

# *2020 Service Implementation Plan*

*Citizens Oversight Panel*

11/21/2019

# *Agenda*

- Service Implementation Plan (SIP) Overview
- 2019 Ridership Trends
- 2020 Service Planning

# Service Implementation Plan Process

## Annual process for managing service changes

- Approves major service changes for 2020
- Service performance and quality monitoring
- Opportunity to incorporate public input in service proposals
- Title VI service equity analysis
- Designed with partner agency input



# Service Planning Priorities

*Optimizing the system for customers*



**Monitor  
Service Quality**



**Ensure  
Service Equity**



**Improve  
Productivity**



**Coordinate  
with Partners**

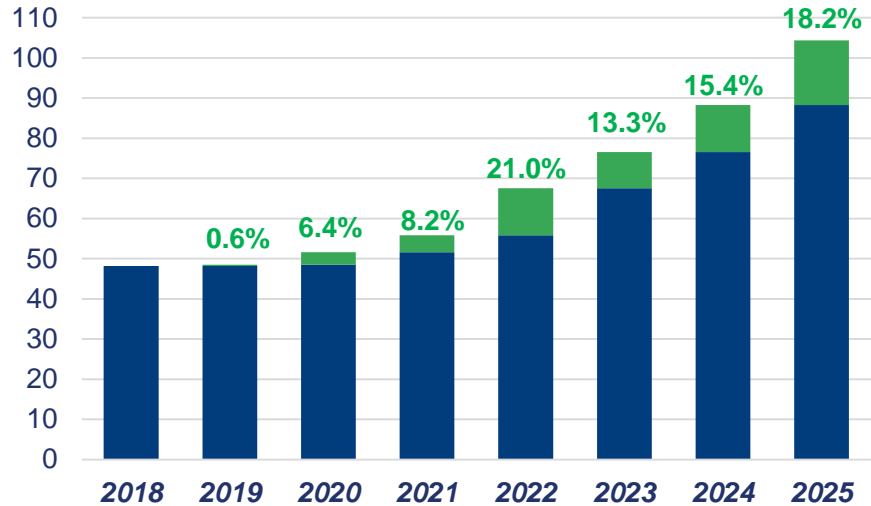


**Build  
Ridership**



**Incorporate  
Customer Input**

# Annual Ridership 2018-2025



- 2021-2024 new Link extensions open
- ST Express ridership declines due to congestion and some replacement by Link & BRT

# 2019 Ridership by Mode

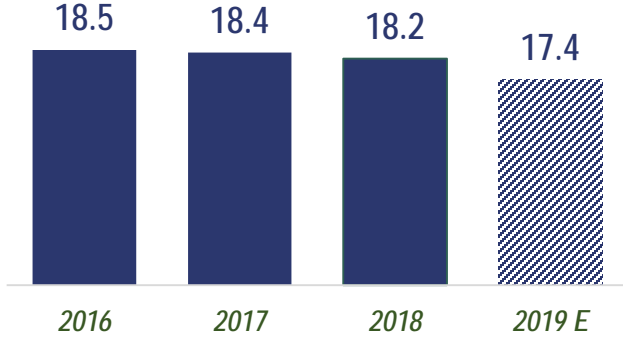
Average Weekday Boardings and Annual Boardings



