



# Sound Transit Draft 2022 Service Plan

# Sound Transit October 2021 Service

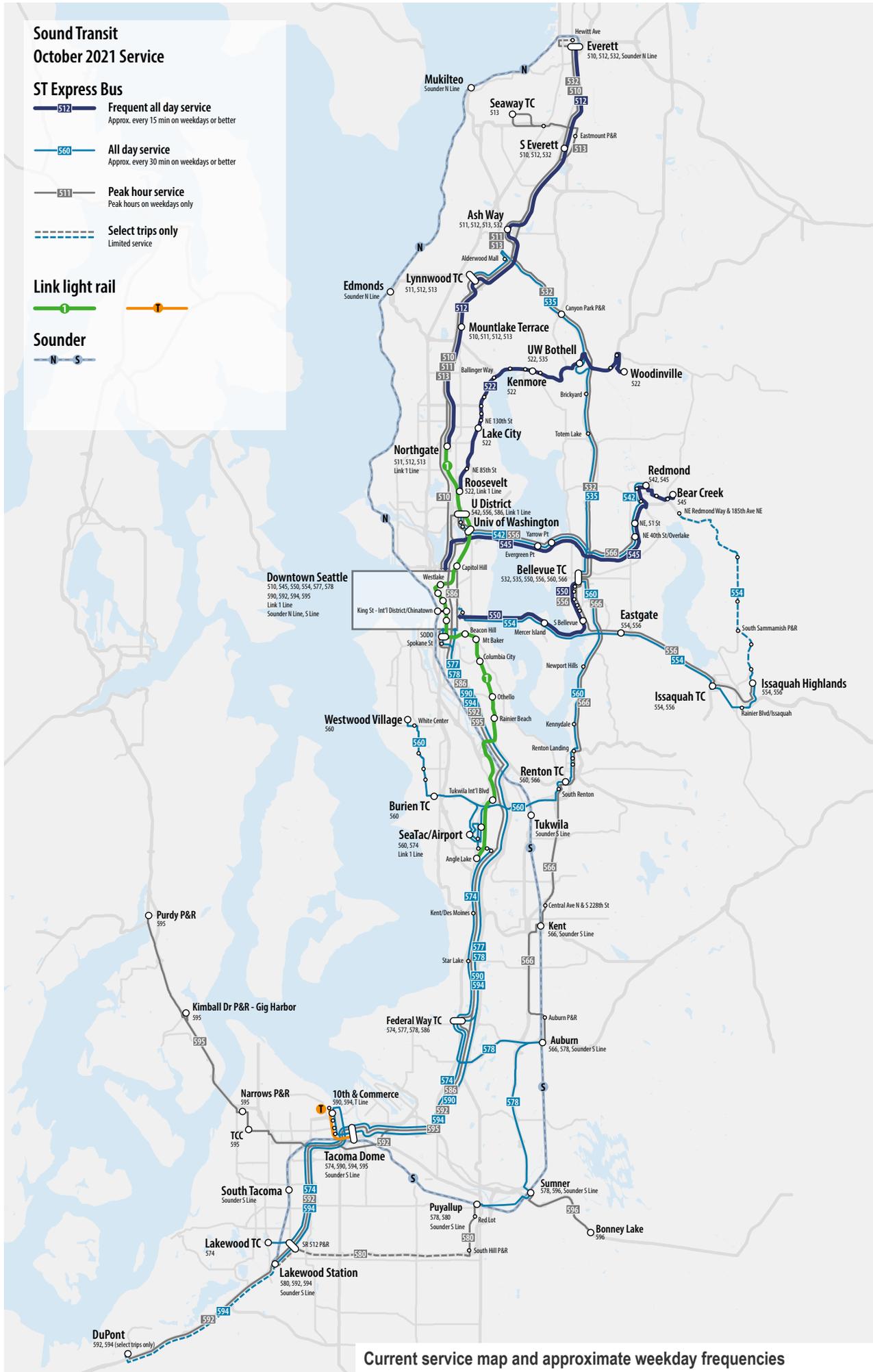
## ST Express Bus

-  **Frequent all day service**  
Approx. every 15 min on weekdays or better
-  **All day service**  
Approx. every 30 min on weekdays or better
-  **Peak hour service**  
Peak hours on weekdays only
-  **Select trips only**  
Limited service

## Link light rail



## Sounder



Current service map and approximate weekday frequencies

# Background

## *Annual Service Plan*

At Sound Transit, we evaluate service annually and propose changes to improve performance, respond to ridership trends, and use taxpayer resources efficiently. We forecast many of these proposed changes through our annual planning process. Our most recent service plans have focused on responding to the operational and budgetary constraints of the COVID-19 pandemic, as well as adjusting ST Express routes to complement and connect to new Link light rail expansions. While in 2021, there have been service frequency increases, specifically on routes serving North King and Snohomish Counties in conjunction with the Northgate Link extension, total service hours provided across all modes continue to be lower than pre-pandemic.

The 2022 Service Plan outlines the vision of how Sound Transit will provide service as the region emerges from the COVID-19 pandemic. In response to new travel patterns, we're refocusing the nature of the ST Express bus network to increase frequency all day, every day, serving a larger variety of trip purposes.

The plan focuses on equity by proposing service increases where people need it most, specifically in South King and Pierce counties, where ridership remained more resilient throughout the pandemic compared to other parts of the region. The plan sets the goal of bringing the same all-day frequent service to several South Puget Sound ST Express bus routes, matching the service levels provided on other frequent routes that operate north and east of Seattle.

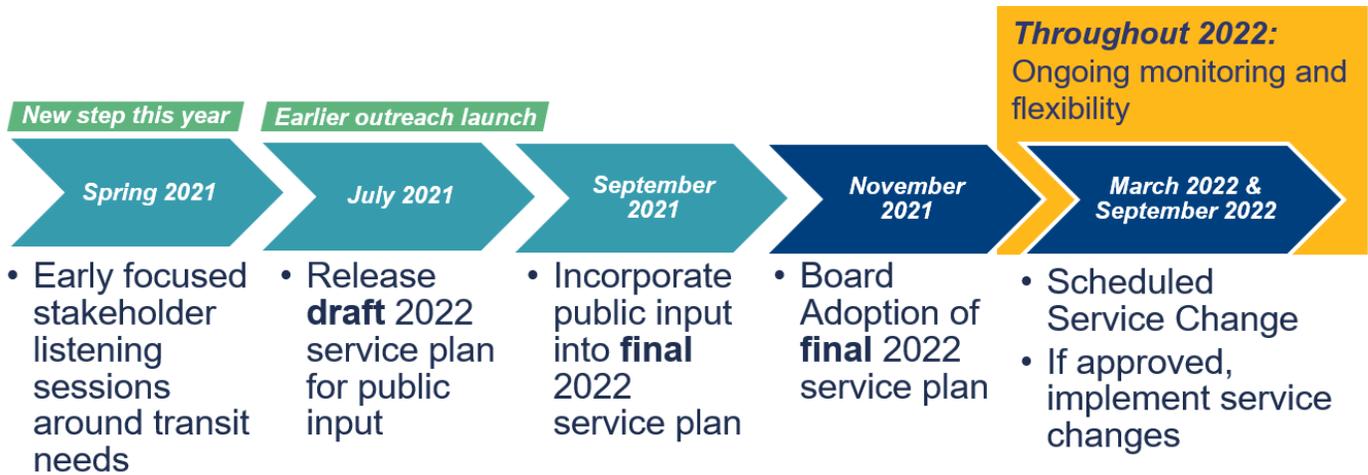
Our regional system will also continue expanding in 2022 with the Hilltop Link Extension opening. This extension will more than double the length of the T Line and add six new stations, providing new local connections from Tacoma Dome Station to the Stadium District and Hilltop neighborhood.

There remains a significant number of challenges and constraints for fulfilling the vision outlined in the 2022 Service Plan. Recent operator shortages, which are impacting transit agencies within our region and across the country, have required emergency reduction of ST Express bus services including on routes that have proposed service improvements. The uncertainty on the duration of the staffing shortages may require that the proposals – which have strong public support – be partially implemented or deferred to another year.



# Service Plan Process

This year we adjusted our planning process to start initial scenario development and public outreach earlier. We added a phase of early engagement in spring 2021 to hear from passengers who continued to use Sound Transit service throughout the pandemic. Through a July online open house and virtual information sessions, we collected feedback on our 2022 Service Plan proposals for both major and minor service changes. Building in additional time to hear from passengers about their service priorities allowed planners more time to refine initial service concepts prior to Board adoption.





# On-going pandemic response

Transit agencies across our region and around the world have faced persistent challenges during the COVID-19 pandemic, including decreased ridership, declining revenue and operator shortages. At the same time, agencies have continued to provide safe and reliable transit options, especially to access essential jobs and services. Sound Transit initially reduced service across the network, prioritizing all-day routes instead of peak-only overlay services and maintaining span of service. Since then, as ridership has started to return, we've added service to accommodate increasing demand.

Throughout 2020 and into 2021, the service planning team tracked daily and trip-level ridership to identify areas where ridership exceeded social distancing capacity limits—often occurring on routes serving essential workers in the South Sound. In December 2020 and March 2021, we added trips across the ST Express network to address those that were exceeding social distancing thresholds. In June 2021, coinciding with Governor Inslee's action to lift several statewide pandemic restrictions, we improved Link light rail frequencies to 8-minute service during peak hours and 10-minute midday, evening and weekend service.

# New ridership patterns emerging

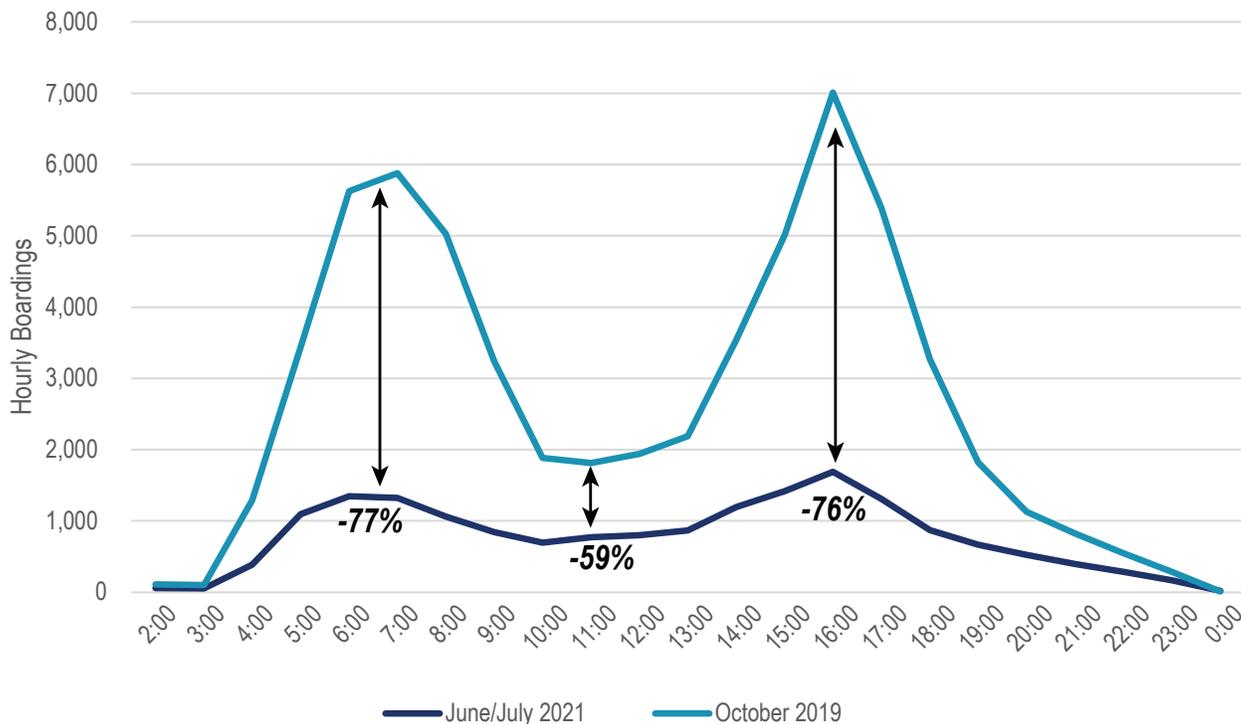
Since the lifting of several statewide pandemic restrictions, ridership has begun to rebound across the network with new ridership patterns emerging. The following ridership patterns have informed the goals and strategies for the 2022 Service Plan.

## ***Peak-hour demand***

Ridership decline came primarily from the rush hour period, as many people who traditionally commuted during the peak periods either commuted at different times or worked from home. Midday ridership has retained a larger share of riders.

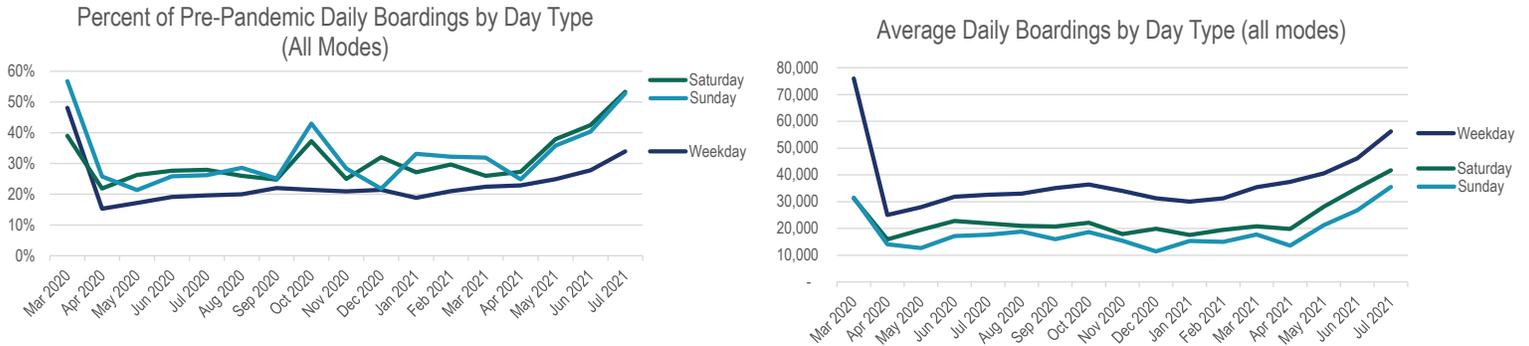
As the chart below shows, the peak period is less pronounced, and passengers who are still using the system are accessing jobs that do not fit the traditional 9-5 schedule, for medical appointments, or other daily necessities.

Average Weekday ST Express Ridership by Hour



## Weekend demand

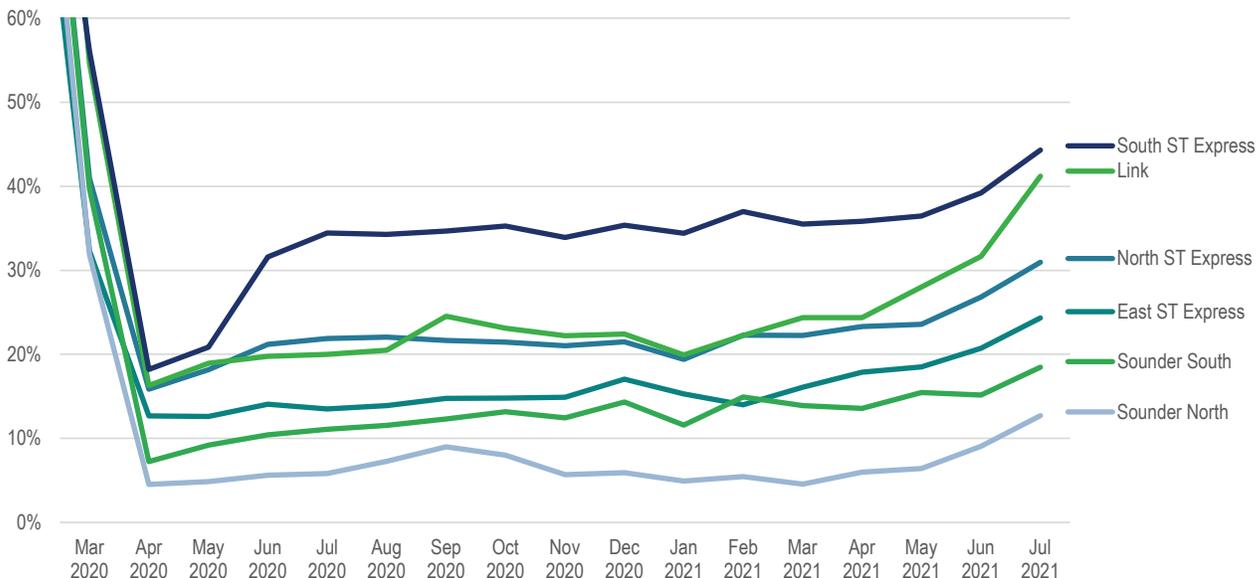
Weekend ridership has been returning at a faster rate than weekdays. In July 2021, average Saturday and Sunday ridership was slightly above half of pre-pandemic ridership levels, compared to 34% for weekdays. Between April and July 2021, weekend ridership more than doubled, while weekday ridership only increased by about 50%. This indicates that many returning riders are using the system to access daily necessities, recreation or social engagements, or jobs that have weekend shifts. Weekdays, however, still have higher total ridership compared to weekends.



## Pierce County and South King County ridership

ST Express routes serving South King and Pierce counties had larger percentages of passengers who continued to ride throughout the pandemic, indicating a larger proportion of riders using the system to access in-person jobs and other daily necessities.

Weekday Ridership Percent of Pre-COVID



# On-going challenges with staffing shortag

In October 2021, Pierce Transit, the operator of several South Sound ST Express bus routes, notified Sound Transit that an emergency reduction in services would be required due to severe staffing shortages. Over the course of summer 2021 and int fall 2021, the number of trips canceled due to operator shortage had slowly been increasing. This led to unpredictable service for passengers as cancelations changed day-to-day. Sound Transit worked with Pierce Transit to identify which trips to remove from the schedules, coordinating on shared corridors, and developing strategies to impact the smallest number of passengers. While formalizing the cancelations would give passengers better schedule predictability, the reductions impacted many of the routes that had proposed investments in the 2022 Service Plan. The temporary emergency reduction are effective as of November 7, 2021

Operator shortages are affecting transit agencies across the country including regional transit operators within Puget Sound. Through the rest of 2021 and throughout 2022, Sound Transit will prioritize efforts to mitigate the temporary service reductions and develop strategies to restore service that was impacted by the operator shortage.

The duration of staffing shortages is unknown, and as such, the service proposal in this 2022 Service Plan may be partially implemented or deferred until operator availability improves.

## Ongoing flexibilit

Our continued ridership monitoring throughout the pandemic has helped service planning address issues as they arise, such as trips exceeding social distancing guidelines. We'll continue to monitor and adjust service as conditions change and new ridership patterns emerge.

Since the beginning of the 2022 Service Plan process in Spring 2021, many new developments have changed the ongoing conditions, including widespread vaccine rollout, lifting and re-introduction of pandemic restrictions, the recent surge of the Delta variant delaying the return to office for many workers in the region, and o going staffing shortage that have required adjustments in service All of these new developments and will require Sound Transit to remain flexible and vigilant as conditions continue to change.

# Visions and strategies

With the ongoing pandemic still affecting ridership and revenues, 2022 will be a unique year in the context of operating service. We'll also see a change in travel patterns throughout the year, bookended by two major Link extension openings (Northgate in 2021 and Hilltop Tacoma in 2022) and complementary bus network changes.



**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 service goals

The 2022 Service Plan has several goals as Sound Transit begins to increase service coming out of the pandemic.

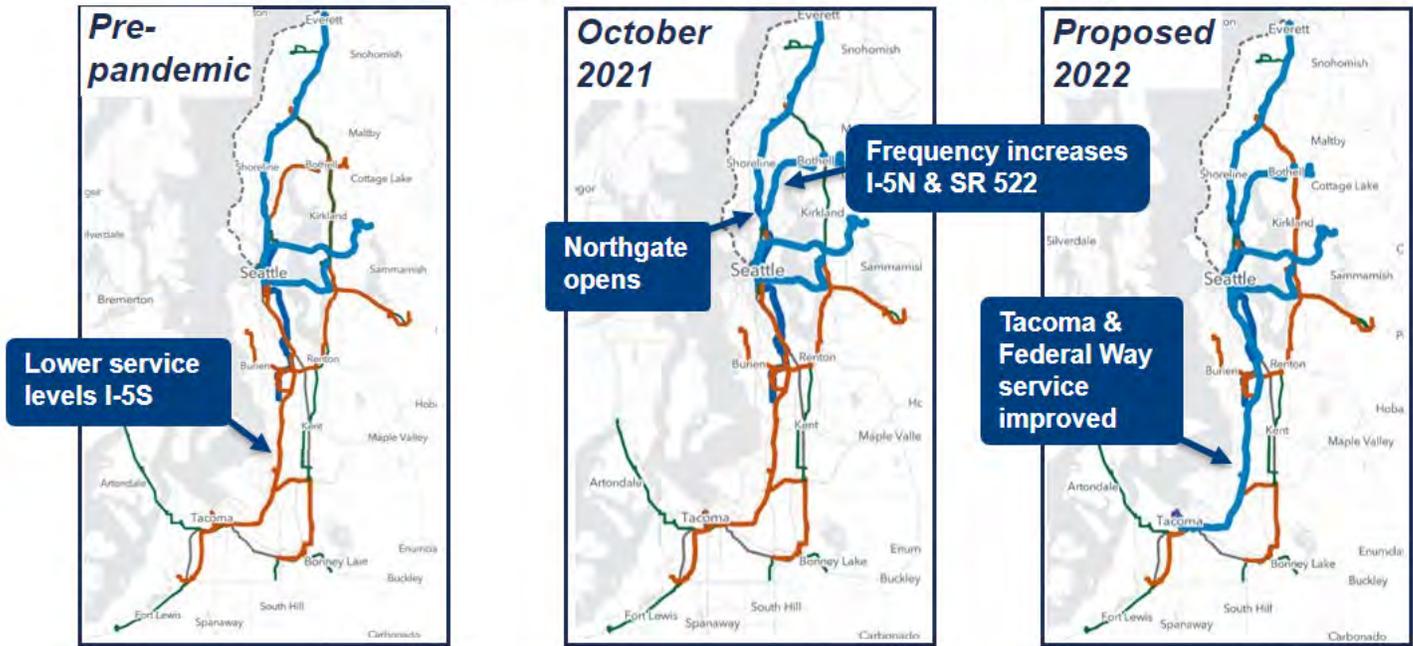
### ***Rethink service to reflect new all-day travel patterns***

Last year Sound Transit reduced or suspended service during traditional commute hours while preserving all-day connections. Current trends indicate that a number of commuters plan to work in the office less than they did before or with a wider range of hours, so building back from COVID-19 gives us an opportunity to create a network focused on all-day service that works for a larger variety of trip purposes.

