bus always has workers and passengers going to the airport at all days and times. It's never going to be a packed commuter route, it is a consistent lifeline for West Seattle residents to access Seatac and the world.
Please do not take away the 560 direct connection to the airport. For west seattle/white center there are very few transit options to the airport. Requiring a burien transfer with airport luggage will be cumbersome for riders and increase airport travel time.
ST 560 in West Seattle is a vital bus route. Removing it adds more transfers and increases my travel times. Buses already don't follow schedules very well and are frequently late. Burien Transit Center is not the safest either, lots of transients there.
Please do not discontinue the section of the 560 to Westwood Village. I use the 560 to and from Westwood Village to the airport very early and late in the day, and as an older woman travelling alone I do not feel safe at those times at the Burien Transit Station where I would need to transfer.e

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
A transfer will make many no use transit at all.
increasing later transit service could be beneficial
The 560 has good potential! We use it for the airport and have guests use it too but I think with investment it could serve more people. The current limitation is the frequency and so the idea of creating a transfer (to increase service) makes sense on paper but I worry that it'll trigger a death spiral for the route overall if people perceive a transfer as too much of a time loss. H Line bunching is problem during pm peak. The Burien TC can be rough though I know it's not as bad as it used to be.
Please, for the love of God, don't reduce 560 service out of West Seattle. As it is, have to take 21 to Westwood and walk blocks with luggage to bus stop or take a Lyft to bus stop. Removing 560 from Westwood would mean having to bus transfer twice instead of once. And Burien station is dangerous! Also, the 560 is a great way to get to Bellevue from West Seattle, which I do often, but wouldn't do be able to do any longer. Please take the needs of those with mobility issues into consideration as reducing this service would reduce our safe transit options.
Please don't cut the 560! So many ppl from Westwood take it to the airport.
• Service to Ballard! • Service from Ballard! • Service between Ballard & other Seattle neighborhoods & other local cities (ie; Ballard Locks/Marina, Golden Gardens, Richmond Beach, Shoreline, Aurora Village, Bothell, Sultan).
More access from West Seattle and Highland Park to the Airport
Consider properly servicing people who live in West Seattle with the 560 route instead of taking it away - again - and giving it to Bellevue or the gross income is significantly higher. Sound transit has done a great job at servicing Bellevue and not supporting West Seattle.
I'm not a frequent rider, but when I need to get to the airport the 560 is very convenient; I would definitely miss it if the West Seattle portion of the route were eliminated.
Offer more Sounder N line trains
560 is an important, direct route to and from the airport for many in West Seattle. Westwood Village is a vital hub for people in south west Seattle, many of whom either travel or work in SeaTac. Keep the route, even if it's less frequent.
Please keep running this to Westwood village or even consider extending it to go further into west Seattle (ending at the junction?) so we all have an option to take this route to SeaTac, Bellevue, etc.
We need a direct bus route to SeaTac!
In my experience the service needs to be more frequent on run closer to the posted schedule in order to get more riders to use it.
Cutting direct service from West Seattle to the airport is in Maine. Increasing density and encouraging people not to have cars as counterproductive to reducing service to vital facilities like the airport.
Extend service hour for 532 and 566 since 515 cancel . Increase 542 frequency
This is an important route for West Seattle residence, please don't reduce it
Please don't eliminate the 560 bus stops in West Seattle. We just moved to West Seattle and we would love to have an easy public transit option to the airport and Bellevue!
Get the escalators and elevators working.

Is there anything else you would like us to consider for the 2027 Service Plan?
My husband and I use the 560 from/to Westwood in order to go to or come home from SeaTac International Airport. The cost savings compared to taking a taxi are huge! We are in our 70's. So are the friends who might drive us, if only their night vision or fear of driving in inclement weather didn't stop them. We use the Rapid Ride C and transfer to the 560. If we had to add an added transfer C-H-560 that would be physically burdensome as well as extremely inefficient. The 560 used to come right by our house! No transfers. Now you are proposing adding even more stops!
Longer 2 line trains
More service for 512, 535, and 542. Delete 510 and 545.
Large games on Fridays - Sunday just for Seahawks, Mariners and Sounders, Reign FC. Keep in mind large concerts and events at lumen or T-Mobile park. Consider tabling events at the station during the weekdays and weekends. Not just at city events. Go to the places and table where there will be the most impact. Consider bringing QR codes for commuters to scan for surveys or flyers to provide them especially during work days to truly get the right feedback you're asking for. Be at the stations at high volume hours like 6-9 am and 3-7 pm.
It would be nice to have more frequent weekday and weekend service in the Lynnwood-Bellevue corridor, since there won't be any Link service in that corridor for several years. As it stands, hourly weekend service means potentially getting to a destination 55 minutes early, which can be dangerous in bad weather.
Also, not at this point.
I wanted to answer this survey because I thought it would address wider questions about Sound Transit. I take the light rail very regularly. I was very frustrated with regular issues/delays/interruptions in service roughly a year before the World Cup that led me to start using the bus instead (significantly increasing my commute time). There was clearly an effort to make things better for the World Cup and I resumed taking the train. Unfortunately, the World Cup games in Seattle were barely finished when issues started happening again. I have had issue with my commute multiple times in the last week, including as I am answering this survey. Perhaps Seattle visitors had a decent experience with Sound Transit but as a Seattle resident I am beyond frustrated! I hope this scheduled maintenance is going to mean that I can actually rely on this service again soon. Consistently.
Reinstate Issaquah to Seattle on the 554 that is being discontinued this summer. People that live in Issaquah shouldn't be required to go via Bellevue in order to get to downtown Seattle. It adds time to the commute, which is totally ridiculous.
Focus on completing the Spine as per voter approval in 2016 and suspend West Seattle Link Extension (5,700 riders/day is not worth it) in favor of building out Ballard as originally proposed.
Cutting off the 560 (and the 1) from west seattle is a real kick in the face, and makes transit basically unusable to the airport. Now my route would be 21 to the H to the 560–two transfers! And before you start with it, taking the 21 downtown to wait for the 1 train is also ludicrous and always takes longer than the 21/560. If you want people to ride things you have to make it appealing. I'd like to use transit, but you are making me into a driver because literally every decision you make, makes transit less useful for me. Can't wait for the 3 seats to the stadiums if you ever build your train to west seattle.
Adding a north stop for 532 everett bus from bellevue at Brickyard Freeway station instead of only having the 535 option to stop at Brickyard Freeway station.
Fix your – trains WITHOUT disrupting active commuters. I cannot believe how much service has declined since line 2 has opened.

Is there anything else you would like us to consider for the 2027 Service Plan?
Better signage and directives at stations and on board. This has improved this year prior to the World Cup, however it can improve. This is the 1 line Southbound to Federal Way via Downtown Seattle and SeaTac Airport. This is the 2 line Northbound to Lynnwood via Bellevue and Downtown Seattle Daily commuters this really doesn't make a difference, however the number of infrequent riders and tourists that I have given directions to or watch other daily riders point in the right direction tells me the current system isn't good enough.
Please consider announcements or labeling across stations if there is maintenance down the line for those of us that are not terminally online. Please extend the line towards everett, but for the love of god actually deliver to Ballard before approving more projects.
More availability for Kent because there is no freeways.
Repairs late at night or early in the morning would be ideal, though midday (2-5pm) would make sense for quick fixes.
Let me be blunt. There is no enforcement around fares. Don't pass a regressive Sales Tax hike. The people that are using the Service are willing to pay for it. What insane thinking supports the idea that that this is sustainable without riders paying to use it. Why don't you pay someone to figure out how to reverse engineer a simple but effective way to charge for users? Every time this comes up makes me so mad that Seattle thinks they can provide this benefit essentially for free. This is a fiscal embarrassment. And I am a staunch democrat. Backwards thinking like this - it's not forward thinking, it's not modern, it's simply not sustainable - will be the undoing of our one party system in western Washington.
Ask other countries to help build and fund ST expansions
The airport is busiest from 4am to 11am. You miss that window completely.
Deep cleaning seats more often
I think increasing additional bus services will be extremely helpful.
Late night trains on the weekends
I can't S2/S3 double deckers!
Since the Line 2 was added, the 1 Line gets more crowded in the afternoon after 2:30PM and wait time between the arrive of the next one is longer, over 12 minutes. Also, another cause of the over crowdedness is more people are brining their bikes and scooters which take up multiple seats.
Is there a way to make the frequency for SR 560 to come every 15min instead of 20min if the proposal goes through?
Make fast track/express links on the 2 line - it takes 45 mins to get from Marymoor Village to Symphony station which is too long.
Please link Lynnwood to Totem Lake!
The survey sheet said the 560 will be replaced by S1 completely when it opens. This means there will no longer be direct and quick access to Boeing for the hundreds of employees of Boeing that use the 560 every week from the east side besides taking S1 all the way to the new further away renton transit center and back tracking with a transfer or taking slower local route 271. This will be a huge hit to a lot of people who use ST right now for this trip at least once a week, and it will mean more cars on the east side every weekday.
No. So long as this plan is pushed out as it has been stated it would, I think the service quality will significantly increase.
Please clean the stations more. All the bird waste in Capitol Hill station is a hazard.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
More air conditioning
No but if you could extend the link south towards Puyallup that would be FANTASTIC! The sounder train schedule really sucks but the link I believe more people would ride it there for the traffic would be better!
Better in-station notification of disruptions.
Please extend light rail to issaquah
Don't tax those who never use it. Mainly services King county so those in Pierce unfairly pay higher taxes for services not used nor wanted.
Overall, I'm pleased with service and would encourage doing the things needed to ensure continued reliability. If you can continue to communicate the reason why changes need to happen through social media channels, that will retain trust with your ridership. WSDOT has set a great example with their revive I5 messaging.
Better signage on most stations. It's difficult to find entries to Symphony because signs are small and not well lit. The U District station does not have easy bus service. The bus simply drops people off on UW campus without signs.
More east-west lines
PLEASE! Get an express commuter rail. I'd love to live on the East Side but it's a 1 hour train ride from Redmond to downtown Seattle. An express train would help on the 2 and 1 line to find a more affordable apartment outside of Seattle. Now, I can't live that far out without an express train at rush hour due to long commuting times.
Taking the train home from the bars on weekend night keep drunk drivers off the road. The train just has to be operational when the bars are closing.
Reliability! 24/7 maintenance. Use the late night closures for full system maintenance. Absolutely unacceptable the number of disruptions
And express option from Lynnwood to Seattle for example. More frequent trains. I feel like I wait more than usual for a train when compared to other cities.
Please bring back more buses. We had strong bus routes in frequency and location in past years. Every time the light rail expands, we lose more bus routes. Bus routes should be alternates to the train. Especially given how often the train has a partial or full outage. It's ridiculous to make people transfer multiple times when the former bus routes worked well. Bring back redundancy!
We use services between UW to Kennydale including lightrail line 1-2 with transfers to bus 560. Please keep these services going!
Enforce fare collection
This is not enough to improve the travel times on 560. We know the S1 will have considerably higher frequency AND it will cut out the loop into the airport. That portion of the trip (serving the airport and Seatac Station) adds so much time and inconsistency to the trips, especially at night when the arrivals loop is backed up. If we know we'll remove that loop from S1 service, why not eliminate it now and add a stop service Tukwila Int'l Blvd? 560 users could then transfer to the 1 Line to get to the airport.
Make sure riders pay their fares.
Have the link open later on the weekend so the link can run later into the night.
Please please please continue to push for extending Link further south, at least to lacey if not olympia
The longer wait time for the 1 line to get from Seattle to SeaTac has already been tough and late to my spot saver. Please do not further reduce the train frequency as many of us rely on the train for the airport and downtown access to avoid driving or expensive ride share
Single tracking some evenings to perform maintenance but having a 24/7 operation
Busses are not really an acceptable substitute given how much time they add for stops and how unreliably timed they are. If closures for the Link do need to happen more frequently, I implore you to add some express bus routes that have many fewer stops but extend further out of the city.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
More lines and stations. Especially going south east to maple valley or Issaquah to connect all suburbs to the city. you
Light rail is amazing and we should be expanding it, not reducing it.
Bring us Ballard and Magnolia! Bring us West Seattle!
More frequency is better.
LIGHT RAIL THROUGH RENTON TO BELLEVUE!!!!
For the transit riders from the North, changing the early AM ride times will force commuters to drive. THAT defeats the purpose of the light rail
more buses everywhere all the time!
The bus line I used to use to reach my closest Link station already cut their early morning route, adding an extra 20 minutes to my work commute. If early morning times are cut, especially on weekends, it will add another 15-30 minutes for me to get to work using the bus system. Cutting these services with constant track maintenance on the weekends harms workers who do not work traditional 9-5 jobs, especially when they are often making minimum wage already.
Please put toll booths at the entrance for every LiteRail Station. Replicate the toll booth model they use with the Metro in Washington, D.C. Having lived in Washington, DC for 20 years and now living in Seattle, I am shocked at the number of riders who abuse the pay at will system with the LiteRail. Please change this immediately, as I am convinced it will add greatly to your revenue.
Better notification where shuttle buses are. More awareness from staff of different mobility levels. I need a seat and the last time shuttles were used I was denied waiting for the next shuttle to get a seat and was shouted at to board the back of an overcrowded shuttle. I dislocated my shoulder recently and it was painful holding onto to a bar as no seats available. If a person says they want to wait for next shuttle have some awareness or ask why. Shuttle buses long lines do not accommodate different mobility levels. Not everyone can stand comfortably on a bus. Also drivers of shuttle buses should announce stops. Utter confusion felt by passengers many with luggage not knowing where the bus stops are. Alert people at airport if shuttles are in use. Many might opt for a taxi if they need to take shuttle and link. Information needs to be displayed on boards at entrance of stations telling people shuttles are in use etc.
Sounder train would be more helpful if ran earlier and later
I would like to understand better what or how maintenance schedules are affected with 1 and 2 line both operating. I further want to emphasize the usage in the morning and afternoon commutes, even with 4 minutes between trains, each are packed. Many others like myself choose to ride instead of drive to shorten the overall commute. Given the I 5 lane reduction project expected for years, I think careful consideration to these particular commuters should be given.
If there is no service on the 2 Line, for whatever reason during normal scheduled operating hours, how will customers be accomodated? Shuttle service is mentioned, but no specifics for how it will be implemented. Losing 550 and 554 service for Mercer Island residents means no alternate mode of transportation if the 2 Line is not operating, other than by automobile and defeating the purpose of public transportation.
Extending hours in the evening
Same as above
Have the 535 start having Sunday schedules for folks who are use to using the bus more than the link
Love the service increase of this line! We often use for getting to SeaTac without having to change train lines
We should be able to figure out how to get regular maintenance on the two light rail lines that exist. The public should be able to rely on public transit at any time.

Is there anything else you would like us to consider for the 2027 Service Plan?
There needs to continue to be a bus on Bellevue Way to the South Bellevue Park and Ride as it could be a long 12 block lonley walk at 6:30 AM to the East Main light rail station.
The current 560 frequency often has me waiting close to a hour at the bellevue transit center each day. I get off work and usually just miss the bus, leaving me as a woman out alone at night for an hour. The frequency increase would improve my safety and ease of travel. Life changing for the better
Give the rest of the east side cities something !!!! Bellevue and Microsoft always get everything. The only thing Kirkland got was an inconveniently located bus station that most residents can't use and yet more traffic headaches while you worked on the monstrosity. How about getting that light rail line to Kirkland sooner than 2050??? And poor Issaquah….. don't get me started…..
Tacoma needs to remain a priority and the income generated will help pay for the cost while reducing the need for all the i5 traffic and repairs.
Nope
More weekend service for express buses. Sounder weekend service.
Have an express line on the link that will hit all the major cities instead of going to each and every stop. Some people just need to get from federal way to Seattle without having to go through each stop in between. Also need to more better checks in the morning with the homeless or people boarding the link without paying.
I would encourage Sound Transit planners to really consider ways to expand Link service past midnight, like having trains run until 1:30am or 2:00am. So many folxs not only work late in the evening but our region frequently hosts civic activities like sporting events, concerts, night life, etc. where individuals are often out very late at night. It is foolish to think they can get on the last train at midnight. Having an extra hour or two of buffer to get individuals on a train and to their final destinations would help the usefulness of the Link service.
Opening the light rail earlier to be able to get from North Seattle to the airport early in the morning. Thank you
The utility of 560 to get from the Fauntleroy ferry terminal to the airport was already kneecapped by terminating at Westwood Village vs the long-dead Ferry Terminal stops. Making the trip C to H to 560 is abysmal. For passengers coming off Vashon or from South Kitsap via Southworth, this makes an all-transit trip to the airport suck to the point it puts people in an Uber.
This doesn't effect me. What does effect me is the elimination of the 554. Currently it gives a direct ride to Seattle and works for me to get to special events in the city. Having to go to Bellevue and then transfer to light rail is going to make the commute longer. And what happens if the light rail is down? It happens often enough and then what?
Expanded Link service to allow the last arrivals and the earliest departures from SEA are needed. The bus option is unacceptably slow for getting people home at late night hours
545 stop increase is good, more frequency would also be nice.
Pay booths PLEASE!
If you scale back service too much, people won't bother using Link. They will stick with driving their cars.
You really need to consider making the service run more frequently and not less. It shouldn't even be a consideration to run it less.
I would prefer having service at all over longer periods than reducing hours. I also think you could have tiered fees like more expensive fares on weekends to help supplement costs of running night/ early trains.
Add Ballard and Fremont stop for the light rail plan and have the project start!!
Expand to Ballard Do not decrease service

Is there anything else you would like us to consider for the 2027 Service Plan?
Night shift workers and other off hour employees need service expanded to be more inclusive. Sound transit should be running trains all night so anyone can use the service without being stranded. Since Uber costs in the Puget Sound region are the highest in the country we should not cut services for public transit forcing more people to find alternatives.
Installing turn stalls at entrance/exit points to underground stations, making actual riders feel more safe
Many metro systems around the world such as those in Tokyo, Seoul, and Singapore maintain high levels of reliability while minimizing disruptions to passenger service. They have very similar operating hours (5AM to midnight) and larger and more complex network systems. I believe it's worth studying how these systems plan and carry out maintenance to identify practices that could be adapted for Link light rail. As the region continues to invest in transit, I hope Sound Transit will look to successful international systems for ideas on improving reliability while reducing the impact of maintenance windows on riders.
Link should be running 24x7 and any maintenance should be LEAST disruptive to the riders.
Can we get bus service from Issaquah to Carnation? During the winter months it could just run weekends and come every 1hr 30min until 7pm. Make stops at different trailheads as well. I think that would generate more ridership.
2-2:30am weekend/sunday service from Westlake! This would be a huge boost for nightlife activities in a public/secure way back home.
night owl service along the 1 line needs to include the Ranier Valley, hourly service just isn't sustainable
Please budget to power wash the interior of the Tukwila station at least twice a year. It is very dirty from pigeons and also people peeing on the walls, elevator and bike lockers and there are many broken floor tiles, which leads to falls. The floors are also very slippery when it rains, so a rubber coating on the floors would be safer.
Similarly to above, an overnight bus following the exact link route would give me added confidence to stay out late, spend money in town, and would leave me comfortable enough to let the link shutter earlier.
Don't cut anything. You should be focused on expanding service, not reducing it.
You guys are doing a great job, especially on line 2!
Please expand evening hours. Even if it is just single tracking. A single light rail every half hour after midnight is far better than no light rail
Consider express trains every hour or so that only stops at major stations and skip the smaller ones, thus making the ride faster. Many stations are empty esp. between redmond and Bellevue
Fast track Stride constructions please so we can actually benefit from all the constructions
See above. Thanks!
Don't reduce service during optimal times that would make Seattle a great place to visit.
You could simply hire more maintenance teams to be ready and waiting in the needed areas. Once the trains shut down they can get immediately to work. This will create more jobs. If you are worried about funding, you could add turn styles like with the monorail to prevent fair skipping. So many people ride without paying I'm surprised nothing has been done about it.
Add pay turnstiles to decrease the number of homeless people sleeping on the trains. When commuters feel afraid of these hooded individuals, they don't take the trains, especially at 5am when trains are emptier.
Add back in the Ballard segment for ST3
How do places that have 24h service handle this maintenance? I won't pretend to know all the logistics and financial considerations required but it seems as though doing maintenance quickly without interrupting service is a solved problem, so I would be curious to know how it is done other places and what restrictions we have on following suit.
More enforcement on fare for link light rail. Many people don't pay. I don't see inspection happen at all. So you need use that to get funds not from tax.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Guaranteed regular service disruptions is worse than rare, unplanned disruptions!!
Ride from Renton TC to Bellevue TC
Support more frequent bus service for dense neighborhoods like Ballard that Sound Transit has promised rail service for but has perpetually failed to deliver
I appreciate the lightrail and work you do. I just hope it can be a reliable consistent option, which the weekend maintenance is not.
You need to figure out how to keep the light rail running 24/7. We have paid and incredible about of money in our property taxes to have this line available for the people that have and are paying for this service and you are not doing a adequate job serving your customers. We need to get some leadership on board that can do a better job that the current management.
I find it ironic that the surveys come out shortly after the most inconvenienced I have been the 15 plus hour shut down due to the hatch taking down the wire.
having the 574 stop inside the airport during the night owl times.plz coordinate the 574 to match to the light rail schedule so we don't end up with to much time in Federal way to make the conx
Bring back the plans to expand to Ballard. Do you know how many people would use the transit if you didn't take those plans away
There needs to be downtown core service for nightlife and at least one train an hour very early to the airport.
Night bus should start in Lynnwood to provide full coverage to people who need access to SeaTac Airport with early morning flights. Light Rail or some sort of night service should be accessible for folks having a good time on Cap Hill on weekend nights. Bars close at 2 AM but if I want to safely make the Light Rail, I need to leave Cap Hill around 11:30 PM. PLEASE expand service for this reason.
o
Ballard
A bus connect between Woodinville and Redmond to make the light rail Connection/tech hub easier
Will we ever have a grownup city Round the clock transit service? People are dependent on public transportation 24 hours a day every day!
You have fine poor job. There is probably nothing you can do to improve anything. It's too late.
Overall very pleased with security presence on rail and at stations. At times the rail cars are a bit dirty sadly due to people leaving garbage behind.
I use the 560 every day to get off the bus at 136th and Ambaum. I would no longer ride the 560 at all if it doesn't go past the BTC. It would also be very disruptive to my morning commute. The H line doesn't start running until 6:15 and to get to work on time, I need to leave by 5:15. I would have to find a completely different route and there are no other options. H line and 560 are the ONLY transit that serves this area. This would negatively impact my employment.
Additional parking options for the Link stations that are FULL by 7am at the latest on weekdays (Lynnwood station and south).
More parking at Lynnwood More frequent 510's in the evening Why aren't the double falls going downtown? 510's are packed
If they are supported by shuttles. It would be nice if the shuttled ran on time as much as possible with clear signs or workers to show where we're supposed to wait for the shuttle. There have been many times where I didn't know where to wait and waited for half an hour with nothing showing up.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
My route will be from Tacoma area to Seattle - including U of WA, maybe to Bellevue. My anticipation is for a station in Tacoma. I live in University Place and my disabled son's AFH is in Puyallup. I'm watching for connections there, too. Maybe someday taking light rail to Gig Harbor and back. My 2 trips to Seattle were good. I would ride light rail rather than drive any day.
If you reduce service for light rail to perform necessary maintenance, please do so during overnight hours when customer usage is at its lowest. This is common sense!
Including demographic questions in a survey about where you should reduce service is ghoulish. If you need ridership data, do it separately.
Please do not decommission route 560 and replace it by Stride as it is one of the most accessible options along 405 for commuters that do not drive, it retains flexibility and accessibility since Stride is designed for fewer stops in between.
Route 566 restoring reverse peak direction southbound in the a.m. and northbound in the p.m. Route 542/545 consolidating into a new route 543 which will do just like the same thing starting in Bear Creek going to Downtown Seattle via South Kirkland park and ride and montlake freeway Station and South lake Union. Route 578 doubling the weekend service and replacing route 577 on weekends Add every 30 minutes on Route 595 during peak hours
Restart route 268
let's build a expanded transit system the way other countries do instead of cancelling lines. other countries manage it and so can we.
Shorten rush hour windows. Between 439 and 510 there are no busses at bellevue. Just one bus will shorten my commute by almost an hour.
Increase service later into the night. It does not align with restaurant or bar times.
I am big fan of increasing frequency of 560 bus- it gets very chilly waiting for that bus at Bellevue station in the evenings during winter! of course, this change makes a bigger impact if they ran on time more consistently.
No change this takes us to Walmart and Bellevue it would cause us to transfer
Make it faster to get to the airport from bellevue tc
I join this route at 7th and Rainier in Renton so the reduced length and increased frequency benefits me. I just would want to be mindful of folks who do need that access. Additionally I can take either the 566 or 560 to get to my destinations. I usually pick the 566 because it regularly has more seats available, uses the longer bus, and skips over stops that I don't need in my commute. If the busses used were flipped, I may default to the 560 since it's usually more packed in the afternoon
Looks good to me, increase in the route I use.
How long before the 27 expansion on the Link rail to Everett I just want to know how long it's going to be before the expansion to Everett and then the one from Federal Way to Tacoma I want to know how long that's going to take okay
One category the survey doesn't capture is that every 2-3 months we hope to use the 2 line from Marymoor to Symphony station. Symphony gets out 10:30-11pm, when we hope to take the 2 line from Symphony station back to Maymoor station.
Cap Hill residents go to West Seattle beach

Is there anything else you would like us to consider for the 2027 Service Plan?
I supported Link primarily for the access it promised to and from SeaTac airport. Big disappointment. In normal operations, Link is slower than the (Rt 94?) bus it replaced. But unplanned service disruptions are so frequent and so serious that I am reluctant to trust Link to catch a plane - very nearly missed one already - or to get home from the airport late at night. I have never used the shuttle buses that step in for broken Link, but I assume they go station-to-station and would thus be extremely slow, probably putting at risk catching that plane. How about this: When a Link interruption disrupts service to SeaTac, in addition to whatever shuttle bus service gets turned on, add to that a Metro bus running from downtown Seattle directly to and from SeaTac, like the old Rt. 94. So long as people know their planned Link ride is in trouble, they could probably get themselves downtown to catch the bus and still avoid driving or taxiing to SeaTac.
Light rail stop at South center mall
Having the light rail going 24/7. That would be the most ideal thing
Make the 2 line go faster please. It takes 45 minutes to go from downtown to Redmond. It takes 25 minutes on a car... I can run faster than the train most of the time on east side.
Increase the time of service for route 578 on the weekend
Everett to UW Bothell Everett to Swedish Edmonds
Airport trips
lightrail leave early to align with working riders. light rail works for sporting events and dining in Seattle but the numerous stops find it frustrating maybe an express to Seattle similar to 545 express
None that I can think of.
Improve cleanness in the train, around the station. Enforce fair gate.
Keep expanding public transportation
When replacing the light rail with shuttles, please give an estimated frequency and time for the trip
Reduced service disruptions overall would be welcome.
she took the midnight train going anywhere ...how am i supposed to live the iconic lyrics of don't stop believing if link service is cut? PEOPLE WANT THIS. if i had it my way the link would be like the nyc mta!! STOP TRYING TO CUT SERVICES!!! KEEP ADDING STOPS AND TRACKS!!! EXPAND THE LINK!!! WE LOVE THE LINK!!!!!
Trains should run 24hrs daily!
I often take Link over bus, even if it takes a bit longer, because it is more reliable and has more frequent service. I understand maintenance is important to maintain this reliability, but also worry that frequent enough maintenance closures and changes will damage public perception of reliability
I want 560 W and 560 E to continue
You are wasting too much taxpayer money on unreliable service with limited availability. There needs to be a change in leadership and more accountability, otherwise we shouldn't have to pay all this money every year if we aren't going to be able to benefit from it.
More late night services on weekends or during special events (sports events, concerts etc)
Improved/more transparent communication about outages: causes, etas for resumed service. The comms around the recent full day outage provided little information and there were no significant updates throughout the day.
More double decker buses should be available to get to/from downtown, especially to help cover unexpected light rail issues resulting in delays.
Drop the duplicated service between Redmond and Lynnwood and have the passengers change trains, just like the rest of us from the south of Seattle who are taking Line 2!
Increase frequency of trains on all lines
Speed up work on the Graham Street station!

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I work in downtown Everett and wish the 512 went downtown instead of the out-of-the-way Everett Station/P&R
Less stops on the 560
More and better bike storage on trains.
The trains going into Seattle when I ride are working people. When I leave work in afternoons the are packed with people heading to airport or bums
Bus services need to be on time. Not ahead of time or non-existent. Yesterday the 426am 570 bus didn't show at all. Fortunately, this particular morning provided a little flexibility. Our razors edge has eased a little with the introduction of the 570 (now to become what?) Bus but consistency and reliability need to follow.
dont cut service!
Better fare collection. Service to Ballard. Kudos on the World Cup service both light rail and buses. It was phenomenal.
Please don't start service later.
First of all, your glaring omission of Sounder is striking. You want our opinions on 2 of the 3 modes you run. How curious. And revealing. You drastically underuse Sounder while relying far too heavily on Link to be all things to all people. We don't need and didn't vote for Link everywhere. We voted for and need a good transit network. That means using the right modes for the right trips in the right places. ST still has no understanding of this. We need Sounder to run all day, every day, in both directions, THROUGH and not just to King Street. More people could reliably get where they're going, more quickly, while reducing pressure on Link and opening Sounder station areas to TOD--not massive parking lots and garages. As a telling corollary, you still propose no 560 stop at Tukwila Sounder station! That station needs a direct bus connection to the airport, and the 560 is by far the best-suited route to do it. Truncating the segment duplicated by the H Line in order to run the rest more frequently makes sense, but passing your own Sounder station without bothering to let riders on or off there doesn't. How can you fail to integrate your own bus route with your own train route? If you worked with WSDOT in the longer term, you could probably get direct-access bus ramps to and from 405. I'm astounded that you don't consider this. It's a great example of refusing to learn basic lessons from more mature transit agencies.
How about reinstating at least the bus service you removed from the Graham/South Pierce area. You managed to get us into the taxed zone and then removed any service we have. Now we just pay taxes for literally ZERO service.
Have light rail run in more times in the night/early morning. People who work nights cannot utilize the link rail because it does not run. Also cannot use for transport to the airport at early and late times which I have missed the last rail multiple times after a flight.
A lot of hospitality and customer service guests, like myself, often work weekends and late evenings. One of the wonderful things about the 2 line opening is knowing that the next one is no more than 12min, usually 8.
More public transportation options in Bellevue, especially in West lake Sammamish area would be great! Currently a lot of the stops in the area take a long time to walk to, whether due to distance, incline, or both.
Quit slashing bus service!!!! Especially without ruder input! Pole riders on actually busses too!!!
Installing turnstiles or gates to collect fare
Please try to keep Sound Transit routes 550 and 554.
It would be nice to take the link to Renton, Southcenter Mall, or even Tacoma.