## ST Express

61,613

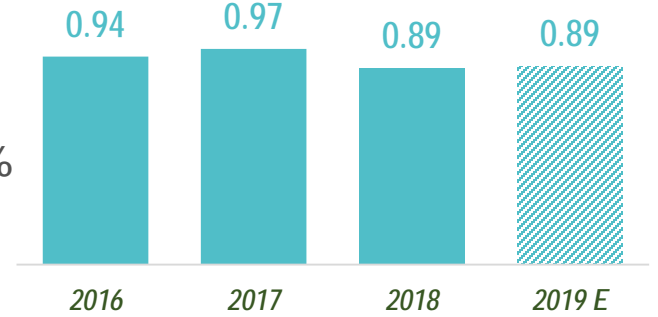
▼ -4.5%



## Tacoma Link

2,630

▲ +4.2%



## Sounder

17,940

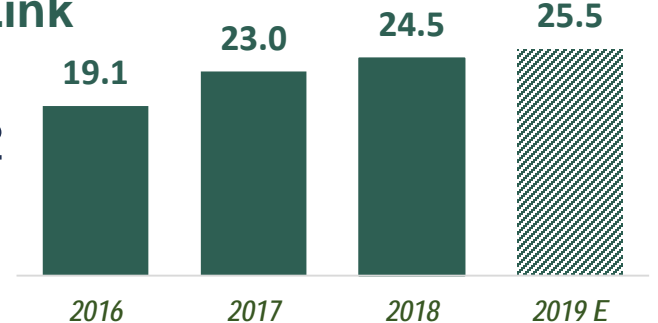
▲ +0.7%



## Link

80,902

▼ -0.4%



# For more detail: corridor & route profiles

## CORRIDOR MAPS



## CORRIDOR STATISTICS



## ROUTE MAP AND RIDERSHIP STATISTICS



## TRIP LOAD CHARTS



# Overview of Major Service Changes

## *Proposed Major Service Changes Introduced at September REO*

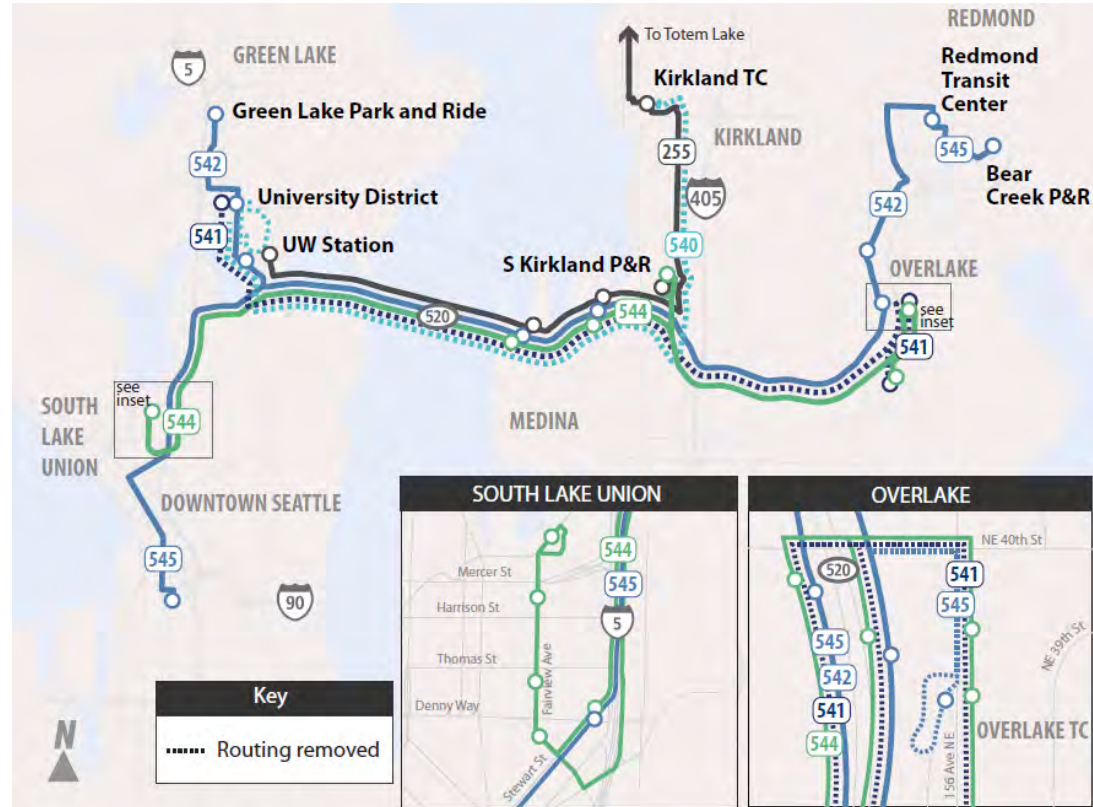
<b>Combine Routes 540/541 into Route 544</b>	Eliminate Routes 540/541 and use resources to create new Route 544 (Overlake-S Kirkland-SLU)
<b>Route 566: Stop Elimination</b>	Discontinue stops at Kennydale and Newport Hills to improve reliability for a majority of riders
<b>Route 577: Weekend Service to Auburn</b>	Extend weekend service to operate between Seattle and Auburn via Federal Way