The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only services (5-9 a.m. and 3-7 p.m.). While peak hours would still have a higher frequency, additional midday, evening and weekend service would allow for wider flexibility of work hours and serve passengers travelling for other reasons.

With the goal of responding to new travel patterns within budget constraints, some peak-hour-only routes such as Routes 541, 544, 555 and 567 would remain suspended because a parallel all-day route serves their respective corridors, although the parallel route may have more stops or require a transfer to/from Link light rail or another ST Express service.

— 15 min or better — 30 min — Peak only



## Prioritize equity as we restore and add more service

Our [2019 Title VI Service Monitoring Report](#) noted that some ST Express routes that serve low-income or minority populations, especially in South King and Pierce counties, had longer wait times and worse on-time performance compared to other service in the region. The report identified that over time, routes in South King and Pierce counties received less investment in additional service. As we monitored ridership during the pandemic, these were also routes where more passengers have continued to ride.

The 2022 Service Plan is an opportunity to address the findings from the service evaluation, respond to larger demographic and economic trends that are driving population growth in the South Sound, and improve service for areas that continued to show higher ridership use throughout the pandemic.

In October 2021, several routes serving North King and Snohomish counties will increase service to support transfers to the three new Northgate Link Extension stations. Route 512 (Everett – Northgate) and Route 522 (Woodinville – Roosevelt) will both have higher weekday and weekend frequencies, with service averaging approximately every 15 minutes or better throughout most of the day.

The 2022 Service Plan focuses on achieving service parity across the region. In the plan, we propose to increase Tacoma and Federal Way ST Express bus service to every 15 minutes all day, including on weekends, to match service levels previously improved on routes serving East King, North King and Snohomish counties.

## Consider public input

Passenger and community feedback is part of every annual Service Plan process, and this year we launched our community input process even earlier to allow additional time to modify proposals. Based on this feedback, we've identified other areas



requiring further analysis on how to better serve passengers, including how to speed up service between South King County and the Eastside along the I-405 corridor.

## ***Adjust service based on ridership and operating conditions***

Although ridership is slowly returning to Sound Transit services, COVID-19 pandemic conditions are rapidly changing, with the Delta variant and several major employers delaying the return to office. We'll need to be flexible in order to respond to unpredictable conditions such as passenger demand, new health and safety regulations, staffing shortages, or financial impact.

We'll consider shifting trip times, adding trips, or restoring currently suspended routes, if consistent shifts in ridership patterns justify an adjustment as we've done since the pandemic began. However, as operator shortages continue to affect transit agencies both locally and nationwide, the ability to add trips may be impacted.

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

ST Express will change with each future light rail extension, with route adjustments to complement and leverage investments in high-capacity transit. Link service will open to the Eastside in 2023, followed by extensions to Redmond, Federal Way and Lynnwood in 2024. More improvements will arrive with the opening of Stride BRT along the I-405 corridor in 2026 and 2027.

By increasing midday and weekend service in 2022, this plan anticipates the all-day frequency benefits that will eventually be offered by high-capacity transit.

# Public engagement summary

We began our outreach process for the 2022 Service Plan earlier than in previous years, allowing planners more time to respond to input and refine plans.

The goals of the public outreach effort were to

- Inform the public of both major and minor proposed service changes for 2022.
- Receive feedback from community groups, stakeholders, passengers and the public on how they felt about the Proposed changes.
- Give the opportunity for any follow-up conversations about the service proposals.

While Sound Transit's Service Standards only require providing public input opportunities for major service changes, we shared both major and minor service change concepts, using a variety of public engagement tactics. The Sound Transit Board has final decision-making authority in approving major service changes outlined in this service plan.

## Public engagement

Public engagement activities ran from May through August 2021. Staff informed both customers and the general public about the opportunity to submit feedback on the 2022 Service Plan through a variety of methods.

### Community and partner briefings

We contacted community groups and businesses directly in order to raise awareness of the proposal and provide an opportunity for groups or individuals to share preliminary feedback on the initial concepts service planning was considering and other transit needs.

We hosted several meetings with community groups located primarily in the South Sound, and the Asia Pacific Cultural Center scheduled a follow-up conversation regarding other specific needs in their community.

### Online open house

We shared background information on the 2022 Service Plan, goals, proposed changes, associated maps, and a survey through an online open house at [2022serviceplan.participate.online](https://2022serviceplan.participate.online).

This was the first time Sound Transit used this format for annual service plan engagement, and it not only allowed us to walk readers comprehensively through all the changes, but also provided a fully immersive in-language experience for non-English speakers. We translated the online open house site into Spanish, simplified Chinese, Vietnamese, Somali and Russian. The site also included links to a virtual info session and virtual public hearing.

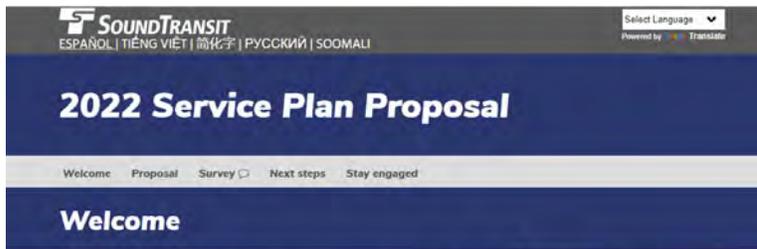
### Plan de servicios propuesto para

#### Ayúdenos a planificar cómo será el servicio en 2022

Sound Transit (ST) está estudiando la posibilidad de introducir cambios en los servicios de autobús ST Express, Sounder South y Tacoma Link el próximo año. El plan de 2022 propone aumentar el servicio en determinadas rutas del autobús ST Express durante todo el día (incluidos los mediodías, las noches y los fines de semana), junto con el restablecimiento del servicio suspendido en las horas pico de 5 a 9 a.m. y de 3 a 7 p.m. Aunque la frecuencia durante las horas pico será más alta, el servicio adicional fuera de este margen horario permitirá una mayor flexibilidad y los servicios a los pasajeros que viajan por otros motivos. También estamos estudiando la posibilidad de restablecer el servicio de Sounder South y abrirnos la extensión a Hilltop de Tacoma Link. Necesitamos sus comentarios para que nos ayuden a dar forma a los niveles de servicio del próximo año. El cuadro a continuación resume los cambios de ruta que proponemos.

#### Propuestas de plan de servicios de 2022

Servicio ST	Ubicaciones	Propuesta
Ruta 936	De Lynwood a Bellevue	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos e introducir el servicio dominical.
Ruta 950	De Bellevue a Seattle	Aumentar la frecuencia del servicio de los domingos a cada 15 minutos durante el día mediante la redistribución de algunos viajes entre semana. Durante la semana, el servicio funcionará aproximadamente cada 8 a 10 minutos durante las horas pico y cada 15 minutos al mediodía y por la noche.
Ruta 960	De West Seattle a Scott's Landing	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos. No hay cambios en el servicio de lunes a viernes.
Ruta 974	De Lakewood a SeaTac	Ampliar el horario del servicio, que comenzará más temprano y terminará más tarde para beneficiar a los trabajadores del Aeropuerto SeaTac.
Ruta 977	De Federal Way a Seattle	Aumentar la frecuencia del servicio a cada 15 minutos más durante todo el día, todos los días, entre Federal Way y Seattle.
Ruta 978	De Puget a Seattle	Aumentar la frecuencia del servicio de fin de semana a cada 30 minutos.
Ruta 990	De Tacoma a Seattle	Aumentar el servicio a cada 15 minutos o más durante todo el día, todos los días, entre Tacoma y Seattle (frecuencia combinada con el 994).
Ruta 992	De DuPont a Lakewood a Seattle	Añadir una parada en Tacoma Dome para mejorar el servicio a la nueva extensión a Hilltop de Tacoma Link.
Línea 5 (Sounder South)	De Lakewood a Seattle	Sound Transit estudia la posibilidad de restablecer el servicio Sounder South con 13 viajes de ida y vuelta en septiembre de 2022. Restablecer el servicio de media mañana hacia el norte y dos viajes que viajan hacia el sur por la mañana y hacia el norte por la noche.
Línea T (Tacoma Link)	De Tacoma Dome a Hilltop	Una vez que se extienda a Hilltop del Tacoma Link se abra en 2022, Sound Transit considerará aumentar la frecuencia del recorrido de cada 12 minutos a cada 15 minutos.



Sound Transit is seeking public feedback on our 2022 Service Plan. Take the survey below by 11:59 p.m. on Aug. 22, attend the virtual open house on Aug. 11, email your feedback at [servicechanges@soundtransit.org](mailto:servicechanges@soundtransit.org), or leave a comment by calling 1-866-940-4387. You can also sign up to give verbal comment at the virtual public hearing on Aug. 12.

### What's the annual service plan?

At Sound Transit, we evaluate service performance annually and propose changes to improve performance, respond to ridership trends and use taxpayer resources efficiently.

We forecast many of these proposed changes through our annual planning process, but we need your input to help us hone and improve them.

We recognize that the past year has been extremely challenging. Transit agencies across the region, including Sound Transit, had to reduce service during the pandemic. As the region rebounds and we look ahead to next year, we invite you to learn more about the changes we are proposing to service in



**Tell us what you think by Aug. 22**

**Email us:**  
[servicechanges@soundtransit.org](mailto:servicechanges@soundtransit.org)

**Call and leave a public comment:**  
1-866-940-4387

**Attend our Virtual Open**

Sound Transit 正在就我们的 2022 年服务计划寻求公众反馈。请在 8 月 22 日晚上 11:59 之前参加下面的调查；参加 8 月 11 日的虚拟开放日；将您的反馈通过电子邮件发送至 [servicechanges@soundtransit.org](mailto:servicechanges@soundtransit.org) 或致电发表评论 1-866-940-4387。您还可以报名参加 8 月 12 日的虚拟公开听证会，以发表口头评论。

### 年度服务计划是什么？

在 Sound Transit，我们每年都会评估服务绩效并提出改进建议，以提高绩效、响应乘客趋势并有效利用纳税人资源。

我们通过年度规划过程预测了许多这些提议的变化，但我们需要您的意见来帮助调整和改进它们。

我们认识到，过去的一年极具挑战性。本区域的公交机构，包括 Sound Transit，不得不在新冠病毒流行期间减少服务。随着本区域的复苏以及我们展望未来，我们邀请您详细了解我们提议在 2022 年服务的变化。您对 2022 年服务计划提案的反馈将有助于塑造来年的服务。



**请在 8 月 22 日之前告诉我们您的想法**

**发电子邮件给我们:**  
[servicechanges@soundtransit.org](mailto:servicechanges@soundtransit.org)

**致电并发表公众意见:**  
1-866-940-4387

**参加我们的虚拟开放日:**  
8月11日下午6点

Examples of the 2022 Service Plan online open house and translated versions

## Virtual events

We hosted two online events during the comment period. More than 20 people attended our virtual info session at 6 p.m. on Wednesday, Aug. 11, where we presented a brief overview of the proposed 2022 Service Plan, followed by a lively Q&A session. Sound Transit was commended for our help and openness throughout the conversation.

At 9 a.m. on Thursday, Aug. 12, we also hosted a virtual public hearing, where we received two formal comments. You can find the livestream of the hearing [here](#).

## Multilingual fact sheets

We distributed information about the 2022 Service Plan to our stakeholders via email to help spread the word about the project. An attached fact sheet helped explain the project, service plan goals, and how to participate in planning. Just as with the online open house, we provided the fact sheet in English, Spanish, simplified Chinese, Vietnamese, Somali and Russian. We also received a special request to translate the fact sheet into Khmer as a follow-up to our engagement with the Asia Pacific Cultural Center.

## Email and text updates

We deployed email and text alerts to more than 26,900 passengers who've opted to receive Sound Transit service updates. These notifications invited passengers to review and comment on the 2022 Service Plan, and we also included announcements in four of our Sounder capital project newsletters because of the opportunity to bring the S Line back to full capacity in 2022.

## Blog post

A post on Sound Transit's "The Platform" blog explained the 2022 Service Plan goals, opportunities to provide comments and the overall project timeline. The post also included context for when passengers would see these changes.

## Social media posts

We promoted the online open house and survey through Facebook and Twitter, and we created Facebook events for the virtual info session and virtual public hearing, which we encouraged stakeholders to help share on our behalf.

## Press release and earned media

On July 28, Sound Transit issued a press release to 280 standard media outlets. The project earned coverage from six media organizations.

## Public comment methods

The primary tool for the public to provide feedback was through the online open house survey. We received 1,243 responses in English, three in Spanish and three in simplified Chinese. Individuals could also submit comment by calling in to one of our two virtual events as well as by e-mail.

Sound Transit Jul 21 · 🌐

Now is your chance to weigh in on the 2022 Service Plan! Take the survey and learn more: <https://bit.ly/36R09yD>

Proposed 2022 Service Plan

SOUNDTRANSIT.ORG  
2022 Service Plan Online Open House [Learn More](#)

Like Comment Share

Sound Transit Jul 22 · 🌐

Ahora tiene la oportunidad de opinar sobre los planes de servicio de Sound Transit para el 2022. Obtenga más información y responda la encuesta en <https://bit.ly/36R09yD>

Evento abierto al público en línea sobre el plan de servicio para el 2022

SOUNDTRANSIT.ORG  
Evento abierto al público en línea sobre el plan de servicio para el 2022 [Learn More](#)

Like Comment Share

# Comment summary

The survey accompanying the online open house received a total of 1,243 survey responses (which included 115 partially completed surveys). The survey asked respondents to evaluate the proposals for improving service. Respondents were also given the opportunity to provide open-ended responses to capture any other desired service improvements and for routes that had no proposed changes.

Key take-aways from the comments:

- Feedback was very positive for the proposed service improvements, with the exception of the proposed Route 592 stop at Tacoma Dome Station, which respondents were concerned of the increased travel times on an already long trip.
- Many respondents indicated that commuting to/from work was their primary reason for taking transit, and as such most respondents indicated that morning and afternoon commute periods were the most important. Demand for weekend, particularly, for Saturday service, was also noted as important, including to important entertainment or sporting venues.
- While only a quarter of respondents currently ride five days or more a week, over 50% ride at least once a week. This suggests that many survey respondents continue to work from home. This also highlights the need to continue to engage with passengers through other means as some may not be represented in an online survey, as well as the importance of the initial stakeholder discussions on transit service.

Comments on route specific proposals are included in the subsequent route by route profile section. A full analysis of the 2022 Service Plan comments is also included in the appendix.

# Proposed service changes

The 2022 Service Plan delivers a regional network that brings service to every 15 minutes on key ST Express markets on weekdays, Saturdays and Sundays, with even higher frequencies during periods of higher demand. ST Express routes would connect major Puget Sound cities, and facilitate travel throughout the region at all times throughout the day and expand access to beyond commute period trips.

In addition, we're proposing several other changes to increase frequencies, primarily during the midday, evening and weekends. Full route-by-route details of the proposed changes can be found in this section.

With the proposed increases, ST Express would operate 87% of the total service hours that operated pre-pandemic. A Title VI Service Equity Analysis consistent with Sound Transit's policies was performed for the proposed major service changes and did not identify any adverse effects, disparate impacts, or disproportionate burdens. The full Title VI Service Equity analysis is included in the Appendix.

## Summary of proposals

The following table summarizes all proposed changes, with additional information included in the route-by-route profiles. While major changes require Sound Transit Board approval, we also included minor changes as part of our public engagement to help planners refine all proposed changes

All other routes would operate with the same levels of service as currently, with some minor adjustments to trip times to account for changing traffic levels or ridership

### ***Challenges and risks***

Recent operator shortages in Fall 2021 have required emergency reductions on Pierce Transit-operated services, including many routes which have proposed service improvements in 2022. Restoring service that was reduced in Fall 2021 will be a priority in early 2022, and the uncertainty of operator availability may require partial implementation or deferral of the proposals.

Route	Proposed change	Type of change
535 Lynnwood-Bellevue	Increase service to every 30 min. on Saturdays and introduce Sunday service.	Major
550 Bellevue-Seattle	Increase service to every 15 min. on Sundays by reallocating some weekday trips.	Minor
560 West Seattle-SeaTac-Bellevue	Increase weekend service to every 30 min. during the day.	Minor
574 Lakewood-SeaTac	Expand span of service by adding additional early morning and late night trips.	Minor
577 Federal Way-Seattle	Increase service to every 15 min. between Federal Way and Seattle during the day on both weekdays and weekends.	Minor
578 Puyallup-Seattle	Increase weekend service to every 30 min. between Puyallup and Seattle.	Minor
590 Tacoma-Seattle	Increase service to every 15 min. between Tacoma and Seattle during the day on both weekdays and weekends.	Major
S Line (Sounder South)	Restore service to 13 roundtrips by September 2022.	Major
T Line (Tacoma Link)	Open Hilltop Extension and increase service to every 10 min. on weekdays and Saturdays, and to every 20 min. on Sundays.	Major

# Sound Transit 2022 Proposed Service

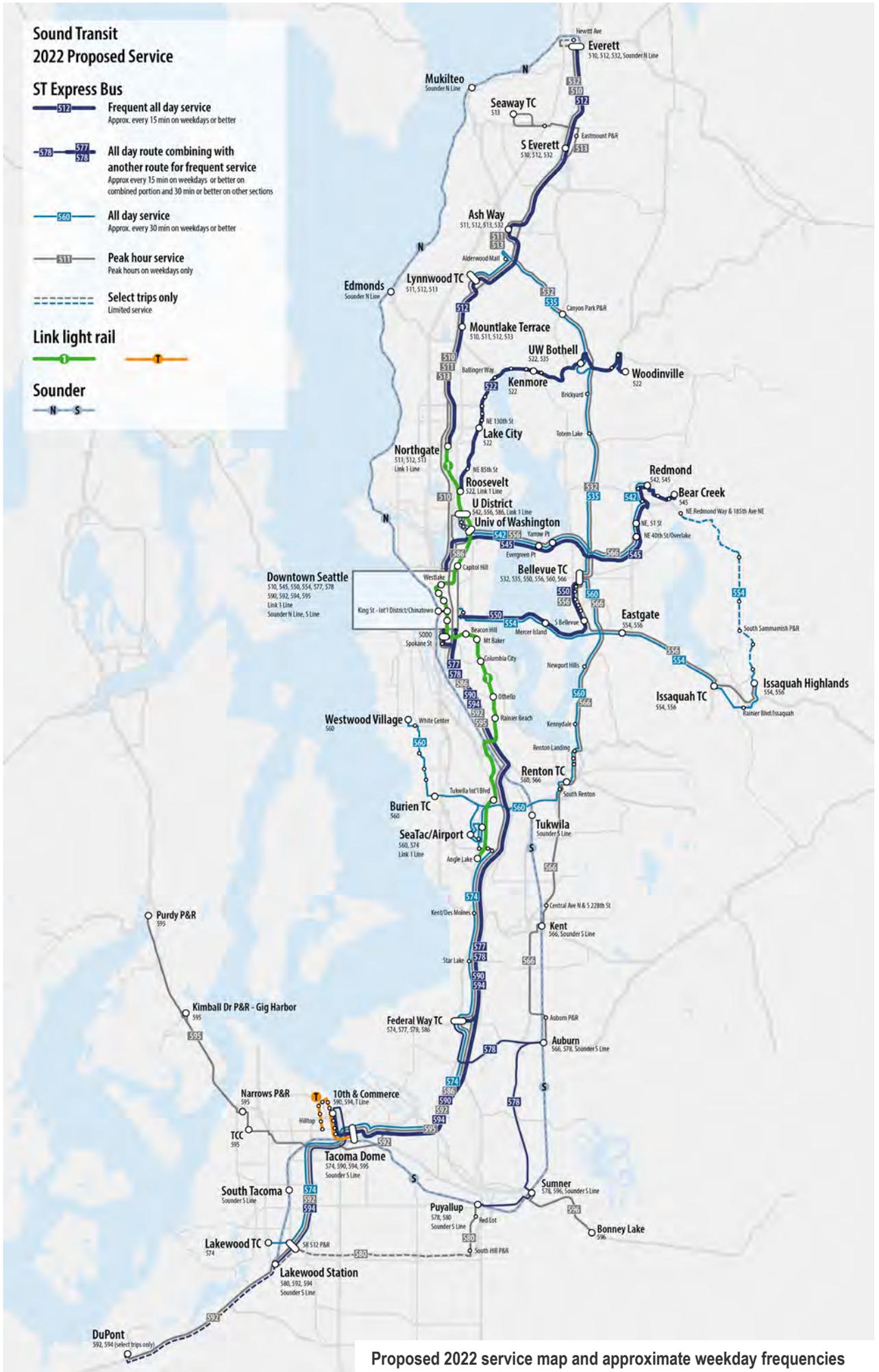
## ST Express Bus

-  **Frequent all day service**  
Approx. every 15 min on weekdays or better
-  **All day route combining with another route for frequent service**  
Approx every 15 min on weekdays or better on combined portion and 30 min or better on other sections
-  **All day service**  
Approx. every 30 min on weekdays or better
-  **Peak hour service**  
Peak hours on weekdays only
-  **Select trips only**  
Limited service

## Link light rail



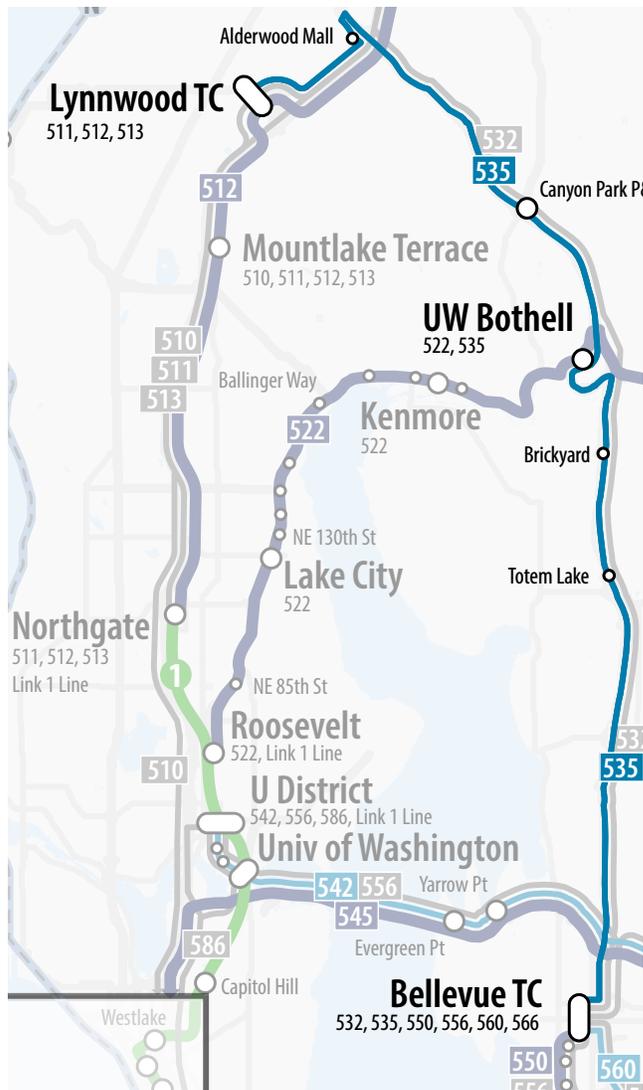
## Sounder



Proposed 2022 service map and approximate weekday frequencies

# 535 Lynnwood-Bellevue

**Major Service Change**  
Requires Board Approval



## Proposed changes

Route 535 currently operates between Lynnwood and Bellevue every 60 minutes for most of the day and every 30 minutes during peak hours. Route 532 (Everett-Bellevue) also provides supplementary service on the corridor during peak hours. In 2027, Route 535 will be replaced by the S2 Line (Stride BRT), offering high-frequency service along the corridor.

