



2019 Service Implementation Plan

Citizen Oversight Panel, November 15, 2018

Agenda

- Service Implementation Plan (SIP) Overview
- 2018 Ridership Trends
- 2019 Service Planning
- Five-Year Service Outlook & Plan

Service Implementation Plan Overview

- Guides delivery of ST services in upcoming year
- Coordinates with agency budget process
- Five-year service look-ahead
- Reviews existing ridership & performance trends

**Draft Major
Service Changes**

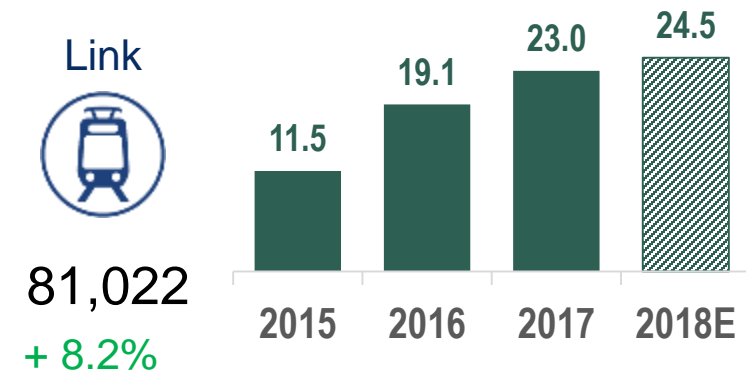
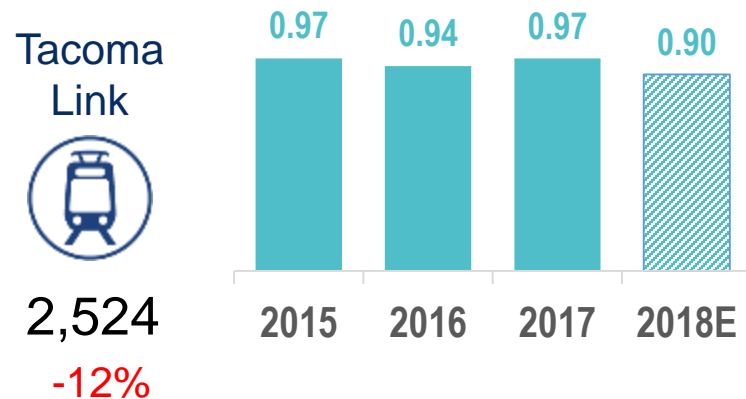
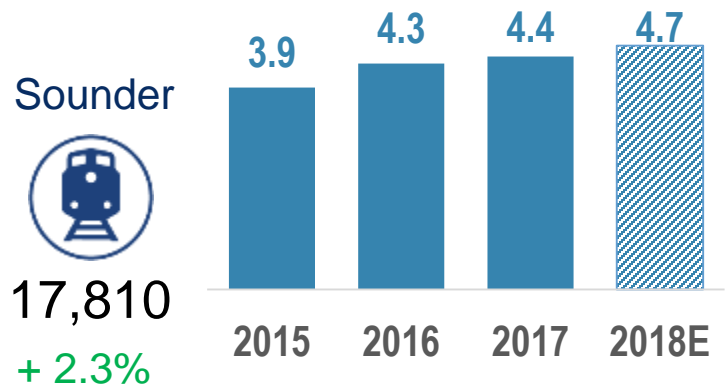
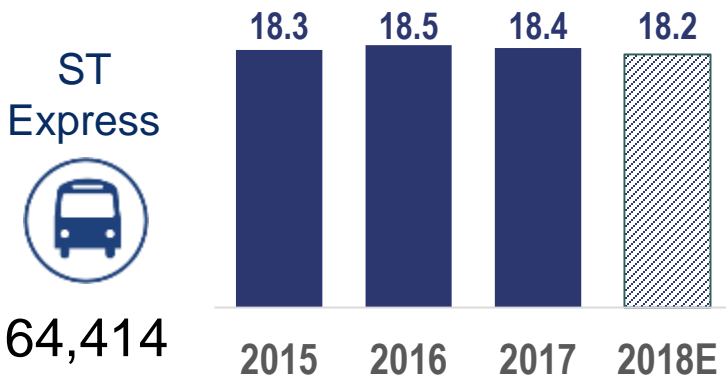
**Service Equity
Evaluation**