Is there anything else you would like us to consider for the 2027 Service Plan?
More involvement with community transit. Busses can help but need more direct routes can't take 2 busses and 2 hours to get to our destination. It would be great if sound transit and community transit could partner and figure out a better system for first responders like hospital staff, medical staff, security. People that work in essential positions to cut down on our commute time and parking issues. Especially since we can't get huge work emergencies. Like consider extra parking for people who are fire fighters, medical staff or security who work in king county to ensure we can get to work in time/ when we have work emergencies as we serve the community. Things also need to be done where people can have a normal life as there's a push for use of public transportation. Commute time matters. Also, I do understand the pay to park thing but part of the purpose to using the light rail is also the free parking. Just cause people have a job doesn't mean they can afford to pay for parking in this economy.
Running trains later on fri and sat, they close too early for bars and etc
Please do not get rid of the 545!
Signage at airport for older adults or people with mobility issues who need a shuttle to the terminal. It has not been well marked or communicated.
See dissertation above
Include a Bothell to airport route
Focus on goals to complete connections from Everett to Olympia
Seattle outside of downtown needs to be connected to the night bus service if it's going to be used as a link replacement in the odd hours. Current plans leave the rainier valley and every location north of Westlake until Northgate completely high and dry. What's the use in a night service and link replacement that skips one of Link's major ridership corridors and two significant nightlife hubs (UW/U-District and Capitol Hill) that're also some of the busiest stations in the network?
better signage at all stations indicating which exit to go to for different destinations. Westlake is especially confusing. It is just impossible to figure out where/how to get out to get different places.
One way to reduce unplanned disruptions I'd like to learn more what are other ways to achieve it I'm also not very confident that more maintenance will lead to less disruption and worried about it ends up being more inconvenient overall. Would like to learn more about how maintenance can help
Don't cancel ST bus 586, this is how I get home and others like me.
Obviously plan around stadium events
Tired of all the elevator outages. Wheelchairs require elevators!
Direct bus service with luggage capacity between the airport and the Westlake station area. Service similar to the LAX Flyaway bus.
Compare the maintenance schedules of other trains, like MTA and even in China on how they do maintenance.
I would like to express my concern regarding the cleanliness of the Light Rail trains, particularly on Line 2. Many times, the train cars have a strong manure-like odor that is extremely unpleasant and unacceptable for public transportation. This has become a recurring issue, and it raises concerns about whether the trains are being cleaned and sanitized adequately. Daily commuters should not have to endure such conditions during their commute. I strongly urge Sound Transit to review its cleaning and maintenance practices and ensure that the trains are cleaned thoroughly and regularly. Providing a clean, sanitary, and comfortable environment should be a basic standard for all passengers. Thank you for your prompt attention to this matter. I look forward to seeing meaningful improvements.
Strongly support more frequency on route 560. 20-30 minute headways will make airport travel to and from the Eastside even easier!

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I depend on taking the 560 from Westwood village to SeaTac everyday. This change would add significant time to my commute and waiting at the burien transit center when dark and cold is not safe for me.
Perhaps less trains with a longer period in between, but not 30m. And something like that around 12:00 am. I believe the frequency at night could be less than during the day
Install turnstiles to encourage only paying riders. I think more paying riders could help with your budget deficit.
Not at this time.
When disruptions happen I get it. But your communication execution is all over the map. It is rarely plain/ clear language and most importantly it's inconsistent communication to close the loop if an issue is resolved or is still a problem. This ends in confusion and more people driving because they don't know the issue status. I've called in and had to ask multiple times if an issue is resolved and even the customer service didn't know. Sadly I was supposed to get a call or email a month ago from a supervisor and never heard back.
Disruptions in the middle of the service day are frustrating, regardless of what day they are on.
Keep the security up! There will always be some sketchy people on board, but we appreciate your folks taking care of the offensive ones.
You need to find a way to have everyone pay to board.
The link, and buses overall, stop running way too early. If we had Link service until 3am, even if it was very sporadic, Seattle nightlife would see a huge economic benefit. As it is, many people have to leave events hours before they are over, sometimes making it not worth it to go at all. Overnight transit along the Link route would benefit the Seattle economy because more people could stay out later. It would also benefit people who have to work late, people who work in nightlife as bartenders or chefs or security or anything else. Expanding service to offer overnight trips would greatly benefit the community.
I am not happy with the proposed change to have the 560 terminate in Burien and not serve Westwood Village. I already change buses from the C line to the 560 in order to get home. This proposed change makes my journey to SeaTac and back home much more stressful.
When link goes down better communication. Have people at the stations to let people know where to go or how to get there by bus. I did not know where bay 4 was at the UW Hospital. I was walking all over the place trying to find it. When I found it I watched 4 buses go South meanwhile non had come for Northbound. Once at Northgate I walked to the bays to find the transfer bus. Only to find out latter that it was in the disembarking lane behide us. Nobody knows what to do or where to go.
Sounder Train service on weekends, even if it just a single train each Saturday and Sunday would be one of my highest priority requests
Think of those of us who have early (6am or earlier) or late (8pm or later) flights and don't live in the downtown core and how we are essentially abandoned without link service who have to make those flights
When maintenance and outages occur during weekdays on the North End during Rush Hour, there should be a routine mix of direct to downtown and another that makes all the stops along the rail line from Northgate.
Fast track the light rail to Everett. I'd like to take it once before I die.
Sounder trains running on weekends would be great.

Is there anything else you would like us to consider for the 2027 Service Plan?
Please routinely inspect the Light Rail cars to be sure the PA systems are intelligible. This is a public safety issue. During the outage before FIFA, cars were stopped in tunnels and though the operators made announcements, in some cars, no one could understand them because they were garbled and because the air system was hissing loudly. If we were being given important directions, we wouldn't have been able to comply. I might note that in my car, the emergency button activated a different intercom that was loud and clear.
1) It would double the cost for passengers as they would have to pay a Metro fare and then a Sound Transit fare. 2)There is also a safety concern with having to wait at the Burien transit center, the Westwood Village stop is safer. 3) The H line is often late, while the 560 always leaves on time. This is important for anyone trying to catch a flight or get to work.
Keep the 510 route, please.
Please bring back the Ballard light rail
Bring back the 554 or 214 for Issaquah residents. You're keeping the 545 going into downtown Seattle, the 554 should be the same for Issaquah residents.
Stopping trains earlier at night would be the least intrusive way of increasing time for maintenance. Starting trains later would harm, workers with very early morning commutes. Options that involve daytime solutions or closures, would result in sometimes longer commutes than those posed during delays due to slow bus service.
Hire more people to preform the services needed during current time closures
Run long in the evening during summer events in Seattle.
Please deep clean trains more often and replace fabric with smooth surfaces that are easier to clean. I'm tired of sitting on dry puke that's not visible but smellable.
Please implement the late night service.
Have good handicapped access
I am very much concerned that there does not seem to be any effort to collect fares on any service (train, light rail, buses). You need to build gates and fencing at existing stations prior to advancing further. Collect fares instead of asking for more tax moneys
Our service so far is great! Keep it up
The ability to use Link between the East Side and SeaTac is SERIOUSLY impaired by the lack of signage and difficult transfers from 2 Line to 1 Line Southbound, especially for first-time users and out-of-area visitors. There's NO EXCUSE for not having this is how to get to SeaTac trains signs from International District all the way up to Capitol Hill... especially since until one gets to Capitol Hill, the platforms are NOT contiguous. Up-and-over-via-elevator-with-luggage-and-kids is hard enough WHEN YOU KNOW YOU HAVE TO DO THAT; when it's a surprise, the frustration is on you guys. And it's needless.
Announcement suggesting that passengers coming/going to airport store smaller suitcases under their seats Have handbags/daypacks on their lap
Expand service, don't cut it. Have trains run later.
You need to improve your payment system. Trying to have my card on a renewal basis constantly kicks me off and then it's a huge problem to reset up. I now understand why so many people don't pay.
The proposed truncation of Route 550 is concerning. Without adequate local feeder bus services to bridge the 'last-mile' gap, residents living far from Bellevue Light Rail stations will lose essential connectivity to the Bellevue Transit Center. Sound Transit must prioritize establishing robust local shuttle or feeder routes before reducing existing bus service to ensure equitable access to the light rail system.
maintenence from 7pm to 4 am with busses suport
Keep the express busses rumning from Lynnwood to Seattle.
Shuttle buses really don't work for me. If I'm on the light rail and I have to get off, I'll call a ride share. I used to ride the bus all the time, and I'll do it again, but not as an unplanned light rail workaround.
Make the light rail cheaper or people will continue to not pay

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Express bus service from 98118 to downtown.
Please please please please please add the Ballard station back to active development plans.
Getting to the airport by 4:55am….. keeping the 1:00 AM SeaTac south would be great!
I would like Rt 535 to run more frequently so there is better transit access from my location to the Lynnwood link station. Thirty minutes between buses is too long. It would be faster to take the Swift green line to the Canyon Park P&R and then the 535 to Lynnwood if the 535 ran every 15-20 minutes. The Swift orange line takes more than an hour from my transfer point on the green line to get to Lynnwood, which is not an efficient way to get there. Once the Stride buses are up and running, that will be great, but that's 3 years away!
The brand is SOUND TRANSIT EXPRESS, key word *EXPRESS*. Some years back, #560 was truncated from West Seattle to Westwood Village, abandoning many thousands, now you're abandoning many thousands more. No EXPRESS service anywhere on the west side.
For the 560 proposal, offering the H and Burien Transit Center transfer outs riders at risk due to the numeral of incidents on both the H and transit center. Cutting the 560 removes a safe avenue for people traveling from west Seattle to get to the airport. Requiring users to catch the H line will force the turn to unrealistic ride share costs.
Not allow the large ebikes on the train the usually block foot traffic and if there is ever and emergency, you are looking at a potential law suit if people get hurt trying to climb over them or worse, they are unable escape and it becomes a fatal accident
More light rail lines built near *hospitals, like *Overlake and medical service locations along I-405 on the Eastside of Lake Washington.
Maintenance Sunday nights and late week nights would be best imo
More frequent trains on nights when there are large events in town, especially multiple events at different stadiums and music venues. Better posted rules/announcements about train etiquette, especially in regard to letting people off before trying to board, moving into the car to make more space, not hitting people with your luggage/backpacks, and standing to one side on escalators so people can walk up/down.
I am concerned about early weekday 560 trips not having connections from the H line to get to shifts at SeaTac
Additional services or merchants on stations would help increase traffic.
24 hour service that was in the original proposal
Not from y'all! I want more bus service to Renton and Fairwood but I don't think Sound Transit controls that. But if you do... please, something that can help connect Renton to Bellevue and Seattle (or at least the tukwila station) more efficiently.
SAFETY and dependability
This might be more for 2028 (when Stride BRT opens): Please keep the service between Bellevue and SeaTac even after the Stride BRT opens! Having an extra transfer makes the trip longer. The ST560 is my preferred route between the eastside and SeaTac (Link 2 -> 1 takes considerably longer and the transfer at the CID station is a bit awkward).
Really would like to see more frequent commuter bus options as the light rail station garages fill up SO quickly and taking light rail takes a lot longer than a direct bus, but I am on the county line....so very few direct bus options.
Better communication and alternatives that are actually usable instead of vague 'this is ending' and there might be a shuttle that a tourist doesn't know to look for. That is very specific but it's indicative of the communication issues when things change.
Ballard ;)
RUN THE TRAINS ALL NIGHT! Let's become a real city! It's summer time and my friends and I are trying to be outside!
Fix and better what we have now rather than rushing to make more stops and having a bad outcome.
Can you perform maintenance between 1:30am-4:30am?

Is there anything else you would like us to consider for the 2027 Service Plan?
Please extend the service until 1:00am at night which helps so many people who have delayed flight. Thanks
I love sound transit and so I am looking forward to changes and new services.
Install turnstiles so people can't get on the train or platform & train without paying. I am SO tired of the freebie rides.
Close the link at like 230 AM not midnight. It should be open past the bars closing. This will help people have a safe way to get home at the end of a jigjt
Extending north sooner. Fix the Lynnwood Station elevators.
This is a very annoying survey and not very helpful. What would be helpful would be to have station security staff be more observant and less accommodating of non-paying riders.
The link absolutely should run later on Friday/Saturday nights, it's frustrating to not have it run late enough to get back from the airport between 1-2am (the bus is great for that, but still less convenient). I take the 578 and even though the link goes where I need it to, the bus is always faster - I choose it over taking a link right away (waiting 20-30min for the next bus even) since it's fast! Wish the link could have express routes, just too slow vs buses for the distances I go.
Route 515 needs to be continued as a permanent route Mondays-Fridays for commuters working in Seattle. I work at Harborview Medical Center and need to transfer from the 515 bus to a Harborview Shuttle on 5th Ave. the 515 bus stop and shuttle pick up are within a 1/2 block. The link and this shuttle are not a direct transfer -the Syncrony stop to Harborview shuttle is a4 block/ uphill walk. Having to use the light rail to shuttle will add another 1 hour to my daily commute which is already 2 hours long. Also, on a number of occasions when Route 515 buses have been cancelled and I have been forced to use the light rail, the train cars are full, no seats available and I have been forced to stand on the transit from Syncrony to Lynnwood. I am 68 yrs old and plan to work full time until I am 70 yrs old. Having to stand on a rocky, jerky train car at the end of my work day, when I am tired is an untenable situation. The cars are hot, smell of urine, are dirty and on many occasions have less than desirable people on the train causing disturbances and threatening other riders. There have been multiple occasions where I have felt very unsafe. Also having to walk up Seneca St for 4 blocks every morning in all kinds of rain/snow, wind and cold weather dressed in professional work clothes is less than desirable. On the other hand, the bus Route 515 has seats reserved for riders that are older / disabled. I have always had a seat on the transit to and from the Lynnwood/Seattle route. The bus is mostly filled with people going/returning from their employment in Seattle. The bus ride is quiet, friendly and without incident for the last 2 years I have ridden this route 5 days a week. This bus route is well used by commuters from Lynnwood - Seattle, most times filled to capacity. Taking this route will force riders onto the light rail which is already filled to capacity with people using the train for leisure activities which have less stringent time restraints. On a daily basis I receive notifications of delays and cancellations due to unforeseen issues and rescheduling of the light rail. This too is an issue in my commute as I have a set schedule for start and end of my work day, I must punch a time clock for 7:00 am and 3.30pm. There are negative ramifications for late clock in time, which can ultimately result in loss of employment. It is imperative that I have a reliable, consistent mode of daily transportation. Theoretically, the light rail may appear to be a viable option; but in actuality at this time it is not a reliable option. Many changes need to be instituted to raise this option to one that is reliable/safe and consistent for full time riders using public transportation as the main source of travel for Lynnwood/Seattle weekday employment transportation. The light rail is a positive option for casual transportation into Seattle for sports games, sightseeing excursions, going to theater/ shows as delays are a minor inconvenience. For commuters requiring reliable, consistent, safe transportation with a fixed time schedule 52 weeks a year/5 days a week/ 2 times a day, which is being financially supported by our employers, this is a much more intensive requirement for transportation needs that must be scrutinized more closely and weaknesses in the light rail option must be solved before a more dependable, workable option such as Route 515 bus route be eliminated.
appreciative of ST's communications style/ plan; appreciative of the feedback opportunities; continue Healthy (!

Is there anything else you would like us to consider for the 2027 Service Plan?
Yes, keep ST express bus 550 - that is my lifeline going from Downtown Seattle and downtown Bellevue. Reminder -550, remember 550, 550.
BALLARD LIGHT RAIL. It's insane that the light rail to Ballard is scrapped. How dare you. I will never forgive Sound Transit, I hope you all are fired for what you've what you've done. Each and every one of you who are responsible. – all of you.
Expanding the light rail south to Olympia or Portland.
Feedback: We observe a LOT of passengers not paying. Suggestions: Now build rolling gates AND consider this upgrade into the budget for ANY future lightrails proyect. Do you not want more money to spend? Consider this a priority among the budget. Start charging a license for ALL cyclists using the bike lane - another way of recovering $$$
Install entry and exit gates and elevate the line between Sea Tac and Beacon hill.
Continue notifications through various media
YES, we Seattle North-Enders have been waiting and waiting for the opening of the 130th street (Pinehurst) station, when will it hapen and which bus will be servicing the link station ? Please share good news, I shall share it with others.
Bus service from orting to sumner or puyallup station. Night time sounder service for evening events. Saturday service for sporting events.
When will the 130th street (Pinehurst) be opened ? And which bus will service the station ? Impatient north ender wants to know and share the good news.
Stop treating late night travel as easily sacrificed. You should treat your system as if we live in an actual city that actual humans rely on for getting where they need and want to go. I'm tired of you treating it like a hobby, instead of critical infrastructure that is essential and not something you just get rid of with a survey. Figure out a different way that cutting our services.
Improve safety and turnstiles for major link stations, particularly for stations with parking to limit the number of unauthorized persons on light rail. Keep supporting the folks who help build the Seattle economy and keep those who do not off of sound transit transportation.
Not sure what to offer if Im unsure how the disruptions look tbh
It is hard to get to the airport for early flights via light rail from the North. Is there a way to do an earlier express service to the airport on peak flying days (i.e. starts early at Lynnwood and only stops at larger stations like Northgate, UW, Westlake, ID, Tukwila). This would make it possible to get dropped off at one of the major stations and still make it for a flight at 7am.
While the 560 is not a route I take, it would frustrate me as a rider to have my route options taken down to one for any given segment because if something goes wrong you're just – out of luck. It is an experience I have had with trying to get from downtown to wedgewood if the lightrail suddenly isn't working, all of the bus routes available to me are long and usually require at least one transfer or 30 minutes of walking after an hour+ ride since all the direct routes terminate at Roosevelt.
Don't let kiosks sell tickets when trains aren't operating. Allow patrons to buy tickets aboard trains. Install paper towel dispensers on trains.
Make sure all riders are paying customers. Too many people treat this as a free service.
Improve the schedule (ST busses) for early commuters. people does need to be at 8 am at work so need more buses before 8 am to satisfy that demand
Don't continue pouring tax dollars into expanding light rail and don't ask for more funding.
Significantly reduce the number of transit interruptions and service failures that are occurring on the Link system.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Focus on actually fixing the many, many problems with ST on Line 1 before you build any more poorly-designed, badly maintained cars/tracks/escalators/elevators, etc. Figure out a way to keep the copper wire from being stolen. Line 1 of ST breaks down almost every day. It's an expensive boondoggle built by clueless politicians who set foot on a train only for photo-ops. Fire Down Constantine!
More Security
Super grateful to Sound Transit for all of the work and advancement of public transit in the region.
Reduce unplanned disruptions. Free fares during unplanned disruptions
Fare gates at stations
Please install turnstyles. A lot of people don't pay when they take the light rail.
Keep bus 554 from Issaquah Highlands to downtown Seattle
keep the 554
Please consider the continued construction on the ship canal bridge as this congestion can be difficult for commuters if both the link and busses are delayed at peak hours.
Please continue crosslake service on routes like 550 in addition to existing service levels on Link line 2
There have been times when I have waited for the 1 line, gotten on a train marked as such, and then had the automated announcement say I was on the 2 line. I also think that Shapes rather than Colors would be helpful to differentiate between the two line (ie square for 1 line, triangle for 2 line) on the trains. I have several friends who are some form of color blind, and I think it would make it apparent much more quickly while the line names are scrolling.
Please add more plastic seats and remove the fabric. It is extremely unhygienic sometimes!! Also, having more security presence would be ideal.
I appreciate the frequent service
I would like a reconsideration of the number of designated carpool spots at the Lynnwood parking garage. They are nearly almost all empty at peak travel times for the morning commute, creating an even worse parking situation for the rest of us. The number of carpool spots needs to be either dramatically reduced or monthly parking spots should be offered for a fee, as with other garages.
Expand the Link to Renton and Kent rather than going to Everett
Fix the stop light at MLK / Alaska intersection. Driving west on Alaska and turning left into MLK often requires sitting at the light for 10-15 minutes during rush hour as the left turn signal gets skipped on multiple cycles every time a train comes by. This has been an issue for years and it doesn't happen to me at any other intersection.
I wish it ran later like after 2 am for the bars closing
Have fare enforcement check fares more often rather than just being customer service.
I would like to see a direct service from Tacoma to Bellevue.
More connections to Skagit county please! With the Gold Line coming it would be rad to be more connected across our counties
It would be nice if there was an earlier start for the 1 line to arrive before 6am at SeaTac from the Lynnwood station. Current route arrives around 6:10, so just 15 minutes would be nice.
Fire the sound transit team and hire external network operators as consultants, like how the European network is hiring MTR from Hong Kong for consultancy.
Continue to work on the southern link to Tacoma
Do not cxl 586 bus rout. A lot more reliable then Line 1
I love the 545
Please consider parking at the light rail locations, it frequently fills up in Lynnwood by 7:30am

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Increasing focus on weekend travel
Yes, to start construction on 1 line north of lynnwood station
A system to assure payment from riders, a turnstile maybe? Do NOT raise fares.
Less unplannrd closures
Don't end 515 Express. Failsafe for Link issues.
2 line provides double service to north Seattle (functioning as a second 1-line until ID) but does not provide this to south Seattle because it diverts to Redmond. Has this caused service issues for South Seattle? Any way to evaluate if it can go every other? E.g. north to Lynnwood, South to ID, east to Redmond, back to ID, South to Seatac or a turnaround? Assuming it was evaluated as an alt early on, wondering how it may play out with current ridership and demand.
run the link earlier from federal way
I know this is not about the Sounder, but that's what I ride. Please, please, please consider some later departures from Seattle southbound. 6:30 is the latest which makes it difficult to participate in after hours work events, etc. Maybe some later trains could be added on the busier days such as Tuesday, Wednesday & Thursday? Thanks for your consideration.
I still would very much like more night and weekend service for the link and for public transit as well. I think if I had it my way, I would like to see routes maybe become once every 30 minutes instead of having several hours of no service on certain lines. I primarily use the 165 to get to and from link stations and often on the weekends, I have to modify plans that are otherwise doable during the week.
Start enforcing fares. I don't have your data, but I can't imagine it isn't a top three reason for budget issues. So many people do not tap on, and I ride every day from Northgate to Westlake and back.
I would like Sounder service to be expanded. Add northbound service to Everett from Seattle in AM and midafternoon.
Link train to/from airport is essential, I don't take every day/week, but when I need, it's super important to have service past mid night (say get on from airport mid night, arrive Redmond before 2am), it's no need to be frequent, every 30 mins is good enough. Uber/taxi to Redmond from airport is unaffordable nowadays.
More routes or a shuttle from Sammamish to Marymoor station
Recently at a community event ST had a booth at, I learned about the future plans to convert some Express routes to BRT routes. While I understand and applaud the effort to streamline routes with many stops like the 560, I'm uncertain that the region needs yet another service tier rebranding. ST is already the 'regional express' tier and it doesn't make much sense to me to slot another brand in between RapidRide, Swift, etc. While I've been a lifelong transit rider and can make heads or tails of this, I worry this would further confuse new riders, especially those that must make a transfer to another service on their trip.
I love the link - keep up the great work!
As someone who mainly uses the Light Rail when visiting Seattle from Bellingham, please don't schedule routine maintenance on Kraken game days! Schedule maintenance when they're on a road trip. And I guess the other sports teams should have the same consideration too.
More reliable schedules 9th
Allow food vendors in the stations. It would make increased waits (as from single tracking) much more tolerable.
Swap out the 574 coaches with more easily accessible buses. The coaches are too cramped and narrow for an airport route
Please have trains run later.
Keep moving forward with the expansion to Tacoma area.
Make pay turn gates so people actually pay to get on the train. The people you ticket don't pay or just get warnings.

Is there anything else you would like us to consider for the 2027 Service Plan?
Maybe night maintenance on Sunday nights when fewer people are traveling and working.
Due to insufficient parking and it's probably not realistic to add more. Please bring back more express buses in areas not within walking distance of any transit Center. For example, a bus on the mukilteo Speedway that can pick up people including students from the ferry along with a few stops on the speedway and take them to UW & downtown Seattle.
Anything that helps ST understand why the electrical system has been less reliable than expected, implementing fixes, and testing with real use before building the new lines are built would be the most beneficial.
I reside in Pierce County this does not help me or my community.
Working with King County Transit to extend the 345 or 5 route buses for those getting off Shoreline South station late at night, between 11PM - 1AM. Or some other option as if the link drops off between 11PM - 1AM at these stations but there's no buses to adequately get from the station to home, people are left with more money out of pocket to get home late at night. This especially affects event industry employees who sometimes do not get out of work until 11PM - midnight.
All day service Including 1:00-5:00AM
More cars during rush hour, especially in busy summer tourist months.
Why aren't there turnstiles like every other train system in other countries…? This will decrease crime onboard by making sure everyone pays.
Please dont kill the Ballard extension plan
increase route reaching northern part beyond Lynnwood or southern part beyond federal way if possible, can save travel time.
how would one get from seatac airport to ferry at colman dock/fauntlory
Light Rail as promised and that Seattle voters voted on. We would take the light rail so much more if we could go west. Also, this incredibly dense neighborhood NEEDS this service.
I work evenings, there isn't any parking available at the link park and rides, I try to use a bus but on some nights it's his means I have a 1.5 hour commute home very late at night. Shuttles to ash wood p&r or Everett p&r would be super helpful
When I took the bus 3 days per week I regularly saw delays caused by the pay system. The pay system should not be causing delays.
Less interruption in service due to maintenance or power outages between 7a - 10p. Also quicker expansion to AshWay. Lynnwood garage fills up too fast.
510 Express buses at peak commuting hours really need to be double decker busses. With the ship canal closure, commute can hit an hour, packed standing room only. Really frustrating watching a parade of competely empty double decker 512s Thanks!
Can't wait for the Stride line in Kenmore!
Yeah build to ballard. Link is great and all but useless to move around the city unless you want to go to only places on the line. We need to be able to get around the city to truly be a good transportation city. Like I live in capitol hill, and it takes me over an hour to get to ballard. Or west Seattle. Its like 5 miles. Buses can run on freeways much easier than in the city. Focus on moving folks around the city.
We need way better communication about Link outages with REASONS as well as far better shuttle activation, communication, and on the ground guidance. When Link goes down, it feels very haphazard and confusing.
Fix the west entrance of judkins park. The street is a mess and the track cross crossing to get to the west bound trains is bull–.
Keep free parking and consider more frequent trains during high demand times/days.
Don't channel all our buses to light rail. We want lots of ways to get around.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
More frequent express 532 runs, starting them at 1 pm in the afternoon instead of 2pm
Ballard access
It is very difficult to get from the Link to Kent. I wish there was service between the Link and the Kent station.
If you implement paid parking you will lose ridership and revenue. Just add turnstiles so that everyone riding the train actually pays.
Link service end later around 3am
There's one one route here? Bellevue to Burien?
Put in pay turnstiles. Rider's would be more willing to pay if it meant that it was less likely to have a un-housed person always riding for free.
Do not cut link service times. Learn how to inspect and plan repairs better instead of just taking more time. There has to be better ways. Many global cities have a lot fewer issues in their transit than Sound Transit. Maybe look for better talent to lead all the money given to you by voters.
The link should run until past 2am on Fri and sat. That is when the bar closes. A lot of people stay out that late on those days
Give us more frequency pls! Give us more frequency more hours of the day and later into the night/earlier into the morning
Loop the two line cross lake Washington and back to Lynnwood.
Enforce fares
ST express on SR 509 Seattle-Tacoma via Burien 2028
Please consider later operating hours for the Link system, so that we can theoretically commute away from Capitol Hill safely after 1:30-2:30 after the bars have closed.
Higher capacity bus on mid week, afternoon rides. The current 4:37 and 5:07 rides on Wednesday and Thursday from Bellevue to Burien are over capacity, standing room only. Perhaps higher frequency alleviates this, but it's uncomfortable and unsafe, currently.
A route that goes down the southern part of Rainier. From Henderson to Renton.
Cutting late night 512 service to downtown Everett may post some safety concerns. Plus that's a trudge of a walk uphill at night into downtown at the end of someone's day. It may be low ridership, but it is high value.
We voted and paid to expand light rail to Ballard. Do it.
You're doing an amazing job, it just needs refinement.
I work at Boeing in Everett. I'm glad to hear that the 513 is going bidirectional. I hope that ridership is sufficient to add additional resources for frequency. I would also suggest running 513 beyond Seaway and terminating at PAE terminal to service the airport.
Expand service and put in a Ballard line
Not really
Do not remove downtown Everett stops, life line to serve urban center at odd hours. Low ridership at stops in part and parcel of it being very late and early limited service. Does not decrease service hours removing these stops, it's a unnecessary and pointless loss of service. How many people are confused by this that it needs to be simplified.
1) I wish there was later service on the 560. I miss the last 560 bus very often. 2) I wish there was later service on the 535. I miss the last 535 bus very often.

Is there anything else you would like us to consider for the 2027 Service Plan?
when you make me get off at sodo and then stand and wait with a bunch of people coming from the airport for a shuttle with no real clear instructions and not enough space on the shuttle for the number of people getting on it makes me feel crazy
Spend the money you're spending on stupid fate gate studies on more efficient maintenance crews.
542 is garbage truck and it belong in trash can 545 is disco bus so no one shall remove it ever
Less maintenance. Expand rail within Seattle, including Ballard.
Nothing else, tbh Line 2 has had a great service even with the occasional –-downs that took place die to power issues. Plus all the stops are so well maintained and there's always people to help with directions and or anything else!
Ballard needs the light rail that was promised to voters and approved by a democratic vot.e
Stop trying to cut service hours, especially late evening and nights!
Having more express bus service between Bellevue and Kent outside of peak hours
I'd like more police at bus stops and train stations, especially when the sun is down. I feel very unsafe riding at night
Please improve how you handle messaging disruptions to people in the station or on trains. It can be hard to figure out what's going on and if it would be better for me to wait out the disruption or get off and take an alternate route by bus.
Instead of cutting service hours, purchase more train cars so more cars can be added to service if maintenance is needed in some of the cars. If planned maintenance needs to happen on track. Alternate SB and NB traffic with delayed pickups rather than suspending service altogether.
In general: Please increase security for the safety of all passengers, and implement ways to ensure riders are paying fares. More fares means more money for the city to keep transit lines open longer!
a 500 numbered bus that EXACTLY mirrors the link 1 line during downtime. it is very very tedious going to Roosevelt from downtown/cap hill after the train stops running, to the point that I usually opt to drive if I am going to be home after the train closes.
I saw the plan to begin service to the 85th street station in 2027. I am excited for this enhancement and will likely use it regularly on my commute.
everett
Have more express trains that skip stations
increase the Via program for Othello and make route 36 efficient so we can use it in lieu of light rail
Add more frequent buses and smaller gaps between link trains. We want to commute faster, not slower and not with more transfers.
Please expand late night hours on the weekends for the light rail - it is extremely valuable for helping folks get around in a city that's becoming more and more lively. It also feels bizarre that the trains effectively stop running around 12:30 or so (I have multiple times gone into the station at Cap Hill around that time, seen that a train is scheduled to come through and then told that the station and line are actually closed *even though there is a train coming*). It does not feel sometimes like you all are focused on the riders.
Match up the current bus schedules that are regularly late and see if you already have changes planned to address it or find alternatives for future runs. We are pleased to learn the 165 route has changes for 29 Aug next month so it can be more timely. Thanks!
I will say the change to the 545 was long overdue. I do appreciate that the 532/535 will have the stop at NE 85th St. I suggest however that Route 542 should be the bus that runs every 15 minutes and 545 run every 30 minutes so a swap and 542 should be the one that runs to Bear Creek Park and Ride and 545 can terminate earlier. Speaking of which I think both 542 and 545 should at least both run to Downtown Redmond Station for connections to Link
maximize fee collections no free rides you already do a good job with security you sure you keep it up

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I Will Like to See Sound Transit Service to Operate from 4am to 2am Regularly on LIght Rails; Buses ; Sounder Trains and Paratransit, Ridershare, and Taxi Services in 2027 or 2028.
Please consider adjusting the Night Bus to serve more stations in Seattle, or at least distribute money to King County Metro to run more night buses in areas the ST Night Buses do not serve (e.g. 106 between Rainier Beach and CID, a combined 49/67 between Northgate and Westlake).
Nah
More cars on 2 line trains.
Good
Link train on 405! Connecting Bothell, Kirkland, Bellevue and Renton
Make tap-to-pay automatically convert to a day-pass once you've tapped enough rides to pay the $6.00 of one. (I believe BART does this) I'm probably dreaming, but some sort of partnership with Lime where you get a discount if you use them to get to/from transit would make me more inclined to use transit. It's also weird that if I carpool with just one other person, it is typically cheaper for me to drive my car into Seattle, than for us both to pay for round-trip tickets. I wish there were someway to further incentivize taking the train over even small carpools.
Stop cutting service short
Extended late night service on Fridays & Weekends is very desirable to me.
Main benefit of the 560 is access to the Airport from the Eastside
Increased frequency. Better connectivity. Aligning schedules so that there's never more than a 3-5 minute wait when making a connection.
Please please please transfer some of the frequency of 545 to 542!!!!! With Crosslake Connection, 542 is now a MUCH more valuable route, and should be more convenient than 545 now. Please!!!!
I'm really appreciating the 2 line, y'all keep up the good work
BUILD TO BALLARD YOU INCOMPETENT LOSERS
As a resident in south Delridge the 560 is a short walk from where I live and an efficient way to get to SEA for flights. Removing this route from WWV would hurt an already disadvantaged community. connecting to the 1 line from the H or 128 easily takes 90 minutes with the transfer time and unpredictable bus schedules, plus the walk from the terminal to the 1. H to 560 will easily double the current timing to 60-90 minutes due to the exiting infrequency of the 560 and particularly off peak infrequency of the H and the already long commute to Burien transit center. The 560 serves a critical express route from Westwood where density is growing and we are general a lower income neighborhood. Removing options for moving around the city and getting to the airport is inequitable when an equivalent uber ride is ~$50 or parking at the airport is ~$20 a day after fees. In fact I was just today thinking how nice it would be to have secure bike storage in WWV for my cargo bike to bike there and save some walking time and carry my luggage for a flight I am taking tomorrow. I hope you reconsider cutting this connection and if anything perhaps negotiate which stops between WWV and Burien remain.
Please do what is necessary to improve reliability of 1 and 2 lines.
I'm willing to pay more in taxes for increased service and lower average fares.