The 2022 Service Plan would increase service to every 30 minutes for most of the day. In addition, it would introduce Sunday service every 30 minutes during the day and every 60 minutes during the evening.

### Why are we proposing this change?

The proposed changes would improve route utility by offering more frequent service, especially during times where service operates hourly. In addition, it will begin building the market for the future Stride BRT by delivering some of the benefits of better frequency before introduction of the new high capacity transit route.

### What does it mean for passengers?

- Passengers traveling during the midday on weekdays and on weekends would have higher frequencies and would not have to wait as long.

### Approximate Frequencies

	Current 535 Lynnwood- Bellevue	Proposed 535 Lynnwood - Bellevue
<b>Weekdays</b>		
Early AM	60 min.	60 min.
AM Peak	30 min.	30 min.
Midday	60 min.	30 min.
PM Peak	30 min.	30 min.
Evening	60 min.	60 min.
Late Evening	60 min.	60 min.
<b>Saturday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	No service	30 min.
Late Evening	No service	60 min.

Frequencies are approximate and may vary by direction



Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

# What we heard

The feedback for this proposal was supportive, with excitement for the potential of Sunday service on the route. Some commenters noted that many services along the corridor are currently peak- oriented, which has limited the ability to use transit outside the traditional commute hours.



Number of respondents: 60

# Representative quotes

***“As long as the above proposed new Sunday service is put in, you’d be saviors.”***

***“I’m excited Sunday service on the 535 may return.”***

***“With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before Covid, I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the [Community Transit] Swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference.”***

# 550 Bellevue-Seattle



## Approximate Frequencies

	Current 550 Bellevue- Seattle	Proposed 550 Bellevue- Seattle
<b>Weekdays</b>		
Early AM	30 min.	30 min.
AM Peak	8-10 min.	9-10 min.
Midday	15 min.	15 min.
PM Peak	8-10 min.	8-10 min.
Evening	15 min.	15 min.
Late Evening	30 min.	30 min.
<b>Saturday</b>		
Day	15 min.	15 min.
Late Evening	30 min.	15 min..
<b>Sunday</b>		
Day	30 min.	15 min..
Late Evening	30 min.	30 min.

Frequencies are approximate and may vary by direction



**Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.**

## Proposed changes

Route 550 currently operates every 8-10 minutes during peak hours, 15 minutes during the midday and Saturdays, and 30 minutes on Sundays.

The 2022 Service Plan would reallocate up to 4 roundtrips from the weekdays to Sundays, allowing Sunday frequency to increase to every 15 minutes all day, while maintaining high frequency service during the peak periods.

### Why are we proposing this change?

Increasing service to every 15 minutes on Sundays would allow people to travel between two regional centers and improve regional connectivity. This proposal would be cost neutral by reallocating some underutilized weekday trips with minimal impacts to wait times.

### What does this mean for passengers?

- Passengers traveling on weekends would have high-frequency regional connections, allowing passengers to travel without having to consult a schedule. The proposed 15-minute frequencies on Sundays would allow for better regional connections and make transferring between services easier.
- Some passengers may have to wait 1-2 minutes longer during weekdays, however service would continue to operate every 9-10 minutes during peak hours and 15 minutes during the midday and evening. Based on our ridership projections as well as analysis of pre-pandemic ridership, we expect sufficient capacity on the corridor. We'll continue to monitor trends, as we did throughout the pandemic, and add service when necessary.

# What we heard

The feedback for this proposal was mostly supportive, many stating that the frequent Sunday service is long overdue. However, some people had concerns about sufficient peak-hour capacity. We will continue to monitor trends and adjust service as necessary.



Number of respondents: 89

# Representative quotes

*“Even though I don’t take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue...”*

*“More rides on weekends, especially between 6-9am and 3-5pm.”*

# 560 W. Seattle-SeaTac-Bellevue



## Approximate Frequencies

	Current 550 Bellevue- Seattle	Proposed 550 Bellevue- Seattle
<b>Weekdays</b>		
Early AM	30 min	30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
<b>Saturday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction



**Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.**

## Proposed changes

Route 560 currently operates every 30 minutes on weekdays and every 60 minutes on weekends, connecting West Seattle and the Eastside to key transportation hubs in South King County such as Burien and the Renton Transit Center, as well as Sea-Tac Airport. In 2027, the corridor will become part of the Stride BRT network.

The 2022 Service Plan would increase weekend service to every 30 minutes.

### *Why are we proposing this change?*

Increasing weekend service would improve route utility, create better connections to several transportation hubs including Sea-Tac Airport, and provide better options between West Seattle, South King County and the Eastside without having to go through Downtown Seattle.

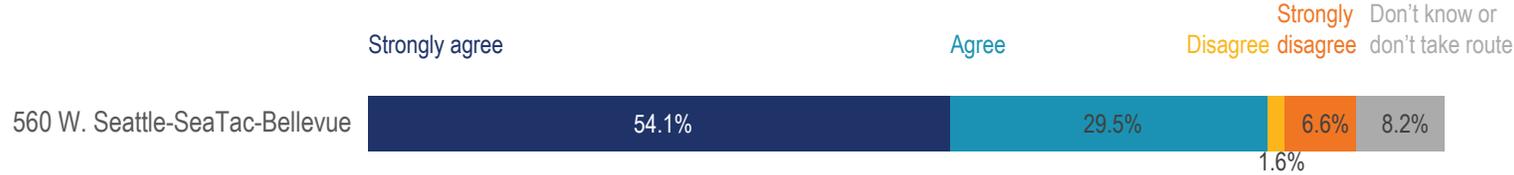
### *What does this mean for passengers?*

- Riders would have more options to travel between West Seattle, South King County and the Eastside as well as to Sea-Tac Airport on weekends.

# What we heard

The feedback for this proposal was supportive, particularly in response to additional off-peak options without having to connect in Downtown Seattle, given limited options due to the West Seattle Bridge closure.

We also heard feedback about improving stop locations to better serve White Center. Currently construction on the RapidRide H Line and other construction projects are impacting operations in the area. We will further analyze to see if any alternate routings or stop patterns to better serve this area are possible without impacts to speed and reliability in the area.



Number of respondents: 62

# Representative quotes

*“The 560 is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back...Accessibility must be more often than once an hour. Thank you kindly!”*

# 574 Lakewood-SeaTac



## Approximate Frequencies

	Current 574 Lakewood- SeaTac	Proposed 574 Lakewood- SeaTac
<b>Weekdays</b>		
Early AM	20-30 min	20-30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
<b>Saturday</b>		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

## Proposed changes

Route 574 currently operates approximately every 20-30 minutes with higher frequencies in the early morning timing with employee shifts in SeaTac.

The 2022 Service Plan would add additional trips in the early morning and late evening in order to improve options for employees and travelers heading from the South Sound to SeaTac.

### Why are we proposing this change?

Route 574 has retained comparatively high ridership throughout the pandemic, and early-morning trips routinely exceeded social-distancing capacity guidelines. Pre-pandemic, some of the most crowded trips were in the very early morning timing with shifts at Sea-Tac Airport, indicating demand for more service during that time.

### What does this mean for passengers?

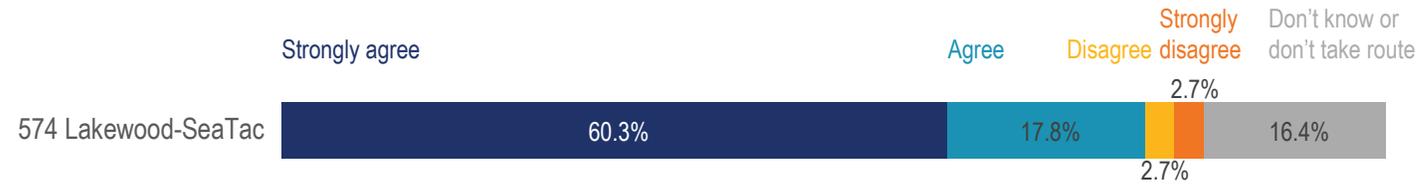
- Riders would have more options in the early morning and late evening to access jobs and flights at Sea-Tac Airport.



Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

# What we heard

The feedback for this proposal was supportive. Some commenters also mentioned that service should be more frequent.



Number of respondents: 73

## Representative quotes

*“I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac.”*

*“In my experience, improving the 574 service is the top priority, improving 590/594 service a close second-frequency especially during peak times (which may differ for 574 based on airport employee shifts) but also during early mornings, evenings, weekends.”*

# 577 Federal Way-Seattle



## Approximate Frequencies

	Current 577/578 Federal Way-Seattle	Proposed 577/578 Federal Way-Seattle
<b>Weekdays</b>		
Early AM	15 min	15 min
AM Peak	8-10 min	8-10 min
Midday	30 min	15 min
PM Peak	10 min	10 min
Evening	30 min	30 min
Late Evening	60 min	60 min
<b>Saturday</b>		
Day	30 min	15 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

## Proposed changes

Currently, both Routes 577 and 578 provide service between Federal Way and Seattle, with the 578 continuing to Puyallup, Sumner and Auburn. During peak hours, service is every 8-10 minutes between Federal Way and Seattle, and every 30 minutes during the midday. On weekends, service is every 30 minutes combined between the two routes.

The proposed 2022 service would offer a combined frequency on Routes 577 and 578 of every 15 minutes between Federal Way and Seattle during the day on weekdays and weekends. Service during the peak periods would remain approximately every 8-10 minutes.

Weekday service between Puyallup and Seattle on Route 578 would operate every 30 minutes, and it would increase from every 60 minutes to every 30 minutes on weekends.

### Why are we proposing this change?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key corridor route to/from South King County, matching service levels offered on routes serving the Eastside and Snohomish County. This would provide a high level of service on a corridor between two major regional centers, provide better service for routes that retained a high proportion of ridership, and improve service in an area that has been growing in population.

### What does this mean for passengers?

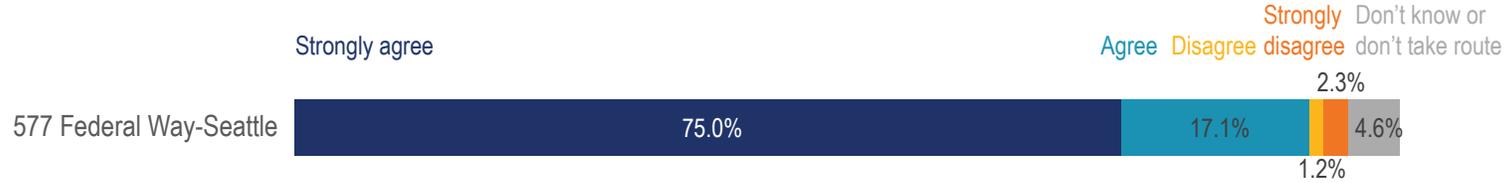
- Passengers would be able to travel between Seattle and Federal Way with high-frequency service without having to consult a schedule. In addition, regional connections would be improved with better transfer opportunities to/from King County Metro services at Federal Way Transit Center.



Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

# What we heard

The feedback for this proposal was supportive, especially in regards to better transfers at Federal Way Transit Center and in Downtown Seattle between Sound Transit and King County Metro or Pierce Transit local services.



Number of respondents: 89

# Representative quotes

*“Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule.”*

*“More frequent late evening service would be helpful so that I could take the bus to federal way from events in downtown Seattle (e.g. sporting events and concerts.)”*

# 578 Puyallup-Seattle



## Approximate Frequencies

	Current 578 Puyallup- Seattle	Proposed 578 Puyallup-Seattle
<b>Weekdays</b>		
Early AM	30 min	30 min
AM Peak	30 min	30 min
Midday	30 min	30 min
PM Peak	30 min	30 min
Evening	30 min	30 min
Late Evening	60 min	60 min
<b>Saturday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

Frequencies are approximate and may vary by direction

## Proposed changes

Route 578 currently provides service between Puyallup and Seattle via Federal Way. Service operates every 30 minutes on weekdays. It does not operate during the peak periods when Sounder service is available. On weekends, service is every 60 minutes.

The 2022 Service Plan proposes increasing service to every 30 minutes on weekends as well as adding some supplementary trips during the weekday to improve the span of service and make the service easier to understand.

### Why are we proposing this change?

Route 578 continued to have higher ridership throughout the pandemic. Increasing weekend service to every 30 minutes would increase route utility and give better options to riders, especially during times when Sounder South is not operating.

### What does this mean for passengers?

- Service on weekends would be more frequent, allowing a wider range of options between the South Sound and Downtown Seattle.



Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

# What we heard

The feedback for this proposal was supportive. Some respondents indicated that late evening service was important.



Number of respondents: 109

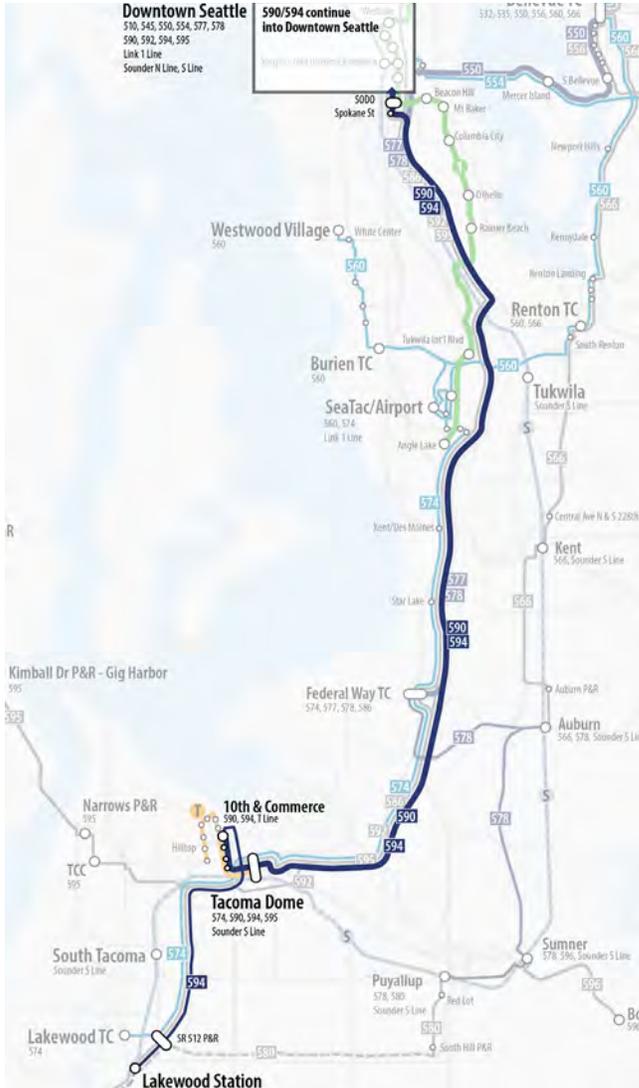
# Representative quotes

*“I like the idea of more 577/578 busses during the work day. Once mask and social distancing requirements are gone, crowded buses will resume. More buses equals less crowding.”*

*“Very excited at the increase in service for the 577/578”*

# 590 Tacoma-Seattle

**Major Service Change**  
Requires Board Approval



## Approximate Frequencies

	Current 590/594 Tacoma-Seattle	Proposed 590/594 Tacoma-Seattle
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### Weekdays

Early AM	6-8 min	6-8 min
AM Peak	6-8 min	6-8 min
Midday	30 min	15 min
PM Peak	6-8 min	6-9 min
Evening	30 min	15-30 min
Late Evening	30 min	30 min

### Saturday

Day	30 min.	15 min.
Late Evening	30 min.	30 min.

### Sunday

Day	30 min.	15 min.
Late Evening	30 min.	60 min.

Frequencies are approximate and may vary by direction

## Proposed changes

Route 590 currently operates between Tacoma and Seattle during peak periods approximately every 6-8 minutes. Route 594 (Lakewood/Tacoma-Seattle) offers service between Tacoma and Seattle every 30 minutes during the weekday off-peak and on weekends.

The proposed 2022 service would offer a combined frequency of every 15 minutes on Routes 590 and 594 between Tacoma and Seattle. Service would continue to operate approximately every 6-9 minutes during peak periods with some minor adjustments based on demand.

### Why are we proposing this change?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key route between two major regional centers, matching service levels offered on routes serving the Eastside and Snohomish County. In addition, the increased service would provide stronger regional connectivity to the T Line (Tacoma Link) and Pierce Transit bus routes.

### What does this mean for passengers?

- Passengers traveling between Seattle and Tacoma would have high-frequency service without needing to consult a schedule. In addition, regional connections would be improved with easier transfers at Tacoma Dome Station to the T Line (Tacoma Link) and Pierce Transit service.

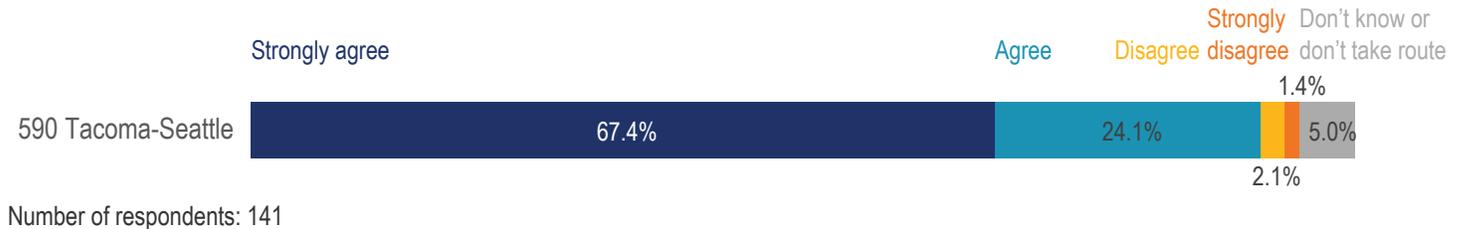


Implementation of this proposal is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

# What we heard

The feedback for this proposal was supportive, with some saying this was a long overdue service improvement. Several commenters also requested continued frequency of service longer into the night even if it meant slightly reducing the peak period frequency.

Based on this feedback, and upon implementation of this proposal, we'll investigate whether we can provide higher evening and late night frequency by slightly decreasing peak hour frequency to every 6-9 minutes instead of the current 6-8 minutes, especially since the evening peak traditionally had less crowded buses pre-pandemic. The proposal was amended as such.



# Representative quotes

***“I used to live in Tacoma and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn’t believe Sound Transit wouldn’t add buses on Saturdays when the aisle would routinely be full of standees.”***

***“It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends.”***

***“I would support lower bus frequencies in the morning to Seattle with higher frequencies in the evening.”***

***“Evening commute time should extend to 7pm or not have such a drastic drop in frequency at 6pm. Workers who don’t make the 6pm cut-off time suffer extended delay.”***



## Proposed changes

The Sounder S Line (South) currently operates 10 roundtrips per day. Due to BNSF easements, the service is peak-oriented, and train timing is also limited based on negotiations with BNSF.

The 2022 Service Plan proposes to increase service back to 13 trips per day, the S Line’s pre-pandemic service level, by September 2022.

While historically Sounder service has been peak-oriented, we’ve heard comments about expanding options, especially in the late morning and early afternoon, to better match changing commute hours. We also want to reflect new travel patterns, and will work with our partners at BNSF to explore options for schedules in Spring 2022. We will continue to monitor ridership and decisions made by major employers to determine how we phase in the new trains.

### Why are we proposing this change?

Increasing the number of trains would increase the number of options between the South Sound and Seattle as well as provide additional capacity during peak periods.

### What does this mean for passengers?

- Passengers traveling between Seattle and Tacoma would have high-frequency service without needing to consult a schedule. In addition, regional connections would be improved with easier transfers at Tacoma Dome Station to the T Line (Tacoma Link) and Pierce Transit service.

### Approximate Frequencies

	Current S Line (Sounder South)	Proposed S Line (Sounder South)
Weekdays	10 roundtrips (eff. September 2021)	13 roundtrips

# What we heard

The feedback for this proposal was supportive.

Sounder passengers were given the opportunity to weigh in on how trains would be phased back as we work with our partner BNSF in on restoring service throughout 2022. In terms of preference of restoration of trains:

- Overall, most survey respondents preferred restoration of additional peak trains (45%), followed by 30% in favor of a later northbound morning trip, and 25% indicating a preference for reverse peak trains.
- For survey respondents who ride at least once a week, while most still preferred trains around the peak hours (44%), but there was slightly more preference for reverse peak (28%).
- Several commenters mentioned the need for more all-day service similar to other regional rail systems. While train times are subject to negotiations with BNSF, we will continue to explore options for other schedules that reflect emerging regional travel patterns.



Number of respondents: 256

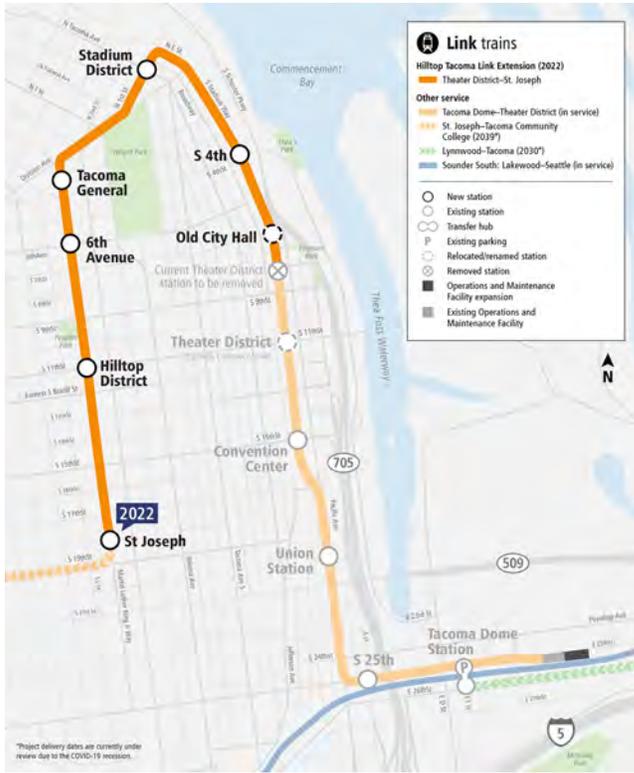
## Representative quotes

***“Would be great to have more South Sounder train service from SEA to Tacoma.”***

***“I recently moved to Tacoma from Seattle. I’m currently fully remote but expect to be back in the office later this year. My work has somewhat flexible hours...very few arrive in the office by 9am...Please increase the schedule to serve later morning times northbound.”***

# T Line (Tacoma Link)

**Major Service Change**  
Requires Board Approval



## Proposed changes

The T Line (Tacoma Link) operates every 12 minutes on weekdays and Saturdays and every 24 minutes on Sundays.

