

# *2023 Service Plan*

*Citizen Oversight Panel*

10/12/22

# *Why we are here*

- Summary of current service delivery performance
- Overview of draft 2023 service plan and public feedback
- Proposed major service changes

# *Review: Board adopted 2022 Service Plan*

## Prioritized equity in restoring, adding ST Express service

- Frequent 15 min all-day service
  - Seattle-Federal Way
  - Seattle-Tacoma
- 30 min or better on routes serving
  - Puyallup-Seattle
  - West Seattle-SeaTac-Renton-Bellevue
  - Lynnwood-Bellevue
- Increased midday and weekend on other regional routes

# *Riders continue to return to system*

- Riders continue to return to system at all periods of the day, including rush hour
- Ridership is returning at faster rates on weekends as riders use transit for non-commute trips
- Reduced ST Express service levels slowing ridership growth
- Modest system-wide ridership growth anticipated in 2023

# *Rail modes delivering planned service*

## Continue current service levels in 2023

**1** **Link** operating with a mix of 3 & 4-car trains (**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

## Improved service levels in 2023

**T** When **Tacoma Link** Hilltop extension opens, increase frequency to **10** min weekday & Saturday and **20** min Sunday

# ***ST Express operating reduced service***

- Operator shortages affecting all three operating partners
- Planned service improvements delayed, emergency service reductions in Nov 2021, March 2022 and Sept 2022
- Operating at approximately 10% less than current budgeted service levels
- South King and Pierce County routes impacted more than other areas
- Working closely with partners to monitor trends as they recruit and train new operators
- Up to two years to reach required staffing levels

# *Addressing operator staffing*

- Regional challenge reflecting national trends
- Variety of job-related factors are driving challenges in recruitment and retention
- Working with partners within current IGA limits to improve job related conditions
- Meeting with partners monthly to review effectiveness of current recruitment strategies
- Operations continuing to provide oversight and collaboration to support partner recruitment efforts

# *Major Service Changes*



# Major service changes

Route	Approved Service Levels in 2022 Service Plan	Reduced Service Levels Requiring Formalization
<b><i>Frequency Changes</i></b>		
<b>566</b> (Auburn-Redmond)	15 min peak	20-40 min peak
<b>590</b> (Tacoma-Seattle)	8 min peak, 15 min midday	10 min peak, 30 min midday
<b>592</b> (DuPont-Seattle)	20 min peak	30 min peak
<b><i>Alignment Changes &amp; Frequency Changes</i></b>		
<b>580</b> (Puyallup Sounder Connector)	12 trips replaced with PT Route 400 & discontinue low ridership Lakewood-South Hill segment	

# *Title VI service equity analysis*

## Major Service Change Analysis

- Equity findings identified on each proposed change
- **Mitigations implemented:** Moved route between partners to avoid further reductions & restored S Line trips early
- **Mitigations in-progress:** Recruit and train new operators to allow service restoration

## Systemwide Analysis (New Analysis)

- Compares total benefits and impacts over time for all changes in past two years & proposed changes for next year
- No findings identified

# *Outreach results*

- 318 survey responses, 1,350 site visits to online open house
- 5 in-person engagement events with 211 flyers distributed
- ST Express riders noted longer travel times and longer waits due to service reductions and trip cancelations
- Unpredictable trip cancelations are frustrating for riders
- Rider priorities for future service restoration:
  - 44% peak hour service
  - 56% off-peak and weekend

# *Next Steps*

- Request recommendation of major service changes & the 2023 Service Plan to the full Board for approval
- Publish Final 2023 Service Plan
- Board adoption of 2023 budget funds service levels
- Ongoing – Continue to work with our partners and respond to emerging conditions

*Thank you.*



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