**Five-Year Service
Outlook & Plan**

**Ridership &
Performance
Analysis**

2018 Ridership by Mode

*Average
weekday
Q3 2018 and
percent
change from
Q3 2017*

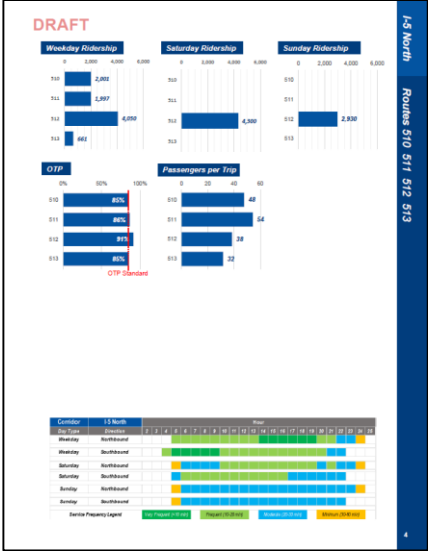


For more detail: corridor & route profiles

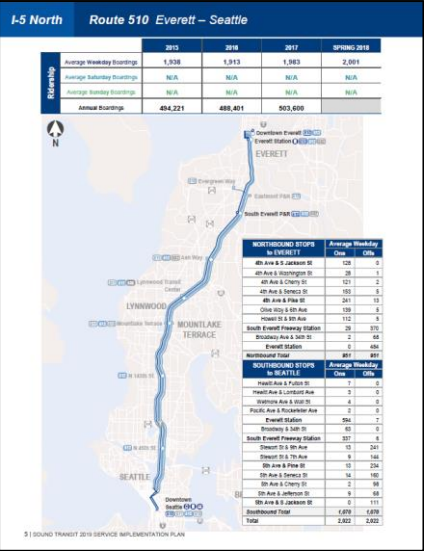
CORRIDOR MAPS



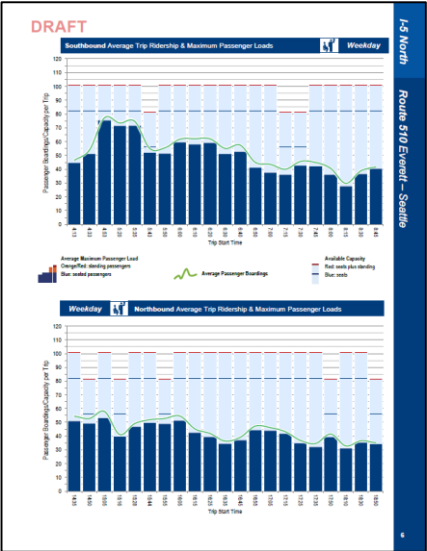
CORRIDOR STATISTICS



ROUTE MAP AND RIDERSHIP STATISTICS



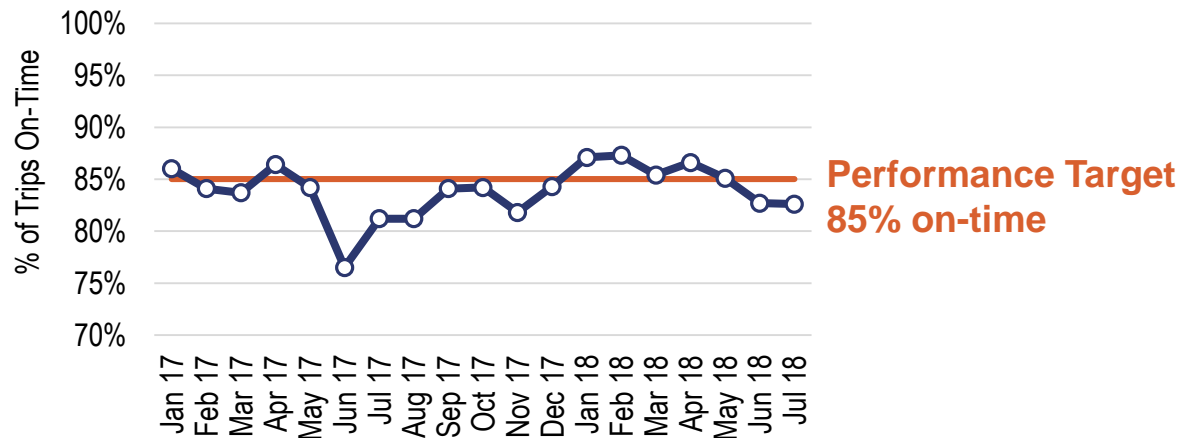
TRIP LOAD CHARTS



Major changes to ST Express necessary

- Growing regional congestion impacting service quality
- Construction and congestion impacts in 2019
- Slower speeds require more buses to maintain existing service
