

2022 Service Plan

Citizen Oversight Panel

11/3/21



Why we are here

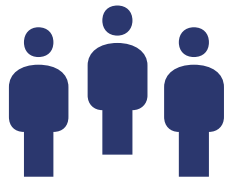
Provide context for the 2022 Service Plan

- Overview of draft plan and key public feedback themes
- Discuss emerging service delivery issues related to the ongoing pandemic
- Review strategy to respond to emerging challenges

Our approach to restoring service in 2022



**Rethink
service to
reflect new
all-day travel
patterns**



**Prioritize
equity
as we restore
and add more
service**



**Consider rider
& community
input**



**Adjust service
based on
ridership &
operating
conditions**



**Think ahead
to changes
arriving with
future system
expansion**

2022 proposed rail service levels

Deliver benefits of high capacity transit projects

- 1** **Link** Maintain Northgate service levels (**8** min peak; **10** min midday, evening, weekends; **15** min early morning/late evening)
- S** **Souder South** restored to full service of **13** roundtrips
- N** **Souder North** remains at 2 roundtrips
- T** Open **Tacoma Link** Hilltop extension with increased frequency of **10** min weekday & Saturday and **20** min Sunday

2022 proposed ST Express service

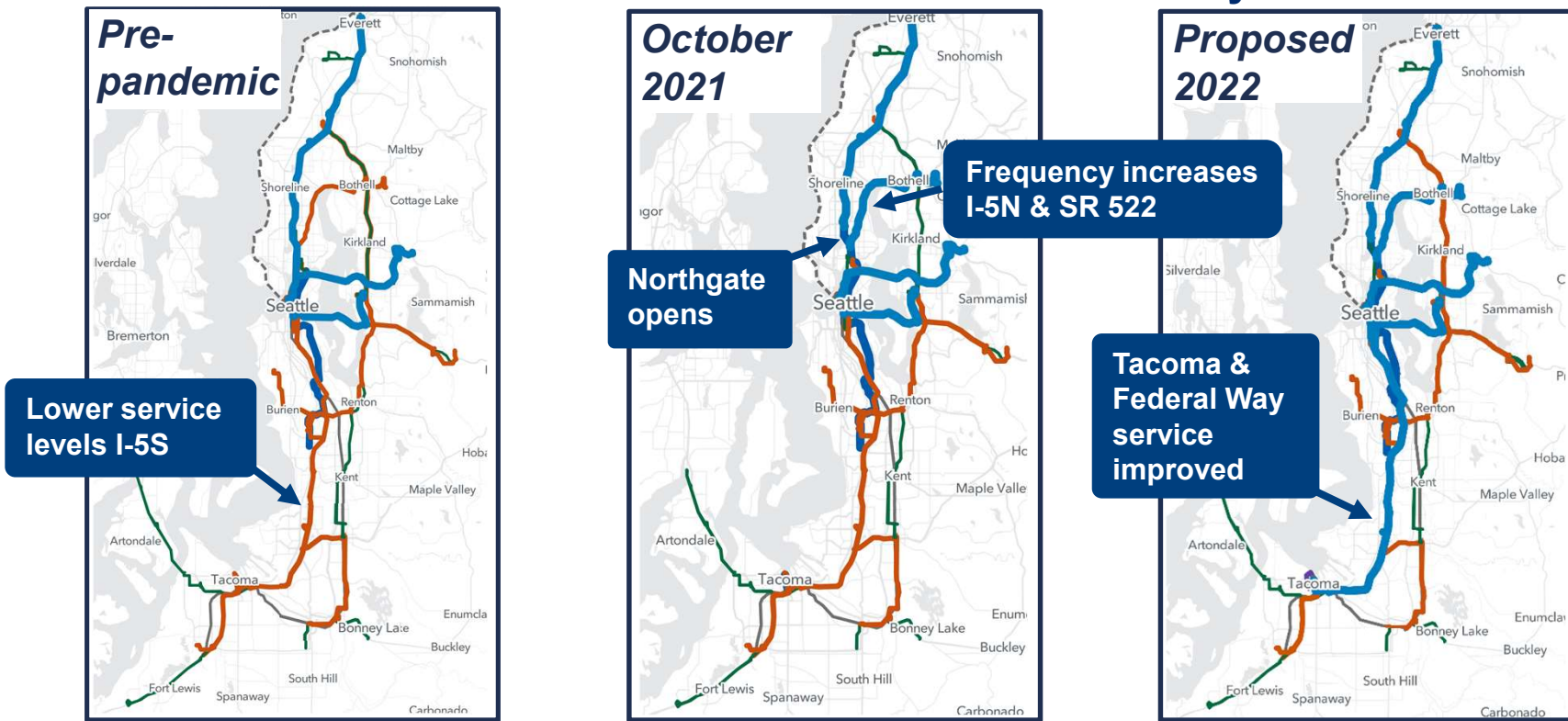
Focus on achieving service parity across region