Is there anything else you would like us to consider for the 2027 Service Plan?
Remove cars and car infrastructure for maximum transit impact.
Add more 510 bus
The ST560 is a very useful resource that is not well replaced by the Stride line. Please consider maintaining this route. The Stride will not effectively service the Boeing plant, Renton Landing, Downtown Renton, or SeaTac airport. We need to increase not decrease the amount of transit that directly serves large commuter/employment centers like the massive Boeing plant, and direct airport terminal access. A ride from Bellevue/Renton to the Airport now is a fast single ride on the 560 direct to the terminal, taking a Stride, then connect in Tukwila with the Link 1, then walk a mile from the station to the terminal is a very poor substitution.
I use the 560 to get to the airport. Going into downtown and back out or using the Metro 50 to get to Mt Baker is much slower/longer.
All the way to Everett please!
Keep the trains running!
I love the 594! It's the only convenient way to quickly get to downtown Seattle outside of the Sounder service hours.
Increasing sounder train operating times for both the N and S Line
Please continue providing bus service from Dupont to downtown Seattle.
...
- Please reconsider plans to discontinue route 554 and retain a direct bus service from Issaquah to Downtown Seattle. This route came in very convenient for making a transfer from a local eastside route to get to downtown Seattle.
West connection from Carnation to Redmond. The current bus goes from Duvall to North Bend, which I will never use.
Expand the night time buses for those who need to access the link route when the link is down!
Commuter bus from Roosevelt to Canyon Park (the way the 522 runs to Bothell)
The 560 Is our only direct public transit route from West Seattle to the airport. Do NOT remove this. It is vital service! Leave it in place until the light rail is built!! The hassle and time of making a transfer in Burien is a hard pass.
Bring back the 586!!
1.Rt.560 MUST Stopby SouthCenter(Tukwila) 2.Rt.560 MUST Stopby SODO Busway Or 3.Extend Rt.545 to West Seattle (Via SODO Busway) 4.Separate Rt.560 to 2 Different Routes
I Will Like to See Service Enhancements With Public Transportation Funding Safety ; and Health Plans on LIght Rails ; Buses ; and Sounder Trains ; and Paratransit in Seattle, Washington, USA for This Year and Next.
Get Ballard back on track....please.....
getting to and from the airport early and late if there were buses which could be hourly that would be good.
Can you run the 9 bus every day
CLEAN THE STATIONS REPAIR THE STATIONS REPLACE THE LIGHTING IN THE DSTT CLEAR OUT THE 3 YEAR OLD SERVICE REQUESTS. You owe it to the taxpayers.

Is there anything else you would like us to consider for the 2027 Service Plan?
I believe that having more extensive link/bus services at night especially on Friday and Saturday nights from entertainment districts in Capitol Hill/belltown/pioneer square would be very utilized and reduce drunk driving. I have personally seen multiple people choose to drive after consuming alcohol solely because there is no good alternative for public transit which day service offers such as from Capitol Hill up north to Northgate/Lynnwood/Everett. Having good public transit options that close well before bars and clubs do seems to promote drunk driving and makes our streets more dangerous.
more frequency on the 522 on weekends
I use the ST Express from King Street Station to Everett Station whenever the Sounder fails - which seems quite often - or when the train schedule doesn't fit my day. Having a bus Express to get out of Seattle and go North to Everett is essential.
a) add turn-styles for all on boarding with the option of using a credit card, orca or purchased tickets b) the free parking at most rail links is great, but the need for more available parking at link stations is a must .. with more commuters it will only get worse and detour riders c) light rail is a game changer, the additional security is great .. thank you
More food trucks and pop-up retail at stations.
enforce transit fare is a first step
Extend night hours. At least one train an hour. Planes leave as early as 6 am from SeaTac and we can't get there by using the link in time
Add Express route from Redmond Bear Creek P&R to Bothell campus via Woodinville. This give a rider another option transfer new 522 to Shoreline /Lake city 145 Ave. Meanwhile, 550,554 are gone, is it possible put these bus to expand 566 service hours
Hire more staff to get work done faster
add more mines don't close them
Return ST 522 service to Lake City Way. I don't understand why this was even considered last round. The segment between SR 522 and Shoreline South is completely useless--ridership is almost nonexistent here, and those who do ride are well-served by the 65. The Lake City urban hub greatly needs the express bus service--fast transit is as important as frequent transit, and KCM routes are slow. Lake City is an equity priority neighborhood, and the speed of the 522 extends access to jobs and opportunities by miles when compared with time needed to ride/transfer from KCM routes. That speed alone is keeping drivers out of their cars. I've overheard commuters and event goers at bus stops complaining that they will start driving when 522 service to Lake City ends.
We NEEEEEEED please please please we need the link to stay open until at LEAST 2am on the weekends at the very least PLEASEEE!!!!
Have starting times on holidays be the same as normal times then fewer trains would be okay
Better timing of light rail schedules with bus schedules.
Reinstate the 586 from Tacoma to UW seattle
More Sounder S pls
Please run the sounder more
Save Ballard light rail
30min frequency Night Bus Shuttles for overnight services. I know itll be years before we get 24hr Link service, but that is our ultimate goal.
I would much rather see more 560 service than none at all! I would love to use that as an option for airport access, but the distance between the stop and my house and the infrequent route timings make that difficult. Without the 560, White Center looses a nonstop transit option to the airport

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Please work with SEA for shuttles to downtown if there are disruptions to lightrail services. Taking a ride share is not an option for a lot of people because of the high cost.
We need more service to support demand not less. Add fare gates and try to get the trains to 24/7 operations
Really check if riders Pay/Buy ticket, add turn stiles
Connect maybe the 560 to Bellevue South station ? Or have a faster connection from Renton to South Bellevue station.
Since the 515 is removed, The 2 main ST express routes from Everett are now the 510 and 512. More people want to take the 510 since it is typically faster than link and if you take the 512 to Link for ash way or because the 510 doesn't run much late hours, it is a lot slower of an option. I would really like having 1-2 later trips in the AM direction and having the 510 run out of Seattle until at least 7:30, to help with later events and connections. Also, the HOV bus only ramps at ash way park and ride currently only go into the south direction, which means the 510 can't serve ash way P&R and the 512 adds up to 15 minutes during peak hours north bound, and about 5-10 south bound. This makes the 512 really annoying for riders. If the HOV ramp at ash way is completed to open up to both northbound and southbound, it would save travel times by a bunch, and the 510 could serve ash way park and ride without adding much travel time, providing an option for riders. The express ramp might look like Lynnwood's, or even have a flyer stop on the ramp to save time. The ramp already has sort of an outlet to open up to the other direction, so not much would have to be altered to boild it. Thanks.
Kirkland doesn't have that easy of a way to get to bellevue or Seattle anymore, maybe having and ST Express Route that goes from downtown bellevue to downtown Kirkland and Juanita I think would improve connections a lot, since the 250 is slow and has low frequency on weekends, and the freeway station is not open yet.
Having the night shuttle or something to get the nightlife to where it needs to go is important. It will help stop drunk drivers, and for those of us that work in the nightlife, it will help us have a safe reliable way to get home
Stop all services and waisting tax payer money. It's should be a Seattle funded program not tri county. Only Seattle has actual access to any of the programs you try to sell us.
Extended link service on Friday and Saturday nights so you can take the link after the bars close at 2am
Yeah, consider acting normal and not closing down link because you can't figure out how to do maintenance at night. We rely on the light rail. People's lives are built are it being reliable. You closing it down because you can't figure – out is not acceptable.
Please don't cancel the 542 or 545
Please do not remove 545 stop at Redmond Way & 166th
Earlier link to Redmond.
Continue running Link until 1 AM please! It's lifeline service. If you have to run an alternate night bus instead, please have northbound trips to start at Stadium Station rather than IDS, just like the 512 does now on Sunday nights. It makes a huge difference! Thank you!
We need more hours of service rather than less, especially on Friday/Saturday nights.
Work with KC Metro to improve neighborhood connections from east of 405 to the new BRT stations on 405. BRT is useless if people can't get to it.
Is there any work that can be done as the system is shutting down?
Run the night bus all the way to lynnwood. There is not a connection from the downtown terminus.
No.
Ballard rail support (and ideally not reduced like the currently proposed solution)
Keep the 510 bus route! Especially for employees starting work at 5am in Seattle.
Please just plan accordingly for closures etc. and communicate well in advance.
The whole plan sucks. If you are eliminating service in down town Everett, then why are you proposing to add light rail there?
Invest in ways to keep the link running past 2 AM.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Adding future downtown Auburn station locations and extended bus operating hours or optional van shuttle services so that people coming to and from venues like the casino and White River Amphitheater can have travel options to make traffic less congested and to offer a safe and more affordable series of travel options that do not leave persons without vehicles after concerts and events being made to take costly cabs or Uber/Lyft rides. Not everyone can afford to pay expensive fares. In addition, expanded train, bus and/or van pool shuttle services including more stations could be a very good news source or sources of revenue funds.
Off topic, please remind Community Transit #117 that their schedule says the bus waits for the Mukilteo Ferry if it's running late before it leaves or arrives to go back and forth to Lynnwood Transit center !! Thank you
More routes from Sammamish to Marymoor Village lite rail
Please keep making sure drunk driving isn't the easier option over transit for late weekend rides. People are nuts out there.
Live roof cameras or capacity in parking garages
If you're going to do more maintenance in general, please have more link shuttles. The shuttles are great, but it stresses me out when the shuttle frequency is inconsistent
Judkins park eastbound already starts too late. Please don't start service later.
The link needs to run more frequently on weekends, not less, to encourage people to go out and not drive while intoxicated
Model train merch please, preferably in N scale. Please and thank you!
Ballard and Queen Anne extension Ballard already paid and VOTED TWICE for it and yall took it away. Scam
Everyone MUST pay to ride. Taxpayers should not have to supplement more. Get a backbone and force r anyone to pull their weight. No more free loaders.
Do not eliminate Ballard or West Seattle segments. Eliminate Issaquah segment were there would be less ridership
Additional run between Seattle and so Everett transit center More parking at Lynnwood light rail station
Later trains on Friday & Saturday night
Reliability in the morning commute is a must. If I cannot get to work reliably than I can no longer use link light rail for my morning commute.
I'm strongly opposed to increasing scheduled weekend Link disruptions. As someone who does not currently use Link to commute on weekdays, most of my Link usage is to go on weekend excursions or bike rides. These are things I could not do without Link service. Weekday commuters are important, but let's not forget families and individuals needing non-commute transit on weekends.
I already did please do not shorten the 574 leave it alone or you can add the the Lakewood station and the Lakewood Transit center because it helps me out when I have to make transfers at the Lakewood Towne center if you take that away it's going to make it harder for me or you can actually provide a shuttle that runs from there to the Lakewood station that would be possible
No maintenance on game days.
prioritize west seattle link light rail and then maybe renton
I am a doctor at UW and Harborview. Me and my colleagues have very erratic shift hours, often requiring us to take the Link at 4-5am to get to work and take the link around 1am to get home. Preserving these running hours is vital to us.

Is there anything else you would like us to consider for the 2027 Service Plan?
Issaquah.
You need to be frequently checking for paid ridership.
Maybe extend the hours for Rt 560 until 1:15am but last 2 hours would be 2 routes each way go to every hour in both directions. From 11:15p-12:15a, 12:15a-1:15a.
Need to develop Renton southside light rail and connect Bellevue Renton and tukwila full circle
Trains more often during events. Even on weekends!
When using the shuttle buses, making sure there's enough of them and it's clear where you would catch them near where the light rail station would be and have more help for people with disabilities
More bus stops around Eastgate Community specifically
More alternative shuttle buses during the outage would be optimal. It seems even having the shuttle bus run between Northgate to CapHill the present way takes roughly an hour; if there is an express between the two end stop would be really nice.
please make the link run later at night there is no reason whatsoever that the link shouldn't run 24/7 but for now atleast make it run until 3am or something
Fare gates to keep out drug users
Plans for extending the lines
Consideration to have a direct bus line from se 38th street bellevue (close to vasa park) to factoria (Newport high school). Thanks.
Less delays would be nice.
The 1 and 2 lines should be ran 24 hours it is extremely annoying when I have a late flight or something else going on late and I cant take the train.
Would be nice to consider extending the end of route 542 to downtown Redmond station. Right now going from one of the eastern 2 line stations to UW is doable by going to Redmond Tech Center then walking across the highway, but having a one-stop transit center at downtown Redmond would be more convenient.
You need to install fare turnstiles
I would argue for INCREASED / LATER HOURS OF SERVICE, even if fairly infrequent (such as through a single tracking approach) to/from downtown Seattle, thereby helping nightlife activities and keeping drunk drivers off roads; also helping people get to/from airport for late flights.
Please expand the Night Bus to include at the very least all the stops that were listed when it was first proposed. Right now it's just a shuttle from the airport to downtown and doesn't actually replace anything. Really it needs to be true Rail Replacement and follow the Link route to every station. It would be real nice to be able to use transit to early/late flights or to go out to clubs.
Service increases, not reductions, for s – change. Trains are packed and getting even more so as the amount of stops are maximized. The era of service reductions needs to be in the past.
Expand Link hours of operation, not reduce
I appreciate all the hard work you do in building and maintaining an excellent public transit infrastructure!
I do not know where the night buses are
Don't screw up future light rail stations like you did with the Lynnwood station.
Adding shuttle buses between link stops won't help the issue, since many people ride the link and feel safe but do not feel safe on buses. If my option of the link goes away, I will not be taking a bus as an alternative.
Improving service from West Seattle to the airport instead of pulling back

Is there anything else you would like us to consider for the 2027 Service Plan?
If possible, providing updates on connecting bus service when entering a station (ex: sign indicating 556 is arriving at UW bus bay 1 in 5 min) or providing approximate ETAs for trains departing and arriving in stations (ex: Roosevelt -2 min-> Northgate -5 min-> Shoreline South) would help reduce the stress of making transfers quite a bit
My understanding of the routes coming is that the Lynnwood line will eventually require a transfer to get to SeaTac ABC the stadium but the Ballard line will not. That seems really backwards to me.
Maintain Sounder N line service
Please add more Sounder trips especially daily night trips and weekend service. Just start with a 9pm and a midnight trip. It would be so easy.
Consideration of 24 hour service or adequate bus bridges during the off times would save me substantial travel costs.
As someone that primarily uses it for getting to/from Mariners games and similar, please post closures clearly ahead of time, and provide clarity on what happens after games...I'll stop riding if it means busses as the trains are already full.
Please bring the light rail to Ballard
We need 24-hour-a-day service along the light rail routes, either by train or by buses that run overnight that service the same area the train services. That just seems like it should be a no-brainer. There's a whole Urban design and planning wrapped up in those train lines. Zoning has been changed to increase development on those lines and nothing will sell those developments better than ensuring that they have the best public transit available anywhere in our region.
Have 2 line terminate at international during non peak hours no need to interline trains when demand is lower. Switching to a 1 line train is way less disruptive than shutting down all service.
More places to scan my orca card!!! I have got to the platform and didn't see where to swipe. Having a place at the platform would be helpful and help keep people honest. Thank you!!!
Better signage and communication
Preventive daily maintenance.
Some sort of Tacoma to Bellevue Link line.
Continue to maintain ST Route 510 peak service (excluding the proposed stop eliminations), but consider routing ST Route 510 to the Pike St Express Lanes ramp to avoid the Stewart St Exit backups.
Thanks for offering a great public transportation service in the city! It's definitely one of the better public transit setups I've experienced.
not at the moment but i'm sure it'll come up.
Line expansion lol good lord build for the future.
Bus service that follows the link rail may be a good idea. I think removing almost all direct bus service between Northgate and downtown Seattle was a great loss. An express bus following the Link route would be a big improvement.
Sound Transit abandons West Seattle's only airport connection with this change, and it is foolish. The 560 should go to Alaska Junction, the route should be split at Renton (or the airport itself), or the old 574 plan should be reintroduced. West Seattle west of Delridge almost in its entirety would need a three seat ride to the jobs at the airport. That or just ditch the whole concept and keep the route as is.
Expand hours of operation to late nights/early mornings on weekends
I think that there should be late night trains on weekends until 3 because workers don't get off till two. And there should be over night runs from the airport direct (line 1 -SeaTac- symphony-capital hill- u district- north gate- Lynwood) (#2 SeaTac- international- Mercer- Bellevue- Redmond town cernter)

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
If you are going to regularly shut down service, the shuttle bus operations must vastly improve. Bus drivers need to announce stops because airport riders truly do not know where/when to get off the shuttle bus. Station agents need to be present at all shuttle hours, not just during the daytime to assist riders Signage and security needs to improve at downtown stops, especially at Pioneer Square. If Sound Transit pulled off, installed them temporary signs for FIFA, they can do the same for shuttle bus operations.
On Thursday, July 9, 2026, Light Rail was down all day due to power issues, which didn't help with the extra service during the World Cup Games. Sound Transit needs to fix light rail.
Is Sound Transit ever going to get their act together and have a reliable Light Rail. At least once a week, Light Rail breaks down. On Thursday, July 9, 2026, Light Rail was down all day which is ridiculous.
Nothing, but consider NOT cutting down on safety in Seattle downtown stations, as it is quite unsafe by the stations like pioneer square at night.
Keep up the great work! But please provide some way for people to more easily plan around disruptions. For example, a Google Calendar or iCal feed that people can add to their calendars to see scheduled and unplanned disruptions in real time to make better transportation decisions...something like that would be very helpful :-)
During the peak periods, 2 Line trains should be more than 2 cars. They get much too crowded.
Increased service on the 535 before the S2 line opens
Note downtown Redmond change to Route 545 should have been done at opening of station. Many changes suggested for 2026: Routes 554 and 555 instead of Route 556 to provide better speed to Issaquah market; consolidate Route 545 into much more frequent Route 542 extended to Bear Creek; extend all Route 522 (and Stride3) trips to/from Woodinville (buy more BEB); truncate routes 577 and 578 at Federal Way and improve frequency; consolidate routes 594, 590, and 574 into a single route deviating to Federal Way Link station via South 317th Street ramp; truncate Route 566 at BTC to reduce duplication of the 2 Line; have Route 566 serve Route 560 stops on I-405; in short term, extend routes 532 and 535 to South Bellevue via the Route 550 arterial pathway. Capital: add BTC bay pair on NE 6th Street just west of 112th Avenue NE to reduce transfer walks between I-405 bus service and 2 Line.
If anything, Route 560 should be split into 2 routes. One that will become the new Stride Line, and another connecting West Seattle to the Airport. The 560 segment is useful, but could be better. To get to the airport under this proposal, you would have to make 2 transfers to get to the airport from West Seattle. One at Burien, and then immediately again at Tukwila to the terminal. Does anyone at Sound Transit actually ride transit? That is ridiculous! Why not pay to extend the H Line to Tukwila? Or build a connection from Tukwila International to the Rental Car center so transit riders can access the shuttle to the airport terminal. Notwithstanding those changes, a segment of the 560 should exist from West Seattle (probably from Alaska Junction via the Fauntleroy Ferry) to the Airport Terminal and the Tukwila Amtrak station. If regional connectivity is really important, let's actually think regionally. This route could run less frequently if timed well, and would open up destinations and job centers to West Seattle and ferry dependant residents.
Consider removing Ash Way P&R from Route 512. Ash Way and surrounding area including the way up to Mariner P&R is already very well served by the 201 and 202 that serve the same destinations in the same amount of time with similar frequencies. Without an express freeway exit for both I5 directions at Ash Way, the busses tend to get stuck in traffic trying to get on and off I5 via 164th street which is always congested.
Extend any night bus through capitol hill. This will significantly boost ridership and serve the most riders, mitigating any slight delays by the deviation from the highway.

Is there anything else you would like us to consider for the 2027 Service Plan?
Running Link earlier in the morning would really help me get out of my car to get to downtown Seattle or Bellevue to work. I feel like construction workers have been completely ignored when it comes to Link service as I'd like to ride Link more to get to work and I'm not alone.
Early morning starts 4.30 am will help to go to work
Later service on routes such as 510 in both morning and evening and more eastside north routes
A frappe machine and attendant on each train would be lovely!
Hiring more maintenance staff and pay at market rates. Doesn't appear ST considered maintenance upkeep. Just throw something together, promise the world and can't deliver consistently to local community. I don't remember seeing issues during World Cup???? Yes we clean up Seattle when guests come but revert back to slop when they leave. Also, maybe police better no fare riders. Too many people bypass the pay stations.
I have recently become acutely aware of accessibility as a concern (I use a rolling walker). I'd love to see clearer signage for people who need elevators–at an unfamiliar station, it can be hard to locate the elevator, especially in stations with mezzanines. I also encountered trouble on the train trying to lower the handicapped seat and it was extremely heavy and hard to handle. I don't know what can be done about it, but it can be hazardous to try to figure it out when the train is starting to move.
Bus 560 is our method for getting to the airport, even only a few times per year. We love that you are increasing the trips from Bellevue to SEA. THANKS! Try to let us know via the Email updates when the buses are running late. Too often we get the message after the bus's scheduled time...this is especially important when one needs to get to the airport. As for Link, please hire specialists so there are not so many interruptions in service. And, perhaps even workers to remind people to scan their Orca cards as way too many people are riding free and it's not fair to us who pay all the time!
If you go with single tracking, it might be more effective to do that during weekdays right in the middle of the day when less people are going to/from work. Weekend crowds can be high on the trains, and with most major events happening on weekends it can be pretty rough to slow/stop service then.
When link is shut down, it is harder to make bus connections that leave every 20-60 minutes. Advertising schedules for the shuttles will help when people need to make transfers.
When service is disrupted on the shared 1/2 Line segment, you need to find a way to turn back 2 Line trains downtown, or offer some kind of better shuttle service into downtown. Dumping everyone off at Judkins Park is terrible. If we could at least get to Chinatown we have numerous other options, but getting to/from Judkins Park is difficult if you're going to/from the eastside.
The proposed elimination of Route 560 segment should better describe how RapidRide H Line will support the connection.
Parking at the Lynnwood park and ride continues to be unavailable during weekday business hours. Bumming rides is annoying and taking ubers is expensive. There is no convenient bus service where I live in the Lynnwood area.
Please start Line 1 in Lynnwood at 4:30 am. More fare monitors.
Clean the stations more frequently.
Have a bus come through English hill to Redmond light rail a couple times / week. Live using light rail but need a way to get there without uber.
Pre and Post COVID-19 Pandemic levels on All forms of transportation services world wide
Please continue to invest in service and maintenance. Reliable and frequent transit is essential to the health of the region.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I already don't use light rail as often as I'd like because every day I get multiple alerts telling me power is out or there's an obstruction or police activity or whatever. Buses are slower but I won't be trapped inside the train for 30 minutes between stations. I just can't take the chance I'll be late for work. Any future expansion should be underground or elevated to reduce the inevitable slowdowns by having the light rail on ground level.
I'm looking forward to a shorter route from Burien to Bellevue, with fewer stops.
While the Link spine is incredibly useful, it's still helpful to have routes that travel north-south to east and west, e.g. on WA-99 to the west and along WA-522>Lake City Way.
Please keep the 556 running to the U-District
Events such as concerts and sport events fill trains fast we need more frequency to reliablh commute
Monitor the trains so less house would t take up whole areas of the train and less people being sneaky on their vaping or smoking in the train
There should be earlier trains going to the airport. A lot of flights will leave around 7:00 or so, and the train right now won't get you there in time. It'd be a lot better if the train started maybe at 4:00 a.m. or no later than 4:30 a.m.
Expand spanaway runner
More multilingual announcements, and visual announcements for the hearing-impaired; could even include fun facts about this place which we love!
If possible adding additional accessible bathrooms at more stations, SODO in particular would benefit from having a clean accessible bathroom, as there are none close to the station.
Delete route 545 and use those resources for an improved route 542.
Cutting nighttime Link service would make it more difficult for intoxicated people to get around the city, putting their safety in jeopardy, and increasing the likelihood they will just decide to drive while impaired instead of trying to figure out shuttles or potentially unfamiliar bus routes. Link trains should run until 3am on weekend days at a minimum, even if ridership is lower than during the daytime. To compensate for expanded operating hours on weekends, train frequency could be staggered based on ridership data during specific times of each day. For example, if ridership on Sundays from 7am to 8am is below the overall mean hourly ridership across all days, train frequency could be reduced by an amount proportional to the number of standard deviations the 7-8am Sunday ridership is below the overall mean hourly ridership. Alternatively, Sunday Link hours could be cut short, with the last train going out at 12pm and service resuming at ~5am the following Mondays. This would provide a large chunk of time for weekly maintenance work, potentially reducing the amount of time needed for maintenance on other days. All that aside, I take the Link every weekday for school and work, and I really value the frequency of the trains during weekdays because I'm usually running late for things. As for weekend days, I would be more than happy to accept reduced train frequency if it would mean slightly extended hours that allow drunk people to get home safely. Most people have greater flexibility on the weekends, and would therefore be less affected by reduced train frequency on these days.
Earlier start; later end. Those are the issues that concern me most. I must compliment you on the seamless way you handle the times buses must replace the link light rail line. Also with Link 2, my trips north work so much better. And I do love the trip to the Eastside. Thank you!
Please support nightlife more on Friday's and the weekend!
what's the service change plan
Can't wait for night bus, it would be nice to serve Capitol Hill in some capacity.
more trains more miles of track
I understand that there needs to be maintenance on the trains. I think it would be better to plan scheduled maintenance during the weekdays, perhaps mid afternoon, rather than on weekends when more people want to use the link to access downtown Seattle events or the airport.
Servicing plans should be posted throughout the stations

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I think have service stop time occur around 0230 would be ideal for people who work late or who are out on the town and buses don't always run.
I don't use late night transit often, but when I need it, there are often not any good options.
If budget allows, I would prefer more enforcement to get impaired or drugged people off the trains; they tend to behave erratically and can make other passengers uncomfortable.
The 909 schedule is too infrequent. I can plan when I want to leave home, but the return schedule creates long waits at MLT. And there's nowhere warm to wait. Regrettably that means that I drive to the station more than I would like.
there is no public transportation after 2am and it makes people drive drunk - it would be great if there was an option that kept us all safe.
Run better bus service between Lynnwood Link and Alderwood Mall. Run better bus service between S 154th St and Southcenter Mall.
15 minutes between trains is about the cutoff for it being a reliable form of transit that I don't have to plan for.
Station accessibility for mobility impaired and wayfinding especially at Lynnwood and Westlake are huge opportunities
Where is the plan?
If you minimize the hours of the light rail, have buses that go to all stations, not just from the airport to downtown. I don't want to get off downtown late at night by myself from the airport to then have to either find another bus or still wait for a taxi alone
Redmond to SLU bus service now that the 2 line is comparable for the southern stops on the 545. The 545 could get off on Mercer/Fairview like the 256.
Please keep the 560 stop at Seatac.
More security I rarely see any
Start fare enforcement! Really tired of seemingly being the only one tapping my card before boarding. Will also help with homeless people sleeping on the trains. Not fun on the morning commute.
install turnstiles so everyone has to pay.
Light rail to Issaquah!
Please please please do not destroy what you have already built by making it LESS availed.
Most of my trips on the link are random, I don't really have any regular trips. I most often board link at Sodo, Chinatown, Symphony or Westlake, go to almost any station on the 1 or 2 line, and return to Capitol Hill, Symphony, or Stadium stations later.
Make permanent not dispensable provisions for bicyclists. Bikes should not have been banned during the World Cup.
Do not do maintenance on weekends! My biggest roadblocks to using the Link are that it does not support my work commute - I can ONLY use it for pleasure, which are non-work days. Have you considered mid-day, mid-week? All of the below are more reasonable than more frequent weekend closures Starting Link service later in the morning, which an expanded Night Bus service could support. Place all trains, irrespective of their direction, on one side of the tracks during service hours. This shift could result in up to 20–30 minutes between trains while crews work. Some trips only serve part of the line: For example, late evening 2 Line trips end at intermediate stations, like Northgate, so maintenance work can take place on other segments.
Not related, but Lynnwood station is dirty and escalators don't work. Clean it up!
Send double decker buses to cover high use routes/hours. 510 south between 5:35 and 6:30 (that I know of) quite often have standing raiders and leave commuters in the bus stops.

Is there anything else you would like us to consider for the 2027 Service Plan?
Continue to have bus service from Main Street in Bellevue to South Bellevue light rail station early weekdays and weekend.
I used to take the 560 regularly when it traveled to west Seattle junction. I now do the transfer when traveling from the airport but the commute piece with transfer is not convenient. I feel like I am getting less from sound transit since we do not even have light yet
Just hoping for light rail in West Seattle
Semi related - please please consider expanding further (Everett etc) before in between stops so that more people can use transit! I would be using it every day if I could get on at Everett instead of fighting to find parking in Lynnwood (also would love more parking at stations if possible). Thank you for all you do (:
The current frequency of the 1 and 2 line during peak commuting periods is great! Prior to the increased availability southbound towards downtown, my morning commute time was highly variable and often incredibly congested. Recently the more frequent arrivals have meant fewer unexpected delays and the option to wait a couple of minutes for a less crowded train if necessary.
Please very strongly investigate finding a way to avoid having the south night bus route entirely bypass Rainier Valley. It's understandable that you want to run on I-5 between TIBS and the SODO Busway; but Metro's night owl network (as it currently stands) is configured such that getting from one of the ST night bus stops to any given RV station area is needlessly circuitous and involves a ton of backtracking. (The lack of ANY connection between TIBS and any of Metro's night owl routes is especially problematic.) If directly serving any of the RV stations is entirely out of the question due to time/speed constraints, then please make a some serious effort to coordinate with Metro to ensure that there will be some kind of sane connection between TIBS and one or more of Metro's night owl routes that serve RV. Relatedly, if at all feasible, please consider trying to find a way to have the north night bus route serve Capitol Hill. Again, I am aware that this is a difficult ask, because the I-5 ramps are where they are, and because these are ostensibly express buses, not local coverage routes. But of all the Link station areas where people are out late and would make heavy use of late-night service, Capitol Hill is right up at the top of that list, so it would be a shame if it was entirely bypassed. (Note, however, that this is a more minor issue than the Rainier Valley situation.)
Better service for those of us near the lake in Renton… we pay the ridiculous tax on our cars and get no link or bus service. Let alone watching people along the 1 line pile into the light rail and not pay… you wonder why your budgets suck… poor planning as usual.
I love taking Link to S. Bellevue and then I wait to take the 226 to Factoria for work. The 203 is not great where it drops me off and the 240 is horrible. The 240 goes past my destination on the highway then loops around the parking at tje college and back down the street to my destination, often stopping at every stop along the way, even early in the morning. The 226 usually leaves as I'm coming down the stairs or is already gone. It is worth the wait by not taking the awful 240 since I get to my destination at almost the same time by taking the next 226.
So hope that the 560 Can run closer to the schedule in the mornings
Please do not force late night airport passengers to wait in a highly dangerous location on Highway 99. Use the terminal loop bus stop for late night service to/from Seattle.
Parking at Lynnwood is impossible after 9:00 AM weekdays and there are no easy bus routes from Mukilteo to the link station.
More frequent service of 513 bus!
The 512 should drop the stop on Ash Way, it takes a long time to serve and is very duplicative with service provided by the 201/202. The time savings could potentially be spent on an extension to College Station.
Later Link service on Sundays. Even later Link service on Fridays and Saturdays.
More parking spaces at the Lynnwood Transit Center
Consider routing the 532 to Mariner P&R, at least on the northbound direction, to add connectivity while reducing time spent waiting in traffic to get back onto I-5 after stopping at Ash Way P&R.