- Limited regional bus base capacity available to respond

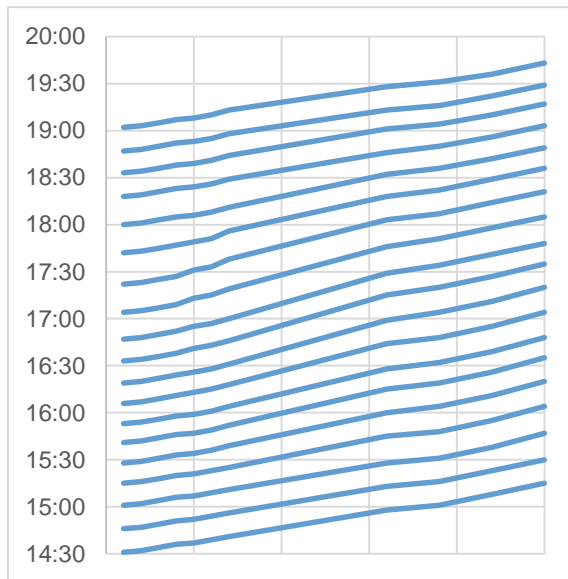
**ST Express On-Time
Performance Trend
by Month 2017-2018**



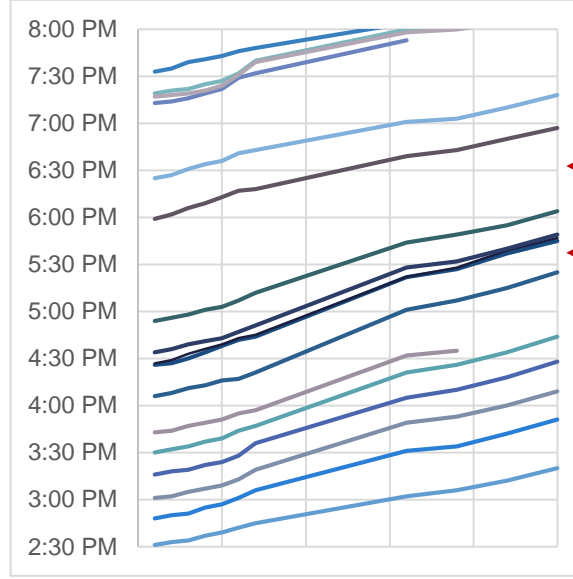
ST Express Service Reliability

Sample of reliability monitoring (graphs show one day sample)

SCHEDULED



ACTUAL



2019 SIP Major Service Changes

- **Grow fleet by 19 buses and add 17,600 service hours**
- **March 2019:**
 - Downtown Seattle Transit Tunnel rail only
 - Montlake Freeway Station Closure
 - Route 555 elimination between Bellevue and Issaquah
 - Route 580 reduce low performing segment
 - Route 513 to serve Seaway TC
- ***September changes considered in early 2019***