The Hilltop Link Extension will open in 2022, relocating one existing station and adding six new stations and better local connections within Tacoma. These connect to popular destinations such as the Stadium District, Wright Park and major medical facilities before reaching the new terminus in the Hilltop neighborhood. The 2022 Service Plan, which will guide how service will be operated, and is the last planning step in delivering this transit project.

### Why are we proposing this change?

The Hilltop Extension will open in 2022, and a frequency increase is part of the project, making service more convenient for both existing and new connections that the T Line serves.

### What does this mean for passengers?

- Passengers would have a new connection between Tacoma Dome and the Hilltop neighborhood as well as better transfer opportunities at Tacoma Dome Station to the S Line (Sounder South) and ST Express buses.

## Approximate Frequencies

Current T Line: Tacoma Dome- Theater District	Proposed T Line: Tacoma Dome- Hilltop District
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### Weekdays

Early AM	24 min.	20 min.
AM Peak	12 min.	10 min.
Midday	12 min.	10 min.
PM Peak	12 min.	10 min.
Evening	12-24 min.	10-20 min.
Late Evening	24 min.	20 min.

### Saturday

Day	12 min.	10 min.
Late Evening	12 min.	10 min.

### Sunday

Day	24 min.	20 min.
Late Evening	No service	No service

Frequencies are approximate and may vary by direction

# What we heard

Feedback was supportive, however some commenters thought the T Line should have more frequent service, especially on Sundays. In addition, timing of connections, such as to S Line trains and ST Express buses, was something that would improve service.



Number of respondents: 64

# Representative quotes

*“The T Line expansion will keep me from driving from Tacoma Dome station.”*

# Changes to initial proposals based on feedback

## **592 DuPont-Seattle**

During the engagement process, the public weighed in on a concept to add a stop on Route 592 at the Tacoma Dome as a way to provide local connections within Pierce County that currently do not exist. Pierce Transit does not serve communities south of Lakewood, and traveling between DuPont and Tacoma requires transfers.

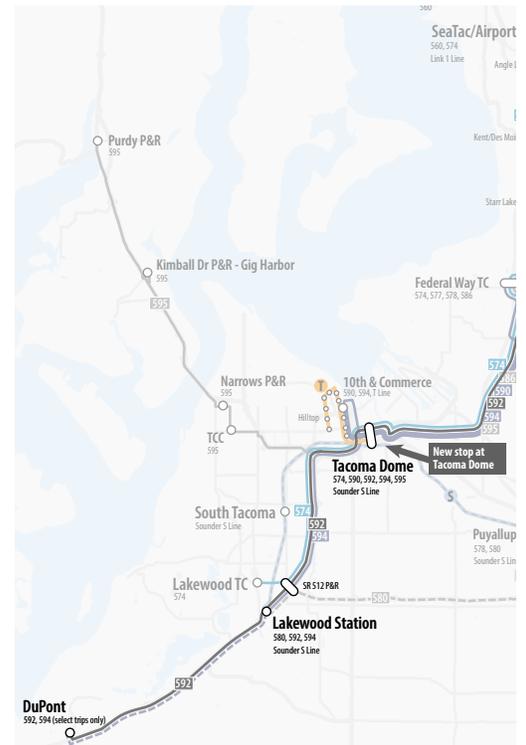
Due to the number of people expressing concerns with the proposal, both through the online open house and during our virtual events, we're no longer proposing this change.

Some commenters suggested the need to redesign the 592 and 594 to streamline operations, including making service faster on Route 594. Because of the number of passengers who would be affected by a redesign of this scale, service planning will analyze ways further improve services on these routes in a future Service Plan

## **Further analysis of I-405 South service**

Route 566 would operate as it does currently, and while we did not solicit feedback for routes that were not changing, several commenters in our online open house and at our public hearing indicated the need for faster service along the I-405 South corridor between Kent/Auburn and the Eastside. While Route 566 continues to offer service, it has a slower travel time compared to suspended Route 567.

Service planning will continue to monitor and analyze ridership trends on these routes for ways to improve I-405 South services.



*Original Route 592 proposal to add a stop at Tacoma Dome. This proposal is no longer being considered based on passenger feedback*

# Appendix

- 1. Proposed service frequencies for all routes in 2022*
- 2. Title VI Service Equity Analysis*
- 3. 2022 Service Plan Comment Report*
- 4. Full compilation of public comments*

# Proposed service frequencies for all routes in 2022

The following table shows the proposed service frequencies for all Sound Transit routes, including those without changes. Service frequencies are approximate and may vary by direction of travel, and routes may also operate outside the periods shown. Proposed frequencies are subject to operational capacity at our partner transit agencies.

Route	Proposed Changes	Weekdays						Saturday	Sunday
		Early AM	AM Peak	Midday	PM Peak	Evening	Late Evening	Day	Day
510 Everett-Seattle	No changes	20	10-30	-	15-20	-	-	-	-
511 Ash Way-Northgate	No changes	20	8 (combined with 513)	-	8 (combined with 513)	-	-	-	-
512 Everett-Northgate	No changes	15	8-16	10-20	8-16	10-20	30	10-20	10-20
513 Seaway TC-Northgate	No changes	24	24	-	24				
522 Woodinville-Roosevelt	No changes	16	16	10-20	16	10-20	30	10-20	10-20
532 Everett-Bellevue	No changes.	45	16	-	16	-	-	-	-
535 Lynnwood-Bellevue	Increase service on midday and weekends; introduce Sunday service.	60	30	30	30	60	-	30	30
542 Redmond-U District	No changes	30	20	30	20	30		30	30
545 Redmond-Seattle	No changes	30	8-10	15	8-10	30	60	15	30
550 Bellevue-Seattle	Increase service on Sunday to every 15 minutes by re-allocating some weekday trips.	30	8-10	15	8-10	30	30	15	15
554 Issaquah-Seattle	No changes	30	15	20	15	60	60	30	30
556 Issaquah-U District	No changes	30	30	-	30	-	-	-	-
560 W. Seattle-SeaTac-Bellevue	Increase weekend service.	30	30	30	30	60	60	30	30
566 Auburn-Overlake	No changes from September 2021.	40	20	-	20	-	-	-	-
574 Lakewood-SeaTac	Expand span of service.	30	30	30	30	60	60	30	30
577 Federal Way-Seattle	Increase service on weekday middays and weekends to offer 15 min service between Federal Way and Seattle.	15	8	15 (combined with 578)	10 (combined with 578)	15-30 (combined with 578)	-	15 (combined with 578)	15 (combined with 578)
578 Puyallup/Federal Way -Seattle	Increase weekend service to every 30 minutes; expand span of service. Simplify service.	60	30	30	30	30	60	30	30
580 Puyallup-Lakewood	No changes	20	20	-	20	-	-	-	-
586 Tacoma-U District	No changes	30	30	-	30	-	-	-	-
590 Tacoma-Seattle	Introduce midday and weekend service to offer 15 min frequencies between Tacoma and Seattle	15	8	15 (combined with 594)	8	15-30 (combined with 594)	-	15 (combined with 594)	15 (combined with 594)
592 DuPont-Seattle	No changes	20	20	-	20	-	-	-	-
594 Lakewood-Seattle	No changes	30	30	30	30	30	30	30	30
595 Gig Harbor-Seattle	No changes	60	60	-	60	-	-	-	-
596 Bonney Lake-Sumner	No changes	20	20		20	-	-	-	-
1 Line (Link)	Open the Hilltop Extension, increase service.	10	8	10	8	10	15	10	10
T Line (Tacoma Link)	No changes	20	10	10	10	10	20	10	20
S Line (Sounder South)	Restore 13 roundtrips by September 2022			13 weekday roundtrips				-	-
N Line (Sounder North)	No changes			2 weekday roundtrips				-	-

## 2022 Service Plan: Service Equity Analysis (Title VI)

As part of the annual Service Plan, Sound Transit conducts a service equity analysis, also known as a Title VI evaluation analysis, to ensure that changes to transit service are consistent with DOT Title VI regulations, FTA 4702.1B policies defined by the Sound Transit Board of Directors.

The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and 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.

## 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 populations.

### Service Standards and Performance Measures

Service standards and performance measures are a set of guidelines that are used to design, evaluate and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

The Service Standards and Performance Measures defines the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

### Major Service Change

Resolution [R2013-18](#), adopted by the Sound Transit Board of Directors in 2013, established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low income populations.

This policy defines a major service change as follows:

- A major service change is 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 platform service hours,
- Move the location of a stop or station by more than a half mile.
- Closing or removing a stop or station without replacement within a half mile.

### ***Public Engagement Process for Setting the Major Service Change Policy***

On Aug. 5, 2013 more than 60 organizations and individuals in the Sound Transit region representing minority and low-income advocacy, interest and community based organizations, received a letter notifying recipients of the proposed policies and soliciting comments. The letter

## 2022 Service Plan: Service Equity Analysis (Title VI)

included a summary of the proposed actions along with copies of the draft resolutions, and offered to provide further information or respond to questions regarding the draft policies. The information also contained a discussion of Title VI and the process for public comment to staff, along with dates and times for Executive Committee and the Sound Transit Board meetings to take action on the resolutions, should they decide to provide comments directly to Board members. A second communication went out Aug. 19, 2013. This information also went to Sound Transit's Diversity Oversight Committee for discussion and comments at their meeting on Aug. 23, 2013. As a result of the request for comments, Sound Transit was contacted jointly by four organizations with suggestions on how to implement the policies and a proposal to revise the fare change resolution to specifically include "changes in payment type, payment media and availability or duration of paper or electronic transfers." Sound Transit incorporated that revision into the approved resolution.

### **Adverse Effects**

The adopted Sound Transit major service change policy, described above, also defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations.

The definitions are as follows:

- A **potential adverse effect** is defined as a geographical or time-based addition or reduction in service which includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.
- A **disparate impact** occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.
- A **disproportionate burden** occurs when the low income percentage of the population adversely affected by a major service change is greater than the average low income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

## **DEFINITIONS AND DATA ANALYSIS**

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

### **Demographic Analysis Methodology and Title VI Data Definitions**

Sound Transit uses census demographic data to identify Title VI communities (Minority, Low Income, & Limited English Proficiency) for service equity analysis and calculates the system-wide 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

## 2022 Service Plan: Service Equity Analysis (Title VI)

disproportionate burden must be mitigated or analyzed. However, identifying Limited English Proficiency (LEP) residents helps to better inform outreach efforts. Sound Transit uses the 2010 designated Census Tracts as the geographic basis for assessing the Title VI populations. Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS). The ACS dataset identifies Minority, Low Income and LEP populations as follows:

**Minority:** Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander.

**Low income:** Persons whose household income is below the federal poverty level.

**Limited English Proficiency (LEP):** Persons who identify a language other than English as their primary language and are not fluent in English.

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of 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.

STOP TYPE	SERVICE AREA (Miles)
Bus stop without parking	0.5
Rail stop without parking	1.0
Major bus facility	2.5
Rail station with parking	5

### Sound Transit Title VI Population Estimates

Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall. The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract.

## 2022 Service Plan: Service Equity Analysis (Title VI)

Sound Transit Title VI Population Estimates Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall. The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract. Figure 1 shows the Title VI population averages for the Sound Transit service area using the 2019 ACS Dataset.

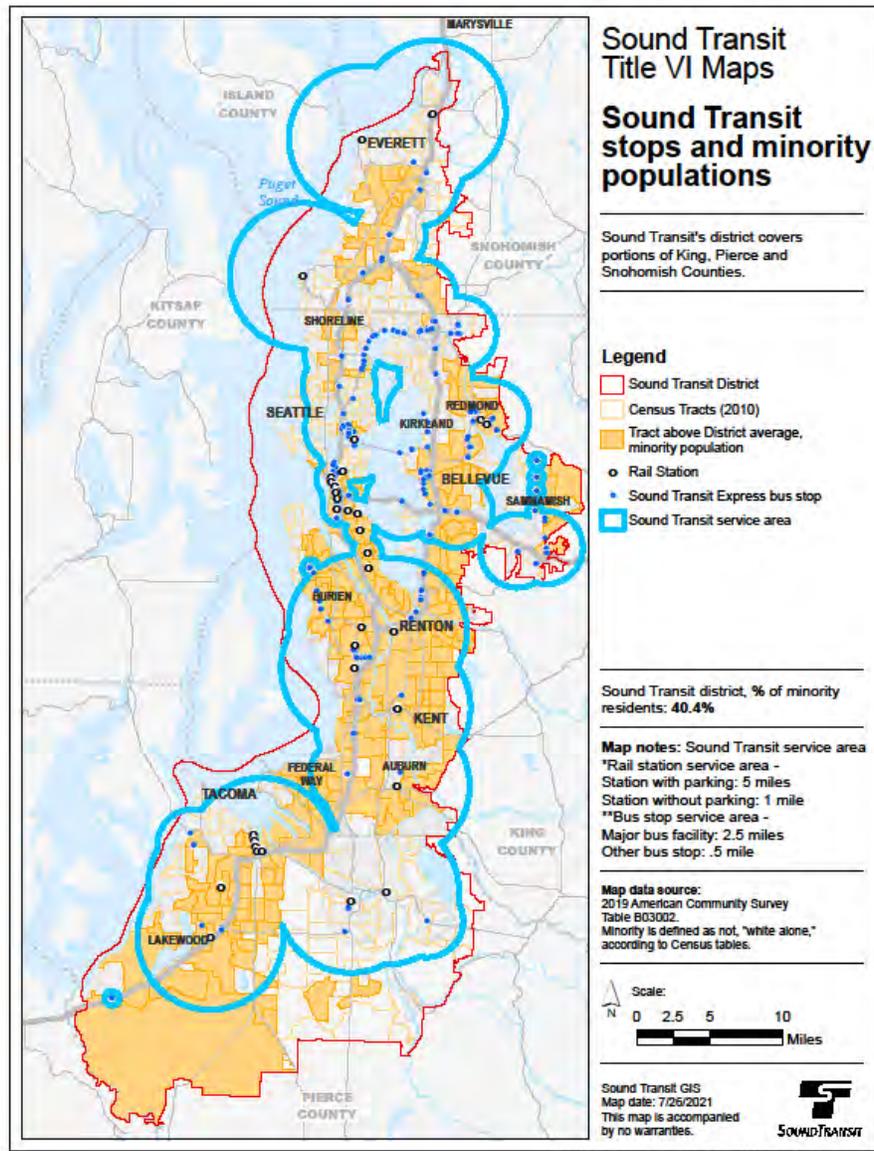
In the course of performing the equity analysis for possible disparate impact or disproportionate burden, Sound Transit analyzes how the proposed major service change action could impact minority and low-income populations, as compared to non-minority and non- low-income populations.

The Sound Transit district minority and low-income averages are used in conjunction with the disparate impact policy and disproportionate burden policy thresholds to determine if, in the event the proposed action(s) have an adverse impact that affects protected populations more than other populations, the finding would be considered a potential disparate impact and/or disproportionate burden. In the event of a disparate impact and/or disproportionate burden finding, Sound Transit would evaluate alternatives or take measures to minimize or mitigate the adverse effect(s). LEP averages help to advise the outreach strategy. The maps show census tracts with minority and low-income populations above the Sound Transit district average.

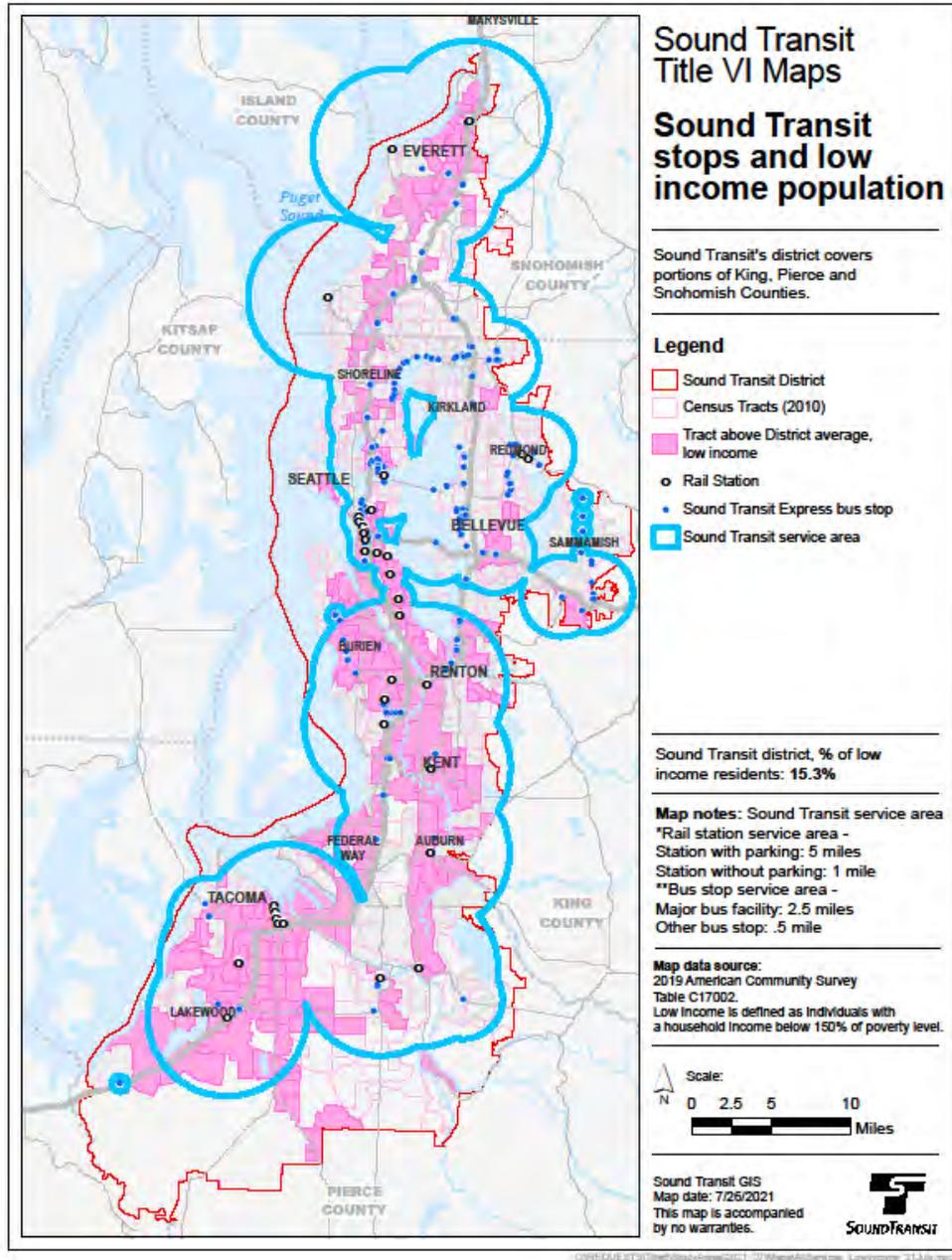
**Figure #1: Title VI population averages for Sound Transit Service Area**

<b>TITLE VI POPULATIONS</b>	<b>PERCENTAGE OF DISTRICT POPULATION</b>
<b>Minority</b>	<b>40.4%</b>
<b>Low Income</b>	<b>15.3%</b>
<b>Limited English Proficiency</b>	<b>10.1%</b>

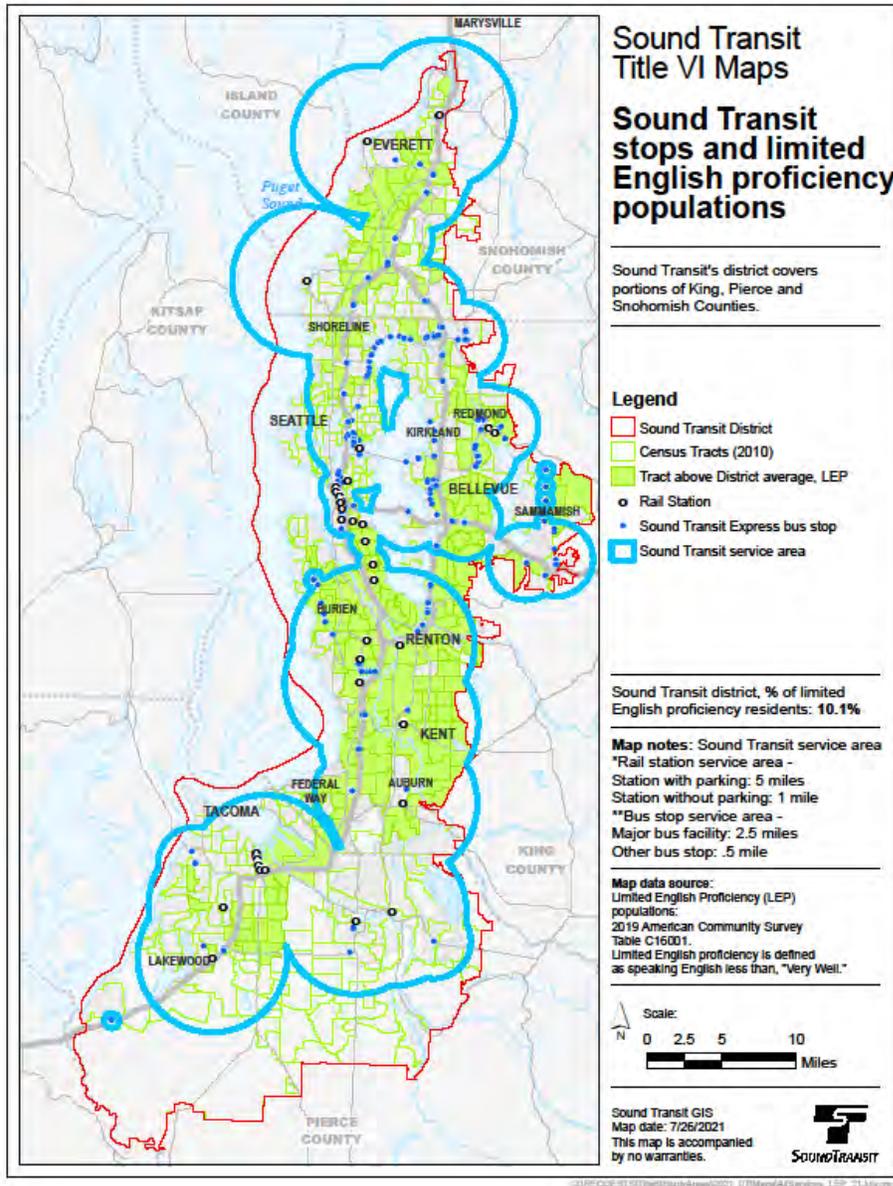
**Figure #2: Title VI Minority Population for Sound Transit Service Area**



**Figure #3: Title VI Low Income Population for Sound Transit Service Area**



**Figure #4: Title VI Limited English Proficiency Population for Sound Transit Service Area**



## Planning Process Overview:

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

Ridership patterns during the COVID-19 pandemic revealed a higher proportion of passengers still using the system residing in South King County and Pierce County. Both regions have a higher percentage of low-income and minority populations. Prior to the pandemic, Sound Transit's [2019 Title VI Service Monitoring Report](#) found that low-income and minority routes, specifically, routes located in South King County and Pierce County experienced lower service investment and as a result had poor on-time performance and longer wait times than comparable routes elsewhere in the Sound Transit system.