Is there anything else you would like us to consider for the 2027 Service Plan?
I recently started commuting with a coworker due to the 560 often running late through Renton in the afternoon. Several times this has resulted in missing the 535 in Bellevue.
For the 510/512 stops: I've lived in DT Everett for 5 yrs and have only used one of those early/late stops once. If daytime busses used the stops (even every other or every 3) it would be super useful for me, avoiding the sometimes bad ET transfers.
545 Changes: Service hours shouldn't be wasted on still running the 545 all the way through downtown Seattle into SODO. For trips between Redmond and anywhere south of the Westlake area, the 2 line is as fast or faster than the 545. Instead, the 545 should be re-routed to the S Lake Union/Denny triangle area (for example where the 554 currently ends), or Westlake/Union St area in downtown. Additionally, on the other end, why continue to have it end at Bear Creek P&R, when Marymoor station is right down the street (with parking). Instead, savings from these re-routes could be put into the 542. For anyone from UW north, it's much faster to transfer from Link to a 520 bus at UW to get to Redmond/Overlake rather than take the 2 Line the entire way. But the 545 doesn't stop at UW, so it doesn't help these trips. Additionally, why continue to have so much service at peak times on the 545? Again, some of this could be shifted to the 542, which if it were more frequent (every 10min) would be a reliable option + Link from the north end. Shifting night service earlier for maintenance: This would be a bad plan if permanently shortening Links service hours. The overnight bus service is great, but it doesn't serve the Rainier Valley + Beacon Hill at all. At least with the current service, the overnight bus is an additional service- if the proposed shortening of Link's hours happens, this is a straight up service cut to that entire area. Also, Link has had these hours since 2009, so this would be a very poor choice. Once cuts like this happen, it's very hard to ever get service restored in the long run. However, if this is done *only* for specific maintenance projects, it would be much more acceptable than the daytime weekend shutdowns (as long as the night bus covered the Rainier valley). Single tracking: If it causes that segment to have frequency worse than the regularly scheduled frequency at that time, it shouldn't be done and a shuttle bus should be used instead. Frequencies of 20-30min would be completely unacceptable. People are just starting to get used to seeing the benefits of a frequent system, and doing this would really hurt the perception of reliability (almost as much as unplanned outages). More frequent weekend closures: This can work with a well coordinated shuttle, which has to have good frequency to match. Link ridership is now more spread out, especially on weekends, not just commuter oriented. If this is done, the segments still running need to have their frequency maintained. There should also smarter alternate service considered, for example adding extra service on parallel regular bus routes, and even specifically telling people to use them in cases where the trip would be faster, with signage and instructions from staff/security. For example if Capitol Hill-SODO is shut down, add service on the 8 and direct anyone heading south of Mt Baker to take that. Weekend shutdowns are a big issue for events and airport service (especially when the downtown trunk is shut down). All the extra space used by luggage doesn't work well with the shuttles, which are usually already packed. If this is done more often, it needs to NOT be a permanent thing, and with the understanding that having the work completed will allow for not having to have more maintenance outages in the future. For occasional temporary work, the priority should be ending service earlier and starting later first (with a shuttle) before considering daytime shutdowns. Having some trips only serve part of the line: This is a decent option at night, now that there is a section with higher frequency (CID-Lynnwood).
Extending one hour earlier on Sunday like every week days like starting 4:50 am.(first link service)
Install ticket gates so people can't ride for free
Because there is not enough parking at transit centers please do: Any areas that are not within walking distance of a transit center should have a bus into and out of downtown Seattle w/ a stop near UW during peak rush hour days/times. Even if this means the bus only travels on a main road with limited stops within the area.
Consider what time people are least likely to ride, or have alternatives, and put the scheduled maintenance plan in there.
Please expand to olympia so that state lawmakers don't have to be stuck in traffic

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Increase frequency of route 510
currently unemployed but would expect my commuting hours to increase once I get a new job.
ST Buses in Ballard as the light rail has been delayed. Ballard express to the airport. Ballard express to the light rail.
Yes. Airport stop is critical from Renton. Please don't cancel or delay 560
Shuttle bus service is not marked clearly, especially early mornings
Love the increase for the 560 bus service. More frequent service from downtown Bellevue to SeaTac.
More trains running during Seahawks and Mariner games. The trains fill up at the stadiums and there's no room at downstream locations especially westlake
Freeway bus linking Burien TC to Downtown Seattle
Thanks for asking, and for the transparency around service reductions that may be needed to address budget shortfalls or maintenance/expansion goals. You're doing a great job!!!
Link rail to Ballard!!!!!!!!
Use the funds you've previously collected for the Ballard light rail, or return the funds to us.
Since I don't use this service, I don't have an opinion.
I can only assume that PM work is completed at night, but the service disruptions really drive me away from using the service
Nothing else
Keep 510 and 515 bus routes they are standing room only every time.
Expansion of late night service on weekends (even if just via shuttle) would be incredible, if possible!
Please increase service / span of service on 532. Outside of the 532's service hours, going to Lynnwood and taking the 535 which detours through UW Bothell adds a significant amount of time to trips.
Consider game days or other large concerts or events when it comes to maintenance times.
Yes - please add an ST Express bus that connects Ballard to Downtown Seattle (and maybe even connect to Northgate Station on the north side). Transit is slow and unreliable in Ballard. Since Sound Transit has decided to defund the light rail project to Ballard, we could use some faster and more reliable transit service of any type.
Expand service to Tacoma especially since we paid for it
Please consider solutions for ensuring more geographically accessible and more frequent public transportation solutions for residents of the Seattle Ballard neighborhood. The longest portion of my commute is reaching a light rail or bus station in the first place.
I plan to increase my trips on Link 2 line, but closures and reliance in shuttle buses will deter me from doing so.
Please start weekday trips of the C and H line before 4:30 AM for the same schedules as after 5 AM. Once an hour is terrible. My gym in West Seattle opens at 5 AM, but I can't get there from downtown until the C or H at about 5:21 AM on 3rd Ave & Columbia except for the 4:21, which is too early by a lot. ALSO, please start the 60 bus earlier on weekends going south. ALSO, please start the start the Broadway streetcar way earlier on weekends, especially Sundays (10 AM???!!! is silly). I had to give up my car (couldn't afford to keep it) and need transit for everything. AND I am an early riser. Current schedules favor night owls only.
The night bus not stopping in Capitol Hill or other places people actually want to go to at night really limits it's usefulness.
More frequent Link trains has been a game changer the past couple years, keep reducing the time between trains!
Increase train frequency, particularly around commute times.

Is there anything else you would like us to consider for the 2027 Service Plan?
If Rt 515 is to be eliminated, please, please, *please* add overnight service from Lynnwood to Seattle. Or keep the first two Rt 515 trips in the morning (4:30am, 4:50am) please. They are crucial for many early commuters when light rail is not active.
It would be helpful to consider service increases for the 542. The 545 gets really bogged down in traffic getting from 520 to I-5S, and the 542 is faster getting off the freeway. However, its less frequent and it doesn't go downtown. Making that bus more frequent would make up for its lack of downtown running, because it has easy Link transfers. Alternatively, have the 545 stop on the Montlake lid.
A link from Olympia to either American Lake VA or Seattle VA to serve veterans who are unable to drive for various health or handicaps reasons.
Keeping transit service as frequent and accessible as possible.
no comment
Enforce passenger fares. Clean the train cars more frequently
Elsewhere, light rail is the default for reaching the airport . Here, there are rarely more than 25 passengers boarding or deboarding at SeaTac. Maybe there's a reason?
Make sure all riders are paying. Those that do not pay must exit the train. Repeat offenders should be fined. This will help with managing cost of the service.
Please keep the routing to Westwood village. My journey to SeaTac airport will be 25% longer and require two transfers with luggage!
I hope Dow and the rest of the board get fired. You clearly don't want to actually operate as a transit agency, and I look forward to being a problem to every single state legislator, city and county executives I can about it.
BUILD A BALLARD STATION AS PROMISED
Sounds like ST needs different planners, ones who actually depend on the service nights and weekends.... lets see how they do with all the disruptions.
Expand link times. Earlier in the am at least for airport travel.
Get rid of Dow Constantine pay and pay him normal pay maybe 90.000 Or get someone worth working for that that pay and get rid of him
Thank you for asking for rider opinion! Appreciate you all very much :)
Establish restrooms!!! They could be for a fee/orca card. Security monitored and well-maintained. It is very poor planning to have stations without servicng basic human needs. This is not a complex problem Another option---restrooms on trains.
I would prefer the 1 & 2 line to run 24/7. Even if it's once an hour. I can adjust my schedule. If you could put on the app location of trains, especially at night. That would be awesome.
My current schedule doesn't reflect what my schedule always was as I have a small kid now. I used to regularly ride between 11:30 p.m. and 1:30 a.m. and would often be coming home at 2:15 am.
Expand late night link service on Fridays and Saturdays somehow. I don't know how. Figure it out.
More link parking
Please consider extending the 574 into downtown Tacoma to make better transfers with Pierce Transit buses. This is because most Pierce transit buses only go to Commerce Street station and do not continue to Tacoma Dome. The T line is useful but is not yet frequent enough. Also, please consider an express route between Edmonds and Lake Forest Park with stops at Aurora Village and Mountlate Terrace, to be implemented once the Stride bus opens.
I used to ride the light rail daily and would still if not for the drugs and violence.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
I encourage Sound Transit to make ADA accessibility a priority in the 2027 Service Plan. The elevators at Chinatown International District Station that serve the Jackson Street entrance are not level with either the platform or the street, creating unnecessary barriers for wheelchair users, people using walkers, and others with mobility disabilities. Accessible routes should be truly accessible from start to finish. I have already raised this issue with Beth and with one of Sound Transit's attorneys. I was essentially told to deal with it, which was both disappointing and dismissive of a legitimate accessibility concern. Accessibility concerns should be investigated and addressed, not dismissed. Fare enforcement officers and security staff should also be expected to actively enforce the proper use of ADA priority seating. Too often they board the train and spend their time looking at their phones or intentionally avoid making eye contact with passengers. On many occasions I have boarded with my walker and had to stand because the ADA seats were occupied by people or used to store belongings, yet staff said nothing. I understand that many disabilities are invisible. I have invisible disabilities myself, and I would never expect someone to justify their need for an ADA seat. However, wagons, oversized dog strollers, bicycles, backpacks, large amounts of groceries, trash bags, and 32 gallon trash cans do not have disabilities. ADA seating is for passengers with disabilities, not for storing personal belongings. On Monday, July 6, I boarded at U District Station and had to stand with my walker all the way to Chinatown International District Station because no one moved. One passenger was using both ADA seats to store their belongings. I had to remain by the doorway because it was the only place where I could safely brace both myself and my walker while the train was moving. If I were expected to wait for a train that happened to have an available ADA seat, I could be waiting for hours. That is not meaningful accessibility. I ask Sound Transit to evaluate the accessibility of its stations, ensure ADA seating remains available for those who need it, and train fare enforcement officers and security staff to proactively address misuse of priority seating. Accessibility is not a convenience. It is a civil right.
Hopefully. It comes to Tacoma.
Why not keep the 554 from Issaquah to downtown Seattle as a direct service?? The 2 Line is great if you live on Mercer Island or in Bellevue but if you live east of that, there will be no direct one-mode of transportation into downtown Seattle. This will be especially difficult for seniors who have mobility issues with one mode of transportation never mind having to transfer between bus and light rail.
Yeah, light rail to Tacoma. My tabs are hella expensive and have been for a minute. I'd like to see a return on my investment- hopefully before I retire! Let's get crackin ST!
I can't think of anything else at the moment.
Consistency, reliability, convenience. Make sure it's useful.
I rode Link Light Rail lines 1 and 2 a couple of times in June. My most memorable trips were on Thursday, June 18, going to and from the Seattle Mariners vs. Baltimore Orioles afternoon game at T-Mobile Park. Going to the game, there was no problem and it was a great ride. Coming home, northbound on the 1 Line after the game, however, was the worst ride I have ever had on light rail. Knowing there were huge crowds in the area due to all of the World Cup fans in SODO, I walked northbound two stops to Pioneer Square Station to avoid some of the crowds at Stadium Station and International District. At approximately an hour after the Mariners game let out, I caught a 1 Line train at Pioneer Square Station and it was most crowded, uncomfortable ride I have every had. Those already on the train said that the train had been delayed about 15 minutes at Stadium Station, so perhaps that contributed to the crowd. I think the air conditioning on the train was perhaps broken, damaged or overwhelmed because it was extremely hot in the car and people were sweating profusely. Being packed in like sardines did not help. I know the elevators, the power supply, other things keep the maintenance teams hopping, but I just wanted you to make sure that the HVAC systems on the trains are not overlooked in your planning. Thank you.
more trains, more frequently

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
24 hour airport service is critical on the Link lines
Not starting any new link construction that isn't already in work. Expand bus usage and routes.
Consider eliminating Seatac from Route 560 instead of eliminating Westwood Village
Please open Pinehurst station Parking options are not enough
Re: Ballard Line THE –!
Shutter the following stops Othello Sodo ID/Chinatown Symphony Shoreline South 148th The 3rd, pointless Shoreline stop that's not open yet that was nothing but a waste of taxpayer money
Bring back Ballard link
Thanks again for all you do!
This seems to have the same issue that has me driving from Skyway to Redmond Everyday. I can get to bellevue or downtown redmond easily but getting from, them to my office is hard. It's too long to walk. My car is still in Skyway. Redlink is 45 min wait. Please please please somehow make transit in Redmond work, redlink if a failure that has me driving 405 5 days a week.
Still complaining about losing bus access to link light rail. Used to be I had a bus either the 73 or the 77 on 15th Ave NE that took me first downtown and then later to the Roosevelt light rail station. Now, I HAVE TO DRIVE AND PARK to the station. I used the 73 or the 77 for 45 years to happily get downtown. NOW I have to drive.....what is the point of the light rail if you can not access it by transit from your neighborhood!
Better timing for the 522
Larger bus for 510 outbound commute ar 6:45 am south everett parkand ride
Link should run till 2:30 am so that it is after bar close so even if only every 20-25 minutes so that people have any easy choice after drinking to get home.
Better updates aboit disruptions especially late at night 12-3am
Have vendors at light rail stations. Add toilets to stations, even porta-poties would help. I have elderly parents and young kids and neither like riding rail because there are no toilets. Older men with prostate cancer, and pregnant women have a disability and the omission of toilets shows your philosophy toward accessibility.
Later night trains on the weekends, do maintenance on weekday nights
WHY ARE YOU CANCELLING 586 WHEN IT IS STILL FULL DAILY??? THE PEOPLE WHO MAKE THESE DECISIONS ARE CLUELESS TO TRANSIT RIDERS NEEDS!! THIS BUS SUPPORTS AM SHIFT WORKERS AT UW MEDICAL CENTER!! Heartless decisions affect the hardest workers in todays world.
There are often passengers on your Link Light Rail trains that seem to be severely incapacitated, likely because of drug overdoses. Your security people need to get those passengers off the trains and get medical assistance for them.
Do what the voters gave you 54 – billion dollars for
More restrooms

Is there anything else you would like us to consider for the 2027 Service Plan?
An earlier departure heading East on the 2 Line, maybe starting in downtown instead of all the way up in Lynnwood, would be great for me but it seems trends are heading the opposite way based on the questions here unfortunately.
more 542 service less 545 service please better connections to anywhere that isnt downtown seattle would be amazing
Expand link to Ballard!!!!!
Please consider more redundancy in service, including extra bus routes that go the same way, to ensure disruptions dont have much of an impact.
Yes Route 545 Serving South lake Union and at a stop at South Kirkland park and Ride Route 566 Adding Reverse Peak Trip And Start/End At Bellevue Transit Center Route 577/578 adding every 30 minutes weekends on route 578 replacing route 577 on just opening between federal way and seattle. And Route 594 Going Into Lakewood Transit Center Instead Of Lakewood Station And DuPont.
I would like to advocate for the reinstatement of public transit services to my neighborhood. Previously, the 226 bus route included a stop near the intersection of Northup/20th and 8th Street, which was conveniently located in my area. Currently, I am required to walk approximately one mile to access the nearest bus stop, which significantly diminishes the convenience and accessibility of public transportation for residents in this area.
I mostly use 510 to commit to work. Ridership is increasing and I encourage you to evaluate the allocation of lower capacity buses to this route vs higher capacity buses to Lynnwood feeder routes despite their relatively lower ridership. 510 is a vital part of your remit to move people and should not be shortchanged by myopic focus on the light rail service. I occasionally (not weekly, but monthly at least) use the 1 and 2 lines for evenings and weekends and very much hate it when the 2 line stops in Northgate. Sporting and cultural events commonly end somewhere between 9 and 10 and the 2 line should go all the way to Lynnwood so that the higher ridership for these events is supported.
Security is important and should be maintained
You've concentrated on reduction/bus replacements of Link, but since you've forced so many of us to multiple connections, you're totally making a horrible transfer situation late at night virtually impractical. Waiting 30 mins or 60 mins for a connecting bus is not safe nor practical. Not everyone lives within a 15-minute walk of a transit station. If we can't get to/ from these transit arteries, what's the point?
Increased frequency on the 535
Keep it safe and clean please.
Please extend the hours later!
Transfers with luggage is always a challenge.
communications engagement gets high rating, and is vital; appreciative of this feedback opportunity; continue Healthy (!
Solutions to the parking shortage (more buses or shuttles that connect neighborhoods to park and rides to eliminate the need for driving) and also better security for vehicles at transit parking lots. I stopped using park and rides because my vehicle has been broken into multiple times. Better security and also more frequent service when bus shuttles replace light rail service. I no longer travel on days the light rail isn't running because of threatening behavior from shuttle passengers and the extremely cramped conditions of the shuttles.
More light rail service on Friday and Saturday nights so folks can get home from a club at 2am or so.
Hope you are keeping sounder train service and wish the same physical train ran Tacoma to Everett
Do not start charging for parking, I will stop taking light rail if forced to pay for parking

Is there anything else you would like us to consider for the 2027 Service Plan?
all day service! if you go to somewhere like nyc, you'll see service crews that work on the tracks even as they're being actively used. there's a person who regularly gives a signal to exit the tracks, and the whole crew will get out of the way as the train approaches, and then back onto the tracks once the train leaves. this would be easier on link given the low platforms and at grade stations
Please give us the ballard link
Free fares
Late night weekend service! So many cities have later service. Late night trains would be beneficial on the weekends for those of us who go out on town. Even if it means, less frequent trains, I.e. every 20-30 minutes past 12am.
Any information about the 515 bus? I thought it was supposed to be going away once the Crosslake Connection was done...
We need trains to run until the bars close!
Clean the seats. They smell
Better bus connections along the King/Snohomish County line and to the light rail stations.
Long term, Link should be aiming for 24 hour service or a robust night bus system which includes all stops.
Bring back lightrail to Ballard!
Not at this time.
If you wish to)mcreqse ridership it's best to service after hours.
Bus service from Issaquah to Auburn from Monday to Saturday, with some trips to Sumner. Bus Service from Issaquah to Tukwila Sounder station Daily. Bus Service increase on 535 and Daily service every day both directions on 532. Bus Service Daily every hour from Bellevue to Tacoma Dome Station. Bus service daily from Southcenter Mall/Tukwila Station to Bellevue.
I work full time week days and cannot use light rail to commute from home to work and back home when there are constant rail outages, escalator and elevator outages. I need consistent service to be able to use light rail to commute. I used to use light rail to commute for work but when it became problematic with rail outages, passengers having to be bussed or transferred by vans to stations, and being late to work or late to meetings after work, I had to stop using light rail. DO NOT LET DOGS on the light rail unless they are service animals. It is unfair to penalize people with dog allergies.
Revive the 554!
I'm temporarily living farther from the city for the summer. This will be much more disruptive than my answers suggest when I move back into the city.
Ballard Light Rail
Need more parking at Lynnwood Transit Center.
Start link service early, around 4am at the Lynnwood station.
Having even more frequent 2 line trains north and south bound. And maybe working more on maintaining safety on the trains such as handling disruptive passengers etc.

Obscenities have been removed.

Is there anything else you would like us to consider for the 2027 Service Plan?
Make the 560 run every 2 minutes and have it truncated straight to my house so I can ride it straight from there to Bellevue and make it skip all stops whenever I'm on it except for the one I'm getting off. And also if there are delays you send more buses and they should be MCIs because I want to ride those but not the 2016 MCIs because those are not fun to ride and I really like not riding them. Additionally you should cut the 595 and make it go from Bellevue to Bremerton and have it run all day with 30 minute frequencies and have it run only DOUBLE DECKER BUSES
Add back the 586 bus to UW
See above lies you have not delivered on.
Please fix the escalators/elevators, it makes getting around really difficult to get to the stations. Other than that, increasing the frequency of rides in the evening. I wish the light rail would run until 3am so I could utilize it more
Ballard before Burien and West Seattle
I have an orca card and if I tap twice during the day, it should be equal to an all day pass.
More cars on the 2 line per train
Please continue service from Bellevue Transit Center to Sea Tac Airport.
NA
We love link, but would prefer increased sounder train options.
I think any plan that either by yourself or in tandem with KC Metro increases overall system reach is a worthwhile consideration. If Light Rail serves as our spine, then we need to reach outward as much as possible to create service opportunity for as many neighborhoods as we can.
More trains/cars per train, larger cars, general capacity improvements. Getting home after work is extremely crowded and uncomfortable. Same with returning from large events like Mariners games.
More train starting 6:30 am
4 car trains for all 2 line service to reduce congestion with current 2-3 car configurations.
Increase double decker bus usage for the 510. Frequently standing room only.
Elimination of Route 545, as it duplicates the recently opened 2 Line. Added frequency and span on Route 542, as well as an extension of Route 542 to Bear Creek, in line with King County Metro's East Link Connections plan. Consolidate all Pierce/South King to Seattle service into one frequent all-day route rather than several fragmented services Ensure Route 574 operates high frequencies when it is truncated later this year Truncate Route 566 to Bellevue Downtown to avoid duplicating Link service, and add span to the route, ideally all-day service Eliminate the Ash Way stop on Route 512 (covered by Community Transit services), and increase frequency on the new faster Route 512, which would simply focus on fast and frequent connections to Everett stops Truncate Route 578 to Federal Way (and eliminate Route 577), and increase frequency on Route 578 Truncate Routes 592 and 595 to Tacoma Dome and time connections to Sounder Trains to/from Seattle rather than running duplicative express services into downtown that get stuck in traffic and cause delays
Not sure what the 545 changes does but thanks for keeping the lifeline to Redmond residential area, I sometimes have work at homes in the area and the 545 is much easier than a train transfer or deviation on I-90, especially with tools

Obscenities have been removed.



B

APPENDIX

Social media comments

B

Network	Message Type	Message
Facebook	Ad Comment	This is one of the stupidest statements I've heard from them.
Facebook	Ad Comment	Wait, wait. More taxes because people will be using this more as we would predict? Next project? Drill and underwater tunnel.
Facebook	Ad Comment	Love the light rail
Instagram	Direct Message	So I got off work at 12:30am tonight, the 12:50am bus was MIA, boarded the 1:20am bus which was scheduled to arrive at 3rd and Union at 1:52am. The driver got lost in SODO, skipped a few stops and proceeded along 4th Ave instead of 3rd Ave in downtown. Finally got off the busâ€¦ 50min wait plus almost 1 hour ride. From SeaTac to downtownâ€¦ this is unacceptable. Is the reason why buses are MIA due to your drivers going off course or getting lost?
Instagram	Direct Message	Hiâ€¦ I love using public transit for my work commute from downtown to SeaTac airport. Myself many many others work nights, meaning the light rail isn't an option to go home. The new night Bus 570 is great, when it's on time, but it appears to be very unreliable. I am currently off work at 12:30am and usually take the 12:50am bus home. It usually arrives and departs SeaTac 5-10 minutes late, which is ok. But at least once a week, the 12:50am bus never shows up. This is extremely disappointing and frustrating to have to wait 50 minutes for a bus, and the actual ride is less than the wait. The transit app currently ranks this route 26th out of 30 of all sound transit routes, with only 50% of buses on time. What is causing this, and is there anything that can be done to improve the reliability of this route? Myself and dozens of other airport employees would greatly appreciate this. Thanks!
Facebook	Comment	No mention of Sounder, no overnight bus replacement for Link, no 560 stop at Tukwila Sounder station. You literally can't integrate your own bus service with your own train service. Maybe transit agencies should be run by transportation experts for transportation purposes; not by politicians for political purposes.
Facebook	Ad Comment	I say keep the 545 bus route from PR Bear Creek to the Seattle area. It covers areas the monorail doesn't and the parking at the Bear Creek lot is top notch.
Facebook	Ad Comment	make riders pay there fare share
Facebook	Ad Comment	Why are there busses and trains going to the same place ?
Facebook	Ad Comment	Please finish one project before starting another!
Facebook	Ad Comment	I want them to complete one job in Seattle!
Facebook	Comment	Route 515 between Lynnwood City Transit Center and downtown Seattl ends August 29 2026.
Instagram	Comment	I'mma miss the ST double deckers ðŸ¥¹

Network	Message Type	Message
Twitter	Retweet	The 2027 Service Plan proposals address changing ST Express ridership, the need for more overnight Link maintenance time because of expanded service, and the future transition of some ST Express routes to Stride bus rapid transit. Visit https://t.co/UAya8KkOjV to learn more and provide your feedback today! https://t.co/HymacenLMO
Twitter	Retweet	The 2027 Service Plan proposals address changing ST Express ridership, the need for more overnight Link maintenance time because of expanded service, and the future transition of some ST Express routes to Stride bus rapid transit. Visit https://t.co/UAya8KkOjV to learn more and provide your feedback today! https://t.co/HymacenLMO
Twitter	Retweet	The 2027 Service Plan proposals address changing ST Express ridership, the need for more overnight Link maintenance time because of expanded service, and the future transition of some ST Express routes to Stride bus rapid transit. Visit https://t.co/UAya8KkOjV to learn more and provide your feedback today! https://t.co/HymacenLMO
Facebook	Ad Comment	Turning Light Rail into a literal joke with those changes.
Facebook	Comment	What do they do at night for services? The stations are absolutely filthy. ðŸ¤®
Facebook	Ad Comment	Moving the goal posts yet again? You have yet to fulfill your promises made way back at the beginning. Overbudhet by tens of billions, decades late, and simply abandoning areas that were approved and promised to voters. Why would anyone believe anything your group had to say when you have broken every single promise and goal to date? Shame on you. The entire system had been proven to be a scam. Perhaps you should get together with Governor Newsom. He really knows how to pull off transportation schemes.
Twitter	Retweet With Comment	please take a look at this everyone! its really important that our transit system strikes the right balance between accessible and reliable. cutting link service off at 23:30 or not starting until 5:30 are on the table here https://t.co/5yeYmlzKmG
Facebook	Ad Comment	Yep but will it ever get to Issaquahâ€¦not likely.
Instagram	Ad Comment	Sound transit thank you. I ride the link light rail almost every day! Yes, I would love more lines, and yes I love the lines we have, thank you!
Twitter	Retweet	The 2027 Service Plan proposals address changing ST Express ridership, the need for more overnight Link maintenance time because of expanded service, and the future transition of some ST Express routes to Stride bus rapid transit. Visit https://t.co/UAya8KkOjV to learn more and provide your feedback today! https://t.co/HymacenLMO
Instagram	Instagram Mention	SoundTransit is working to make bus and light rail service faster and more reliable â€“ see how at the link in our bio. #BusRouteChanges #KnowTheChanges #CheckYourRoute
Instagram	Ad Comment	must be replaced - we need competence
Facebook	Comment	Meanwhile, they took most of the buses away so getting to the actual trains is nearly impossible without cars.

C

APPENDIX

Virtual info session Q&A

N	Questions/Comments
1	In late August, downtown Issaquah residents will loose the 554, a direct line to downtown Seattle. The 556 will now take Issaquah residents to light rail station in south Bellevue. How late will the 556 bus run? Our concern will be how we get home from evening events like Mariner games.
2	I strong oppose for route 560 ending in burien.
3	Are you aware that the survey has typos: it asks if riders take rides before 11:00 pm or 11:30 pm instead of 11:00 am or 11:30 am on the proposed days.
4	for the safety of the riders, is it possible to require the last bus on a route to stop at every stop on their schedule? and they cannot be early to the stops. this would ensure people are not stranded.
5	also I would propose the route 545 serving south lake Union.
6	With the Link service change during maintenance windows, starting Link after 6am M-F would work wonderfully and 7a on weekends. Link Operator.
7	Redesign proposals from 2023 showed better service for the 542 once Crosslake opened. Why are we still not getting that? The 545 is no longer necessary and riders travelling between Redmond and anywhere north have been waiting years for better connectivity.
8	The survey is not letting me submit.
9	Since most manufacturing jobs in this part of the country start at 6am, early morning service greatly expands employment access for local users.
10	I would rather have route 560 still go to Westwood village like what it currently does.
11	What do you know about ridership to /from the airport on the 560? We hope you'll continue to support it.
12	With the service plan (and I have completed the survey) there needs to be better and more clear communication on the explanation of issues on trains and buses. Being stopped for 5+ minutes with no information is frustrating.
13	well the H Line It's A-Lot more horrible and takes 10 minutes longer but 560 is a lot quicker and more relaxing ride and I can always catch my flight on time usually without no transfers.

N	Questions/Comments
14	Can you give us a rough idea of how drastically the Link operating hours are going to change? The night buses won't serve all stations and some people will lose service.
15	Can someone discuss the current maintenance window for the 1 & 2 Lines? Also are there considerations for providing bus links during the maintenance windows being considered?.
16	Why force a transfer at Tukwila instead of going the extra couple of miles to SeaTac? Forcing a transfer is only going to hurt a product, not help it and only adds 5-7 minutes.
17	Thoughts on Sunday service for 535 until Stride takes over? As a Bothell/Lynnwood resident, the 535 could be a convenient connection for weekend trips to the eastside.
18	We've been told that ST needs a uniform maintenance window across the whole system, year round, all days of the week. Is there a new consideration for different windows on line 1 vs line 2? This could keep the system running for some of the users even if some closure is needed in a smaller area.
19	I can help with that question - The maintenance window starts at 1a to be clear by 4am but crews may start when the last train clears the segment. 3 hours is often not enough time to do more work.
20	If approved for the future, is there a way to connect with Sound Transit Bus Lines 550 and 560 before they arrive to the Seattle-Tacoma International Airport area?
21	I am excited to see more frequent service on the 560, eliminating the segment already covered by the even more frequent H Line is worth it.
22	As more Stride stations get finished, will ST Express routes stop at these stations?
23	What Bus Line 550 does it leave from the International District/Chinatown Station and What Bus Line 560 does it leave from the Belevue Transit Center before they arrive at the Seattle/Tacoma International Airport area?



D

APPENDIX

CBO engagement report

D.1 BUSINESSES

Below is a list of businesses engaged during this phase of engagement:

- Amazon
- America's Best Contacts & Eyeglasses
- Bellevue Chamber
- Bellevue Downtown Association
- Boeing
- Collins Aerospace
- Courtyard by Marriott Seattle
- CVS Pharmacy
- Defensive Driving School of Bellevue
- Dick's Drive In
- DK Market
- Dote Coffee Bar
- Downtown Hotel Association
- Downtown Seattel Association
- Dubsea Coffee
- Economic Alliance Snohomish County
- Embassy Suites by Hilton
- Everett Chamber
- Everett Downtown Association
- Grocery Outlets
- H Mart
- Hilton Garden Inn Seattle Bellevue
- Hilton Seattle Airport & Conference Center
- LA Fitness - N Landing Way
- La Quinta Inn by Wyndham
- Low Rider Cookie Company
- Mariners
- Mercer Island Chamber of Commerce
- Metropolitan Place Apartments
- Microsoft
- Overalake Medical Center
- Paine Field
- Port of Seattle
- Qamaria Coffee
- Redmond Town Center
- Safeway
- Salmon Creek Cafe
- Seattle Airport Marriot
- Seatte Marriott Bellevue
- Seattle-Tacoma International Airport
- Swedish Hospital
- Sno-Isle Libraries
- SnoTrac
- Southgate Roller Rink
- St Anne Hospital
- Stadiums
- Stations Unidos
- The District



D.2 CBO ENGAGEMENT

Below are summaries provided by CBOs that recap their unique engagement tactics and reach.