Route 550: New routing on surface streets

Respond to DSTT conversion to rail-only

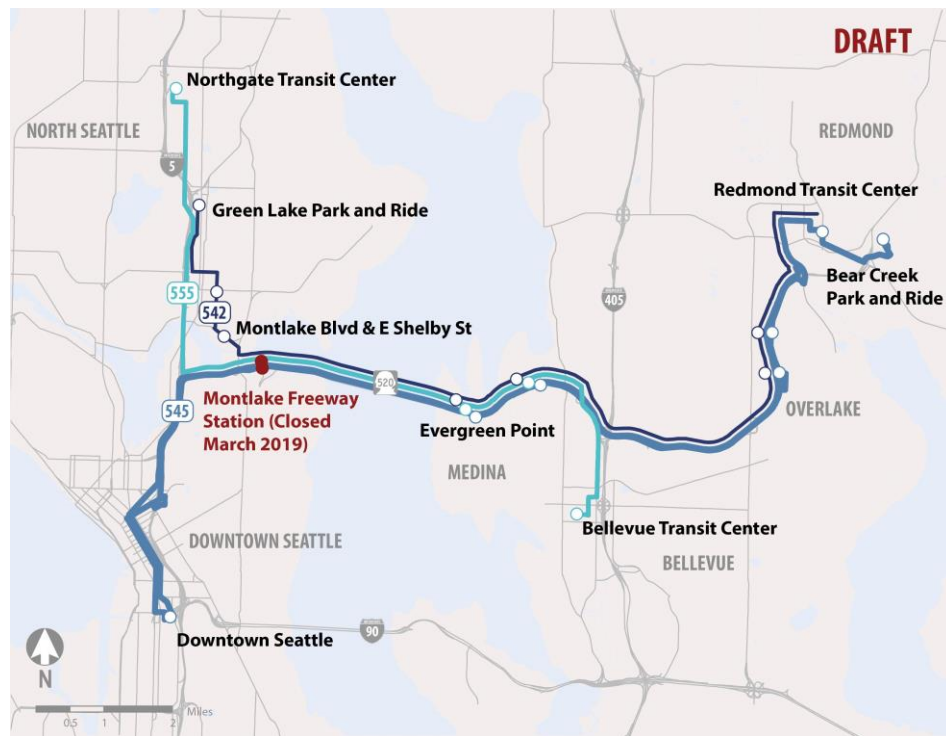
- As DSTT becomes rail-only, operate on 2nd & 4th Avenues
- Add buses and service hours to mitigate longer travel times
- 10,700 weekday customers will need to use different stops



Montlake Freeway Station Closes; Add New Trips

Respond to construction impacts

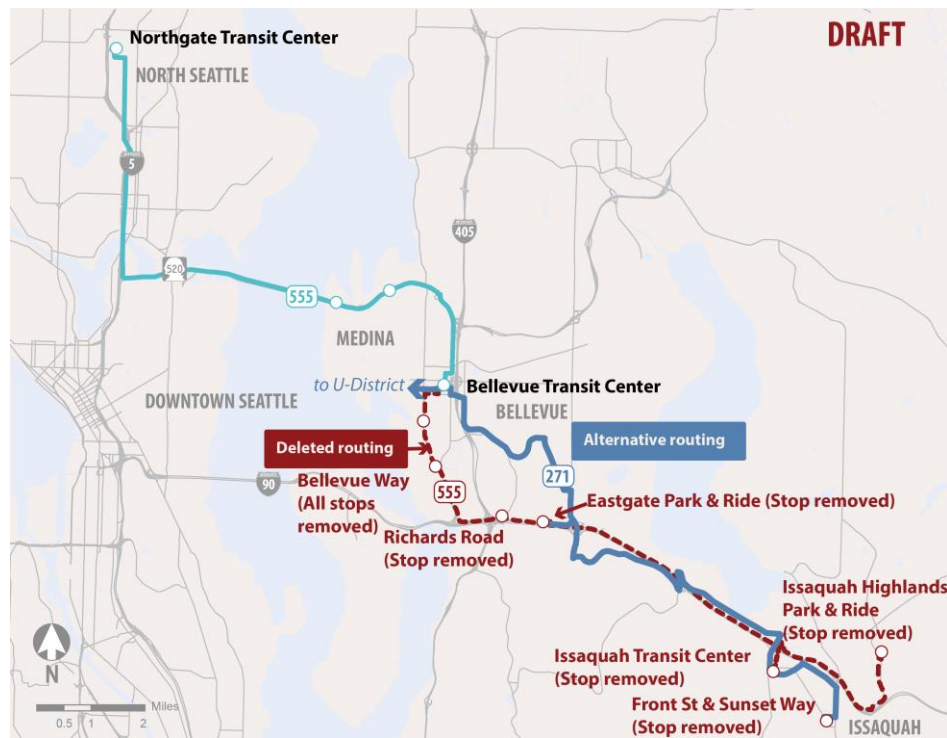
- SR 520 construction will close Montlake Freeway Station
- Add new evening and weekend service on Route 542 until September 2019
- 350 customers maintain service with a transfer (3% of existing Route 545/555 riders)