- Increase Tacoma & Federal Way service to every 15 mins all-day including weekends to match service levels on routes serving East King, North King and Snohomish Counties
- Responds to continued growth in the South Corridor and recent ridership trends

577	Federal Way-Seattle	Increase weekdays and weekends to every 15 min
590	Tacoma-Seattle	
560	West Seattle-SeaTac-Bellevue	Increase weekends to every 30 min
578	Puyallup-Seattle	
574	Lakewood-SeaTac	Extra trips early AM and late night

Achieving service parity

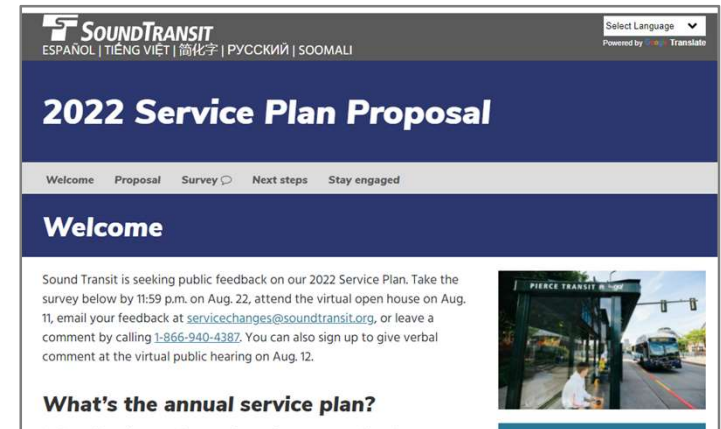
— 15 min or better — 30 min — Peak only



Using outreach results in planning

Multiple phases of input shaped design of plan

- Early focused stakeholder listening sessions around transit needs began in spring, a new step this year
- Well-attended online open house and survey available in multiple languages during August
- Strong favorable response to all-day and equitable service increases