Most Effective Methods and Materials

The most effective strategy was leveraging our existing social media channels, allowing us to quickly share information with an established audience. The promotional graphic provided by Sound Transit helped capture attention and made the content recognizable.

Least Effective Methods and Materials

Social media alone had limitations in generating high levels of engagement and survey participation. Without additional touchpoints such as in-person outreach, community events, or direct conversations, it was more difficult to motivate community members to complete the survey.

The Federal Way Black Collective

Estimated community members engaged:

- Approximately 109 community members were reached through our social media campaign.
- The campaign generated 183 total post views across Facebook and Instagram.

Social media audience:

- Facebook: 3,371 followers
- Instagram: 319 followers

White Center Community Development Association

- Engagement went well overall; we were able to engage with the public who enters the HUB building as well as Canopy residents on our campus with physical flyers. Social media engagement was good with a decent number of views and interactions.
- Physical in person interactions were upwards of 80+ folks in the community.
- Most effective was a one-page flyer that was straight to the point and allowed us to engage folks at our HUB front desk to get the chance to win an orca card. Most were motivated to get the orca card. Least effective would likely be the brochures, no one really took any – it was better to explain in person what it was about than to passively rely on them picking up a brochure.



Centro Cultural Mexicano

- Engagement ran July 17–27 using a mix of social media (Facebook & Instagram) and in-person outreach.
- Created 3 bilingual (English/Spanish) flyer designs to reach a broader audience.
- Engaged youth through our maker space and adults during our office hours.
- We combined online promotion with face-to-face outreach.
- Approximate 9,000+ cumulative social media impressions across posts and stories.
- 47 direct online engagements (likes and shares).

Mother Africa

Social Media Outreach

Mother Africa published three primary posts on Facebook, Instagram, and WhatsApp: one promoting the virtual briefing and two promoting the proposed service changes and survey. Across the three primary posts, the campaign generated 753 combined views on Facebook and Instagram.

Date	Focus	FB Views	FB Reach	IG Views	IG Reach
July 20	Virtual briefing	116	72	162	65
July 22	Service changes and survey	168	119	122	67
July 24	Survey reminder	84	52	101	56
Total		**368**	**243**	**385**	**188**

Story Amplification

To reinforce the primary posts and maintain visibility throughout the engagement period, Mother Africa also shared content through Facebook and Instagram Stories on July 20, 21, 22, 23, 24, 25, and 27.

The Instagram Story analytics provided show 329 total views and 10 interactions.

Stories included reminders about the proposed service changes, opportunities to learn more, survey calls-to-action, and reminders encouraging community members to contact Mother Africa after completing the survey.

Facebook Stories were also published during the campaign; however, the available analytics showed zero recorded views, so these were not included in the measured reach totals.



WhatsApp and Direct Community Outreach

WhatsApp was an important component of the campaign because it allowed information to be distributed through existing Mother Africa community networks. The three campaign posts were shared through Mother Africa's WhatsApp channel, which has approximately 483 followers. Three Mother Africa staff members also amplified campaign information through established community and program WhatsApp groups.

Together, the Mother Africa WhatsApp channel and documented community groups represent a potential audience of 1,002 accounts/group memberships. This figure should be considered an estimated potential audience rather than confirmed reach because WhatsApp did not provide individual view counts for these outreach efforts and individuals may belong to more than one group.

The WhatsApp strategy also helped extend outreach into established community networks, including Maimai community members and participants from Mother Africa's entrepreneurship and family programs.

Overall Engagement

Mother Africa used a combination of public social media and trusted community communication channels to promote Sound Transit's 2027 Proposed Service Changes engagement opportunity. Campaign highlights included:

- 3 primary campaign posts distributed across Facebook, Instagram, and WhatsApp
- 7 days of Story amplification on Facebook and Instagram
- 753 combined Facebook and Instagram feed-post views
- 329 documented Instagram Story views
- 1,082 combined documented social media views across feed posts and Instagram Stories
- Mother Africa WhatsApp channel with approximately 483 followers

Additional amplification through community groups representing 519 group memberships

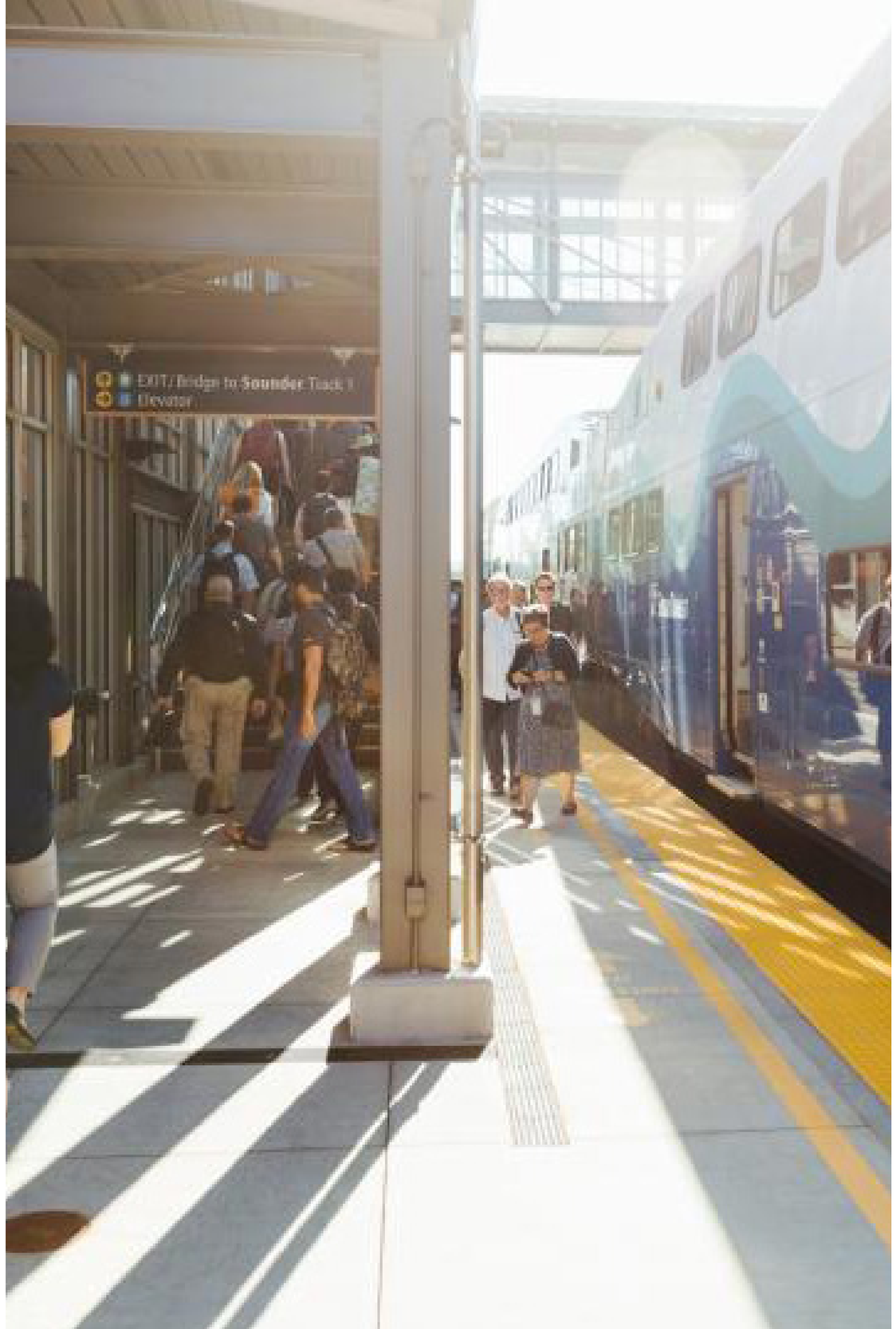
The combination of social media and direct community-group outreach allowed Mother Africa to share the engagement opportunity through both broad digital channels and established community networks.

El Centro de la Raza

- How the engagement went overall:
  - Instagram 1,772 Views. Bio Link clicks: 4. Likes: 20. Who viewed post: 92.8% Followers, 7.2% non followers. Audience Details: 44.5% ages 25-44. Emailed to 200 staff.
- A rough estimate of people engaged in your community:
  - We do not know how many people ended up taking the survey, but the above data indicates engagement.
- What methods and materials were most effective vs least effective:
  - I think sharing the information with our staff was most effective, as well as social media. There wasn't much time to get the fliers out in other ways, so I don't think those were as effective had there been more time.
  - I'm happy to jump on a call if that's easier.

We'd also like to invite you to participate in an optional debrief meeting with our team to share your feedback on:

- How the partnership went overall:
  - I think it was mutually helpful and effective.
- What tools were useful for your engagement work:
  - Social media toolkit!
- What tools you wish had been provided:
  - More time and while the date ranges were clear, it would have been helpful to have a date-by-date timeline.
- How we can be better partners for future opportunities:
  - More time.



Hopelink

Sub-regional coordinators sent the survey out to their partners in their weekly newsletters in July.

Total partners reached:

Eastside: 110

North King County: 85

South King County: 110

We also shared the survey with SnoTrac to ensure our partners in Snohomish County were reached.

In the week where our coordinators had rack cards and ORCA cards to share at their outreach events, they made direct contact with the following number of contacts:

Eastside: 65

North and South King counties did not have scheduled events between the time materials were provided and the survey closed.

How the partnership went overall

We love working with Sound Transit! It will be helpful moving forward if we have more lead time between the initial ask and when we need to implement our engagement activities. Our newsletters go out each week on a schedule, so if we have a couple of weeks' lead time, it will be helpful to ensure the information is sent at an optimal time. It's also great to send information out more than once if there is a survey - once to announce the opening, and again as a reminder to complete the survey before it closes.

What tools were useful for your engagement work

The most helpful tools were the companion guides, the survey link the information about the virtual session on July 21st, and Sound Transit's description of the survey. The ORCA cards were also helpful, but we did not have many outreach events planned between the time they were provided and the date the survey closed.

What tools you wish had been provided

The tools provided were fine, but what would have made this a more successful engagement practice is more lead time between when materials were provided and the close of the survey.

How we can be better partners for future opportunities

The pre-meeting and presentation about the proposed service changes was very helpful as it gave more in-depth information. We are always happy to help increase community engagement with our community, and while we appreciate the stipend, we would honestly do this work anyway. We just need more time to plan so we can be intentional with where and how we share information.

Tenant Organizers & Advocates

From the beginning, I made Sound Transit a priority by incorporating it into my community roundtables, and outreach efforts. I have also distributed information to residential buildings with more than 2,000 tenants to ensure that residents are informed and have an opportunity to share their concerns and perspectives. While I continue to work closely with the Filipino community and remain committed to that work, I intentionally broadened my outreach to ensure that Sound Transit was incorporated at the very beginning of my community engagement efforts and remained an important part of the conversations I was having with residents.

I connected with nearly 300 community members through my outreach and engagement efforts. Although Sound Transit was only available for approximately three weeks, I understood that this was a limited amount of time. Despite the short timeframe, I made the extra effort to ensure Sound Transit was included in my outreach and community conversations. I reached out through tabling and roundtables, and direct engagement with residents to gather their voices and concerns. This work is important to me, and I was committed to doing everything possible within the limited time to make sure our communities were heard.

Morning Star Korean Cultural Center

Have not shared report back by 9/1/26

Filipino Community Seattle

Have not shared report back by 9/1/26





E

APPENDIX

Email comments

Date	Complaint / Route	Email Text
July 9	560	As a regular rider who has relied on the 560 route for nearly 9 years, I am following up on recent transit updates and my actual, on-the-ground experiences trying to navigate these changes locally. I have a few specific operational questions and concerns regarding how these systems are supposed to work in practice: 1. 560 Route Adjustments & Community Stations: With 560 effectively bypassing neighborhood stops and funneling everyone to the Bellevue Transit Center (TC), long-term residents are losing direct access. This completely shatters the convenience of the old neighborhood stops, like the one near the Bellevue Way Safeway where we used to hop on smoothly with luggage. 2. The 550 / Local Transit Disconnection (e.g., Going to the Library): Given that we cannot realistically rely on the long wait times of local shuttles like BellHop for daily mobility, I really need to understand how we are supposed to get around now that local options like 550 have changed. For instance, just trying to get from Bellevue Way & Main Street to the librarynow forces a tedious, multi-step journey–such as having to catch a 556 just to go up to the TC, only to transfer again to another line (like the 532, 535, 226, 250, or 270). This highlights how the local routing changes severely impact everyday non-airport trips. 3. The Reality of Free Local Shuttles (BellHop & Light Rail Shuttle): BellHop: While additions like the new fleet are nice, the practical reliability during evening hours completely breaks down. For instance, when I requested a ride around 7:30 PM–even though the app indicated the service wasn't too busy–I was met with a 36-minute wait time and 6 stops ahead in the queue. Combined with a 30-minute wait for the connecting 550 (meaning a departure no earlier than 8:05 PM), it rendered the service practically unusable, forcing me to just walk instead. I'd like to clarify: are passengers realistically expected to rely on this with check-in luggage or grocery hauls, or does it completely buckle under regular demand? Light Rail Shuttle: Operating on a first-come, first-served basis with roughly a 10–15 minute wait (and no real-time app tracking or fixed schedule), it introduces a lot of uncertainty for daily connections coming off the light rail back toward Bellevue Way & Main St. 4. 2027 560 Service Increases & Board Approval: Regarding the plan to increase 560 frequencies by 2027, how exactly does the Sound Transit Board approval process work for these changes? Given that last summer's Saturdays saw unprecedented, record-breaking crowding levels, relying on future adjustments without a solid interim solution leaves daily transit riders in a very difficult transition period. I'd appreciate your insights on how these gaps are being addressed for regular riders who rely on these routes day in and day out.
July 21	2027 Service Plan	Dear Sound Transit Service Planning Team, I'm writing to follow up on my recent submission to the 2027 Service Plan Survey, and to share more fully why this effort matters so much to me and to my neighbors. For your reference, I've attached a copy of my full written survey response to this email.
July 22	560	I just took the ST 2027 service change survey. I'm excited to see the increase in frequency and potential drop of the duplicative "west seattle" (read: Burien and White Center) stops. Has there been any discussion of also eliminating the Airport loop on the 560 to further increase frequency and consistency? Since the S1 will eventually shift to that routing, why can't we currently reroute to Tukwila Station? Even with having to get off 518, it could significantly increase travel times for 560 riders between Burien and Renton/ Bellevue. I regularly take the 560 on weekday evenings when the bus can sit for 20+ minutes on Arrivals Dr in traffic to let on a measly 1-2 passengers who could've easily transferred to the 1 line during that waiting period. And with the 1 and 2 line connected, getting from the airport to Bellevue has many more options. And there are plenty of buses serving Burien from the airport (1 Line to F Line, Metro 161). Part of the sell of S1 was that as facilities came online during construction, we could see service improvements on the 560. I'm glad to see a small step towards that with elimination of the West Seattle stops, but want to understand why we can't do more to improve 560 speed an reliability?
July 22	2027 Service Plan	ST service planning, Thank you for sharing the service change proposals. This note will provide comments and suggest alternatives. There will be overlap with concepts I provided over the past few years. The 2026 service plan was very disappointing. The 2027 service plan has time to integrate better. Please do so. It should be about optimizing the network subject to the constraints of budget, rights of way, and buses. It is about the minutes and millions. The minutes include walking, waiting, and in-vehicle time. The network efficiency should include the use of platform hours, especially long empty deadhead trips. ST should consider following the golden rule of Link integration; the ST bus network should integrate with Link (and Sounder) as it would have its partner transit agencies integrate. Examples include how Metro and CT integrated with Link in 2016, 2021, and 2024. Riders want to connect with Link; riders like Link for its speed, frequency, and market penetration of dense urban markets with paid parking and strong two-way all-day demand for transit. The King County network was stronger when routes 41, 71, 72, 73, 76, 77, 301, 304, 308, 312, and 316 no longer competed with Link and their hours were used to provide more local service.

Date	Complaint / Route	Email Text
July 22	560	I just took the ST 2027 service change survey. I'm excited to see the increase in frequency and potential drop of the duplicative "west seattle" (read: Burien and White Center) stops. Has there been any discussion of also eliminating the Airport loop on the 560 to further increase frequency and consistency? Since the S1 will eventually shift to that routing, why can't we currently reroute to Tukwila Station? Even with having to get off 518, it could significantly increase travel times for 560 riders between Burien and Renton/ Bellevue. I regularly take the 560 on weekday evenings when the bus can sit for 20+ minutes on Arrivals Dr in traffic to let on a measly 1-2 passengers who could've easily transferred to the 1 line during that waiting period. And with the 1 and 2 line connected, getting from the airport to Bellevue has many more options. And there are plenty of buses serving Burien from the airport (1 Line to F Line, Metro 161). Part of the sell of S1 was that as facilities came online during construction, we could see service improvements on the 560. I'm glad to see a small step towards that with elimination of the West Seattle stops, but want to understand why we can't do more to improve 560 speed an reliability?
July 30	522	Why the removal of the 522 leg from Roosevelt? I need to arrive in Woodinville around 5:40 at the stop just before the park and ride. With your changes, I and at least 20 other people on this route aren't going to make it to our Jovs on time.





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Last Updated: October 22, 2026

Title VI Service Equity Analysis
2027 Service Plan

Last Updated: October 22, 2026

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), Sound Transit's 2026-2028 Title VI Program, and the Sound Transit Board of Directors.

The 2027 Service Plan service equity analysis evaluates the potential service changes to ST Express bus service in Pierce, Snohomish, and King counties. Consistent with Sound Transit's adopted *Disparate Impact and Disproportionate Burden* policy (Board Resolution No. R2022-19), a Title VI service equity analysis was completed with two levels of analysis.

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

The 2027 Service Plan is scheduled for Board review in fall 2026. The 2027 Service Plan includes major service changes, such as multiple changes to Route 560 (truncation at Burien Transit Center and improved service), and the truncation of Route 510 and 512 at Everett Station (select trips).

The **individual route analysis** for bus changes **did identify a disparate impact for the Route 560 proposed change on protected populations. The systemwide analysis did not identify disparate impacts or disproportionate burdens.**

Planned mitigations include increased service levels on Route 560 (Burien Transit Center to Bellevue Transit Center), every day of the week. On weekdays, service will be improved to every 20 minutes during the day and 30 minutes in the evening from 30 minutes during the day and 60 minutes in the evening. On weekends, service would double, with trips every 30 minutes (instead of 60 minutes). This improved service level is achieved through operating resource savings from the proposed truncation at Burien Transit Center. The route would no longer serve stops between Westwood Village and Burien Transit Center.

Another planned mitigation is King County Metro's RapidRide H Line, which provides service between Westwood Village and Burien Transit Center, the segment of Route 560 that is proposed to be removed. RapidRide H Line's level of service exceeds existing and proposed Route 560 service, with trips every 10 minutes for most of the day of weekdays, and every 15 minutes for most of the day on weekends. The H Line's span of service also exceeds Route 560's current and proposed span. Sound Transit would coordinate Route 560's schedule with the H Line to ensure there are no gaps in service.

Table 1 summarizes the results of the Title VI service equity analysis for the 2027 Service Plan. Additional details are included in the following analysis.

Last Updated: October 22, 2026

Table 1: Summary of major service changes in the 2027 Service Plan Title VI Service Equity Analysis

Route	Service Change	Title VI Protected and Low-Income Populations	Adverse effects	Disparate impact[1]	Disproportionate burden[2]	Mitigations
510	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	**Minority -** District Average: 44.6% Existing Route 510: 42.8% New Route 510: 42.8 % **Low Income –** District Average: 19.5% Existing Route 510: 22.6% New Route 510: 22.6%	Yes	No	No	N/A
512	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	**Minority -** District Average: 44.6% Existing Route 512: 39.7% New Route 512: 39.7% **Low Income –** District Average: 19.5% Existing Route 512: 19.6% New Route 512: 19.6%	Yes	No	No	N/A
560	Increase Service, Shorten to Burien Transit Center	**Minority -** District Average: 44.6% Existing Route 560: 55.7% New Route 560: 55.9% **Low Income –** District Average: 19.5% Existing Route 560: 23.3% New Route 560: 23.7%	Yes	Yes	No	Improved service frequency on all day types. Schedule coordination with RapidRide H Line, which provides more frequent replacement service between Westwood Village and Burien Transit Center.

[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.

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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 and low-income populations to ensure that changes to transit service are consistent with the Civil Rights Act of 1964, DOT Title VI regulations (49 CFR Part 21), FTA 4702.1B and policies adopted by the Sound Transit Board of Directors.

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. Sound Transit's definition of low-income is at or below 200 percent of the federal poverty level.

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

Last Updated: October 22, 2026

Definitions and Data Analysis

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI and non-Title VI populations within the Sound Transit service area.

Demographic Analysis Methodology and Data Definitions

Sound Transit uses census demographic data to identify distinct 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 and the most recent five-year demographic estimates available from American Community Survey (ACS) to geographically assess Title VI and non-Title VI populations . The following sections describe the methodology for identifying distinct 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 and Low-Income Population Estimates

Using the demographic analysis and definitions previously outlined in this section, percentages for Title VI and low-income populations for the Sound Transit service area are identified by census tract and the Sound Transit District[3] overall. Table 3 shows Title VI and low-income population averages for the Sound Transit District using the American Community Survey five-year estimates 2024 dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine whether mitigations should be explored, 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 and low-income populations

Title VI Protected and Low-Income Populations	Percentage of District Populations
Minority	44.6%
Low-Income	19.5%
Limited English Proficiency	10.9%

The maps below (Figures 1-3) show the current 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 population**, to compare the percentage of these populations in the individual route's service areas. The transit service area buffer illustrates how Sound Transit service and stops are sometimes outside of the District area.

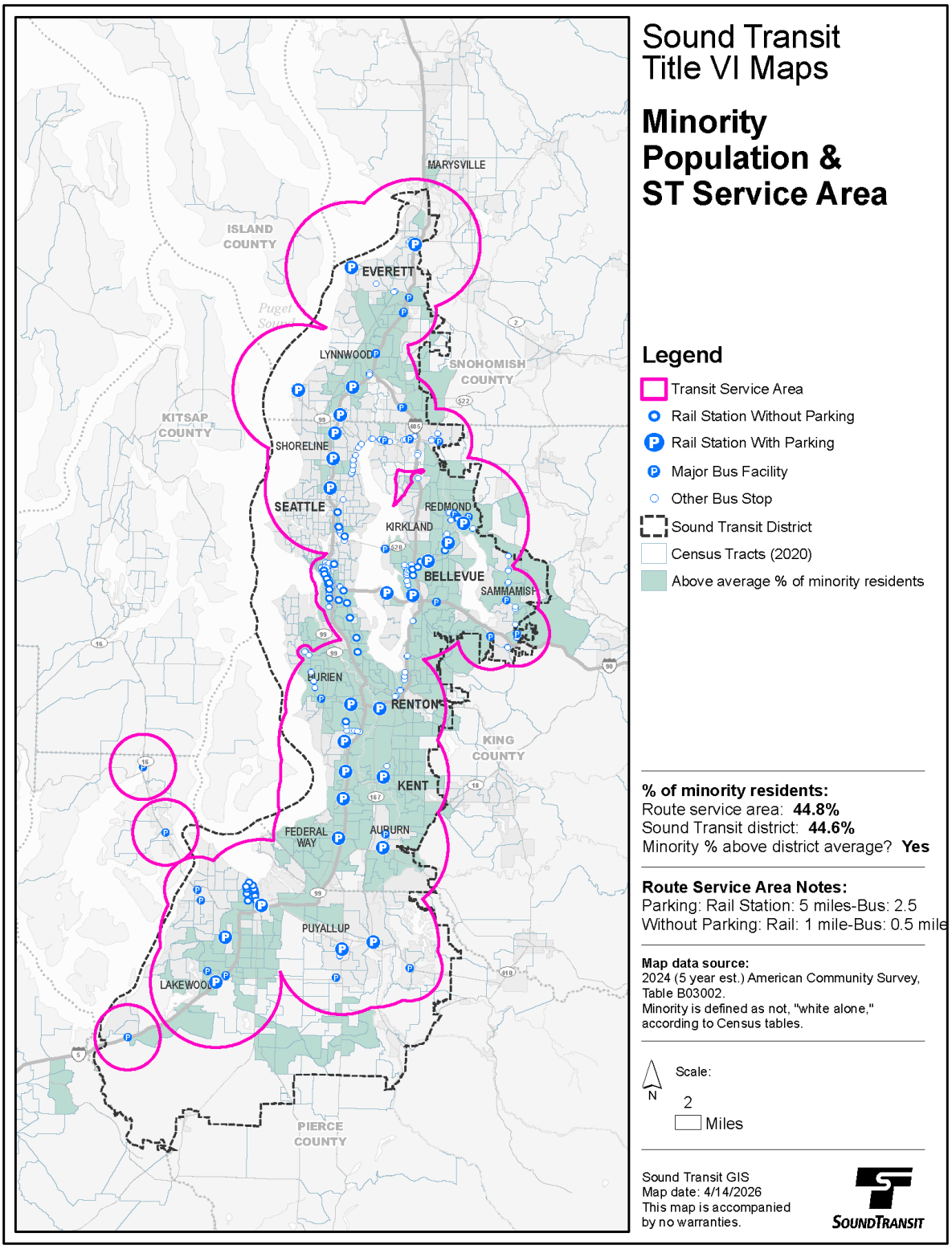


Figure 1: Map of Title VI minority population for Sound Transit service area

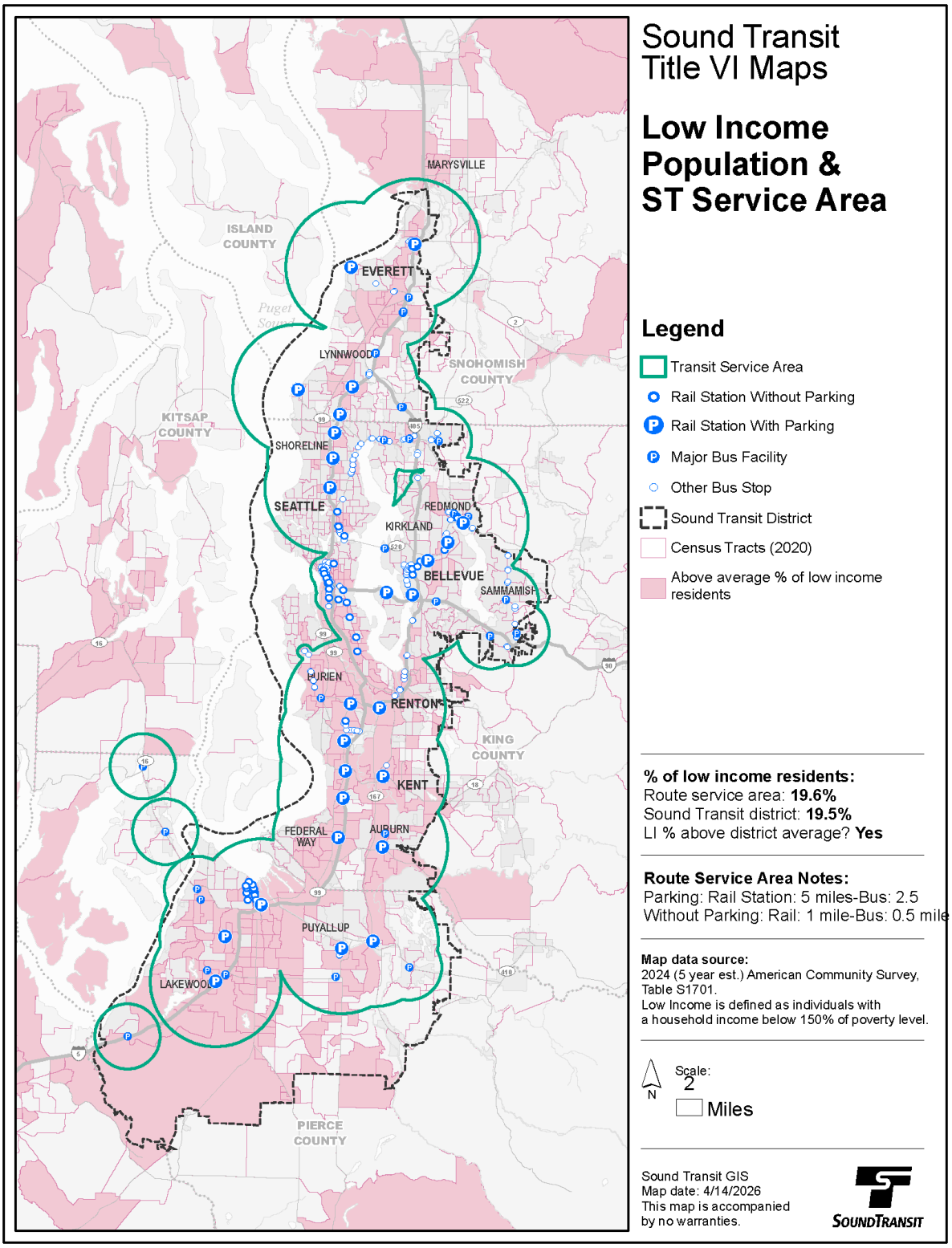


Figure 2: Map of low-income population for Sound Transit service area

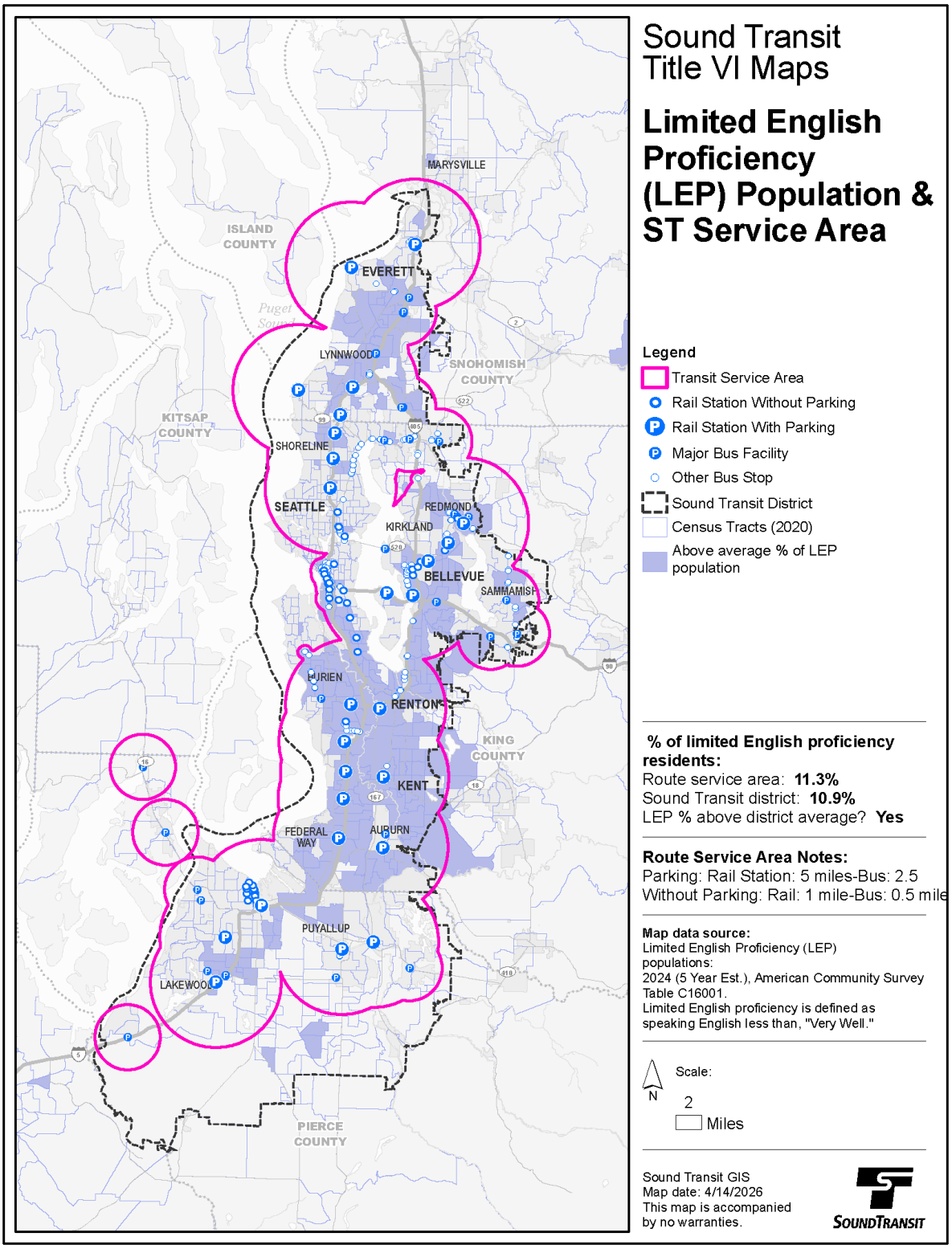


Figure 3: Map of Title VI Limited English Proficiency (LEP) population for Sound Transit service area

Title VI Protected and Low-Income Populations by Route

Table 4 (below) displays the Title VI protected and low-income populations by route for each of Sound Transit's service types. Title VI protected and low-income routes are highlighted when they are five percentage points greater than the Service District 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 and low-income population by route (2024 population data)[4]

Route	Minority Population	Low-Income Population	Limited English Proficiency (LEP)
ST Express Bus			
510	42.8%	22.6%	11.7%
512	39.7%	19.6%	10.7%
513	45.5%	21.8%	14.9%
515	43.6%	19.8%	10.4%
522	34.4%	13.3%	7.6%
532	45.0%	19.6%	13.7%
535	42.8%	14.6%	11.4%
542	**52.0%**	15.5%	12.7%
545	**52.1%**	15.7%	12.0%
547	**55.1%**	16.1%	13.7%
550	**53.6%**	17.8%	13.2%
554	**52.4%**	14.6%	12.0%
556	**50.0%**	14.1%	11.9%
560	**55.9%**	23.7%	**18.2%**
566	**57.3%**	21.6%	**17.7%**
570	**62.3%**	**29.0%**	**18.8%**
574	**55.9%**	**31.6%**	15.4%
577	**56.2%**	**27.4%**	14.8%
578	47.6%	**24.9%**	12.9%
580	29.5%	18.6%	5.3%
586	**52.4%**	**32.6%**	13.8%
590	48.3%	**27.1%**	8.9%
592	**52.5%**	**29.6%**	10.1%
594	**50.4%**	**29.9%**	9.9%
595	38.6%	22.3%	6.5%
596	22.8%	14.0%	3.6%
597	**57.5%**	**31.2%**	**16.3%**
Commuter Rail			
Sounder North	39.2%	21.5%	11.0%
Sounder South	49.3%	**24.7%**	12.6%
Light Rail			
1 Line	46.8%	20.9%	12.3%
2 Line	42.8%	15.7%	9.7%

[4] Protected and non-protected population statistics for routes that have service area changes (routes 510, 512, and 560) reflect the service area after the change.