Route 555: Eliminate low-performing segment

Reallocate lower-performing service

- Bellevue-Eastgate-Issaquah segment eliminated due to lower ridership
- Reallocate saved resources to avoid trip reductions on Route 554
- 175 of 740 (24%) can use KCM Routes 271 or 241



Route 580: Reduce low-performing segment

Reallocate lower-performing service

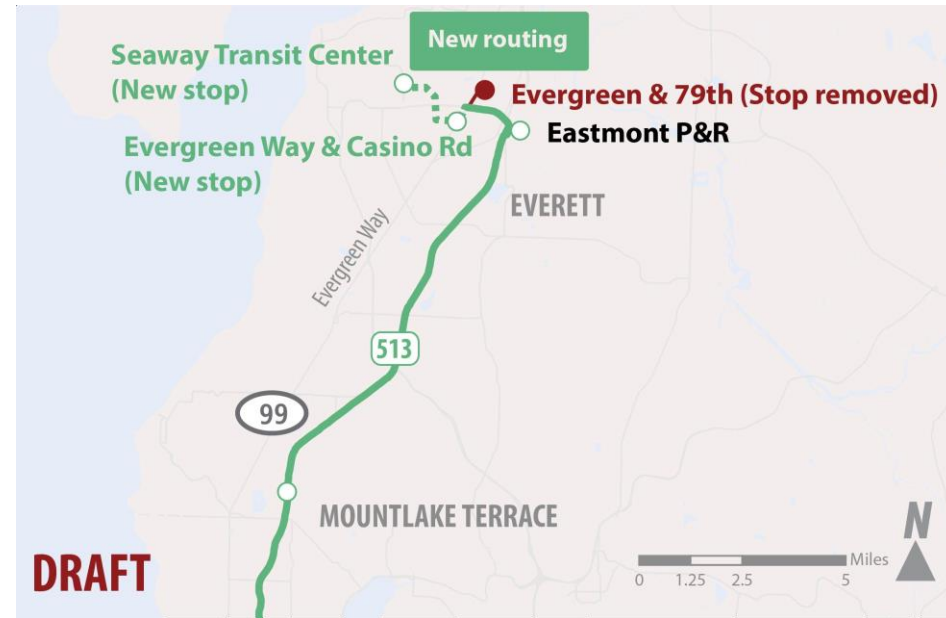
- Reduce service between Lakewood Station and South Hill when duplicated by Sounder
- Reallocate saved resources within Pierce County
- 35 of 560 (6%) weekday customers can use Sounder or PT Route 4 between Lakewood & Puyallup



Route 513: Start at new Seaway Transit Center

Integrate service with partners

- Move start of route to Seaway Transit Center
- Evergreen Way & 79th PI customers would shift to new stops on Casino Rd & Evergreen Way
- Provide connections to Everett Transit, Community Transit, and other services
- 66 of 636 (10%) weekday riders will need to use a different stop



Outreach Summary



60,000 people reached on social media



40 ambassadors distributed **2,400** cards to riders on all affected routes, summarizing proposed changes



Coach posters onboard buses summarized changes



Personal responses from service planning or outreach staff to all e-mails and phone calls received