# Combine Routes 540/541 to create Route 544

## Coordinated planning delivers improved service

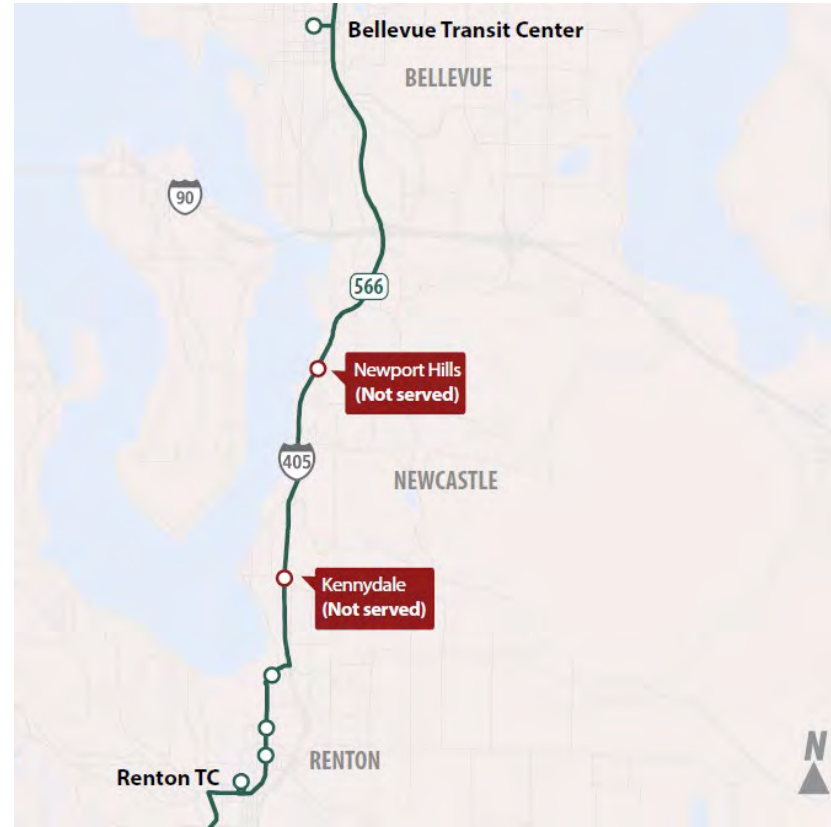
- Delivers new service to South Lake Union
- Supports the restructure of KCM Route 255 as part of the North Eastside Mobility Project (NEMP)
- NEMP outreach in May-November 2018 indicated 75% support for new Route 544