Tacoma Link	43.6%	**25.3%**	9.1%
Averages			
Sound Transit District Average	**44.6%**	**19.5%**	**10.9%**

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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]**
510	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
512	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
560	Increase service. Shorten route to Burien Transit Center.	Major	Yes	Yes	No

[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 will result from the percentage of the adversely affected minority or low-income population in the service area of the line or route exceeding 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 is altered by a 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 2026 Weekly Revenue Hours	Fall 2027 Weekly Revenue Hours[7]	Percentage Change	Stop Removal	Type of Change
Route 510: Shorten to Everett Station	195	194	-0.3%	Yes	Major: Routing Change
Route 512: Shorten to Everett Station	696	692	-0.5%	Yes	Major: Routing Change
Route 560: Increase service and shorten to Burien Transit Center	655	758	+14.6%	Yes	Major: Routing Change; Service Frequency Increase

[7] Some changes may be implemented sooner than fall 2027 (spring 2027) but fall 2027 is when we expect all the proposed changes to have been implemented.

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Route 510 | Shorten select trips to Everett Station

Description of Proposed Major Service Change

Two early morning weekday trips[8] on Route 510 serve stops in downtown Everett. Due to low ridership and to simplify service, we are proposing to discontinue service to these stops. Southbound early-morning Route 510 would no longer serve stops in Everett at Hewitt Ave & Fulton St, Hewitt Ave & Lombard Ave, Wetmore Ave & Wall St, and Pacific Ave & Rockefeller Ave.

This change, if adopted, would take effect when the future overnight route between Everett and Seattle begins.

Service Levels

Current Service

On weekdays in the morning, Route 510 runs southbound trips every 15-20 minutes. In the afternoon and evening, there are northbound trips approximately every 20 minutes. There is no service on weekends.

Proposed Service

With this proposal, the service levels on Route 510 would not change. The span in the morning would be minimally reduced.

Table 7: Approximate frequencies for Route 510 current and proposed service

Approximate Frequencies		
	Current Route 510 Everett - Seattle[9]	**Proposed Route 510 Everett - Seattle**
Weekdays	4:05 to 8:40 a.m., 2 to 6:30 p.m.	4:11 to 8:40 a.m., 2 to 6:30 p.m.
Early A.M.	15-30 min.	15-30 min.
A.M. Peak	15-20 min.	15-20 min.
Midday	3 trips starting at 2 p.m.	3 trips starting at 2 p.m.
P.M. Peak	20 min.	20 min.
Evening	2 trips	2 trips

Table 8: Weekly revenue hours for Route 510 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	195	194	-0.3%

[8] Route 510 only operates on weekdays.

[9] Everett Station to Seattle with select trips to downtown Everett.

Route 510 would have 194 weekly revenue hours, a decrease of 0.3% (Table 8).

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Adverse Effects & Benefits

Adverse Effects

This proposal results in adverse effects because it removes early morning service from the segment of the route between Hewitt Ave and Fulton St and Everett Station. Community Transit and Everett Transit do not currently run service between stops in downtown Everett and Everett Station in the early morning.

Benefits

All Route 510 trips would follow a consistent stop pattern and serve the same locations. The streamlined alignment improves route clarity and is more approachable to passengers. This change, if adopted, would advance the transition of regional connections to Everett Station in advance of the future Everett Link Extension network.

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, multiple stops are removed (in downtown Everett), so there is an adverse effect because the change is a reduction in service access. The minority populations and low-income populations served by Route 510 do not exceed the Sound Transit District average by more than 5%, so there are no findings of disparate impact or disproportionate burden.

- **No disparate impact:** The minority population of Route 510 does not exceed the District average by at least five percentage points (table 9).
- **No disproportionate burden:** The low-income population of Route 510 does not exceed the District average by at least five percentage points (table 9).

Table 9: Title VI and low-income populations in the Sound Transit District and the Route 510 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	44.6%	19.5%	11.3%
510 Service Area Before Proposed Change	42.8%	22.6%	11.7%
510 Service Area After Proposed Change	42.8%	22.6 %	11.7 %
Difference	0.0 %	0.0 %	0.0 %
Exceeds percentage of the distinct population within the District by at least five percentage points	No	No	No

Last Updated: October 22, 2026

Maps

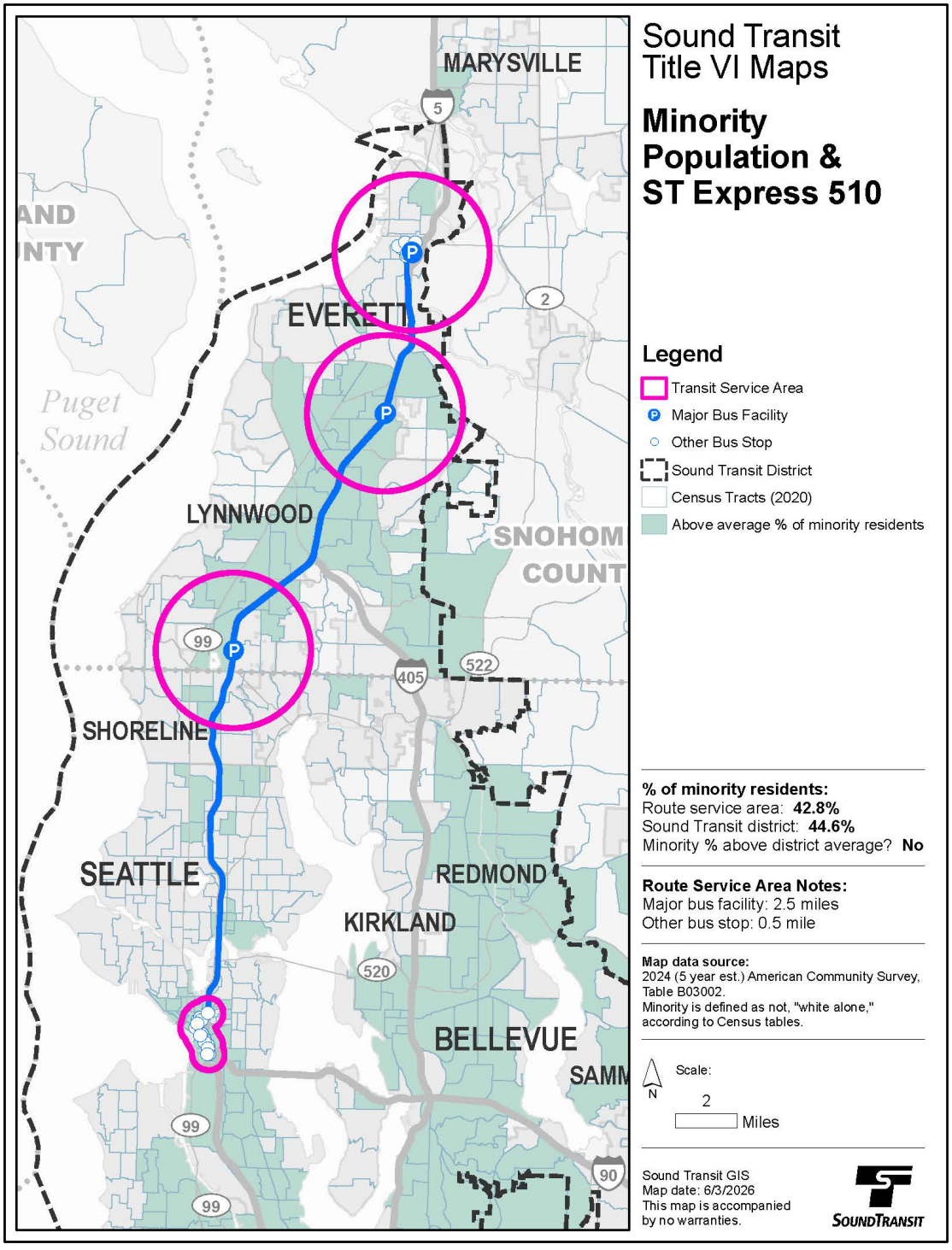


Figure 4: Map of Title VI minority population of Route 510, before the truncation of select trips at Everett Station.

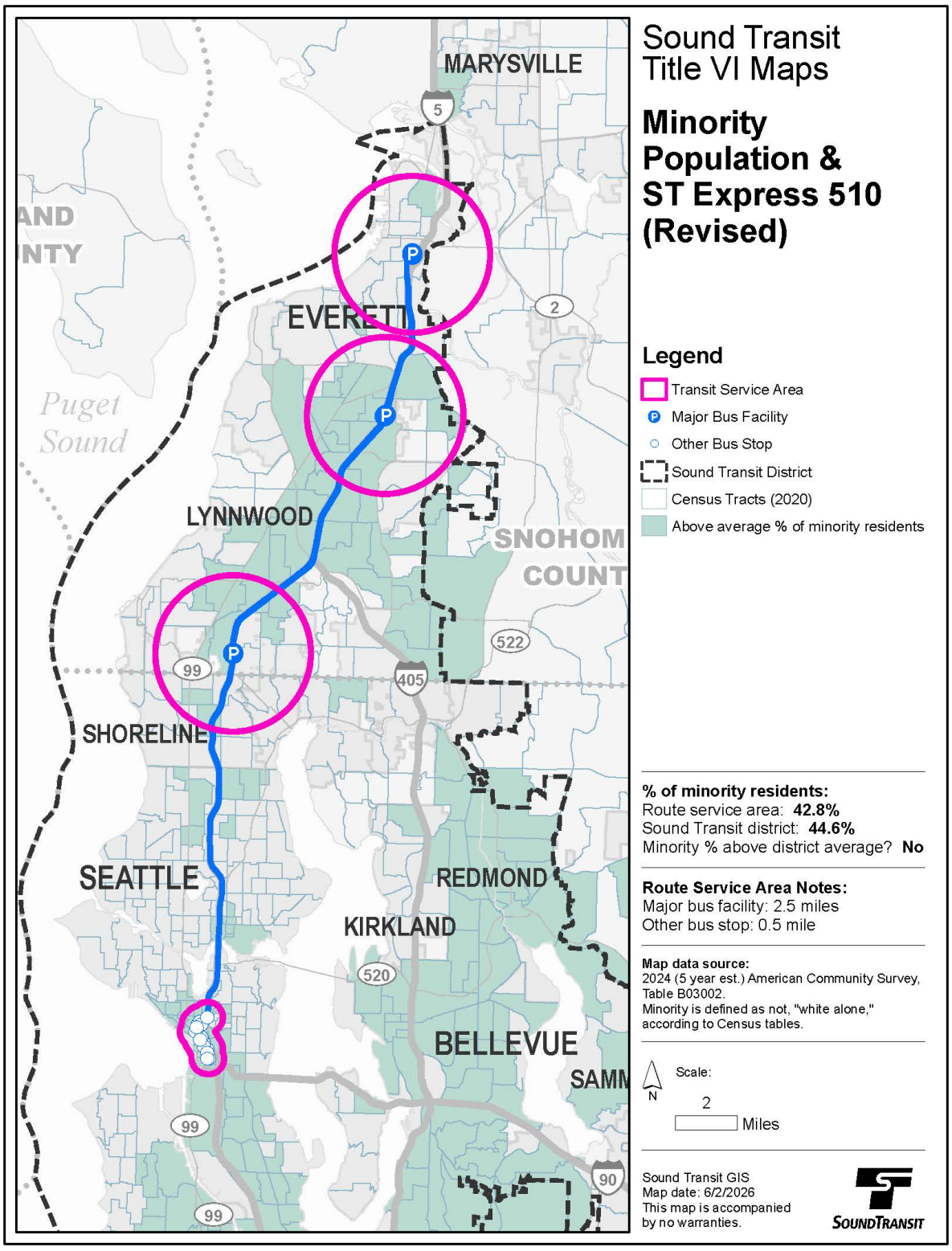


Figure 5: Map of Title VI minority population of Route 510, after the truncation of select trips at Everett Station.

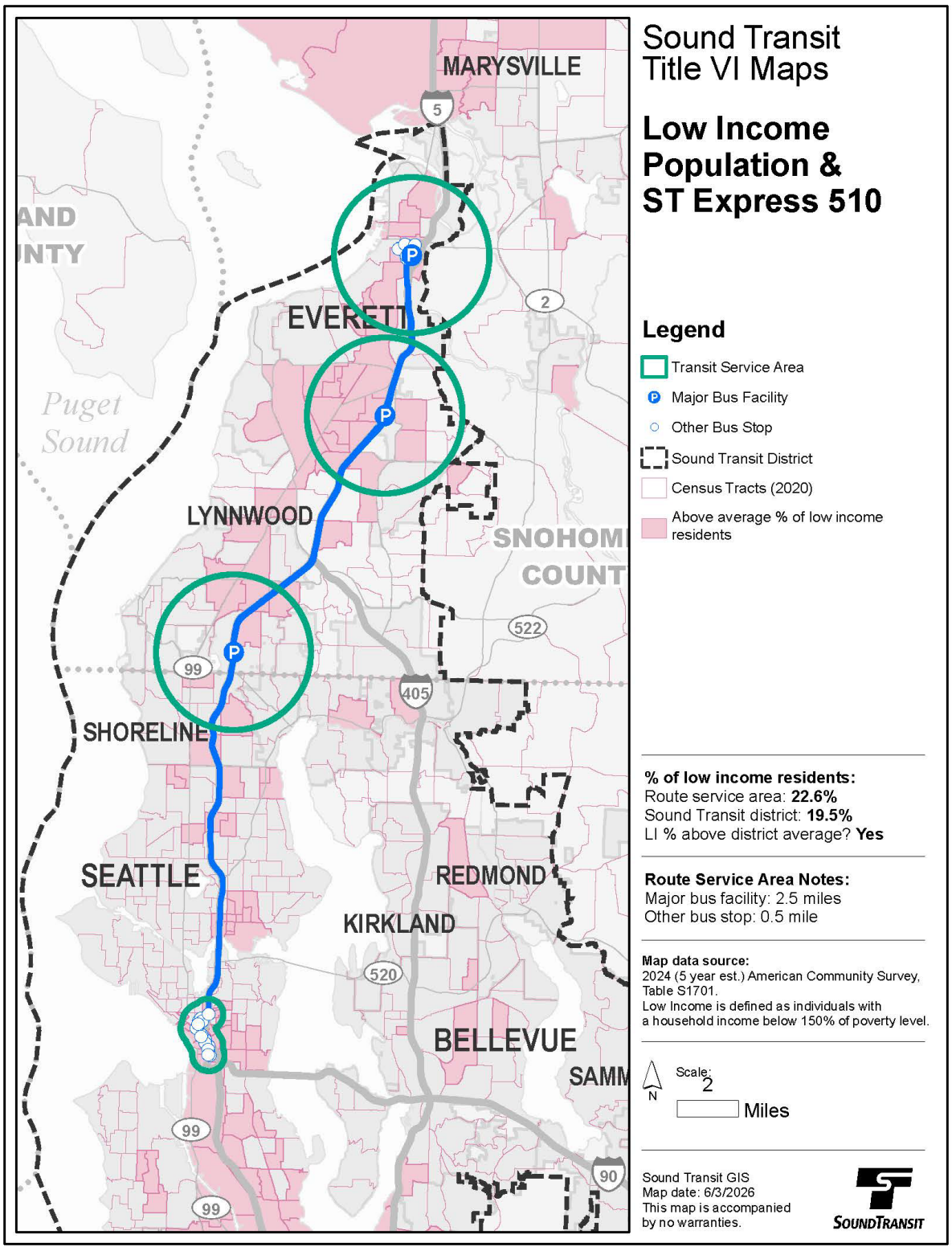


Figure 6: Map of low-income population for Route 510, before the truncation of select trips at Everett Station.

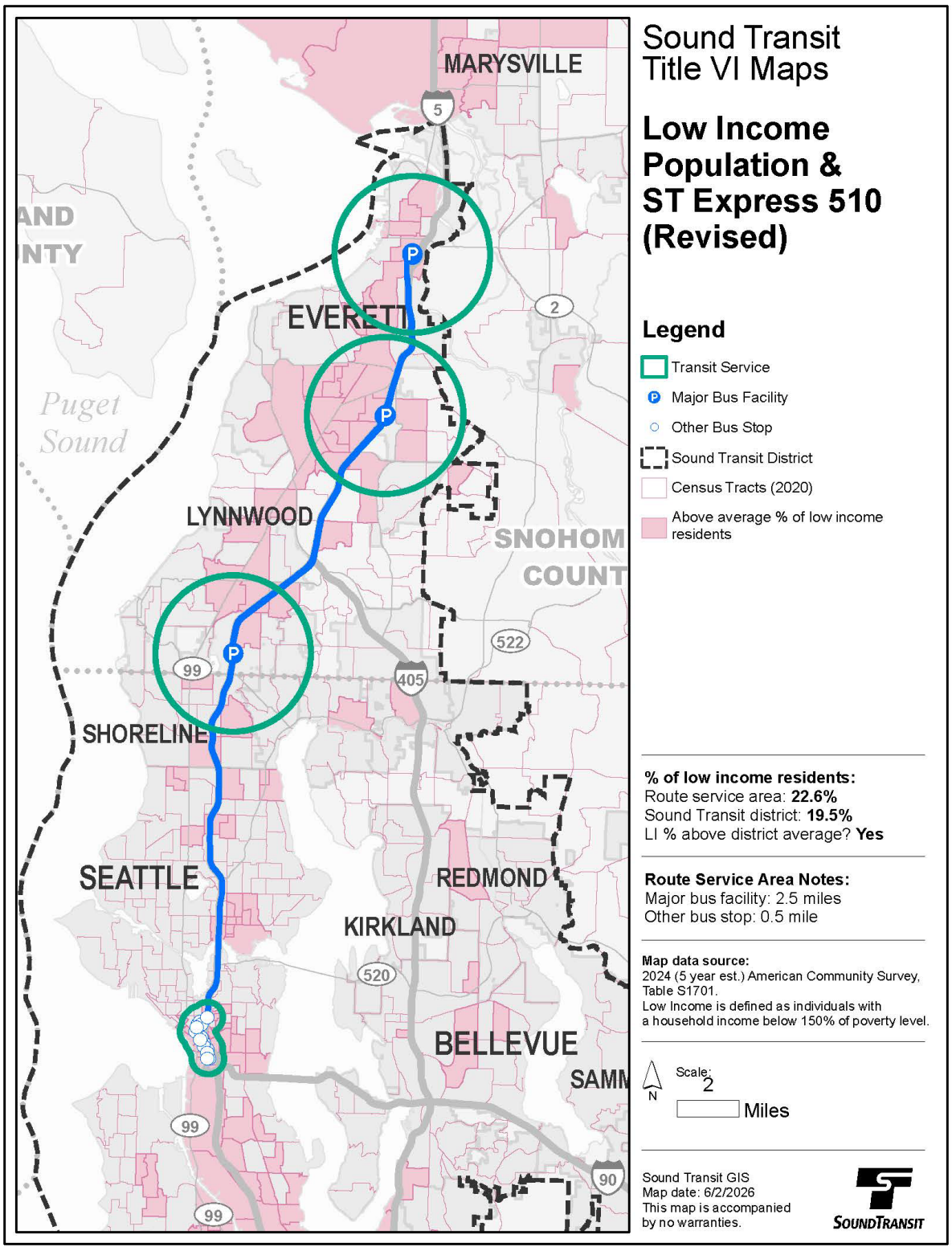


Figure 7: Map of low-income population for Route 510, after the truncation of select trips at Everett Station.

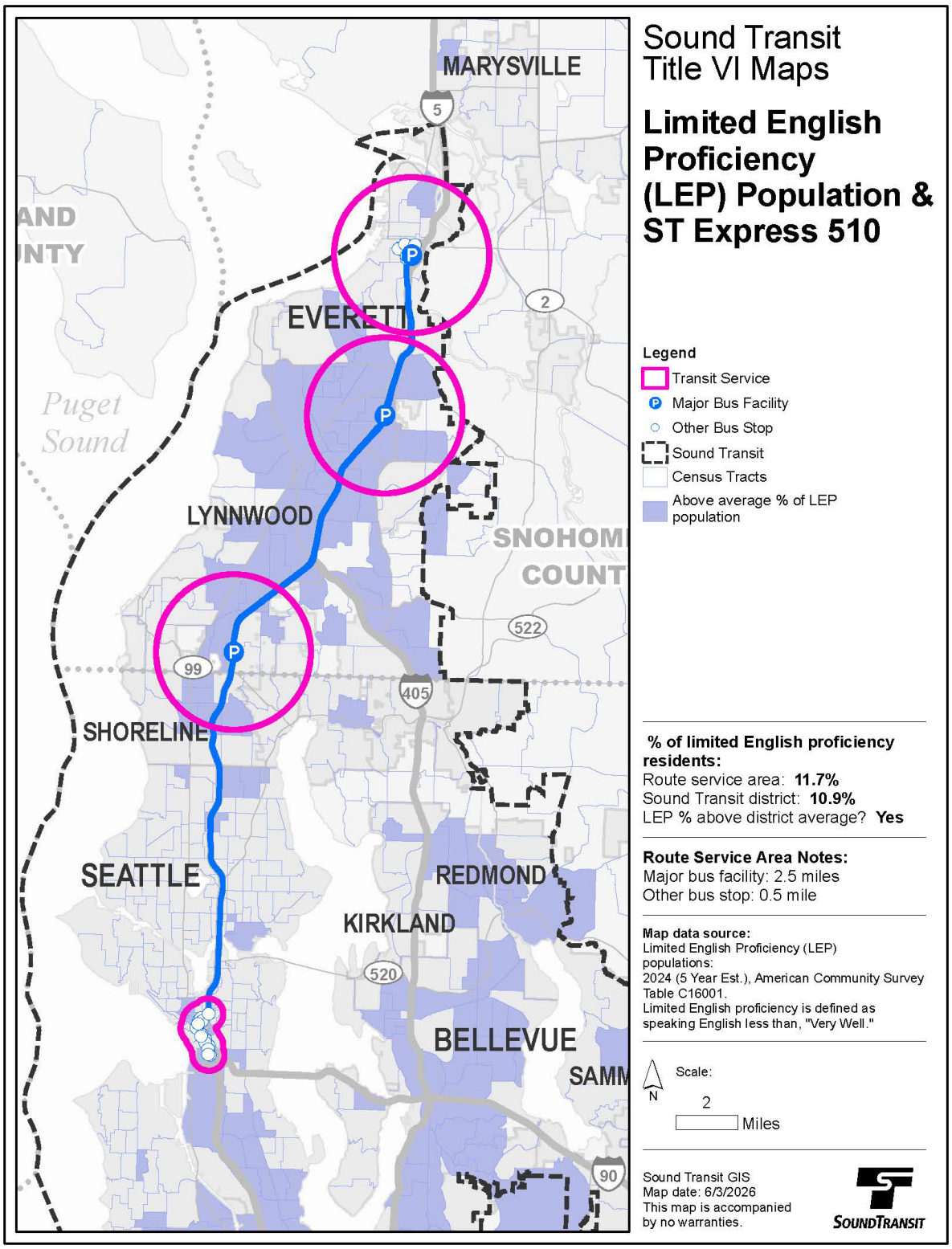


Figure 8: Map of Title VI Limited English Proficiency (LEP) population for Route 510, before the truncation of select trips at Everett Station.

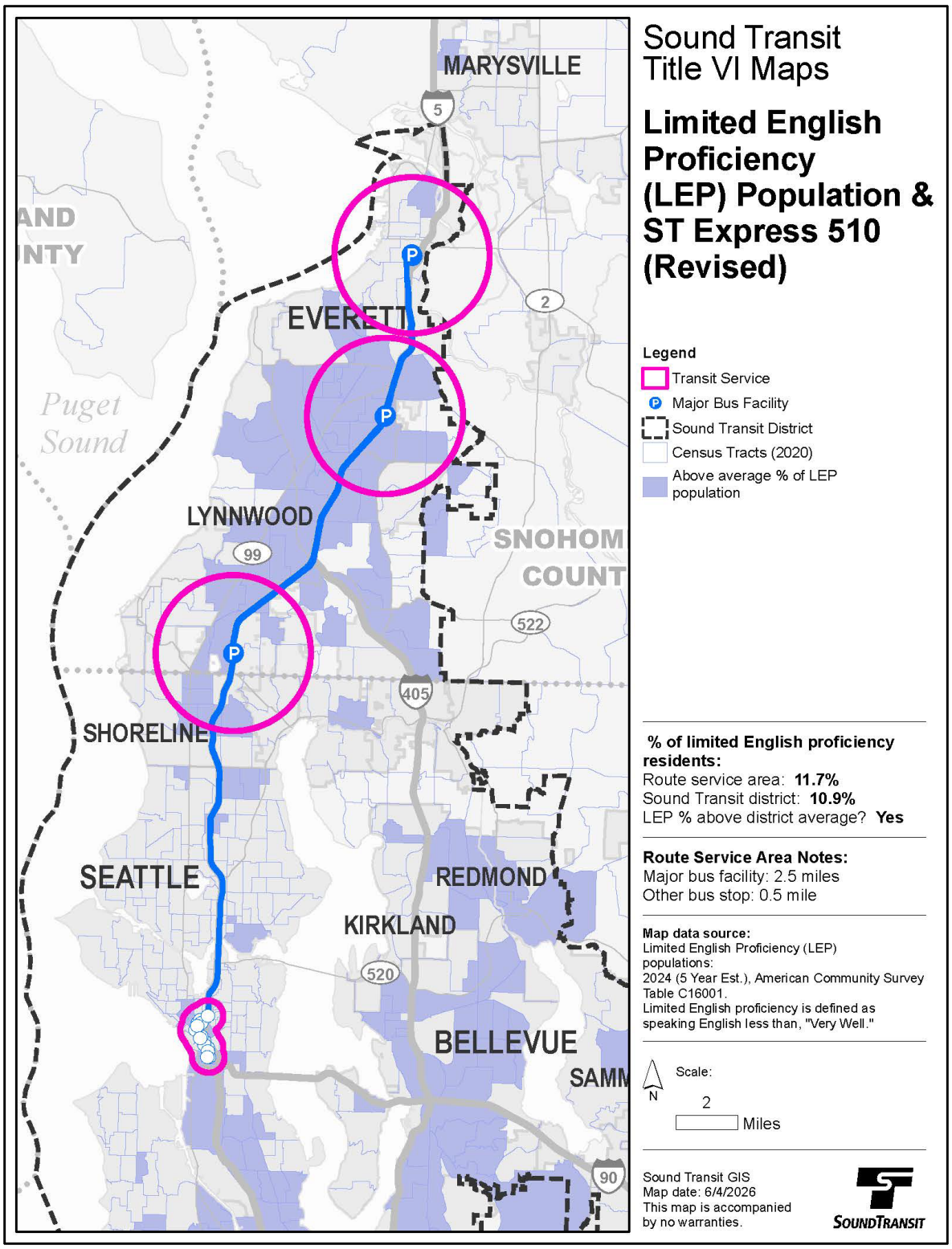


Figure 9: Map of the Title VI Limited English Proficiency (LEP) population of Route 510, after the truncation of select trips at Everett Station.

Mitigations

There are no findings of disparate impact or disproportionate burden, so mitigations are not required.

Public Input

Free-response submissions to the 2027 Service Plan survey included six comments on the proposed Everett stop changes to Route 510 and Route 512.

Respondents emphasized the importance of preserving direct Downtown Everett-Seattle service for commuters traveling before 6:00 a.m., particularly workers with early shift start times.

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of the stops north of Everett Station have adverse effects, but there is no determination of disparate impact or disproportionate burden.

Last Updated: October 22, 2026

Route 512 | Shorten select trips to Everett Station

Description of Proposed Major Service Change

Six weekday trips on Route 512 serve stops in downtown Everett. Due to low ridership and to simplify service, we propose to discontinue service to these stops. Northbound late-night Route 512 on weekdays would no longer serve stops at Pacific Ave & Rockefeller Ave, Wetmore Ave & Wall St, Hewitt Ave & Lombard Ave, and Hewitt Ave & Virginia Ave.

This change, if adopted, would take effect when the future overnight route between Everett and Seattle begins.

Service Levels

Current Service

On weekdays, Route 512 trips run every 15 minutes for most of the day. On the weekends, trips run every 15-30 minutes.

Proposed Service

With this proposal, the service frequency will remain the same. The span of service on weekdays will be slightly reduced in the late evening due to the removal of the evening downtown Everett trips.

Table 10: Approximate frequencies for Route 512 current and proposed service

Approximate Frequencies		
	Current Route 512 Everett to Lynnwood[10]	**Proposed Route 512 Everett to Lynnwood**
Weekdays	3:55 a.m.-2:05 a.m.	3:55 a.m.-1:33 a.m.
Early A.M.	15-30 min.	15-30 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.
Saturday	3:55 a.m.-1:34 a.m.	3:55 a.m.-1:34 a.m.
All day	15-30 min.	15-30 min.
Sunday	4:21 a.m. -12:41 a.m.	4:21 a.m. -12:41 a.m.
All day	15-30 min.	15-30 min.

Table 11: Weekly revenue hours for Route 512 current and proposed service

	Current Service	Proposed Service	Percent change

[10] Everett Station to Seattle with select trips to downtown Everett.

Weekly revenue hours	696	692	-0.5%

Route 512 would have 692 weekly revenue hours, a decrease of 0.5% (Table 11).

Last Updated: October 22, 2026

Adverse Effects & Benefits

Adverse Effects

This proposal results in adverse effects because it removes service from select late-night trips on the segment of the route between downtown Everett (Hewitt Ave and Fulton St) and Everett Station. At this time of day, there are no trips from other transit agencies that serve these stops.