Summary of SIP on website with a survey on proposals



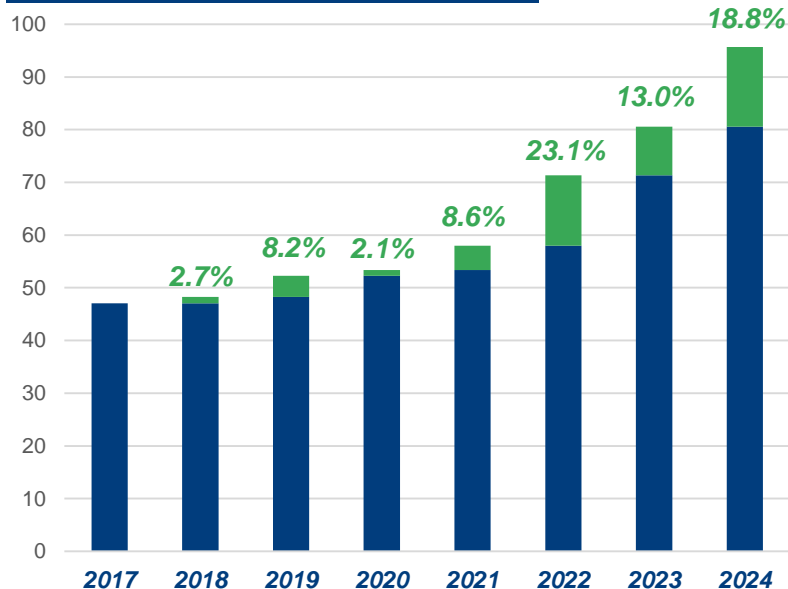
Five-Year Service Outlook & Plan

- Ridership growth, freeway congestion
- Light rail construction impacts
- Bus-rail integration planning with partners
- Northgate Link in 2021
- East Link in 2023
- Lynnwood Link, Federal Way, Redmond in 2024
- BRT in 2024



Annual Ridership 2017-2024

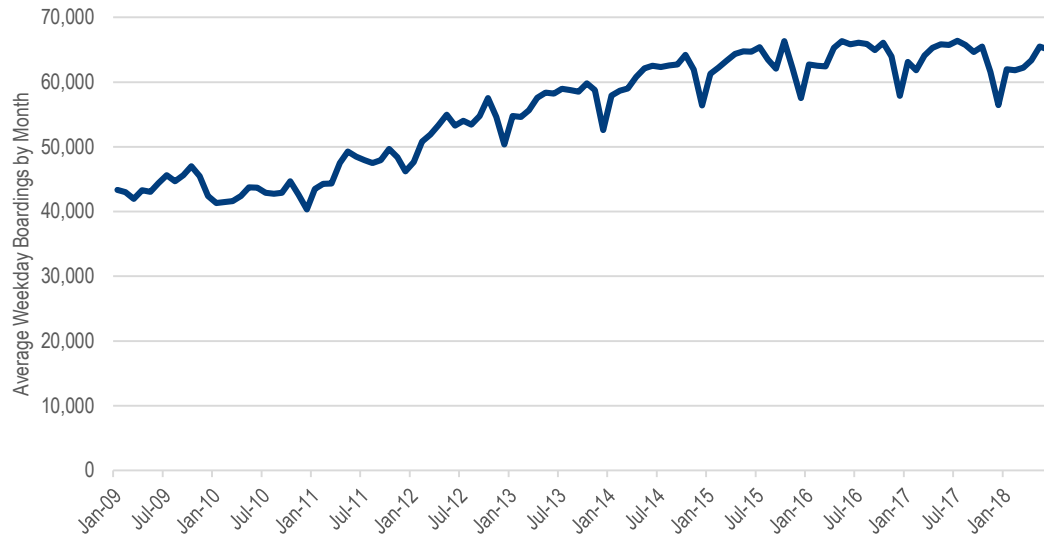
SYSTEM-WIDE ESTIMATED ANNUAL BOARDINGS



- 2019 Link ridership growth with rail-only DSTT
- 2021-2024 new Link extensions open
- ST Express ridership declines due to congestion and some replacement by Link & BRT