# Route 566 Stop Discontinuation

## Simplify Service Pattern

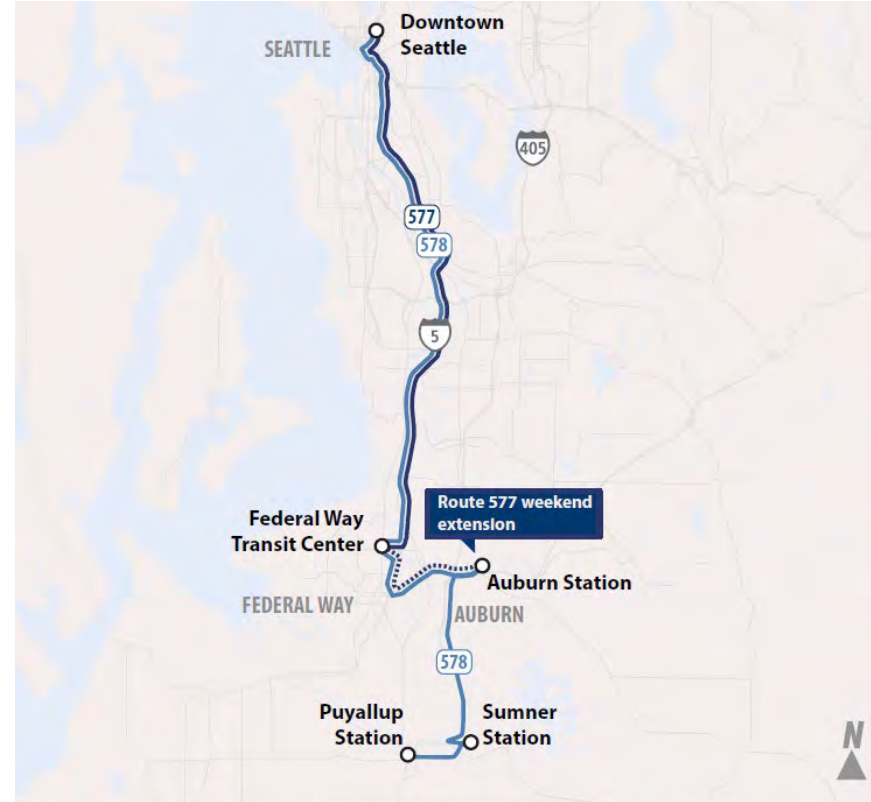
- **Complex** - stops currently served in reverse peak direction only
- **Low ridership** - only 16 boardings (1% of route) at two stops
- **Reliability** – Change allows for more HOV lane usage and in better reliability for all trips
- **Access Maintained** - Stops still served by Route 560 offering alternative for 16 current riders



# Route 577/578 Weekend Service

## Improve Auburn Service

- Service to Auburn improve to every 30 minutes on weekends
- Existing service levels between Federal Way and Seattle remain
- Improves reliability



# Summary of Public Input Sept-Oct 2019

700 riders reached in-person, 377 completed survey

Proposed Change	Comments	How will this change your commute?
Combine Routes 540/541 into Route 544	101	<p>2.8</p> <p>Worse Neutral Better</p>
Route 566 Stop Elimination	25	<p>3.8</p> <p>Worse Neutral Better</p>
Route 577 Weekend Service to Auburn	38	<p>3.6</p> <p>Worse Neutral Better</p>

# *Responding to Customer Input*

## *New data confirms growing ridership*

- 32% ridership growth on Routes 541/542 since NEMP planning completed
- Crowding now likely between Overlake - UW if Route 541 fully eliminated
- In peak of rush hour, remaining Route 542 trips would likely exceed load standards
- **Recommend adjustments to initial proposal**

# Refined Proposed 2020 Major Service Changes

SR 520 Restructure	
<b>Route 540:</b> Route Elimination	Eliminate and shift resources to new Route 544 <i>(unchanged from Sept REO)</i>
<b>Route 541:</b> Eliminate Trips	<b>Updated:</b> Eliminate a majority of trips, shift resources to new Route 544. Temporarily retain up-to ten one-way trips.
<b>Route 544:</b> New Route	New Overlake-South Kirkland-South Lake Union service every 15-min during rush hours <i>(unchanged from Sept REO)</i>
Other Changes	
<b>Route 566:</b> Stop Elimination	Discontinue stops at Kennydale and Newport Hills to improve reliability <i>(unchanged from Sept REO)</i>
<b>Route 577:</b> To Auburn Weekends	Extend weekend service to operate between Seattle and Auburn via Federal Way <i>(unchanged from Sept REO)</i>

*Thank you.*



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