In a presentation to the board on September 26, 2019, Sound Transit made a commitment to address the findings of the Title VI Service monitoring report in 2020. The March 2020 service change package issued on December 6, 2019, made schedule adjustments to improve on-time performance and ridership demand on routes 590-Tacoma-Seattle, 592-DuPont-Seattle, 594-Lakewood-Seattle and 595-Gig Harbor-Seattle. The COVID-19 pandemic limited any further adjustments to service. As such, the 2022 Service Plan is an opportunity to address the findings from the service evaluation, respond to larger demographic and economic trends that are driving population growth in the South Sound and improve service for areas that continued to show higher ridership use throughout the pandemic.

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

Transforming the ST Express into an all-day and all-week network for improved passenger experience is another factor that informed the proposed 2022 service planning process. Last year Sound Transit reduced or suspended service during the commute hours while preserving all-day connections. Current trends indicate that a number of commuters plan to work in the office less than they did before or with a wider range of hours, so building back from COVID-19 gives us an opportunity to create a network focused on all-day service that works for a larger variety of trip purposes. The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only services (5-9 a.m. and 3-7 p.m.). While peak hours would still have a higher frequency, additional midday, evening and weekend service would allow for wider flexibility of work hours and serve passengers travelling for other reasons.

Additionally, with each new future light rail extension opening, ST Express will need to evolve to compliment the new high-capacity transit system. Adding midday and weekend bus service to match Link helps create a more efficient regional transit network. By targeting routes in 2022 that could benefit from enhanced midday frequency and span of service, the Sound Transit network can function more like a community asset that our passengers rely on at any time of day and on any day.

### Title VI Evaluation of Proposed 2022 Service

The chart below (Figure 5) provides a summary of proposed 2022 service changes, including information regarding minority, low-income and limited English proficiency (LEP) population(s) per respective route in comparison to the Sound Transit district averages. The chart also shows the changes in platform hours that would commemorate 2022 service changes.

**Figure #5: Summary of Proposed 2022 Service**

Route	Is population higher than the ST District Average (2019 Census)?			Type of proposed service change	Platform Hours Before Change	Platform Hours After Proposed Change	Change in weekly Platform hours	% change in platform hours
	Minority	Low-Income	Limited-English Proficiency					
<b>Major Service Changes</b>								
535	No	No	No	Service Increase	389	503	114	29.3%
T Link	Yes	Yes	No	Service Increase	198.4	501	302.6	152.5%
590	Yes	Yes	No	Service Increase	730	950	220	30.1%
592	Yes	Yes	No	Add new stops	345	355	10	2.9%
Sounder S	Yes	Yes	Yes	Service Increase	90	130	40	<b>44.4%*</b>
<b>Minor Service Changes</b>								
550	Yes	No	Yes	Service Increase on Sundays with reallocation of mid-day service	1144	1144	0	0%
560	Yes	Yes	Yes	Service Increase	801	891	90	11.2%
574	Yes	Yes	Yes	Service Increase	949	964	15	1.6%
577	Yes	Yes	No	Service Increase	540	591	51	9.4%
578	Yes	Yes	No	Service Increase	821	888	67	8.2%
594	Yes	Yes	No	Service Increase Coordinated Schedule with Route 590	985	945	-40	-4.1%

Note: the proposed service changes listed above are subject to operational capacity at operating partner agencies. Due to recent staff shortages, the proposed service changes may be partially implemented in either March 2022 or September 2022 or deferred to another year.

## Cumulative Platform Hours Added for Proposed 2022 Service Change

This figure summarizes the proposed change in platform hours by route group (minority, non-minority, low-income, non-low-income) and compares the share of each route group to the district population average in order to evaluate for potential adverse effects. Because the share of service hour increases accrue at a higher percentage from minority and low-income populations than the district average, no adverse effects were identified from the addition of service. All additions of service are funded with additional budget, not service reductions on other routes.

Route Group	Existing Platform Hours	Proposed 2022 Platform Hours	Change	Percentage Change in Platform Hours	Percentage Share of Change in Platform Hours	District Population Average
<b>Major Service Changes</b>						
Minority	1,363	1,936	573	42%	83%	40.4%
Low Income	1,363	1,936	573	42%	83%	15.3%
Non-Minority	389	503	114	29%	17%	
Non-Low Income	389	503	114	29%	17%	
Total	1,752	2,439	687	39%		
<b>Minor Service Changes</b>						
Minority	5,240	5,423	183	3%	100%	40.4%
Low Income	4,096	4,279	183	4%	100%	15.3%
Non-Minority	-	-	-	0%	0%	
Non-Low Income	1,144	1,144	-	0%	0%	
Total	5,240	5,423	183	3%		
<b>All Service Changes</b>						
Minority	6,603	7,359	756	11%	87%	40.4%
Low Income	5,459	6,215	756	14%	87%	15.3%
Non-Minority	389	503	114	0%	13%	
Non-Low Income	1,533	1,647	114	7%	13%	
System Total	6,992	7,862	870	12%		
<i>System total only for routes with service changes, does not include platform hours for routes without service changes in 2022.</i>						

## **MAJOR SERVICE CHANGE:**

Major service changes, such as moving a stop more than half a mile, closing a stop without alternative service within half a mile, or changing a route's service hours by more than 25%, all require a Title VI Service Equity Analysis and Sound Transit Board approval.

By that definition, proposed changes **Route 535-Lynnwood-Bellevue, Route 590-Tacoma-Seattle, Route 592 Lakewood-Seattle**, as well as **T Link-Tacoma Dome-Hilltop Extension and Sounder South** are major service changes and require a Title VI equity analysis. The following section evaluates each route-level major service change for adverse effects, disparate impacts and disproportionate burdens.

## Route 535-Lynnwood-Bellevue

### Service Change Proposal

Increase midday and weekend service to every 30 minutes and introduce Sunday service.

### Why Are We Proposing These Changes?

To create an all-day and all-week network for passenger convenience, Sound Transit focused on key regional routes, like Route 535-Lynnwood-Bellevue, and proposed an increase in midday and weekend service.

### What Does This Mean For Passengers?

The proposed changes would improve the utility of the route by offering more frequent service. These changes will help prepare our passengers for Stride BRT by delivering some of the benefits, like improved frequency, offered by a high-capacity transit service.

535 Lynnwood – Bellevue		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	60 min.	60 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	60 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	60 min.	60 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
<b>Saturday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	No service	30 min.
Late Evening	No service	60 min.

\*All times are approximate.

### Title VI Populations

- **Minority Population:** ST District average: 40.4%  
Route 535 service area: 37.4%
- **Low Income:** ST District average: 15.3% Route 535 service area: 10.8%
- **LEP:** ST District average: 10.1% Route 535 service area: 10%

### Title VI Evaluation

Because this service change adds platform hours without taking away service from existing ST routes and improves both midday and weekend service, we have determined that there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

### What Did We Hear From The Public?

#### Representative Comments:

*“As long as the above proposed new Sunday service is put in, you'd be saviors.”*

*“I'm excited Sunday service on the 535 may return”*

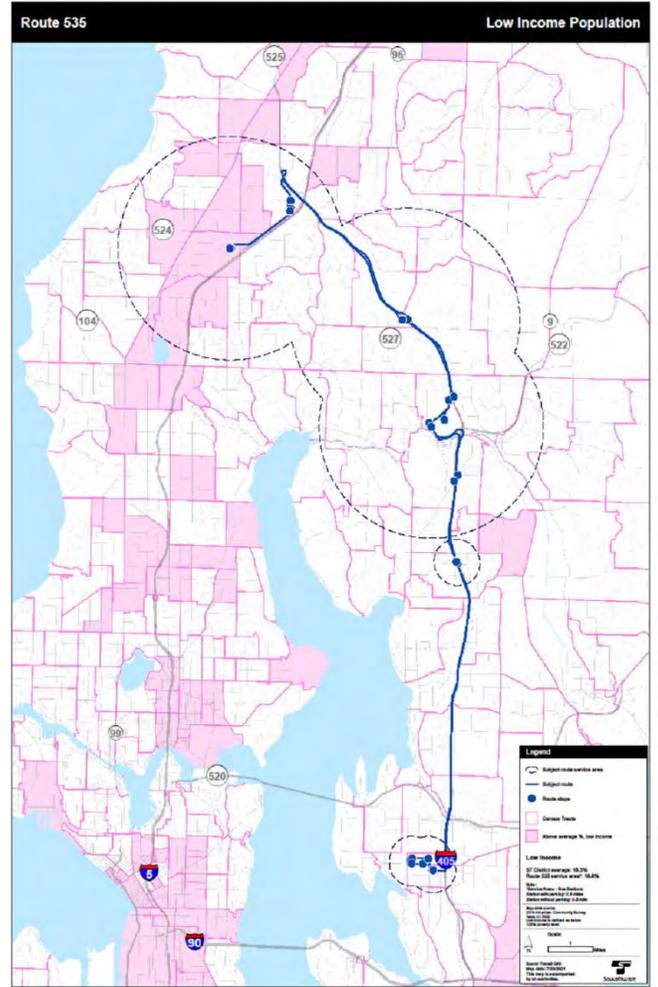
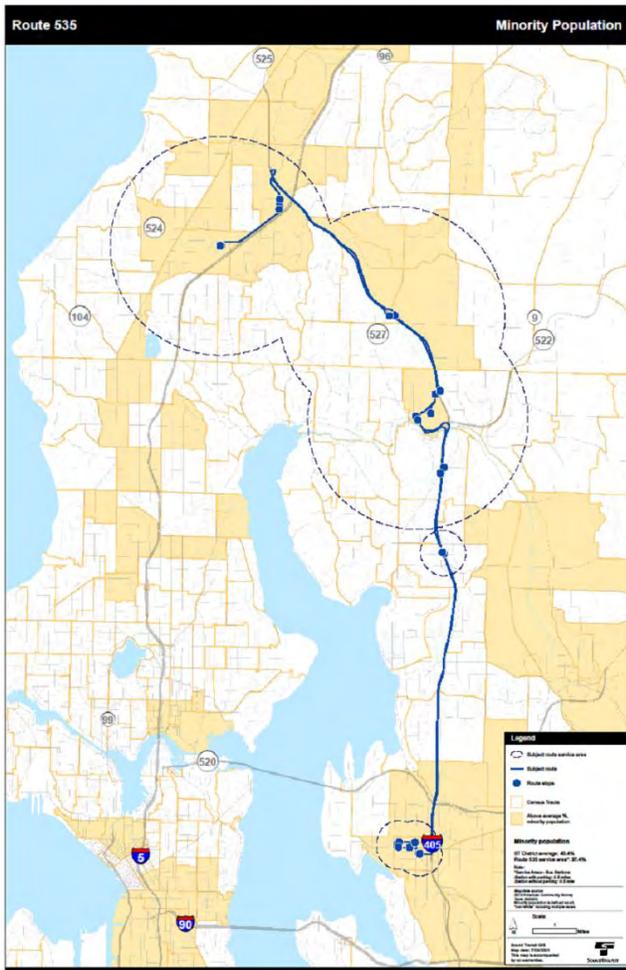
*“With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before Covid, I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference.”*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

### Route 535 Population Maps



## Route 590-Tacoma-Seattle

### Service Change Proposal

Increase service to every 15 min or better all day every day with a combined frequency of the 594.

### Why Are We Proposing These Changes?

To improve service parity, we are investing in Route 590-Tacoma-Seattle/Route 594-Lakewood-Seattle by improving frequency to a combined minimum of every 15 minutes throughout the day. This level of service would match midday frequencies currently offered on other key corridors in the region including Route 550-Bellevue-Seattle, Route 512-Everett-Seattle and Route 545-Redmond-Seattle.

### What Does This Mean For Passengers?

Passengers traveling between Seattle and Tacoma would have high frequency service throughout the day including midday and weekend service. Additionally, a more robust service will enhance regional connectivity via improved transfers at Tacoma Dome Station to Pierce Transit, and a connection to the new Tacoma Dome hilltop extension.

590/594 Tacoma – Seattle (combined frequency)		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	6-8 min.	6-8 min.
Morning commute (6-9 a.m.)	6-8 min.	6-8 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	6-8 min.	6-8 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
<b>Saturday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

\*All times are approximate

### Title VI Populations

**Minority Population:** ST District average: 40.4% Route 590 service area: 43.2%

**Low Income:** ST District average: 15.3% Route 590 service area: 23.3%

**LEP:** ST District average: 10.1% Route 590 service area: 7.5%

### Title VI Evaluation Findings

Because this service change adds platform hours without taking away service from existing ST routes and improves service frequency for passengers, we have determined there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

### What Did We Hear From The Public?

#### Representative Comments:

*"I used to live in Tacoma and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn't believe Sound Transit wouldn't add buses on Saturdays when the aisle would routinely be full of standees."*

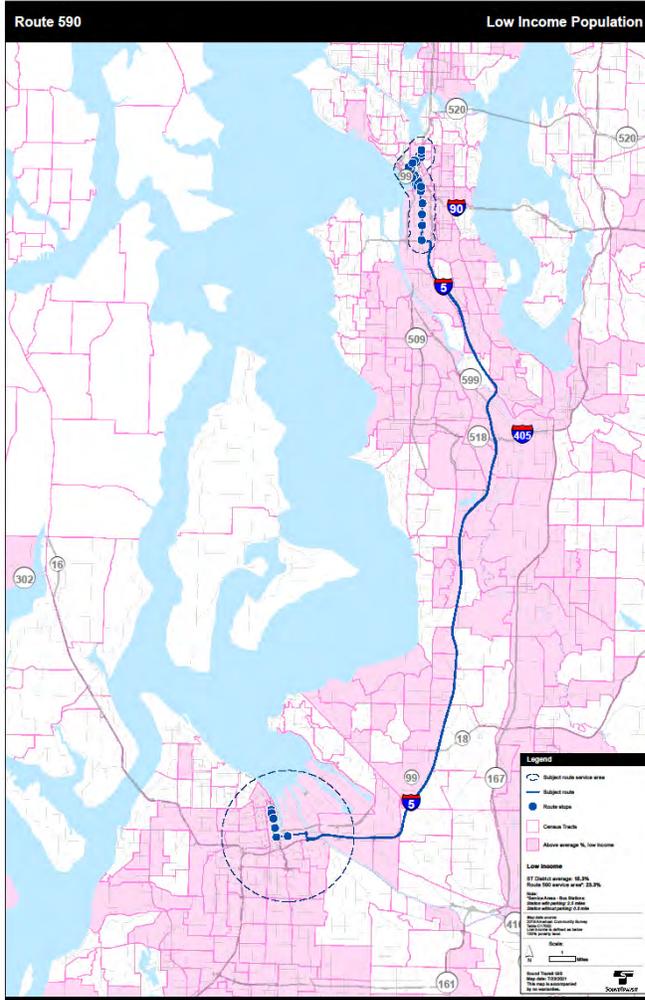
*In my experience, improving the 574 service is the top priority, improving 590/594 service a close second-frequency especially during peak times (which may differ for 574 based on airport employee shifts) but also during early mornings, evenings, weekends.*

*"It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends"*

A summary of public outreach may be found in the appendix.

**How has the plan changed since the initial proposal?** The plan has not changed.

### Route 590 Population Maps



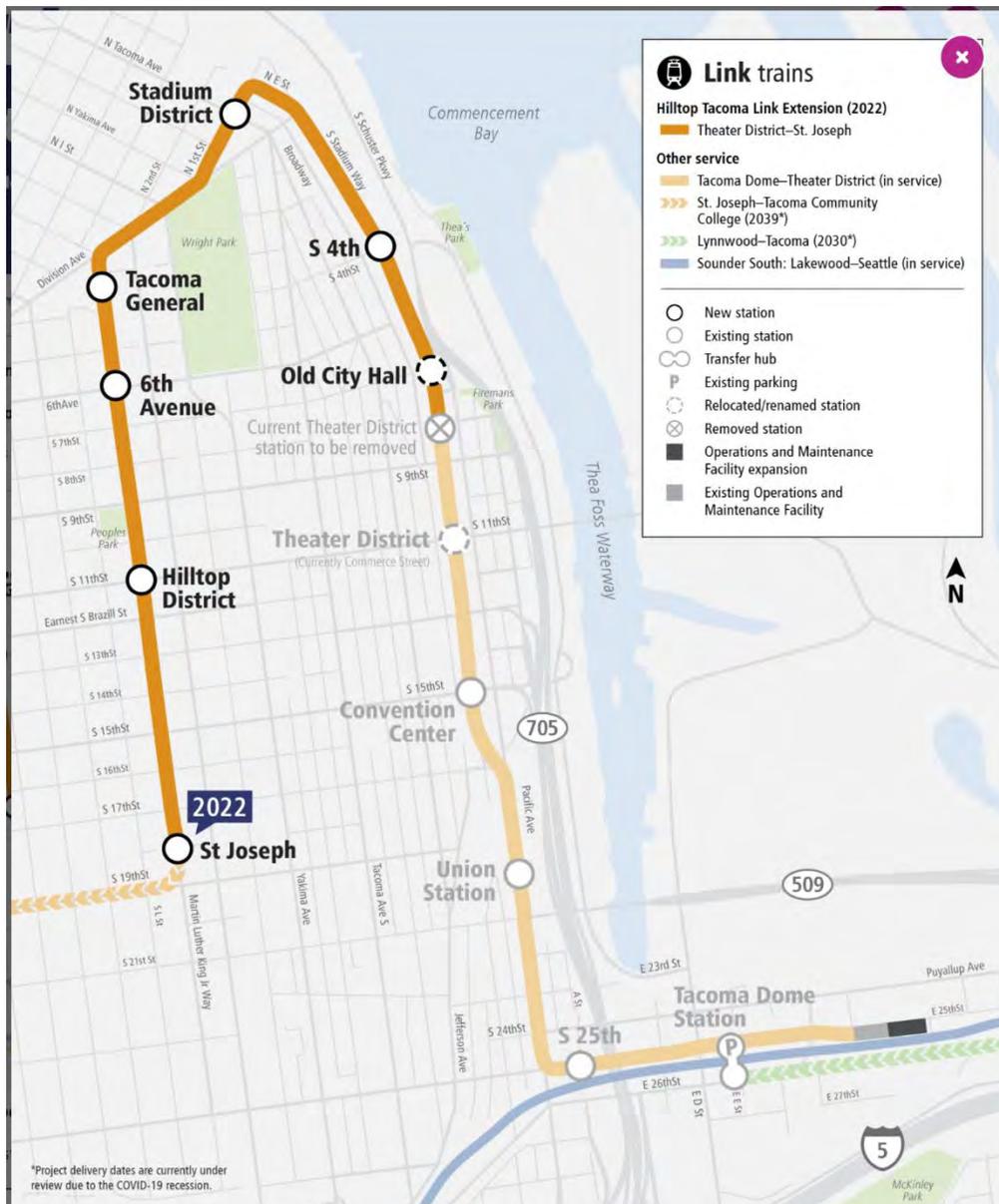
## Tacoma Link- Tacoma Dome-Hilltop Service Change Proposal

Improve frequency from every 12 minutes to trains arriving every 10 minutes, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop.

### Why Are We Proposing These Changes?

We are adding service to improve Tacoma Link connectivity. This project more than doubles the length of Tacoma Link, starting with a relocated Theater District station, and adding six new stations. These connect to

T Line Tacoma Dome – Theater District – Hilltop	
Current	Proposed
Weekdays	
24 min.	20 min.
12 min.	10 min.
12 min.	10 min.
12 min.	10 min.
12-24 min.	10-20 min.
Saturday	
12 min.	10 min.
Sunday	
24 min.	20 min.



popular destinations such as the Stadium District, Wright Park and major medical facilities before reaching the new Hilltop neighborhood terminus.

### **What Does This Mean For Passengers?**

More access to regional destinations and improved frequency of service. The project will also improve transit travel times by reducing wait times and the need to transfer to local buses to reach destinations served by the new stations. The project will provide improved access to key activity centers, employment, housing, and community assets as shown in the map above.

### ***Benefits to Existing and New Riders***

#### **Improved Frequency**

The project will expand access to frequent transit service in the Hilltop area an improvement over existing bus service with fewer trips each hour.

#### **Travel Time**

The project will improve transit travel times by reducing wait times and the need to transfer to local buses to reach destinations served by the new stations.

#### **Access to New Destinations**

The project will provide improved access to key activity centers, employment, housing, and community assets as shown in the map below. The project corridor features a diversity of land uses, including mixed retail/commercial space, schools, medical centers, parks, and single-and multifamily residential developments. The project corridor passes through three distinct areas in Tacoma: Theater District/North Downtown, Stadium District, and the Martin Luther King, Jr. Way Corridor.

### **Title VI Evaluation Findings**

In order to show the full change related to the extension, the Tacoma Link service area before and after the extension was analyzed. The table below shows a comparison between service area and Title VI population access for the entire Tacoma Link alignment before and after the extension. The table also shows the Title VI population percentages for only the extension.

With the extension, new stations will expand the total population served by an estimated 32,860 additional residents, an increase of 13 percent.

The table below outlines the Title VI proportion of the overall population gaining access. The results of the analysis show that the increased access provided by the two new stations slightly lowers the percentages and proportion of each individual Title VI category served by T Link. However, the overall T Link light rail line will still remain above the Sound Transit District average in terms of the proportion of Title VI populations served.

The populations in the service area benefiting from the improved service are highlighted in the table below. The minority population within the project area is above the system average and the low-income population is also above the system average. Because the benefits of improved access and better service levels accrue to the population of entire T Link

## 2022 Service Plan: Service Equity Analysis (Title VI)

alignment, new and existing stations the service change does not result in any adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

	Tacoma Link Service Area <b>Before</b> Project	Tacoma Link Service Area <b>After</b> Project	Project Service Area	Sound Transit District
Estimated Population	254,400	254,400	32,860	3,205,700
Estimated Households	106,100	106,100	16,554	1,353,600
Minority %	<b>42.6%</b>	<b>42.6%</b>	29.7%	40.4%
Low Income %	<b>21.2%</b>	<b>21.2%</b>	<b>26.3%</b>	15.3%
Population numbers shown in table use service area methodology of 1 mile for rail stations without parking and 5 miles for rail stations with parking. All new stations in the project area use a 1-mile service area radius. Service areas for existing stations are all 1 mile with the exception of Tacoma Dome Station with a 5-mile radius.				