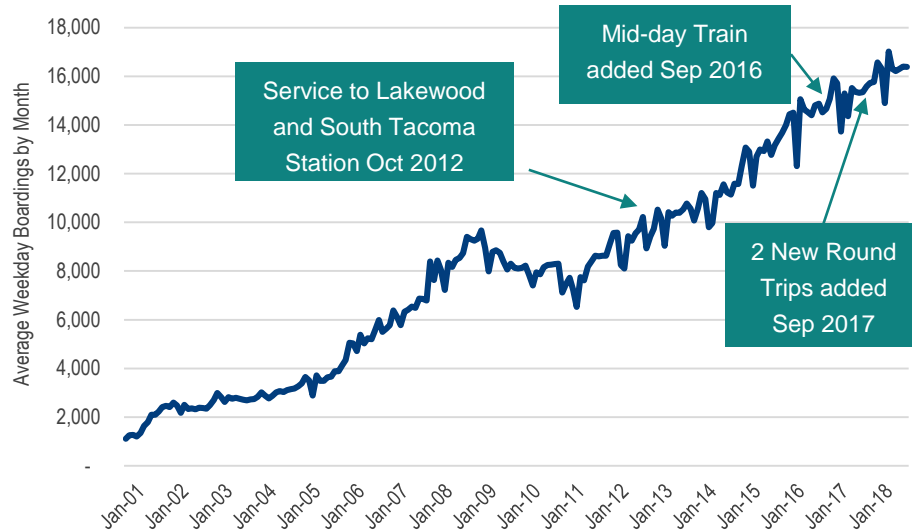
Questions?

Ridership – ST Express



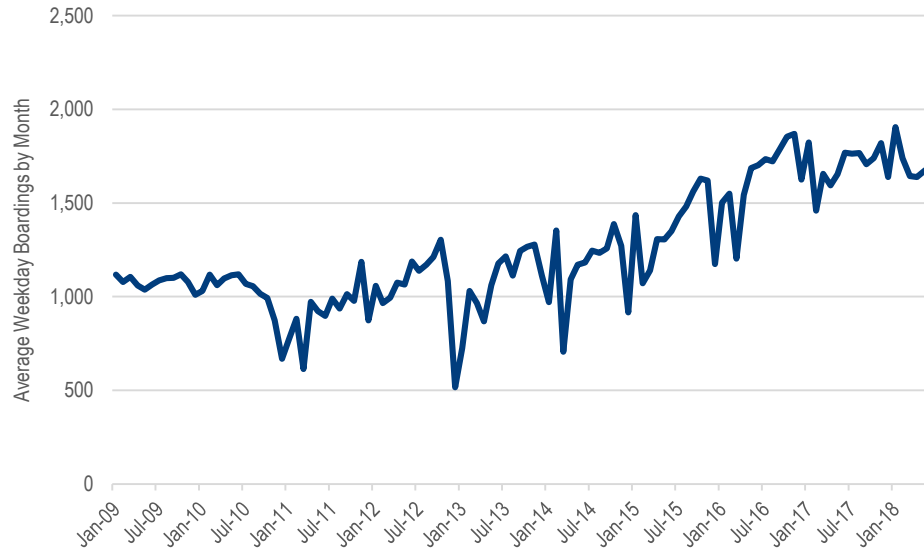
- Strongest corridors still remain to East King County on I-90 and SR 520 corridors
- Ridership decline due to East Link construction P&R closures
- Congestion pushing I-5 South customers to alternate modes
- Sounder Connectors growing with new Sounder South trips

Ridership – Sounder south line



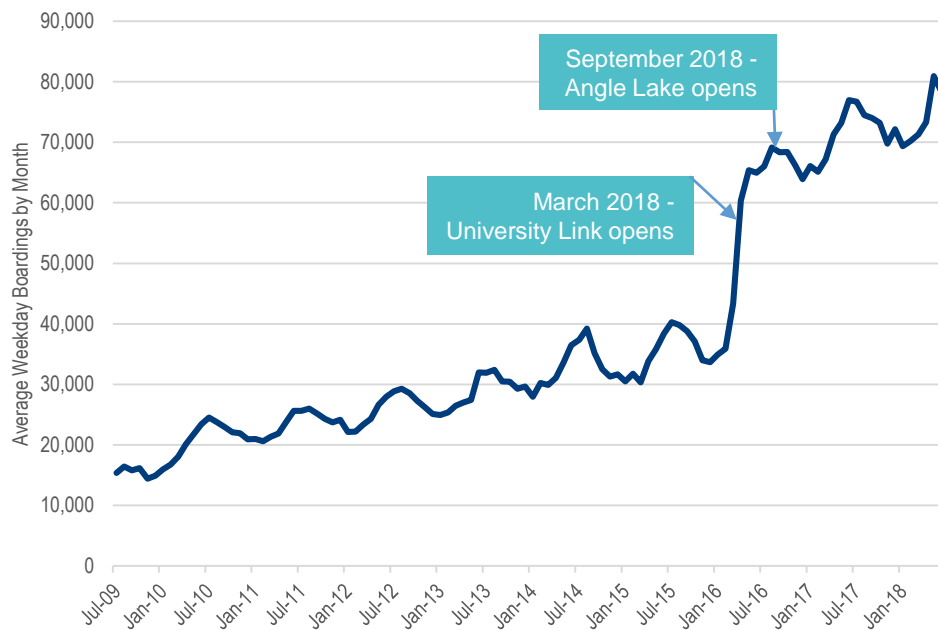
- Sounder south line added two new round trips in September 2017.
- Capacity increases resulted in ridership growth of about **750 new riders**.
- The new trips eased crowding on the early morning trains and added more evening trip options.