Benefits

All Route 512 trips would follow a consistent stop pattern and serve the same locations. The streamlined alignment improves route clarity and is more approachable to passengers. The change also advances the transition toward the future Everett Link Extension network, where regional connections will be provided through Everett Station.

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, multiple stops are removed (in downtown Everett), so there is an adverse effect because the change is a reduction in service access. The minority populations and low-income populations served by Route 512 do not exceed the Sound Transit District average by more than 5%, so there are no findings of disparate impact or disproportionate burden.

- **No disparate impact:** The minority population of Route 512 does not exceed the district average by at least five percentage points (table 12).
- **No disproportionate burden:** The low-income population of Route 512 does not exceed the district average by at least five percentage points (table 12).

Table 12: Title VI and low-income populations in the Sound Transit District and the Route 512 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	44.6%	19.5%	11.3%
512 Service Area Before Proposed Change	39.7%	19.6%	10.7%
512 Service Area After Proposed Change	39.7%	19.6%	10.7%
Difference	0.0%	0.0%	0.0%
Exceeds percentage of the distinct population within the District by at least five percentage points	No	No	No

Maps

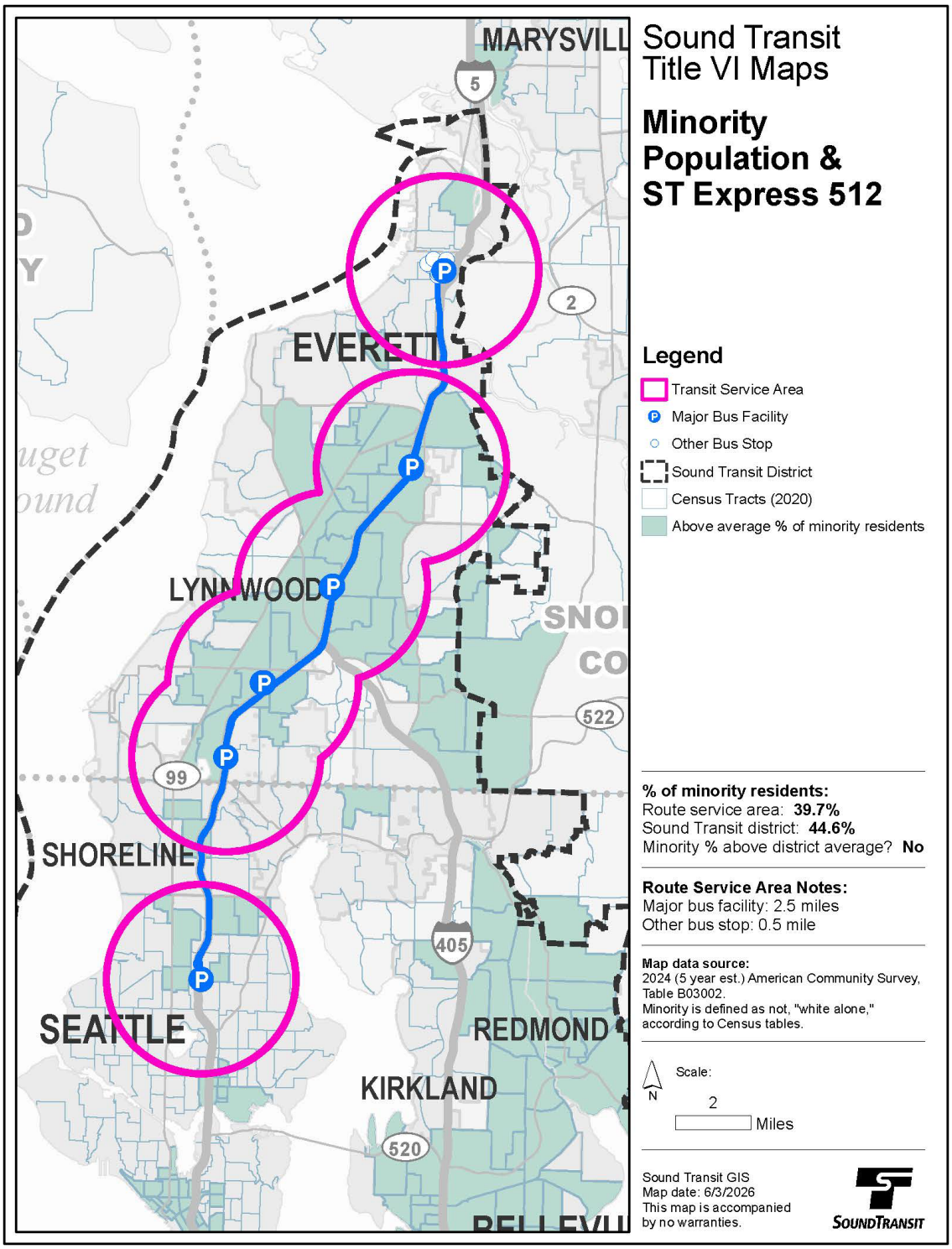


Figure 10: Map of Title VI minority population of Route 512, before the truncation of select trips at Everett Station.

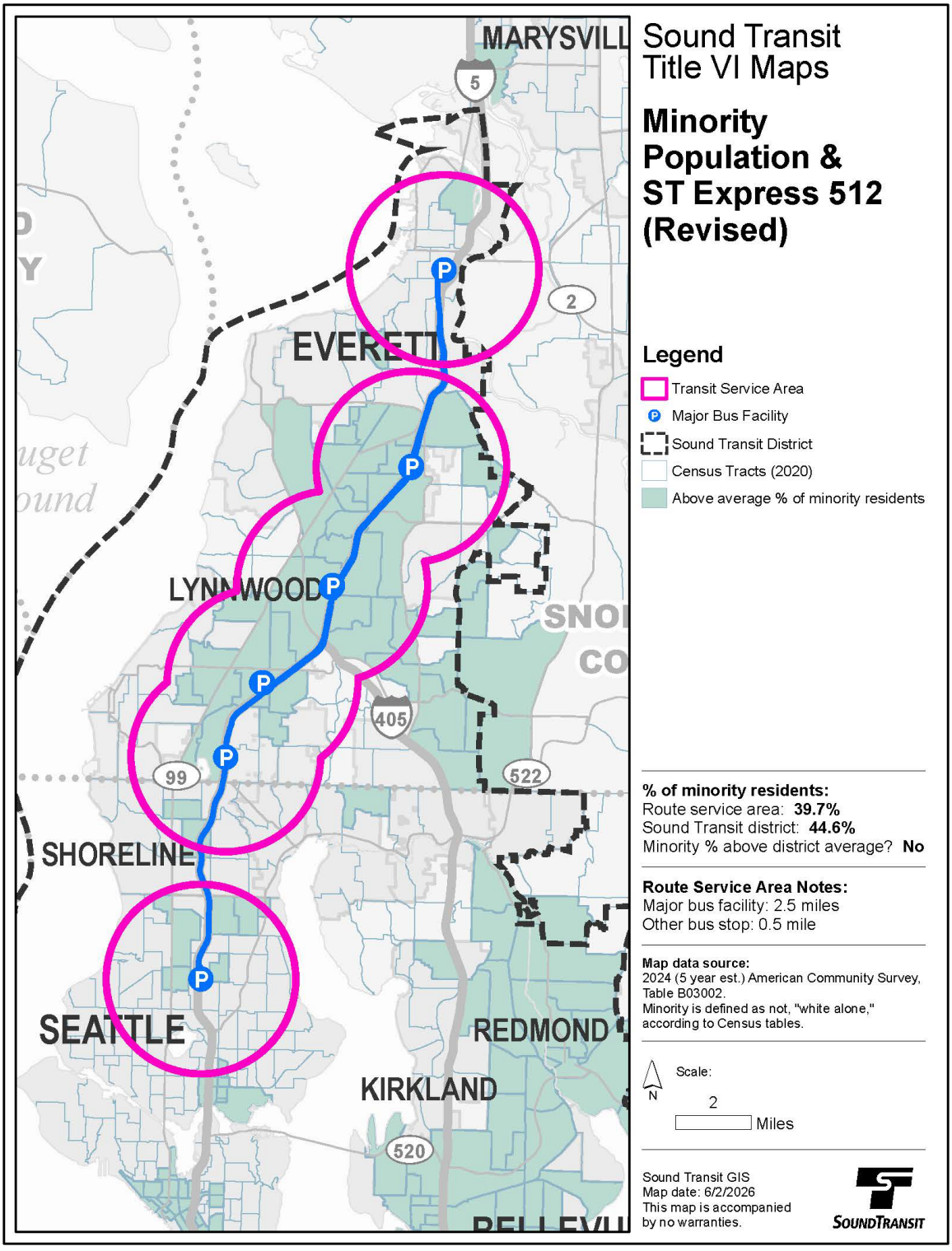


Figure 11: Map of Title VI minority population of Route 512, after the truncation of select trips at Everett Station.

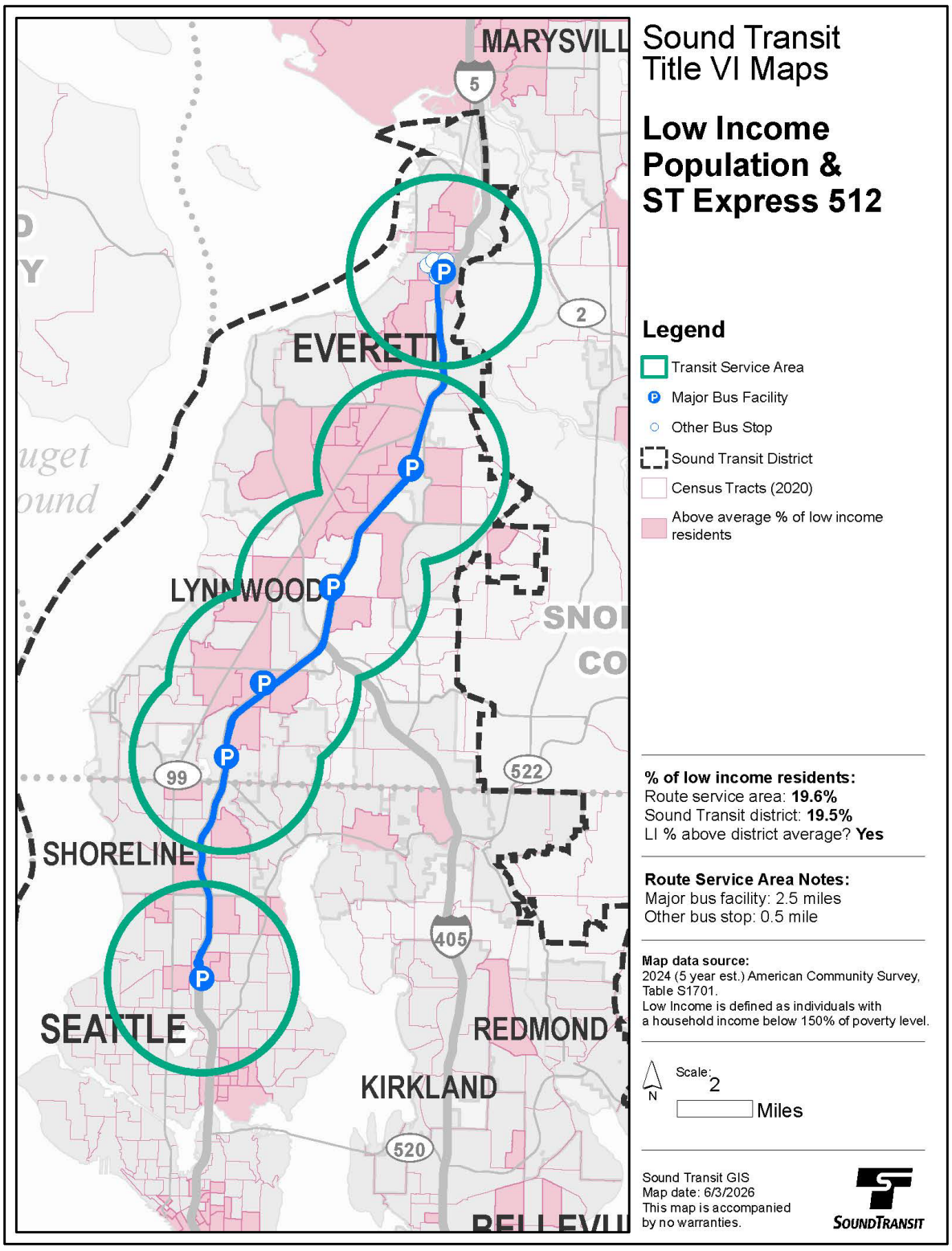


Figure 12: Map of low-income population for Route 512, before the truncation of select trips at Everett Station.

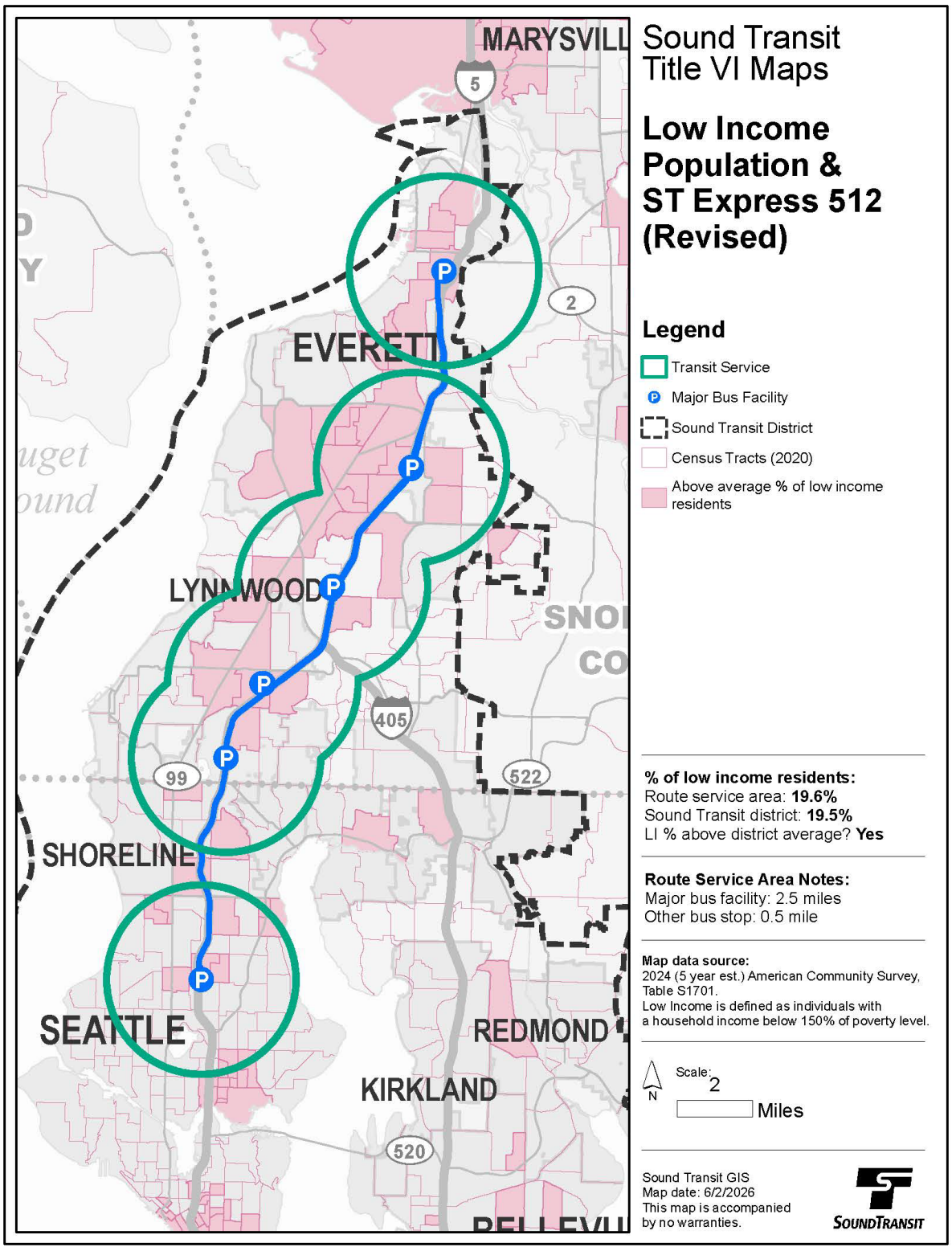


Figure 13: Map of low-income Populations for Route 512, after the truncation of select trips at Everett Station.

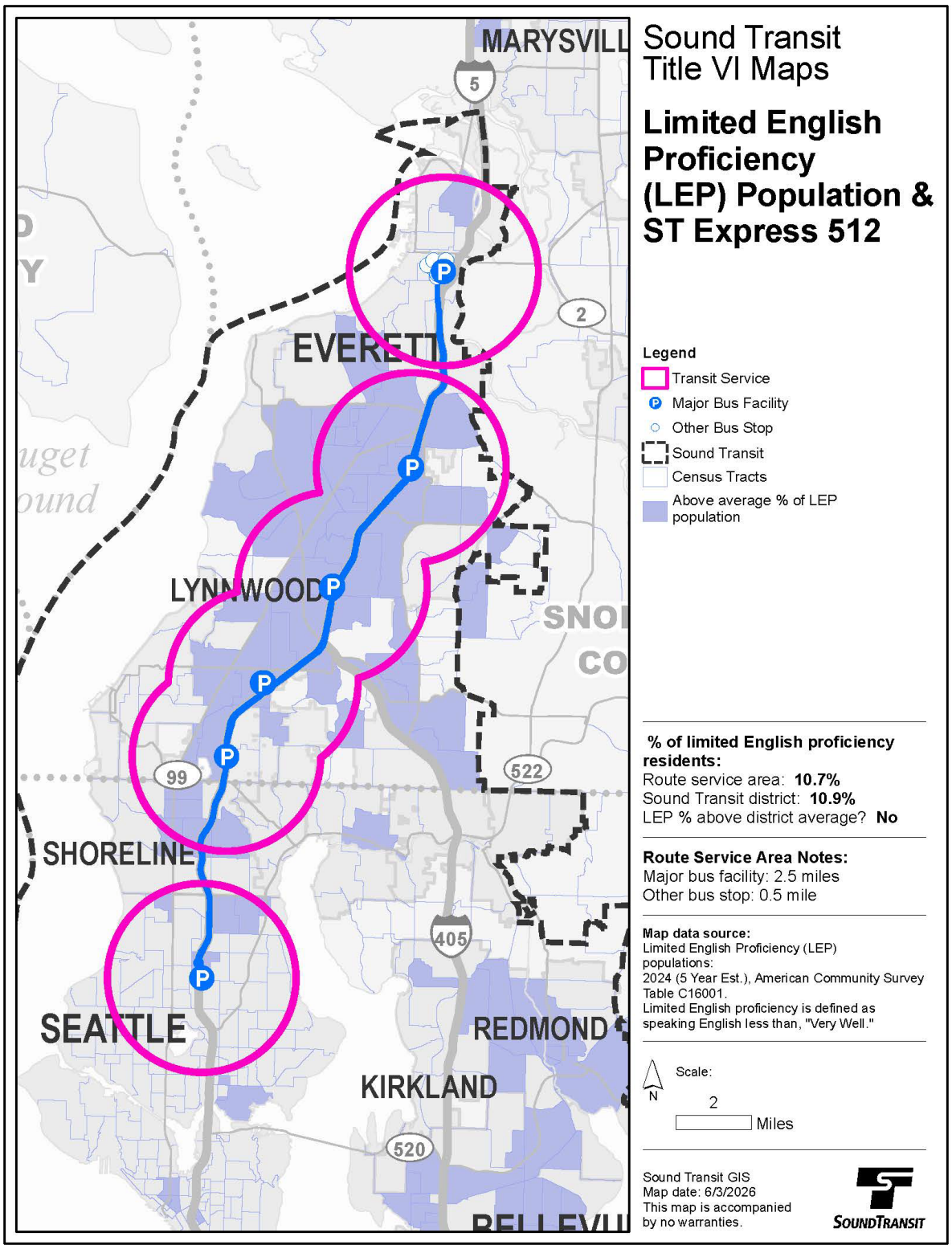


Figure 14: Map of Title VI Limited English Proficiency (LEP) population for Route 512, before the truncation of select trips at Everett Station.

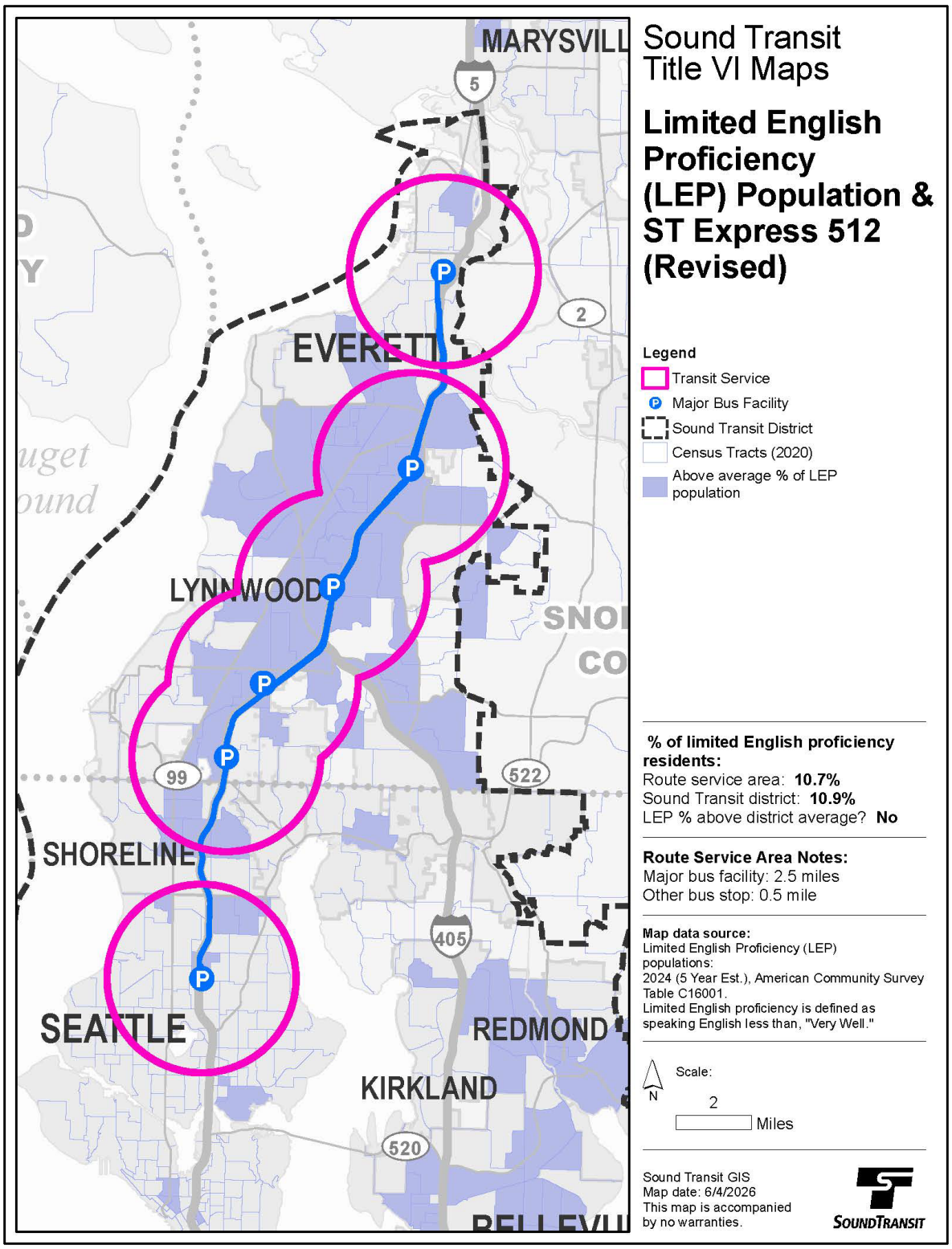


Figure 15: Map of the Title VI Limited English Proficiency (LEP) Populations of Route 512, after the truncation of select trips at Everett Station.

There are no findings of disparate impact or disproportionate burden, so mitigations are not required.

Public Input

Free-response submissions to the 2027 Service Plan survey included six comments on the proposed Everett stop changes to Route 510 and Route 512.

Respondents cited safety, accessibility, and walking-distance concerns associated with relying on Everett Station during overnight hours. Commenters described the service as low-ridership but high-value and requested that direct Downtown Everett service be maintained during late-night periods.

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of the stops north of Everett Station have adverse effects, but there is no determination of disparate impact or disproportionate burden.

Last Updated: October 22, 2026

Route 560 | Increase Service to Burien Transit Center

Description of Proposed Major Service Change

We are proposing to remove service between Burien Transit Center and Westwood Village and increase service frequency. The service frequency would be improved to 20 minutes during the day and 30 minutes in the evening on weekdays and 30 minutes all day on weekends. This new western end of line would be consistent with the future Stride S1 Line, which will replace Route 560 as soon as 2028. No changes are proposed to the span of service.

Service Levels

Current Service

On weekdays, Route 560 trips currently run every 30 minutes during the day and every 60 minutes in the evening. On weekends, Route 560 runs trips every 60 minutes all day.

Proposed Service

With this proposal, on weekdays, Route 560 would have trips every 20 minutes during the day and every 30 minutes in the evening. On weekends, Route 560 would have trips every 30 minutes all day.

Table 13: Approximate frequencies for Route 560 current and proposed service

Approximate Frequencies		
	Current Route 560 Bellevue – West Seattle	**Proposed Route 560 Bellevue - Burien**
Weekdays	4:45 a.m. to 11:15 p.m.	4:45 a.m. to 11:15 p.m.
Early A.M.	30 min.	20 min.
A.M. Peak	30 min.	20 min.
Midday	30 min.	20 min.
P.M. Peak	30 min.	20 min.
Evening	60 min.	30 min.
Weekends	5:15 a.m. to 11:15 p.m.	5:15 a.m. to 11:15 p.m.
All day	60 min.	30 min.

Table 14: Weekly revenue hours for Route 560 current and proposed service

	Current Service	Proposed Service	Percent change
Weekly revenue hours	655	758	+14.6%

Route 560 would have 758 weekly revenue hours, an increase of 14.6% (Table 14).

Last Updated: October 22, 2026

Adverse Effects & Benefits

Adverse Effects

This proposal results in adverse effects because it removes service from the segment of the route between Burien Transit Center and Westwood Village, which serves West Seattle.

Benefits

This proposal benefits riders by offering improved service on all day types.

Last Updated: October 22, 2026

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, multiple stops are removed (west of Burien Transit Center), so there is an adverse effect because the change is a reduction in service access. The minority populations served by Route 560 exceed the Sound Transit service area by more than 5%, so there is a finding of disparate impact.

- **Disparate impact:** The minority population of Route 560 exceeds the average by at least five percentage points (table 15).
- **No disproportionate burden** The low-income population of Route 560 does not exceed the district average by at least five percentage points (table 15).

Table 15: Title VI and low-income populations in the Sound Transit District and the Route 560 service area

	Minority Population	Low-Income Population	Limited English Proficiency (LEP) Population
Sound Transit District Average	44.6%	19.5%	11.3%
560 Service Area Before Proposed Change	55.7%	23.3%	17.9%
560 Service Area After Proposed Change	55.9%	23.7%	18.2%
Difference	0.2%	0.4%	0.3%
Exceeds percentage of the distinct population within the District by at least five percentage points	Yes	No	Yes

Last Updated: October 22, 2026

Maps

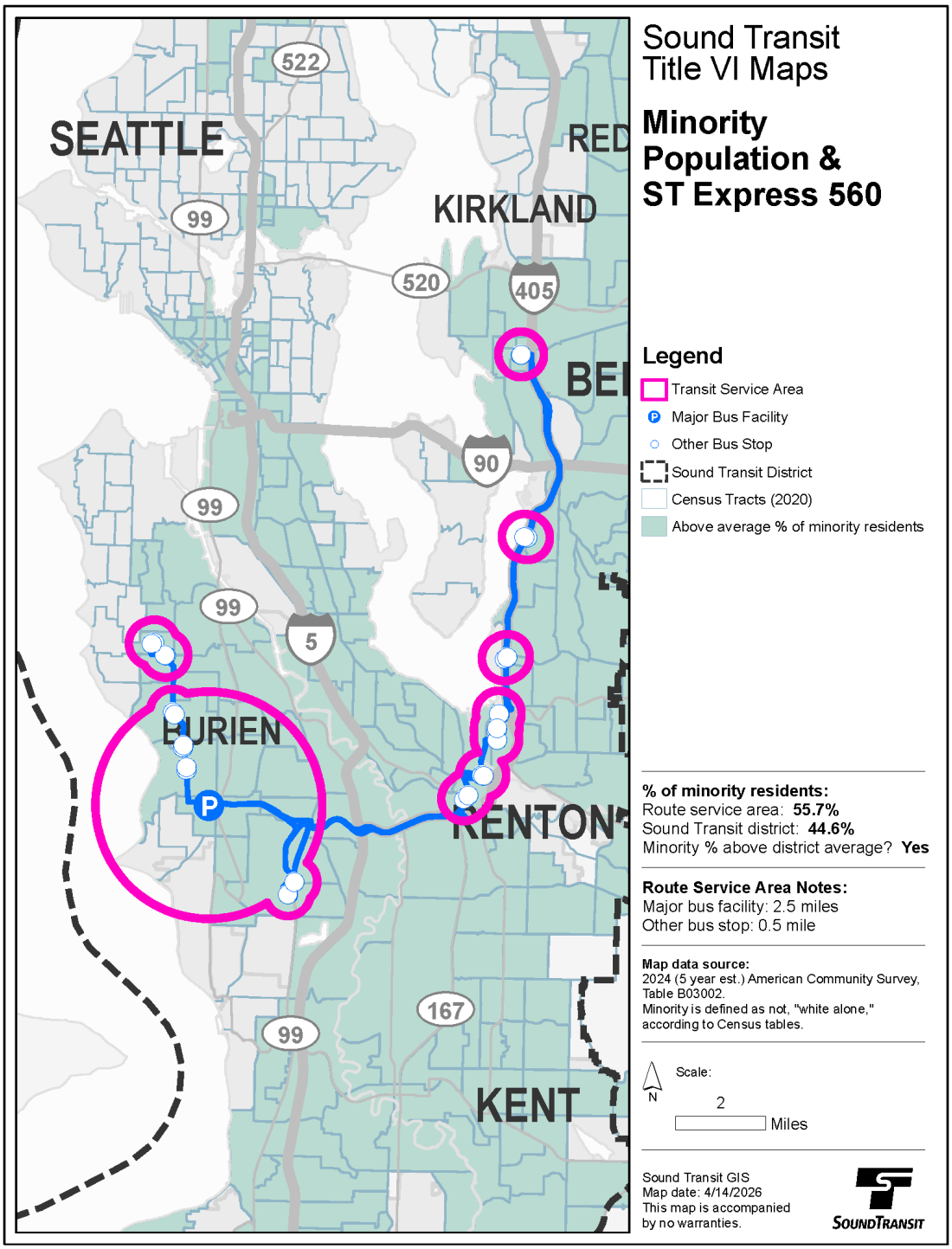


Figure 16: Map of Title VI minority population of Route 560, before the truncation of the route at Burien Transit Center.