### Conclusion

Sound Transit did not identify any adverse effects, disparate impacts or disproportionate burdens to existing or new riders as a result of the T Link extension opening. New stations will provide increased access to important community assets. Trains will arrive more often, every 10 minutes, at both new and existing stations.

### What Did We Hear From The Public?

#### Representative Comments:

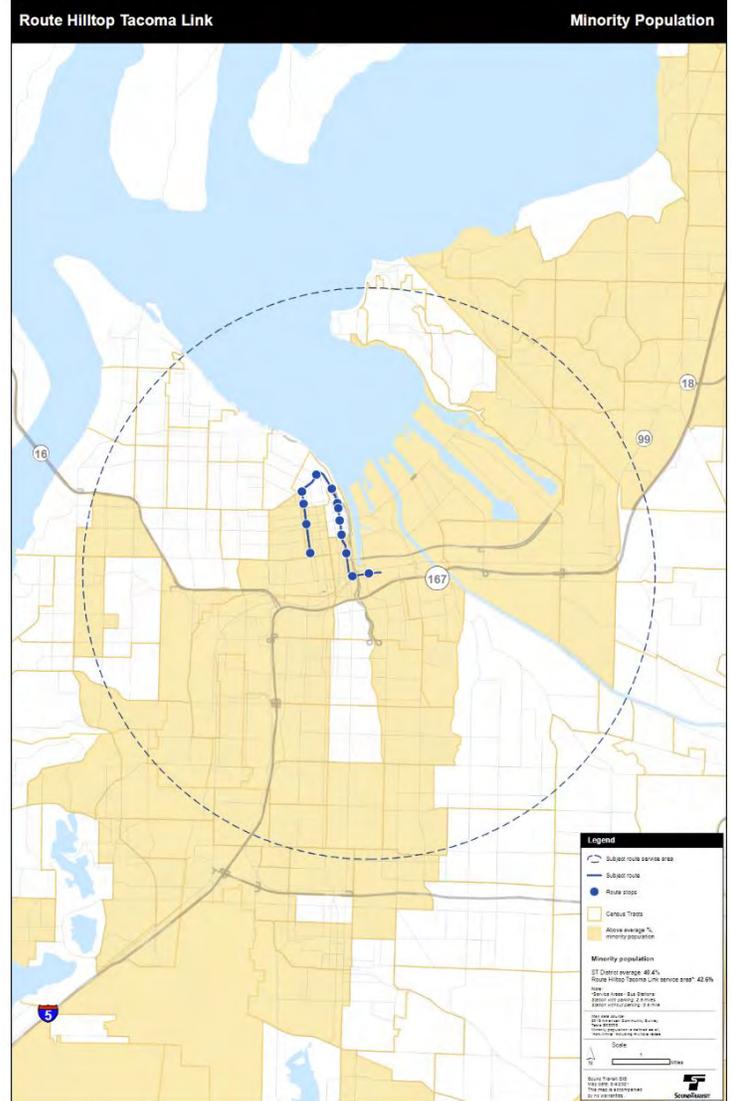
*"...The T Line expansion will keep me from driving to the Tacoma Dome station. I wish there was a direct line between Tacoma Dome and Kent Station that ran all day."*

*"It would be nice if Tacoma Link ran a little more frequent in the early morning..."*

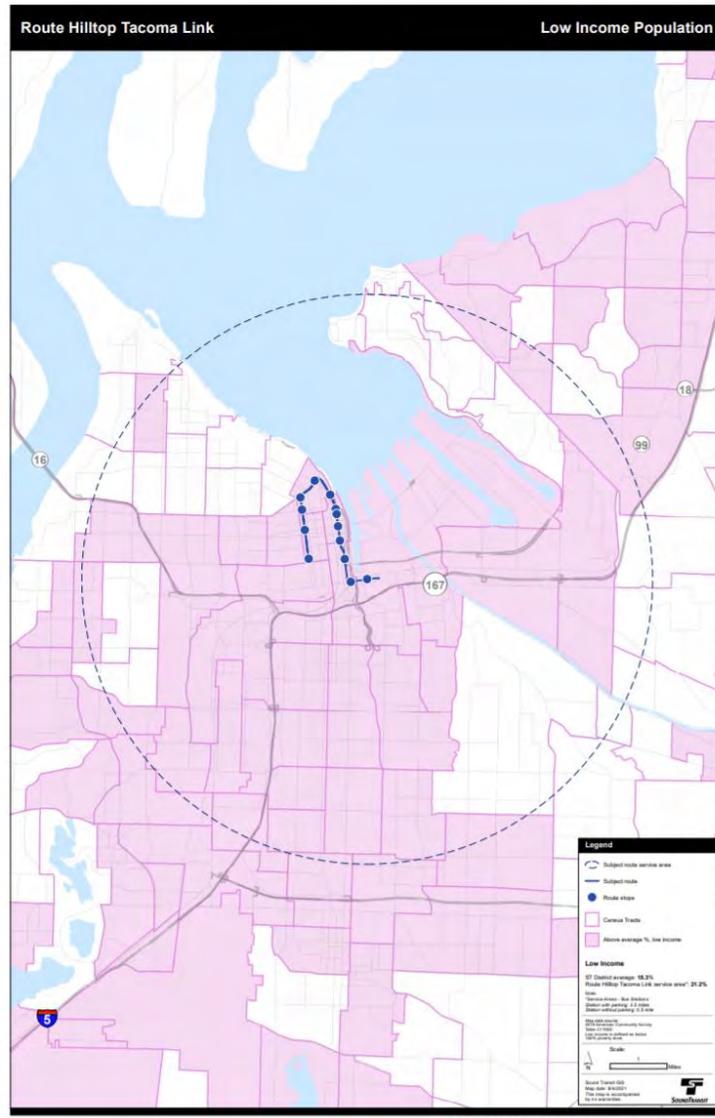
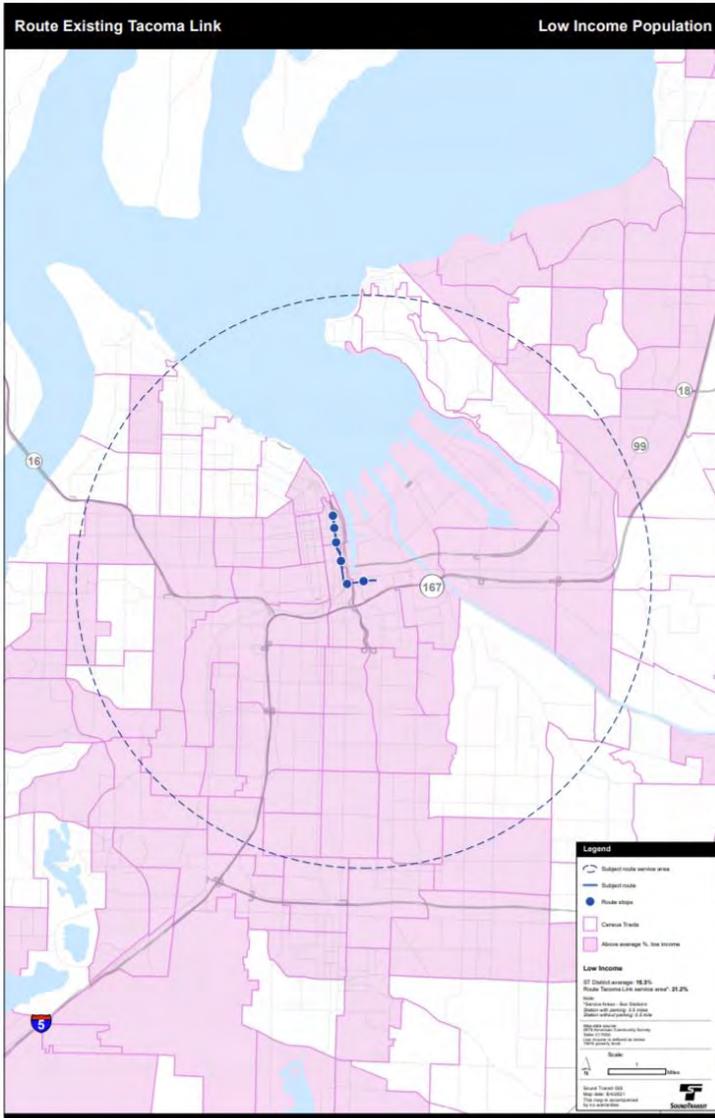
### How has the plan changed since the initial proposal?

The plan has not changed.

### Tacoma Link Population Maps



### Tacoma Link Population Maps



## Route 592- DuPont-Seattle

### Service Change Proposal:

Add stop at the Tacoma Dome to better connect with the Hilltop Tacoma Link Extension and other Pierce Transit routes and improve local connections within Pierce County.

### Why Are We Proposing These Changes?

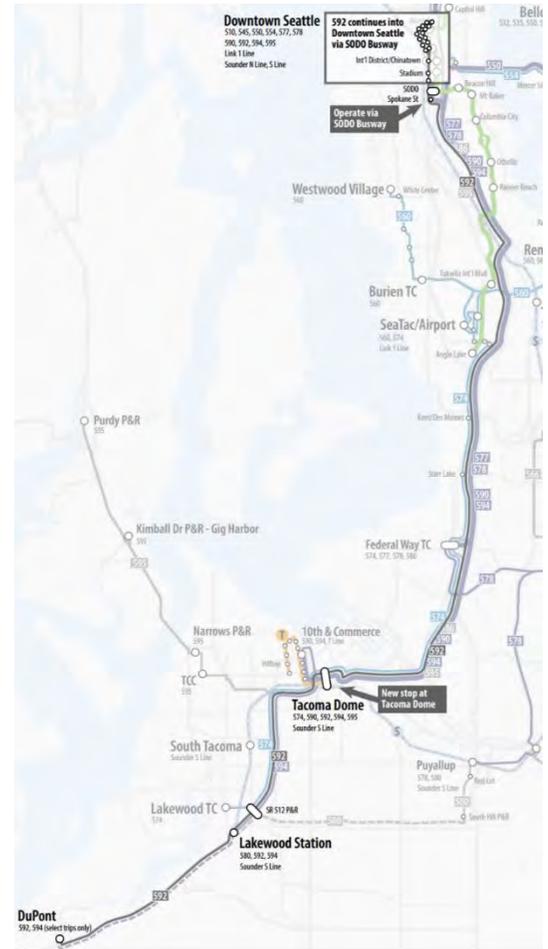
This would add a direct connection between DuPont and Tacoma, which public transit doesn't currently offer. In addition, service would operate in Seattle via the SODO Busway with new stops at the SODO, Stadium and International District-Chinatown light rail stations (while continuing to serve existing stops on 4th Avenue).

### What Does This Mean For Passengers?

Overall, passengers stand to benefit from improved connections to regional destinations via a new connection to Tacoma Dome station. Passengers also stand to benefit from improved service reliability through the utilization of the SODO busway.

### Tradeoffs

Existing passengers will benefit from new connections like Tacoma Dome but will likely have a slower end-to-end trip with added stops. Additionally, while the SODO busway increases reliability, it will also likely increase run-time by an estimated 5-6 minutes.



### Title VI Populations

- **Minority Population:** ST District average: 40.4% Route 592 service area: 47.9%
- **Low Income:** ST District average: 15.3% Route 592 service area: 24.7%
- **LEP:** ST District average: 10.1% Route 592 service area: 9.3%

### Title VI Evaluation Findings

While this service change adds platform hours without taking away service from existing routes and stands to improve regional connectivity, there is an adverse effect due to an increase in overall run-time. As such, because the minority population exceeds ST District average (40.4% Route 592 service area: 47.9%) and because the low-income population exceeds district average (15.3% Route 592 service area: 24.7%) there is a determination of disparate impact and a disproportionate burden.

## What Did We Hear From The Public?

### Representative Comments:

*“Adding the extra stop on the 592 at the Tacoma Dome and Busway in Seattle will add time to an already excruciating commute and turns this into the 594. The 592 acts as an express service to Seattle and Busway for those that want that. Please do not add the additional stops to the 592. Adding routes during the Morning and Evening commutes would be welcome.”*

*“Adding the Tacoma Dome stop to the Lakewood bus route will make it a MUCH worse service. It is currently a fast and efficient way to get to Seattle for the commute. The goal of better connection to the Tacoma Dome is a good one but should be done in a different way (and indeed can be done already during the train). PLEASE don’t do this change.*

*I love that you’re planning service between DuPont to Tacoma Dome then taking the same route and stops as the 590 in 2022. I recently moved from Tacoma to Lacey so my commute to Seattle has definitely increased.”*

A summary of public outreach may be found in the appendix.

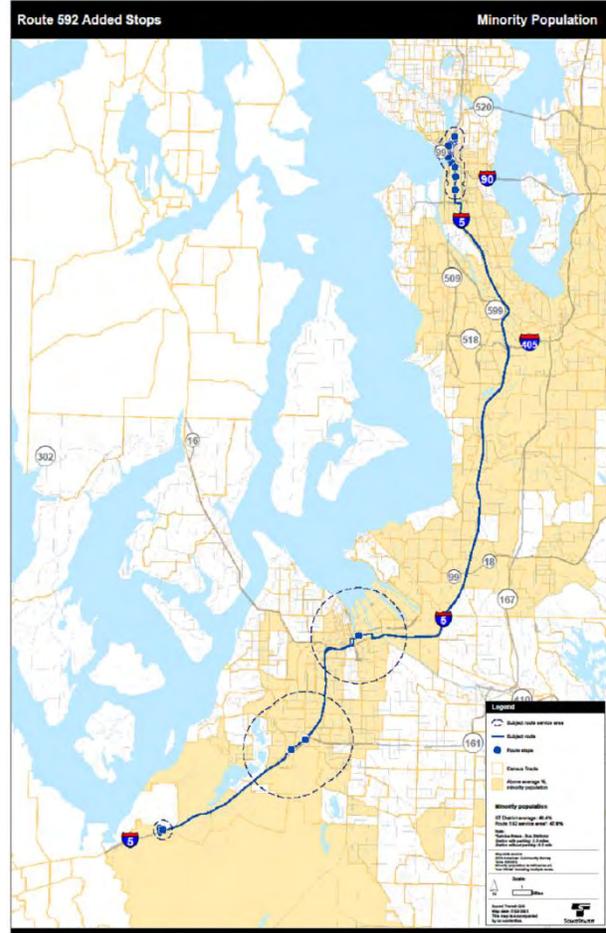
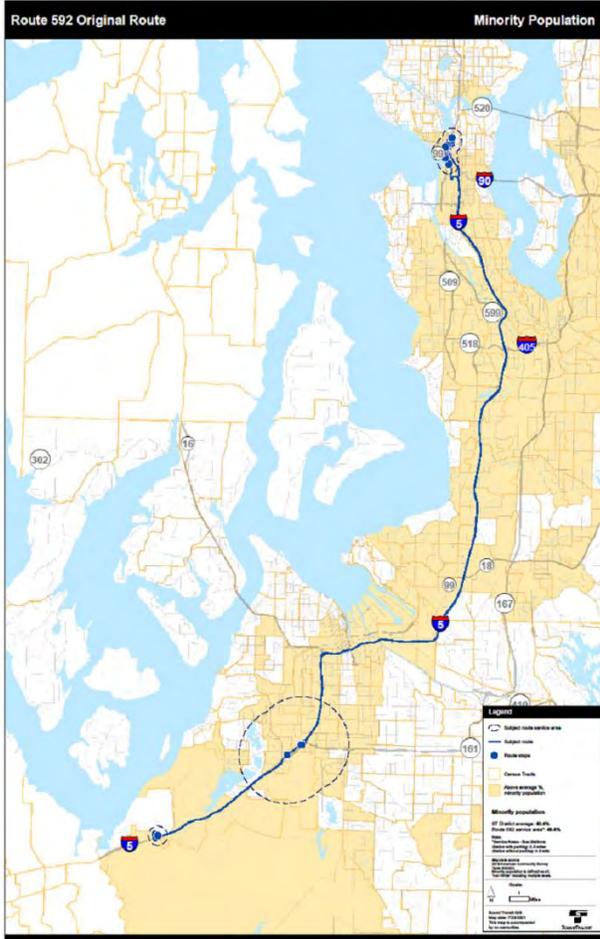
### How has the plan changed since the initial proposal?

Our community outreach demonstrated that a large number of people expressed concerns related to the implementation of this proposal. As a result, we will no longer pursue changes to Route 592-DuPont-Seattle at this time.

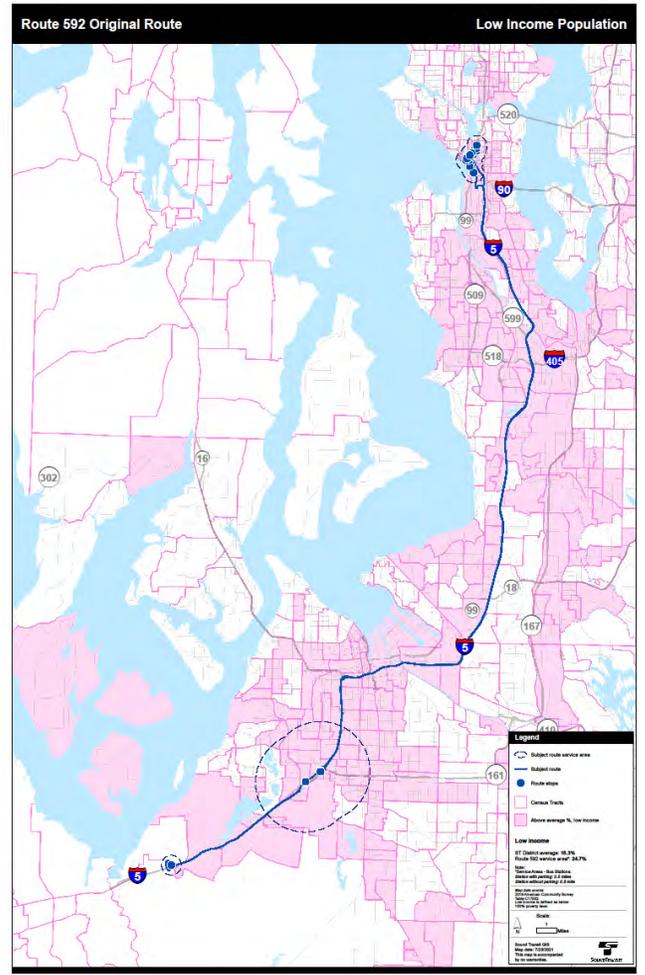
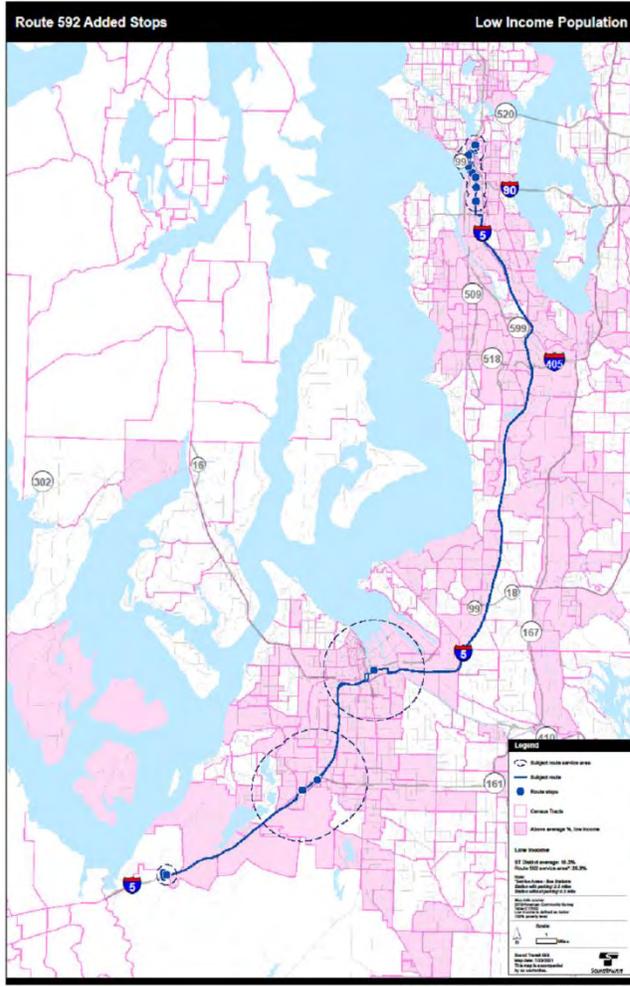
592 DuPont – Tacoma – Seattle (combined frequency)		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	20-30 min.	20-30 min.
Morning commute (6-9 a.m.)	20-30 min.	20-30 min.
Evening commute (3-6 p.m.)	20-30 min.	20-30 min.

\*All times are approximate

### Route 592 Population Maps



### Route 592 Population Maps



## **Sounder S-Seattle-Lakewood/Tacoma:**

### **Service Change Proposal**

Sound Transit will restore service to operate up to 13 round trips by September 2022. With the September 2021 service change, Sound Transit will restore Train 1507 (2:35 p.m. from Seattle to Tacoma) and its corresponding reverse train (1520, 4:06 p.m. from Tacoma to Seattle). The proposed 2022 Service Plan would build on that and bring Sounder South service back to pre-pandemic levels.

### **Why Are We Proposing These Changes?**

By increasing the number of trains we run we would improve the utility of Sounder South.

### **What Does This Mean For Passengers?**

Restoring service on Sounder to 13 round trips will improve regional access for passengers and bring back level of service to pre-COVID-19 levels.

### **Title VI Populations**

- **Minority Population:** ST District average: 40.4% Route Sounder South service area: 46.6%
- **Low Income:** ST District average: 15.3% Route Sounder South service area: 19.4%
- **LEP:** ST District average: 10.1% Route Sounder South service area: 12.2%

### **Title VI Evaluation**

Because this service change adds platform hours, improves regional access, and restores Sounder S service to pre-pandemic levels without taking away service from existing ST routes, there are no adverse effects. Therefore, there is no determination of disparate impact or disproportionate burden.