Ridership – Sounder north line

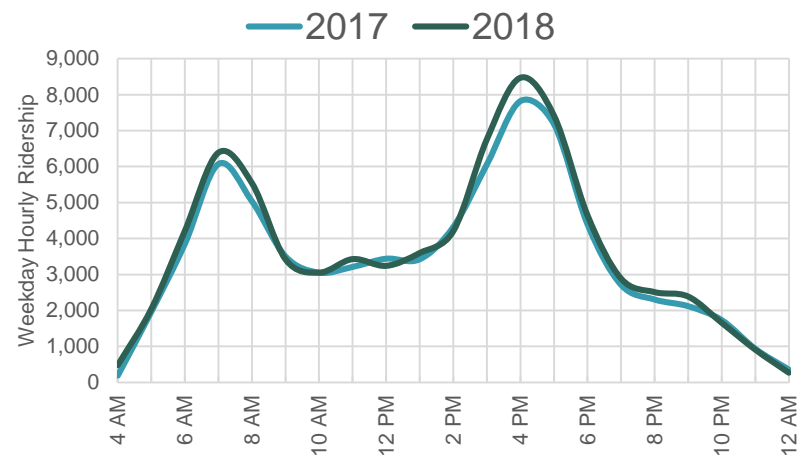


- Ridership stable
- Adjustments to 2- and 3-car trains in early 2018 to better match capacity and demand

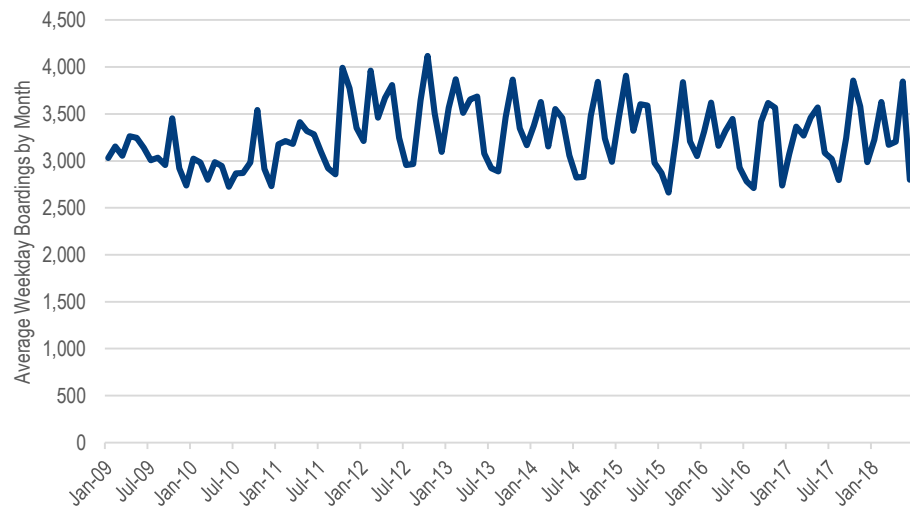
Ridership – Link



- Ridership growth continued in 2018
- Weekday ridership growth continues during peak periods



Ridership – Tacoma Link



- Ridership down in 2018 due to Tacoma Dome renovation and parking garage rehabilitation project
- Special events drive ridership on Tacoma Link