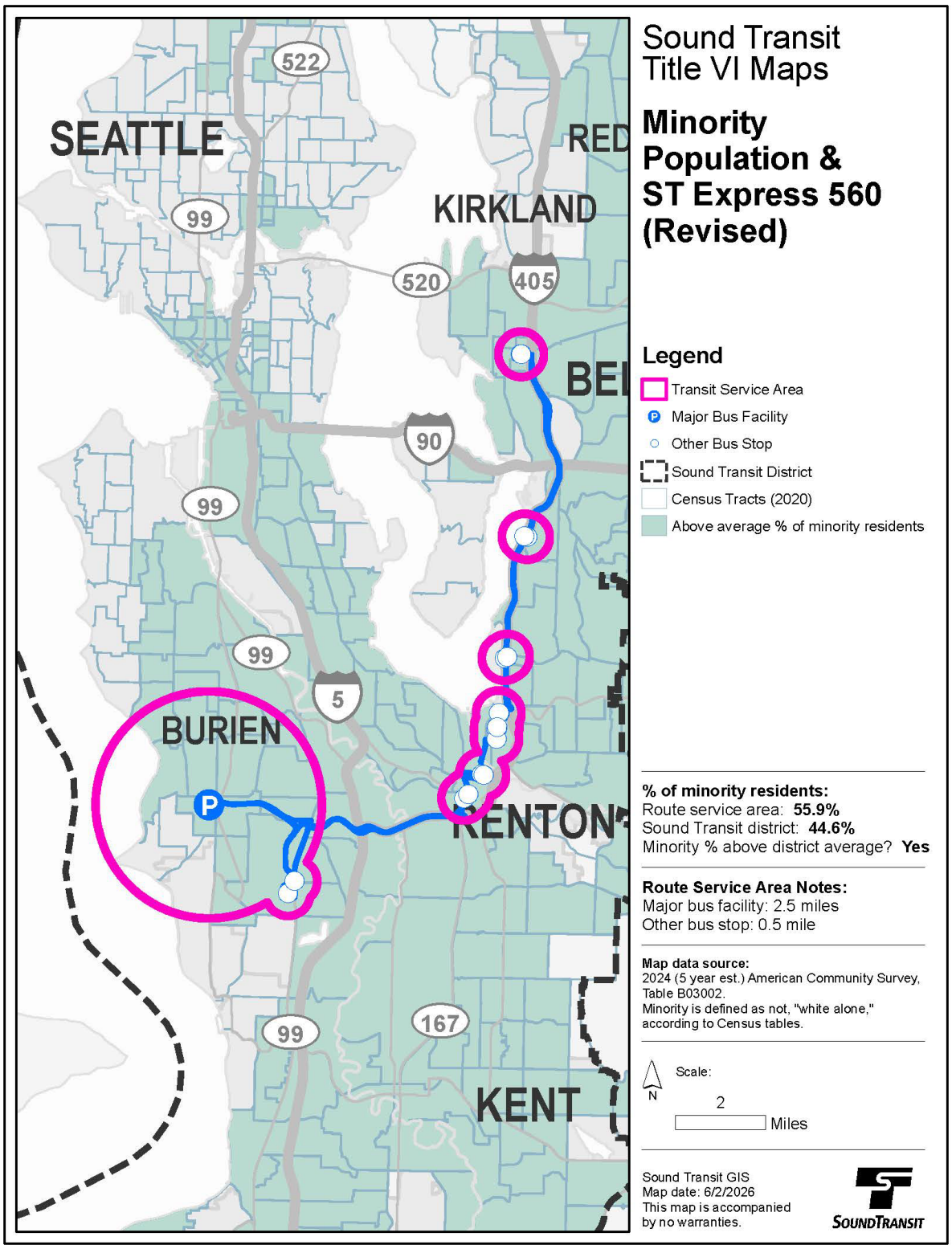


Figure 17: Map of Title VI minority population of Route 560, after the truncation at Burien Transit Center.

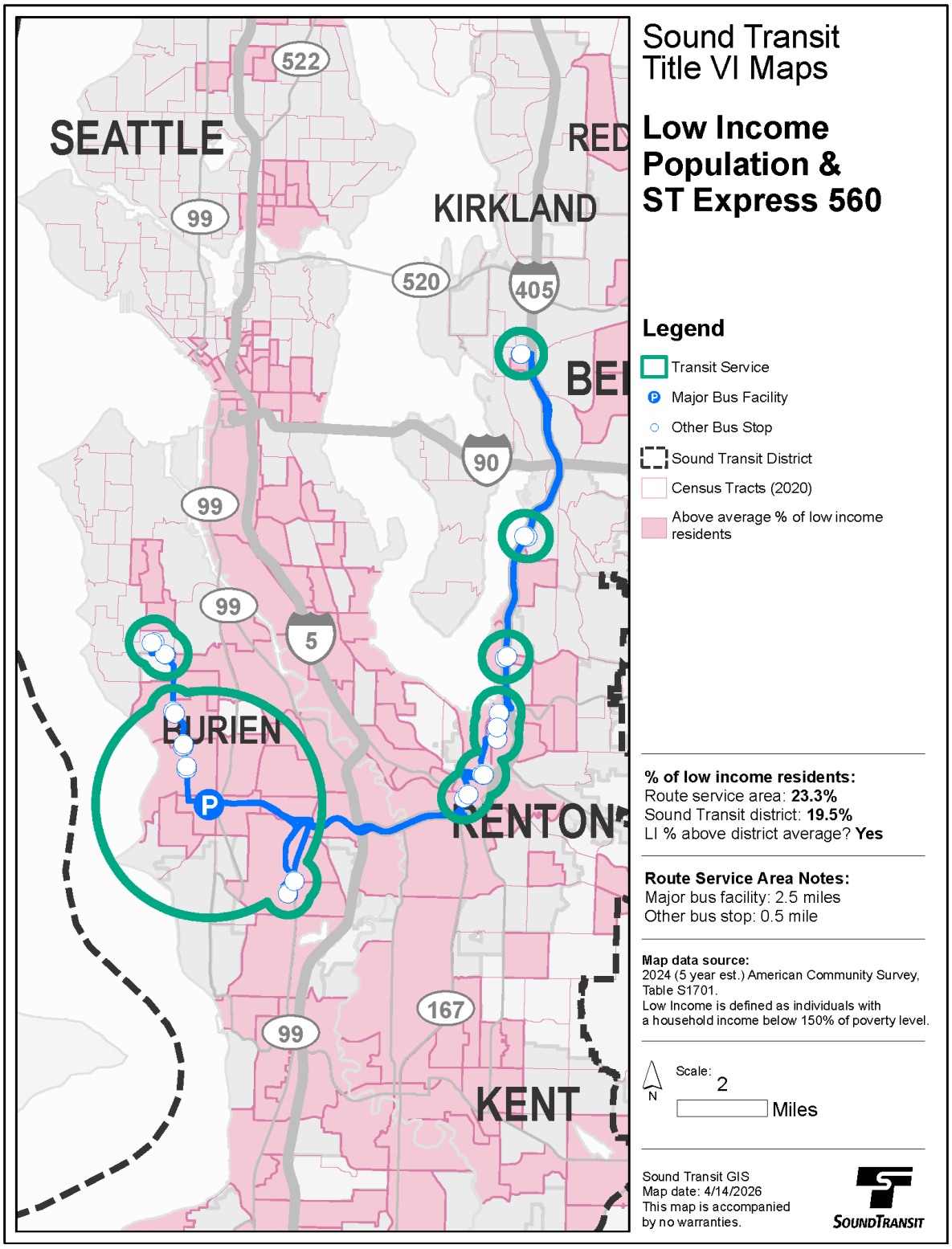


Figure 18: Map of low-income population for Route 560, before the truncation at Burien Transit Center.

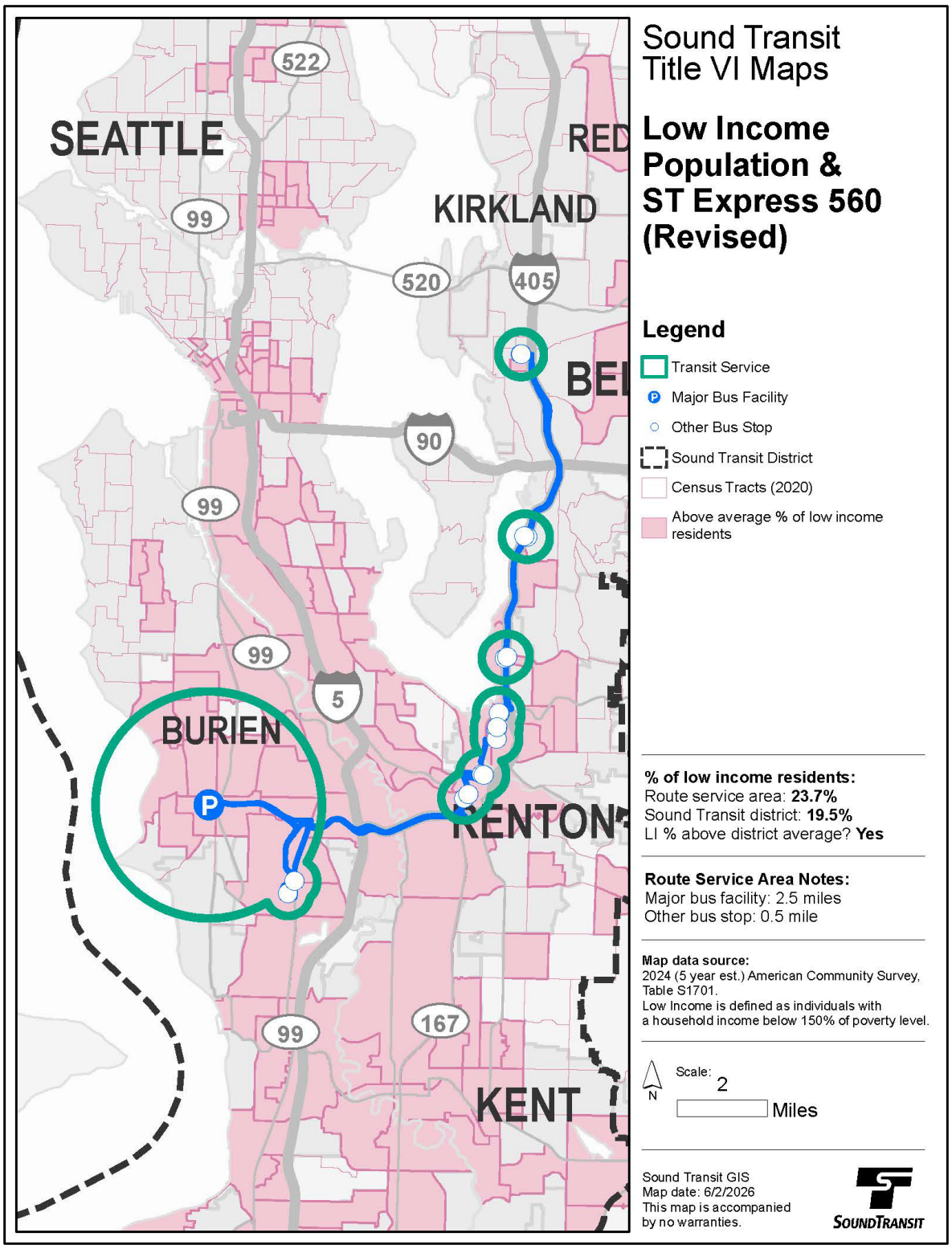


Figure 19: Map of low-income population for Route 560, after the truncation at Burien Transit Center.

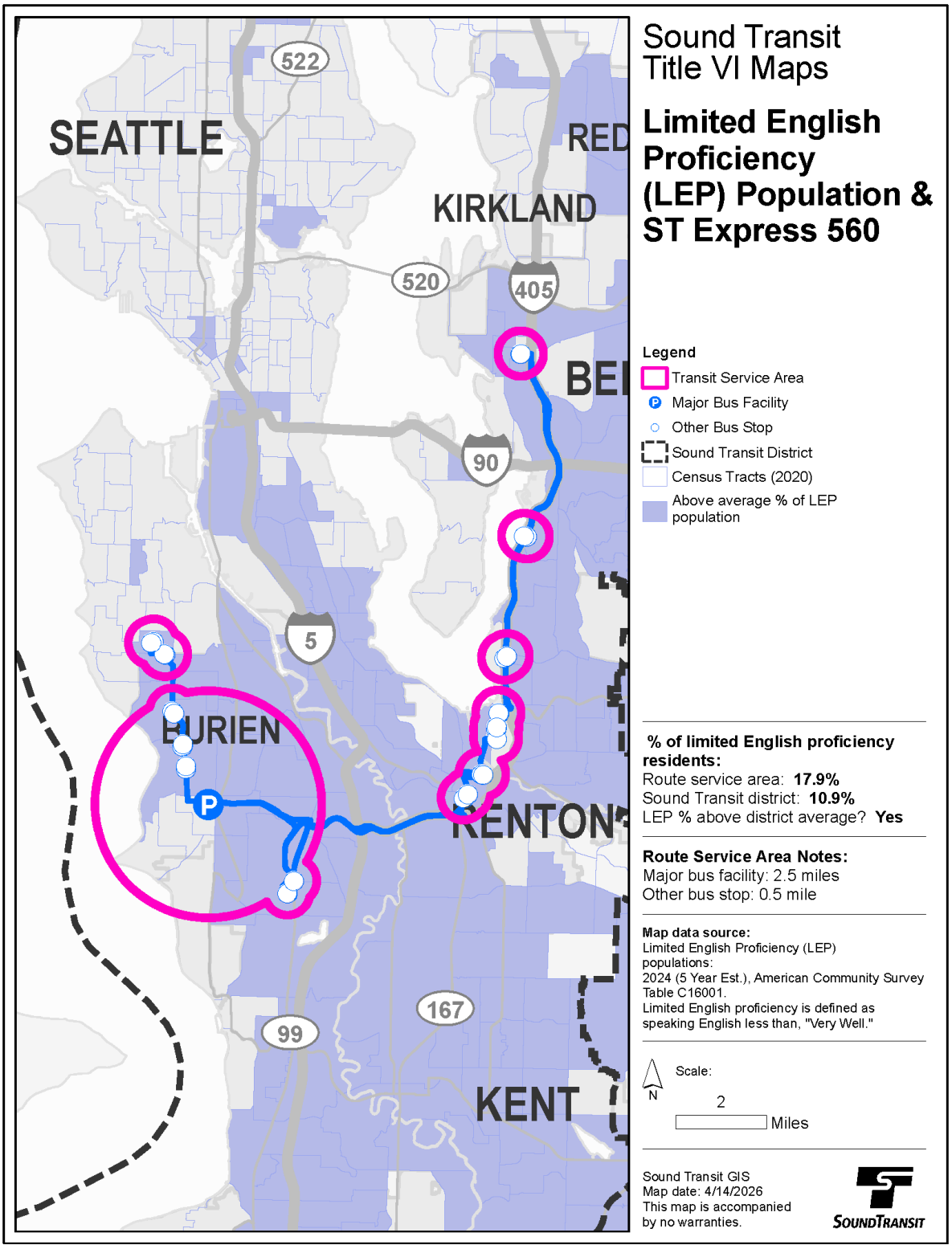


Figure 20: Map of Title VI Limited English Proficiency (LEP) population for Route 560, before the truncation at Burien Transit Center.

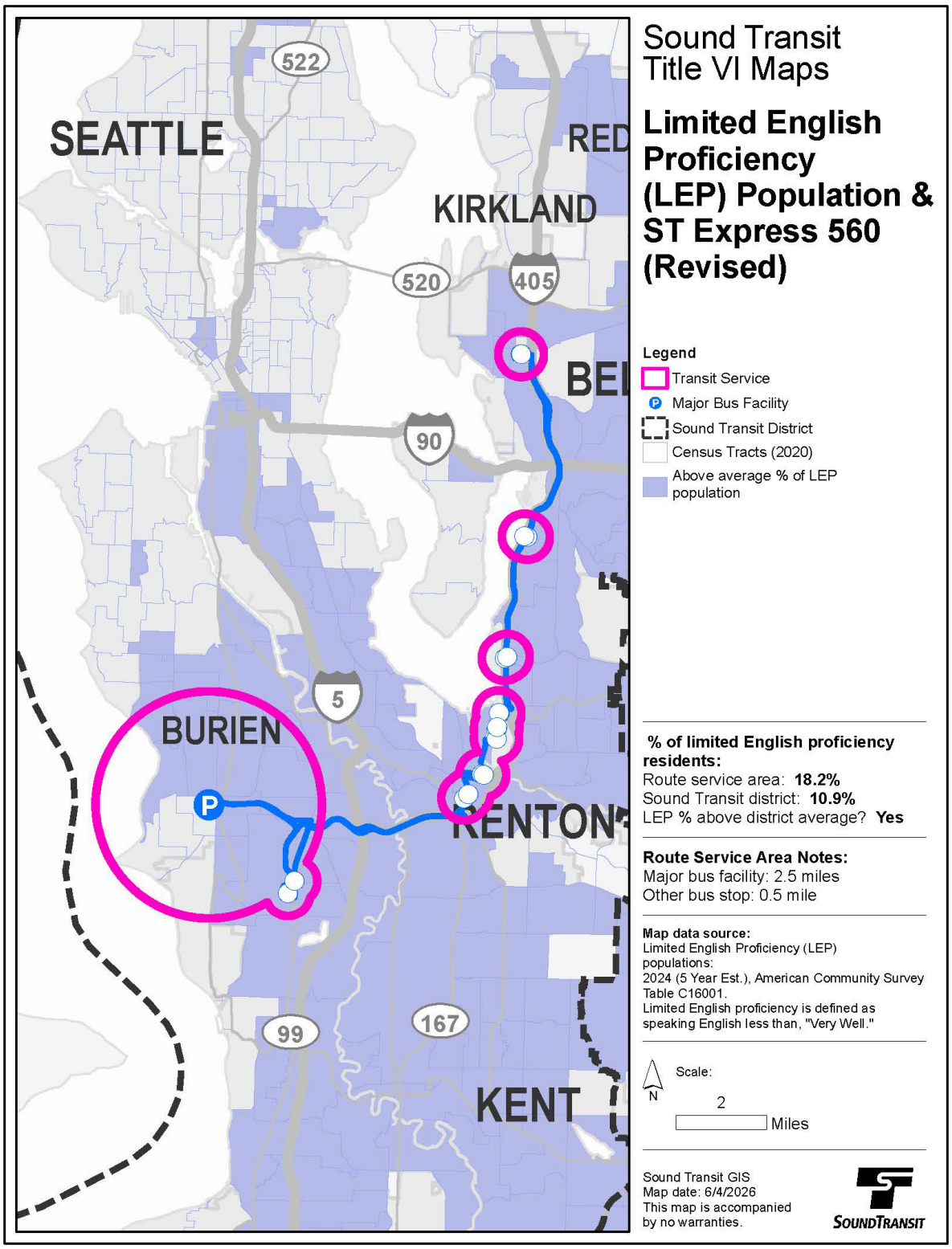


Figure 21: Map of the Title VI Limited English Proficiency (LEP) population of Route 560, after the truncation at Burien Transit Center

Mitigations

Pursuant to FTA Circular 4702.1B Chapter IV-16, Sound Transit must provide a meaningful opportunity for public comment on any proposed mitigation measures where disparate impacts are identified. There is a finding of disparate impact with the proposed change to Route 560. The following mitigations were informed by public input.

Planned mitigations include increased service levels on Route 560 (Burien Transit Center to Bellevue Transit Center), every day of the week. On weekdays, service would be improved to every 20 minutes during the day and 30 minutes in the evening from 30 minutes during the day and 60 minutes in the evening. On weekends, service would double, with trips every 30 minutes (instead of 60 minutes). This improved service level is achieved through operating resource savings from the proposed truncation at Burien Transit Center. The route would no longer serve stops between Westwood Village and Burien Transit Center.

Another planned mitigation is King County Metro's RapidRide H Line, which provides service between Westwood Village and Burien Transit Center, the segment of Route 560 that is proposed to be removed. RapidRide H Line's level of service exceeds existing and proposed Route 560 service, with trips every 10 minutes for most of the day on weekdays, and every 15 minutes for most of the day on weekends. The H Line's span of service throughout the day is also longer. Sound Transit would coordinate the Route 560 schedule with the H Line to ensure there are no gaps.

Public Input

Out of the more than 3,000 survey responses, 307 said they rode Route 560.

There was a nearly even split between those who oppose or strongly oppose and those who support or strongly support the proposed changes. The top reasons for support included (increased) frequency and travel times. The top reasons for opposition included access to destinations and transfer times.

More than half of survey respondents said they would like to see Route 560 run more often on weekdays during the day (before 8 p.m.)

Multiple respondents mentioned concerns about H Line not starting early enough in the morning. Sound Transit is coordinating with King County Metro on these early morning trips.

Please refer to the Public Engagement Report (Appendix A).

Conclusion

The elimination of the stops west of Burien Transit Center from Route 560 has adverse impacts. There is a determination of disparate impact. Mitigations include increased service levels of the route and schedule coordination with RapidRide H Line, which provides more frequent replacement service between Westwood Village and Burien Transit Center.

Systemwide Service Analysis

Overview

The systemwide analysis compares benefits and impacts to Title VI protected & non-protected populations on all routes with changes over the past two years and expected/proposed changes in the following year. 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 the distribution of benefits to protected populations and low-income populations exceeds 80% and the reduction of service to protected populations and low-income populations does not exceed 20% of the distribution. Therefore, the systemwide analysis did not identify any adverse effects on protected populations and low-income populations from September 2024 to September 2027. The following sections step through the process for each analysis.

Methodology

In order to conduct the systemwide analysis, the percentage of minority and non-minority populations and 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 aggregating totals for people experiencing increased service and people experiencing reduced service. Totals of affected populations are then compared to the total population to yield percentages for beneficiaries and those with diminished access. Next, the threshold test is applied to determine whether the distribution of impacts constitutes an equity concern.

Identifying Systemwide Service Additions & Reductions

The first step in the analysis identifies service reductions and additions by route. Table 16 shows the total change in scheduled weekly revenue hours between September 2024 and September 2027 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 is used to evaluate systemwide reductions and additions.

Last Updated: October 22, 2026

Table 16: Scheduled weekly revenue hours by service change from September 2024 - September 2027

Route	Sept. 2024	Mar. 2025	Sept. 2025	Mar. 2026	Sept. 2026	Mar. 2027	Sept. 2027	Difference between Sept. 2024& Sept. 2027	Percent Difference between Sept. 2024 & Sept. 2027	Addition or Reduction
1 Line	2,223	2,221	2,697	2,628	2,629	2,586	2,586	362	16%	Addition
2 Line	490	610	2,507	2,266	2,266	2,223	2,223	1,733	353%	Addition
510	188	188	188	201	195	194	194	6	3%	Addition
512	939	771	771	771	696	692	696	-244	-26%	Reduction
513	104	69	69	69	111	111	111	7	7%	Addition
515	167	140	146	156	0	0	0	-167	-100%	Reduction
522	1,019	1,019	1,019	1,017	897	897	897	-122	-12%	Reduction
532	142	147	147	147	161	161	161	20	14%	Addition
535	431	452	452	452	527	527	527	95	22%	Addition
542	427	427	427	427	422	422	422	-4	-1%	Reduction
545	1,071	1,071	1,071	1,069	1,070	1,070	1,070	-1	0%	Reduction
547	0	0	0	0	192	192	192	192	N/A	Addition
550	903	898	898	898	0	0	0	-903	-100%	Reduction
554	663	664	664	664	0	0	0	-663	-100%	Reduction
556	105	105	105	105	941	941	941	836	796%	Addition
560	623	630	642	642	655	758	758	135	22%	Addition
566	200	200	200	200	200	200	200	0	0%	Addition
570	0	0	0	107	0	0	0	0	0%	Addition
574	813	828	828	799	815	815	815	1	0%	Addition
577	209	220	263	278	298	298	298	90	43%	Addition
578	704	706	722	714	750	750	750	46	7%	Addition
580	0	0	8	8	0	0	0	0	0%	No Change
586	111	123	123	123	0	0	0	-111	-100%	Reduction
590	176	173	365	372	357	357	357	181	103%	Addition
592	179	184	184	179	180	180	180	2	1%	Addition
594	781	794	828	846	839	839	839	58	7%	Addition
595	67	68	68	66	63	63	63	-4	-6%	Reduction
596	36	37	37	45	37	37	37	1	4%	Addition
597	0	0	0	0	245	245	245	245	N/A	Addition
Sounder North	53	53	53	53	53	53	53	0	0%	No Change
Sounder 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

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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. This determination is done by comparing the percentage of the service area's minority or low-income population adversely affected 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, and include both major and minor service changes.

Table 17 shows the total change in weekly revenue hours between September 2024 and September 2027 for each route with a service reduction. The population columns then identify the total minority/non-minority and low-income/non-low-income populations affected by the service reduction for each route.

Table 17: Populations affected by service reduction September 2024 to September 2027

Route	Change in Weekly Revenue Hours	Benefit or Reduction	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
512	-244	Reduction	573,070	227,410	345,660	112,300	460,770
515	-167	Reduction	249,530	108,920	140,610	49,400	200,130
522	-122	Reduction	158,950	54,650	104,300	21,080	137,870
542	-4	Reduction	208,370	108,280	100,090	32,390	175,980
545	-1	Reduction	274,120	142,900	131,220	42,910	231,210
550	-903	Reduction	146,710	78,600	68,110	26,090	120,620
554	-663	Reduction	276,350	144,670	131,680	40,290	236,060
586	-111	Reduction	192,900	101,140	91,760	62,870	130,030
595	-4	Reduction	291,130	112,360	178,770	65,060	226,070

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: 19.8%
- Non-Minority population adversely affected: 23.2%
- Low-Income population adversely affected: 18.2%
- Non-Low-Income population adversely affected: 21.1%

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 18). **Because the result of 14.7% is not 20 percent or greater, no disparate impact was identified**.

Table 18: Service reduction disparate impact test

Minority Population Adversely Affected	Non-Minority Population Adversely Affected	Ratio Comparison	Threshold for Disparate Impact	Result
19.8%	23.2%	19.8% ÷ 23.2% = -14.7%[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%.				

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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 19). **Because the result of 13.4% is not 20 percent or greater, no disproportionate burden was identified**.

Table 19: Service reduction disproportionate burden test

Low-Income Population Adversely Affected	Non- Low-Income Population Adversely Affected	Ratio Comparison	Threshold for Disproportionate Burden	Result
18.2%	21.1%	18.2% ÷ 21.1% = -13.4%[1]	20% or greater	No Disproportionate Burden

[1]In order to compare with the policy threshold the ratio calculation is shown as the difference from 100%.

Last Updated: October 22, 2026

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. This determination is done by comparing the percentage of the service area's minority or low-income beneficiaries of service additions to the percentage of the District's non-minority or non-low-income beneficiaries.

Collective service additions include both service additions under consideration for the next year and implemented service additions in the past two years, and include both major and minor service changes.

Table 20 shows the total change in weekly revenue hours between September 2024 and September 2027 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 20: Populations benefited by service additions, September 2024 to September 2027

Route	Change in Weekly Revenue Hours	Benefit or Reduction	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income
510	6	Benefit	354,300	151,500	202,800	80,240	274,060
513	7	Benefit	281,770	128,290	153,480	61,340	220,430
532	20	Benefit	366,100	164,570	153,480	61,340	220,430
535	95	Benefit	256,790	110,020	153,480	61,340	220,430
547	192	Benefit	275,000	151,498	123,502	44,170	237,405
556	836	Benefit	227,930	114,050	113,880	32,120	195,810
560	135	Benefit	118,210	65,880	52,330	27,580	90,630
574	1	Benefit	315,200	176,330	138,870	99,610	215,590
577	90	Benefit	170,520	95,850	74,670	46,650	123,870
578	46	Benefit	287,610	136,920	150,690	71,690	215,920
590	181	Benefit	169,190	81,700	87,490	45,780	123,410
592	2	Benefit	186,610	97,940	88,670	55,200	131,410
594	58	Benefit	271,680	136,990	134,690	81,150	190,530
596	1	Benefit	66,970	15,260	51,710	9,400	57,570
597	245	Benefit	410,451	236,067	174,384	127,863	282,588
1 Line	362	Benefit	1,576,920	737,840	839,080	329,660	1,247,260
2 Line	1,733	Benefit	1,467,270	628,120	839,150	230,920	1,236,350

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: 62.0%
- Non-Minority population benefiting: 66.2%
- Low-Income population benefiting: 60.9%
- Non-Low-Income population benefiting: 61.1%

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 21). **Because the result of 93.7% percent is not 80 percent or less, no disparate impact was identified.**

Table 21: Service additions disparate impact test

Minority Population Benefiting	Non-Minority Population Benefiting	Ratio Comparison	Threshold for Disparate Impact	Result
62.0%	66.2%	62.0% ÷ 66.2% = 93.7%	80% or less	No Disparate Impact

Service Additions Disproportionate Burden Test

To evaluate for a potential 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 22). **Because the result of 99.6% percent is not 80 percent or less, no disproportionate burden was identified.**

Table 22: Service additions disproportionate burden test

Low-Income Population Benefiting	Non- Low-Income Population Benefiting	Ratio Comparison	Threshold for Disproportionate Burden	Result
60.9%	61.1%	60.9% ÷ 61.1% = 99.6	80% or less	No / Disproportionate Burden

Last Updated: October 22, 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 Title VI-protected and low-income populations exceeds 80%. For service reductions, the adverse impacts to minority and low-income populations do not exceed 20%. **Therefore, the systemwide analysis did not identify any disparate impacts or disproportionate burdens on minority and low-income populations from September 2024 through September 2027.**

Last Updated: October 22, 2026

Sound Transit Service Area Routes/Lines and Population

Table 23: Routes and population statistics (2024)

Route/Line	Total Population	Minority Population		Non-Minority Population	Limited English Proficiency (LEP)		Low-Income Population		Non-Low-Income
1 Line	1,576,920	737,840	46.8%	839,080	194,590	12.3%	329,660	20.9%	1,247,260
2 Line	1,467,270	628,120	42.8%	839,150	142,450	9.7%	230,920	15.7%	1,236,350
510	354,300	151,500	42.8%	202,800	41,370	11.7%	80,240	22.6%	274,060
512	573,070	227,410	39.7%	345,660	61,440	10.7%	112,300	19.6%	460,770
513	281,770	128,290	45.5%	153,480	41,850	14.9%	61,340	21.8%	220,430
515	249,530	108,920	43.6%	140,610	25,920	10.4%	49,400	19.8%	200,130
522	158,950	54,650	34.4%	104,300	12,060	7.6%	21,080	13.3%	137,870
532	366,100	164,570	45.0%	201,530	50,090	13.7%	71,800	19.6%	294,300
535	256,790	110,020	42.8%	146,770	29,170	11.4%	37,450	14.6%	219,340
542	208,370	108,280	52.0%	100,090	26,370	12.7%	32,390	15.5%	175,980
545	274,120	142,900	52.1%	131,220	32,840	12.0%	42,910	15.7%	231,210
547	275,000	151,498	55.1%	123,502	37,595	13.7%	44,170	16.1%	237,405
550	146,710	78,600	53.6%	68,110	19,350	13.2%	26,090	17.8%	120,620
554	276,350	144,670	52.4%	131,680	33,030	12.0%	40,290	14.6%	236,060
556	227,930	114,050	50.0%	113,880	27,060	11.9%	32,120	14.1%	195,810
560	118,210	65,880	55.7%	52,330	21,120	17.9%	27,580	23.3%	90,630
566	271,670	155,600	57.3%	116,070	48,170	17.7%	58,770	21.6%	212,900
570	119,410	74,400	62.3%	45,010	22,400	18.8%	34,590	29.0%	84,820
574	315,200	176,330	55.9%	138,870	48,560	15.4%	99,610	31.6%	215,590
577	170,520	95,850	56.2%	74,670	25,270	14.8%	46,650	27.4%	123,870
578	287,610	136,920	47.6%	150,690	37,150	12.9%	71,690	24.9%	215,920
580	85,850	25,290	29.5%	60,560	4,590	5.3%	15,960	18.6%	69,890
586	192,900	101,140	52.4%	91,760	26,670	13.8%	62,870	32.6%	130,030
590	169,190	81,700	48.3%	87,490	15,020	8.9%	45,780	27.1%	123,410
592	186,610	97,940	52.5%	88,670	18,820	10.1%	55,200	29.6%	131,410
594	271,680	136,990	50.4%	134,690	26,850	9.9%	81,150	29.9%	190,530
595	291,130	112,360	38.6%	178,770	18,990	6.5%	65,060	22.3%	226,070
596	66,970	15,260	22.8%	51,710	2,410	3.6%	9,400	14.0%	57,570
597	410,451	236,067	57.5%	174,384	67,094	16.3%	127,863	31.2%	282,588
N Line	408,030	159,770	39.2%	248,260	46,920	11.5%	87,620	21.5%	320,410

S Line	1,250,600	616,720	49.3%	633,880	165,610	13.2%	309,550	24.8%	941,050
T Line	273,460	119,340	43.6%	154,120	24,910	9.1%	69,320	25.3%	204,140
Sound Transit District Average	3,427,120		44.6%			10.9%		19.5%	2,759,480