### **What Did We Hear From The Public?**

#### **Representative Comments:**

*“Would be great to have more South Sounder train service from SEA to Tacoma”*

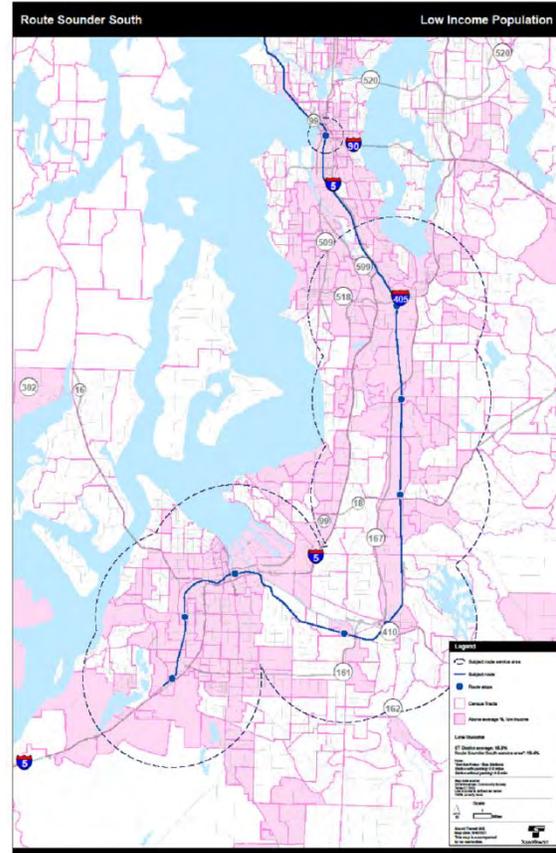
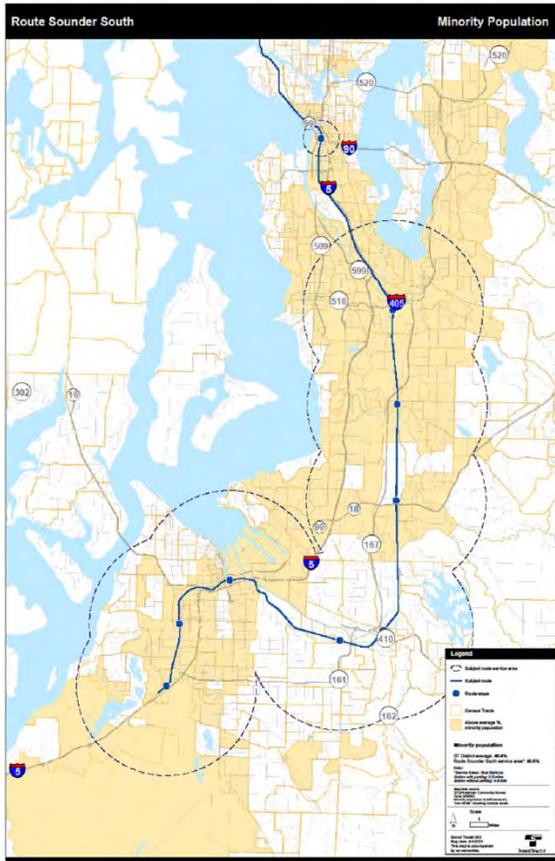
*“I recently moved to Tacoma from Seattle. I’m currently fully remote but expect to be back in the office later this year. My work has somewhat flexible hours...very few arrive in the office by 9am...Please increase the schedule to serve later morning times northbound.”*

A summary of public outreach may be found in the appendix.

### **How has the plan changed since the initial proposal?**

The plan has not changed.

### Sounder S Population Maps



## OTHER SERVICE CHANGES:

Sound Transit is committed to integrating equity and inclusion into all of its policies, structures and policies. We consider equity implications in our system expansion in the planning process and use of capital funds.

Below is a brief description of the remaining service change proposals for 2022 and their impact on passengers. While the remaining proposed service changes are not considered major service changes **and do not require a Title VI equity analysis**, this section is meant to be a companion to the Title VI analysis above to support an equity focus in planning decisions. This section is written in the spirit of maintaining full transparency with our passengers and fostering a more equitable transit agency.

### Route 550-Bellevue-Seattle Service Change Proposal

Increase Sunday service to every 15 min during the day by reallocating some weekday trips. Weekday service would operate every 8-10 minutes during peak and every 15 minutes midday and evenings.

#### Why Are We Proposing These Changes?

Increasing service to every 15 minutes on Sundays would allow people to travel between two regional centers and improve regional connectivity. This proposal would be cost neutral by re-allocating some under-utilized weekday trips and minimal impacts to wait times.

#### What Does This Mean For Passengers?

More frequent service on Sundays will reduce wait time for riders by half. For the 550-Bellevue-Seattle passengers we are increasing Sunday service by reallocating weekday trips. Passengers traveling during commute times on weekdays have slightly lower frequency and a wait time of 1-2 additional minutes.

#### Tradeoffs

Certain passengers on the 550 will experience 1-2 additional minutes between buses during weekday commute times but gain trips on Sundays.

#### Title VI Populations

- **Minority Population:** ST District average: 40.4% Route 550 service area: 44.2%
- **Low Income:** ST District average: 15.3% Route 550 service area: 12.9%
- **LEP:** ST District average: 10.1% Route 550 service area: 10.7%

#### What Did We Hear From The Public?

##### Representative Comments:

550 Bellevue – Seattle		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	30 min.	30 min.
Morning commute (6-9 a.m.)	8-10 min.	9-10 min.
Midday (9 a.m.-3 p.m.)	15 min.	15 min.
Evening commute (3-6 p.m.)	8-10 min.	8-10 min.
Evening (6-10 p.m.)	15 min.	15 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
<b>Saturday</b>		
Day	15 min.	15 min.
Late Evening	30 min.	30 min.
<b>Sunday</b>		
Day	30 min.	15 min.
Late Evening	30 min.	30 min.

## 2022 Service Plan: Service Equity Analysis (Title VI)

*“Even though I don’t take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue...”*

*“More rides on weekends, especially between 6-9am and 3-5pm*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

### Route 560- Bellevue-West Seattle Service Change Proposal

Increase weekend service to every 30 min.

#### Why Are We Proposing These Changes?

Increasing weekend service would improve the utility of the route and create better connections to several transportation hubs including SeaTac Airport, as well as provide better options between West Seattle, South King County, and the East Side without having to go through Downtown Seattle.

#### What Does This Mean For Passengers?

More service on weekends.

#### Title VI Populations

- **Minority Population:** ST District average: 40.4%  
Route 560 service area: 54.4
- **Low Income:** ST District average: 15.3% Route 560 service area: 16.6%
- **LEP:** ST District average: 10.1% Route 560 service area: 17.5%

#### What Did We Hear From The Public?

##### Representative Comments:

*“The 560 is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back...Accessibility must be more often than once an hour. Thank you kindly!”*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

560 West Seattle – SeaTac – Bellevue		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	30 min.	30 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	30 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	60 min.	60 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
<b>Saturday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	60 min.	30 min.
Late Evening	60 min.	60 min.

\*All times are approximate.

## Route 574-Lakewood-SeaTac Airport:

### Service Change Proposal

Expand hours of service by beginning earlier and ending later to better serve SeaTac.

### Why Are We Proposing These Changes?

The route retained a high percentage of ridership throughout the pandemic. Due to social distancing capacity limits, early morning trips routinely exceeded capacity guidelines.

### What Does This Mean For Passengers?

Passengers stand to benefit from an expanded schedule and access to SeaTac.

### Title VI Populations

- **Minority Population:** ST District average: 40.4% Route 574 service area: 52.7%
- **Low Income:** ST District average: 15.3% Route 574 service area: 23.5%
- **LEP:** ST District average: 10.1% Route 574 service area: 13.5%

574 Lakewood – SeaTac		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	20-30 min.	20-30 min.
Morning commute (6-9 a.m.)	30 min.	30 min.
Midday (9 a.m.-3 p.m.)	30 min.	30 min.
Evening commute (3-6 p.m.)	30 min.	30 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
<b>Saturday</b>		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	30 min.
Late Evening	60 min.	60 min.

### What Did We Hear From The Public?

#### Representative Comments:

*“I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac.”*

### How has the plan changed since the initial proposal?

The plan has not changed.

## Route 577-Federal Way-Seattle:

### Service Change Proposal

Increase service to every 15 min or better, all day every day with a combined frequency of the 578.

### Why Are We Proposing These Changes?

Increasing service to every 15 minutes on weekdays and weekends would achieve service parity on a key corridor route to/from South King County, matching service levels offered on routes serving the East Side and Snohomish County.

### What Does This Mean For Passengers?

More midday trips for Route 577-Federal Way-Seattle passengers.

### Title VI Populations

- **Minority Population:** ST District average: 40.4% Route 577 service area\*: 48.9%

## 2022 Service Plan: Service Equity Analysis (Title VI)

- **Low Income:** ST District average: 15.3% Route 577 service area: 19.3%
- **LEP:** ST District average: 10.1% Route 577 service area: 11.7%

A summary of public outreach may be found in the appendix.

### What Did We Hear From The Public?

#### Representative Comments:

*“Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule.”*

*“More frequent late evening service would be helpful so that I could take the bus to federal way from events in downtown Seattle (e.g. sporting events and concerts.)”*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

## Route 578-Puyallup-Seattle:

### Service Change Proposal

Increase weekend service to every 30 minutes.

### Why Are We Proposing These Changes?

The route had a higher ridership during the pandemic.

Increasing weekend service to every 30 minutes would increase the routes’ productivity and give better options to our passengers, especially during times when Sounder South is not operating.

### What Does This Mean For Passenger?

Passengers stand to benefit from a higher level of service, including more trips, on weekends.

### Title VI Populations

**Minority Population:** ST District average: 40.4% Route 578 service area: 41.9

**Low Income:** ST District average: 15.3% Route 578 service area: 17.9%

**LEP:** ST District average: 10.1% Route 578 service area: 9.9%

### What Did We Hear From The Public?

#### Representative Comments:

*“I like the idea of more 577/578 busses during the work day. Once mask and social distancing requirements are gone, crowded buses will resume. More buses equals less crowding.”*

577/578 Federal Way - Seattle (combined frequency) Fall 2021		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	15 min.	15 min.
Morning commute (6-9 a.m.)	8-10 min.	8-10 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	10 min.	10 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	60 min.	60 min.
<b>Saturday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

\*All times are approximate

## 2022 Service Plan: Service Equity Analysis (Title VI)

*“Very excited at the increase in service for the 577/578”*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

## 594-Lakewood-Seattle:

### Service Change Proposal

Increase service to every 15 min or better all day every day with a combined frequency of the 590.

### Why Are We Proposing These Changes?

To improve service parity, we are investing in Route 590-Tacoma-Seattle/Route 594 Lakewood-Seattle to increase frequency to a minimum of every 15 minutes throughout the day. This level of service would match midday frequencies currently offered on other key corridors in the region including Route 550-Bellevue-Seattle, Route 512-Everett-Seattle and Route 545-Redmond-Seattle.

### What Does This Mean For Passengers?

While we are adding service, there is an overall reduction in platform hours. For the 594-Lakewood-Seattle passengers we are combining service frequency with the 590, where we are adding platform hours. Passengers benefit from an increase of frequency of service combined with the 590.

### Title VI Populations

**Minority Population:** ST District average: 40.4% Route 594 service area: 47.9%

**Low Income:** ST District average: 15.3% Route 594 service area: 25.3%

**LEP:** ST District average: 10.1% Route 594 service area: 9%

### What Did We Hear From The Public?

#### Representative Comments:

*“I really like the 590/594 once I’m on the bus, but I have to do a significant amount of walking on either end to get to the bus...overall I love Sound Transit...I am really excited for all the planned and underway improvements.”*

A summary of public outreach may be found in the appendix.

### How has the plan changed since the initial proposal?

The plan has not changed.

590/594 Tacoma – Seattle (combined frequency)		
	Current	Proposed
<b>Weekdays</b>		
Early morning (before 6 a.m.)	6-8 min.	6-8 min.
Morning commute (6-9 a.m.)	6-8 min.	6-8 min.
Midday (9 a.m.-3 p.m.)	30 min.	15 min.
Evening commute (3-6 p.m.)	6-8 min.	6-8 min.
Evening (6-10 p.m.)	30 min.	30 min.
Late Evening (after 10 p.m.)	30 min.	30 min.
<b>Saturday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.
<b>Sunday</b>		
Day	30 min.	15 min.
Late Evening	60 min.	60 min.

\*All times are approximate

**Conclusion:**

Overall, the changes proposed for 2022 increase service for Sound Transit passengers with a majority of additional service benefiting routes that service minority and low-income population above the district average. Most changes increase overall platform hours, improve regional connectivity, bolster service frequency, and overall service reliability.

**Appendix**

**Proposed Major Changes Summary**

<b>ROUTES</b>	<b>SERVICE CHANGE PROPOSAL</b>	<b>Adverse Effect</b>
<b>535- Lynnwood-Bellevue</b>	Increase midday and weekend service to every 30 minutes and introduce Sunday service.	No
<b>590-Tacoma-Seattle/594-Lakewood-Seattle</b>	Increase service to every 15 min or better all day every day with a combined route service frequency	No
<b>S Line (Sounder South)-Seattle-Lakewood/Tacoma</b>	Restore service to operate up to 13 round trips by September 2022.	No
<b>Tacoma Link- Hilltop-Tacoma Dome</b>	Increase frequency to 10 min, expand service with 2.4 miles of new track serving six new stations connecting Tacoma Dome to Hilltop, and introduce fares.	No

**Public Outreach Summary**

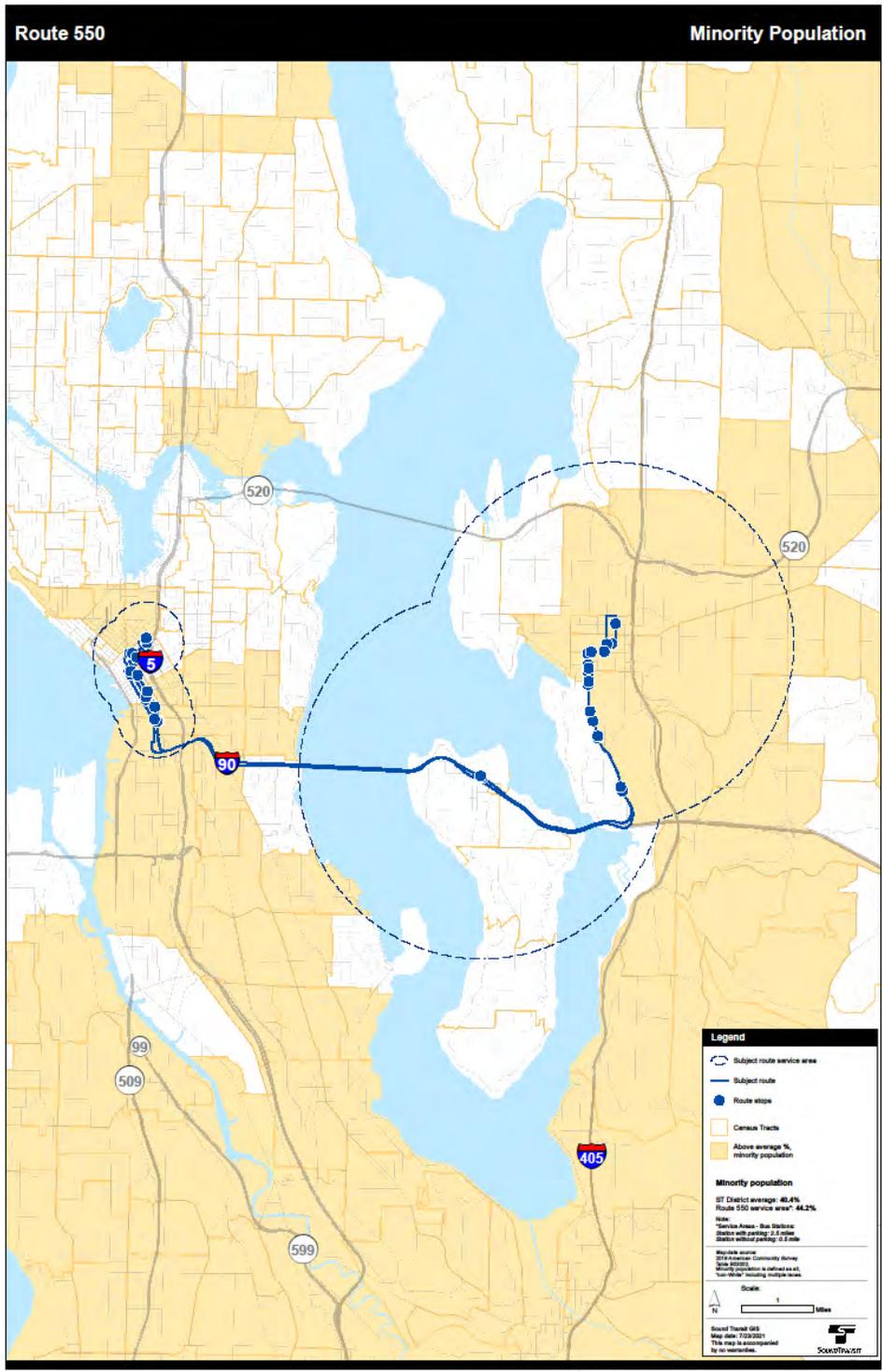
<b>ROUTES</b>	<b>Strongly Agree (%)</b>	<b>Agree (%)</b>	<b>Disagree (%)</b>	<b>Strongly Disagree (%)</b>	<b>Other* (%)</b>
<b>535- Lynnwood-Bellevue</b>	<b>52.5</b>	<b>23.7</b>	<b>1.7</b>	<b>1.7</b>	<b>20.3</b>
<b>550-Bellevue-Seattle</b>	<b>41.2</b>	<b>24.3</b>	<b>7.5</b>	<b>5.6</b>	<b>21.5</b>
<b>560-Bellevue-West Seattle</b>	<b>54.1</b>	<b>29.5</b>	<b>1.6</b>	<b>6.6</b>	<b>8.2</b>
<b>574-Lakewood-SeaTac Airport</b>	<b>60.3</b>	<b>17.8</b>	<b>2.7</b>	<b>2.7</b>	<b>16.4</b>
<b>577-Federal Way-Seattle</b>	<b>75</b>	<b>17.1</b>	<b>1.2</b>	<b>2.3</b>	<b>4.6</b>
<b>578- Puyallup-Seattle</b>	<b>51.9</b>	<b>25.9</b>	<b>1.9</b>	<b>2.8</b>	<b>17.6</b>

2022 Service Plan: Service Equity Analysis (Title VI)

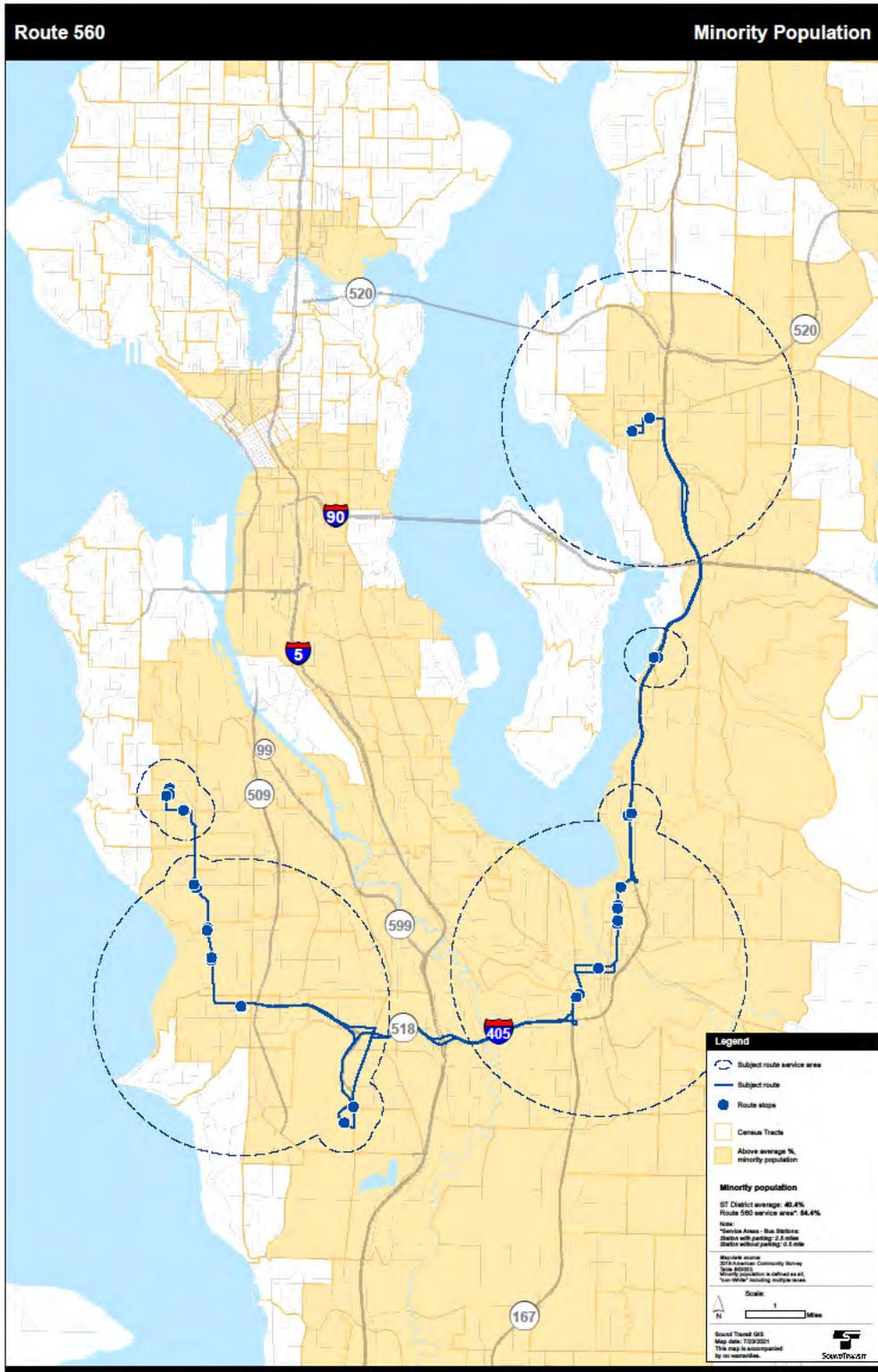
<b>590-Tacoma-Seattle/594-Lakewood-Seattle</b>	<b>67.4</b>	<b>24.1</b>	<b>2.1</b>	<b>1.4</b>	<b>5</b>
<b>592-DuPont-Seattle</b>	<b>28.1</b>	<b>21.9</b>	<b>6.3</b>	<b>34.4</b>	<b>9.4</b>
<b>S Line (Sounder South)- Seattle-Lakewood/Tacoma</b>	<b>60.6</b>	<b>30.1</b>	<b>2.3</b>	<b>0.4</b>	<b>6.6</b>
<b>Tacoma Link-Hilltop-Tacoma Dome</b>	<b>43.8</b>	<b>34.4</b>	<b>1.6</b>	<b>3.1</b>	<b>17.2</b>