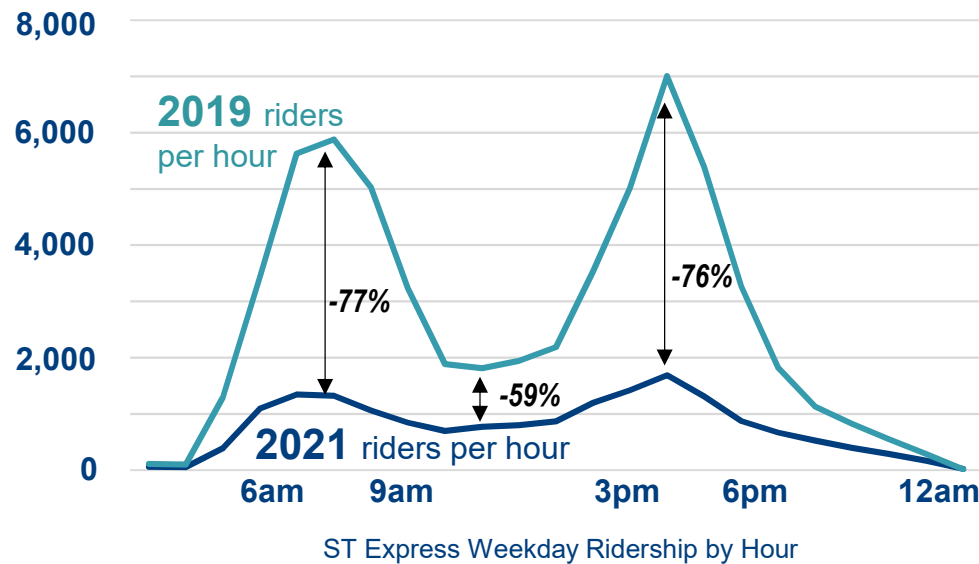


 **1,249** survey responses

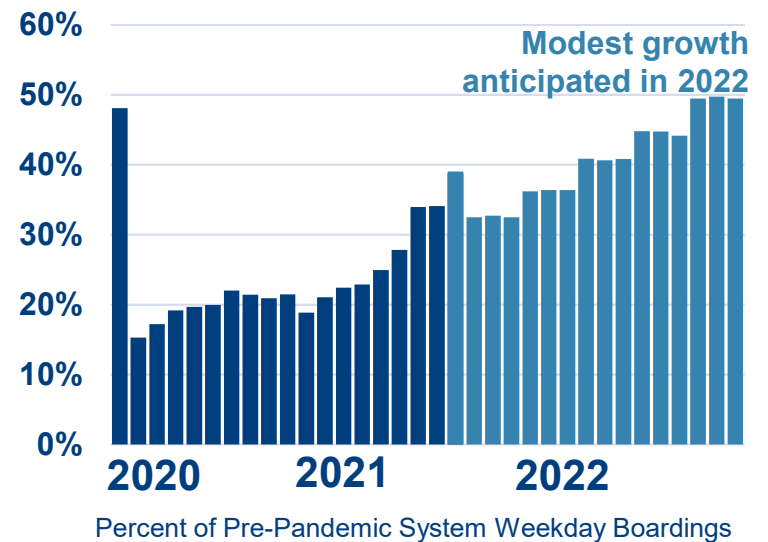
Ridership monitoring continues

Trends consistent with an all-day service strategy

Demand now more consistent throughout day, more riders outside of traditional rush hour



Riders continue to return to system



Larger pandemic trends

What's informed our planning decisions

- Onboard social distancing capacities lifted in July 2021; demand met on all modes
- Delta variant delayed major employer and employment centers return to office plans
- Recent major employer remote work decisions may change commute patterns
- Operator availability, a challenge industry-wide, impacted amount of service we are able to deliver, leading to recent trend of increased missed trips

Impact of emerging staffing shortages

Timing uncertain for proposed service improvements

- Emergency **10% reduction** in ST Express operated by PT effective November 7th
- 61 trips eliminated per weekday on routes serving South King and Pierce
- Longer wait times and more crowded buses on routes that have sustained higher ridership during the pandemic
- Duration of staffing shortages is unknown
- Additional reductions possible & will delay ongoing service improvements

Adopt flexible approach for Service Plan

Prioritize equitable service restoration throughout 2022

- Work with operating partners to match service levels with operator availability
- As staffing allows, prioritize improvements in S. King and Pierce County to improve service equity
- Prioritize all-day frequency and continue to contain costs by delaying restoration of certain peak-oriented ST Express routes
- Continue to monitor ridership as broader pandemic trends emerge
- Board resolution approves major service restorations, budgeted service levels, and flexible implementation

Next Steps

- **November**—Reduce PT operated services
- **December** – 2022 Final Service Plan published, Board adoption of 2022 budget including funding for service levels
- **Spring 2022** – Return to REO with mid-year plan update on March & September 2022 service change implementation
- **Ongoing** – Continue to develop plans based on rider priorities, staffing and operational constraints and within proposed 2022 budget

Thank you.



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