**\*Combines response % for passengers who had “no opinion” or ‘do not take this route’**

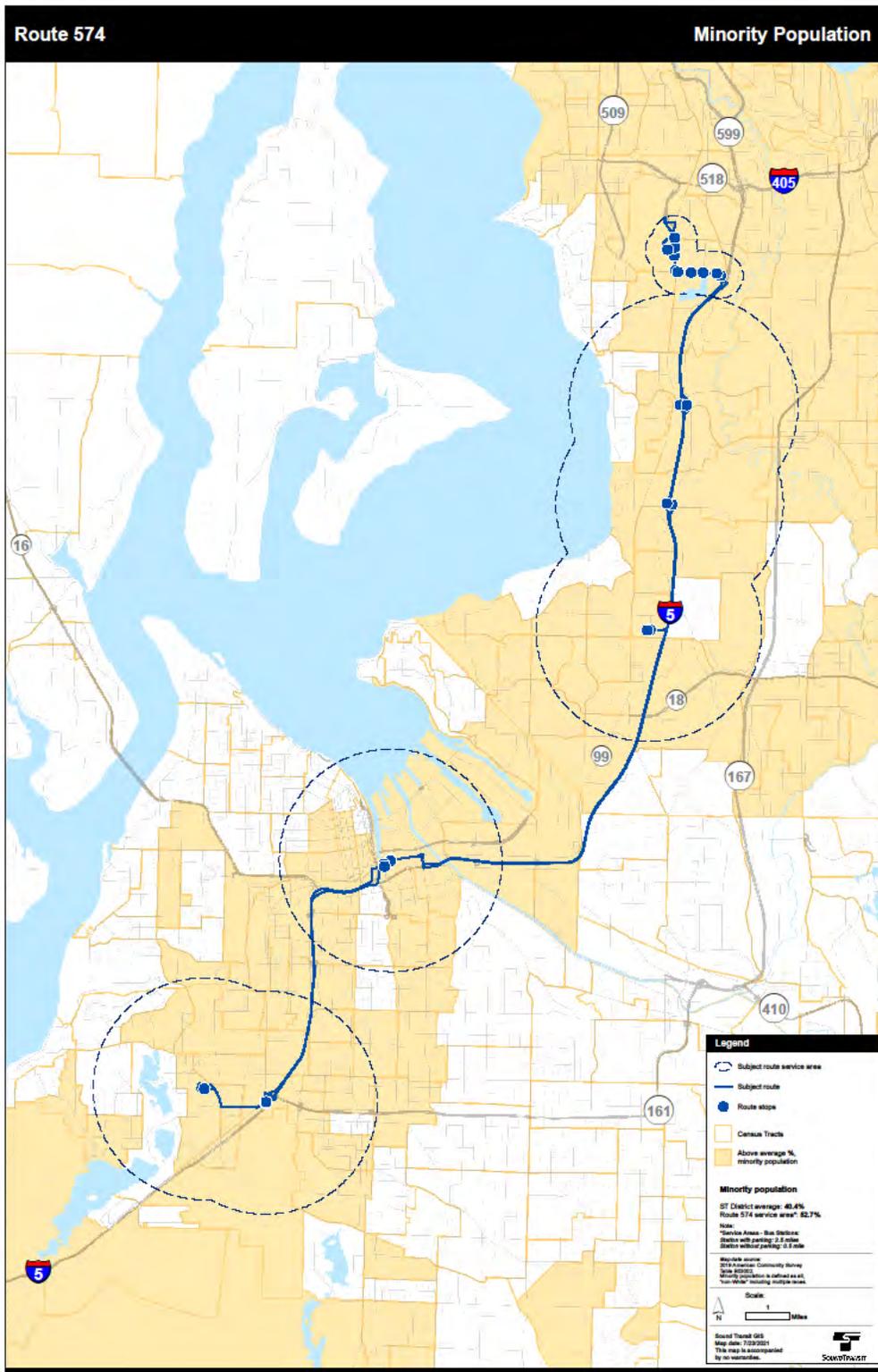
### Title VI Population Maps



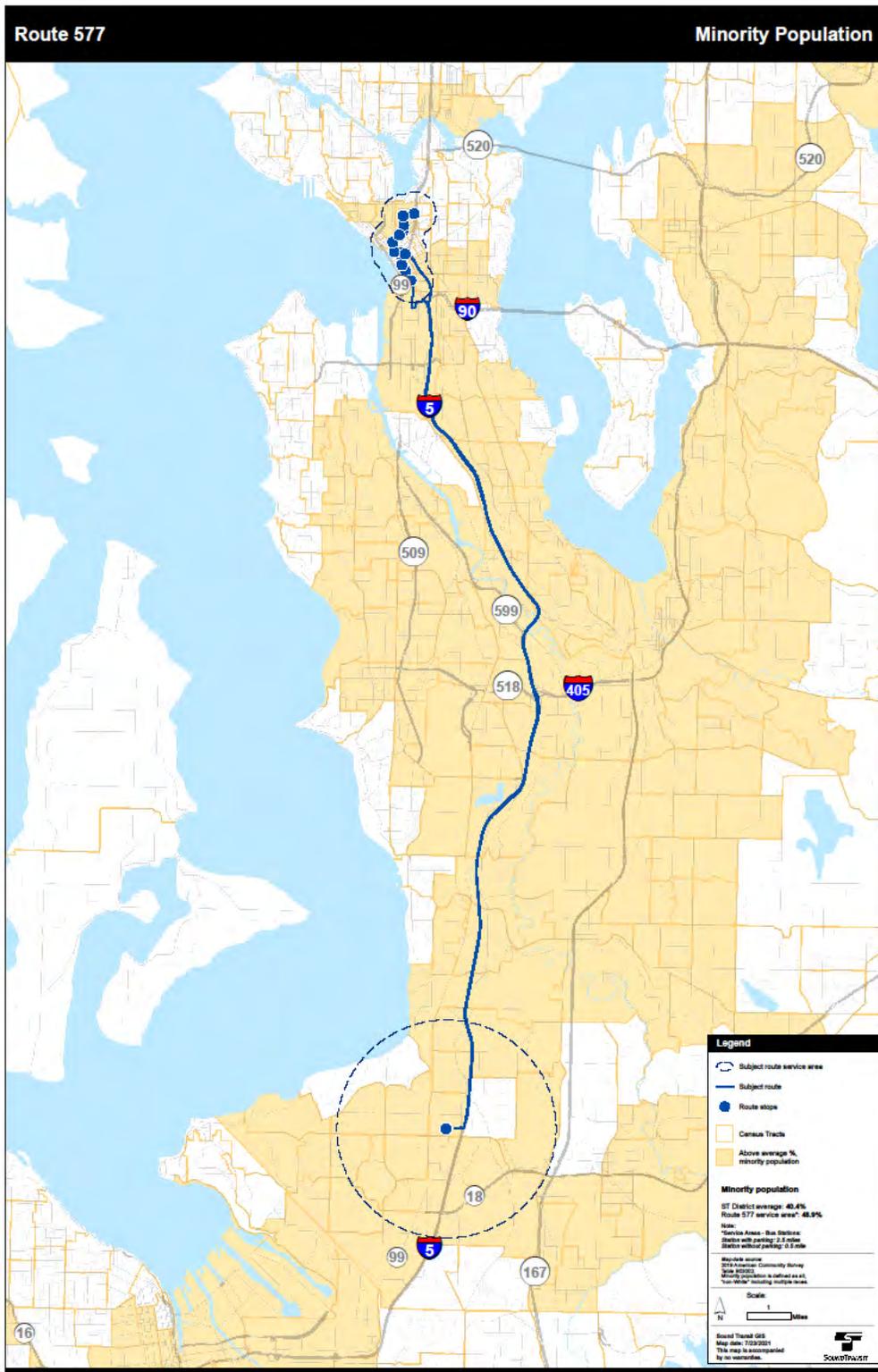
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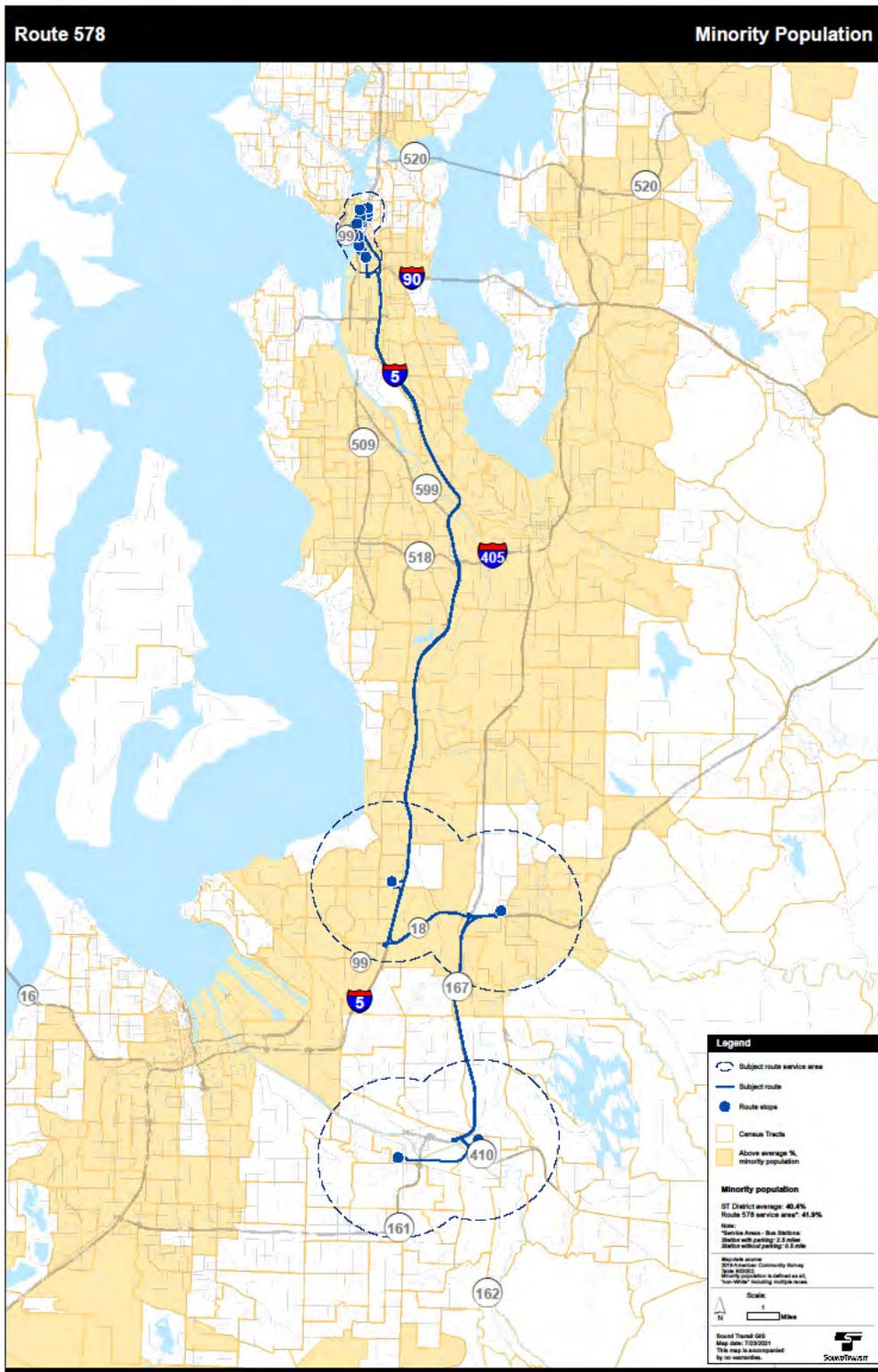
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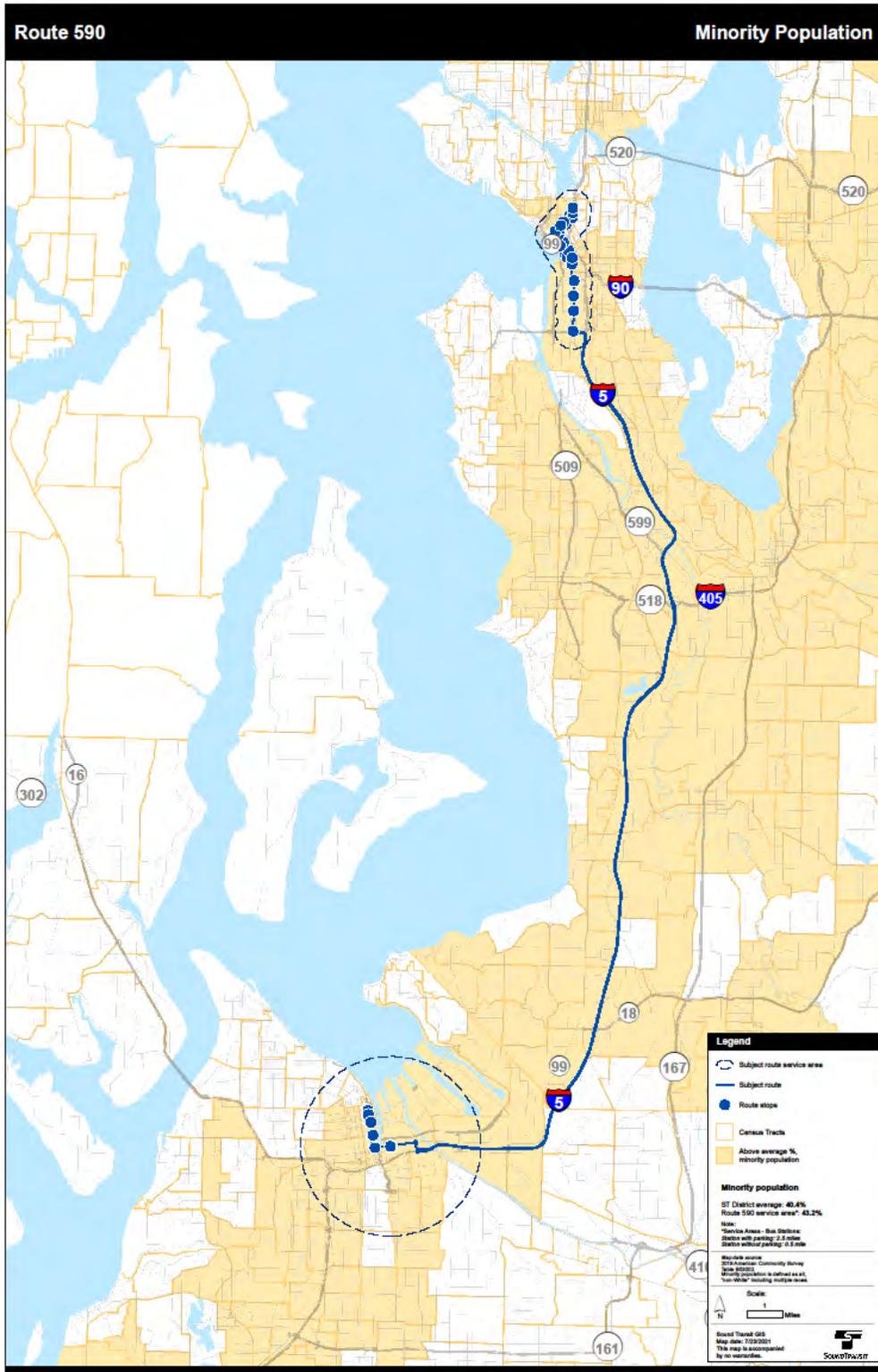
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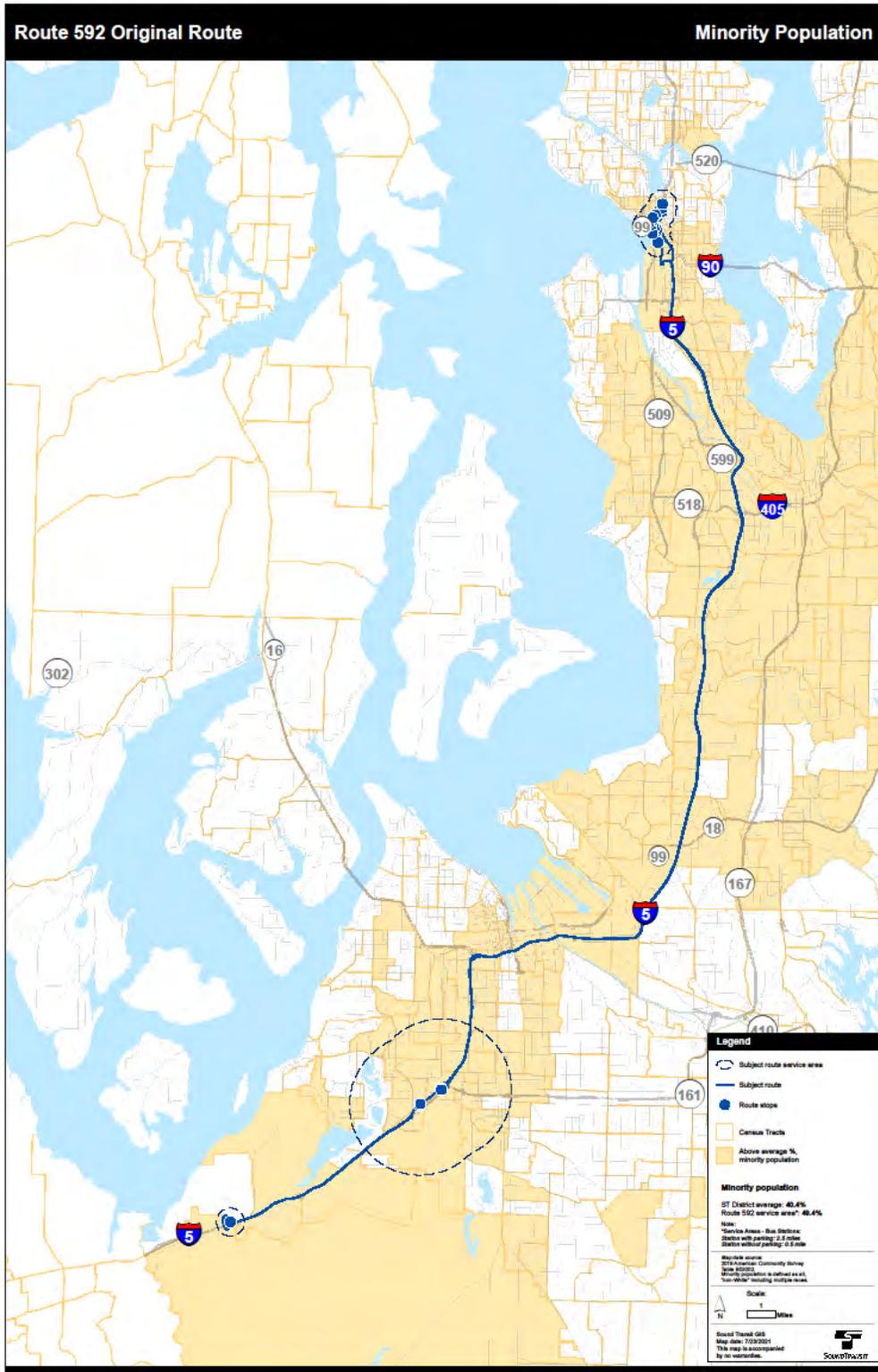
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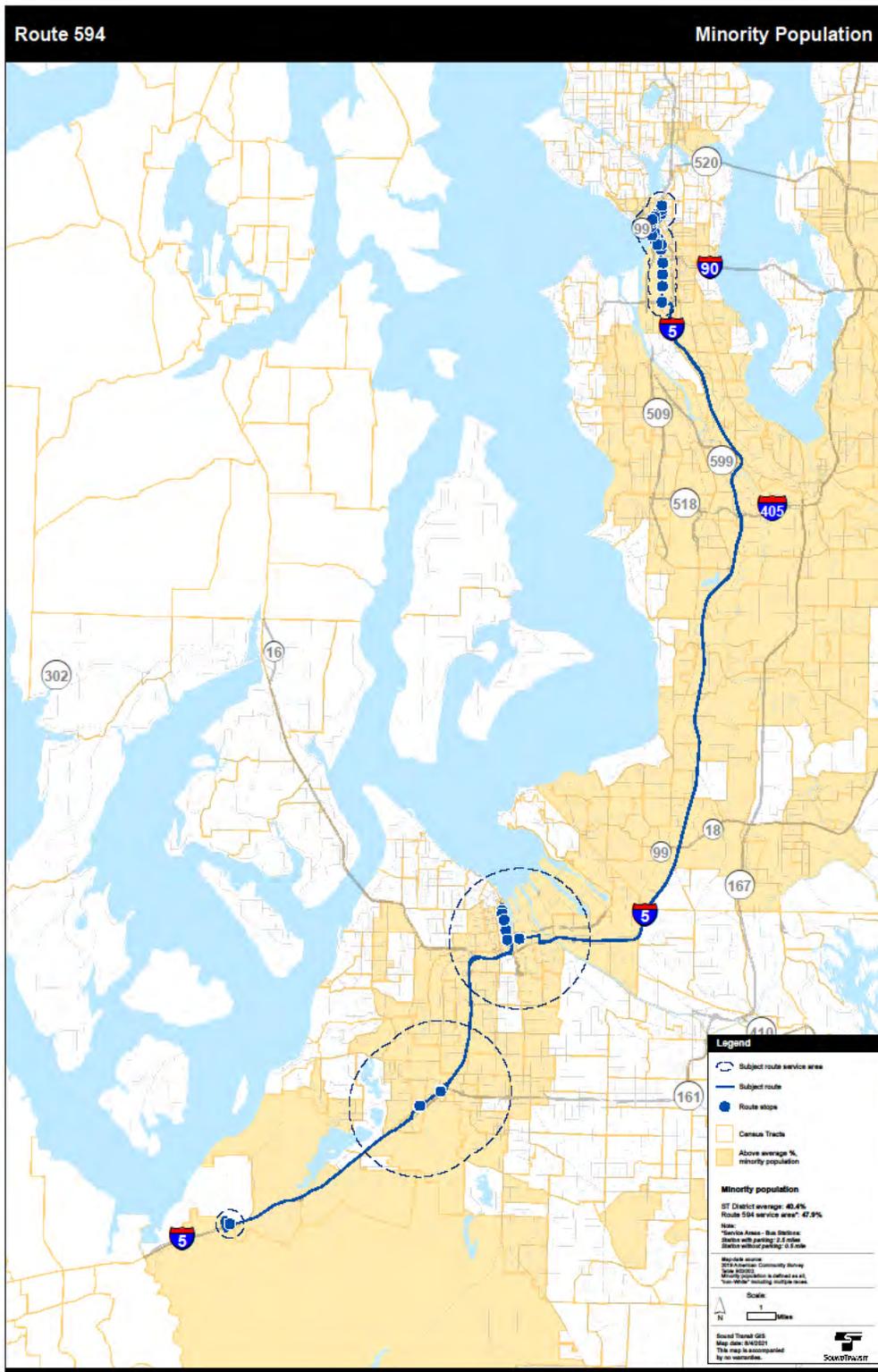


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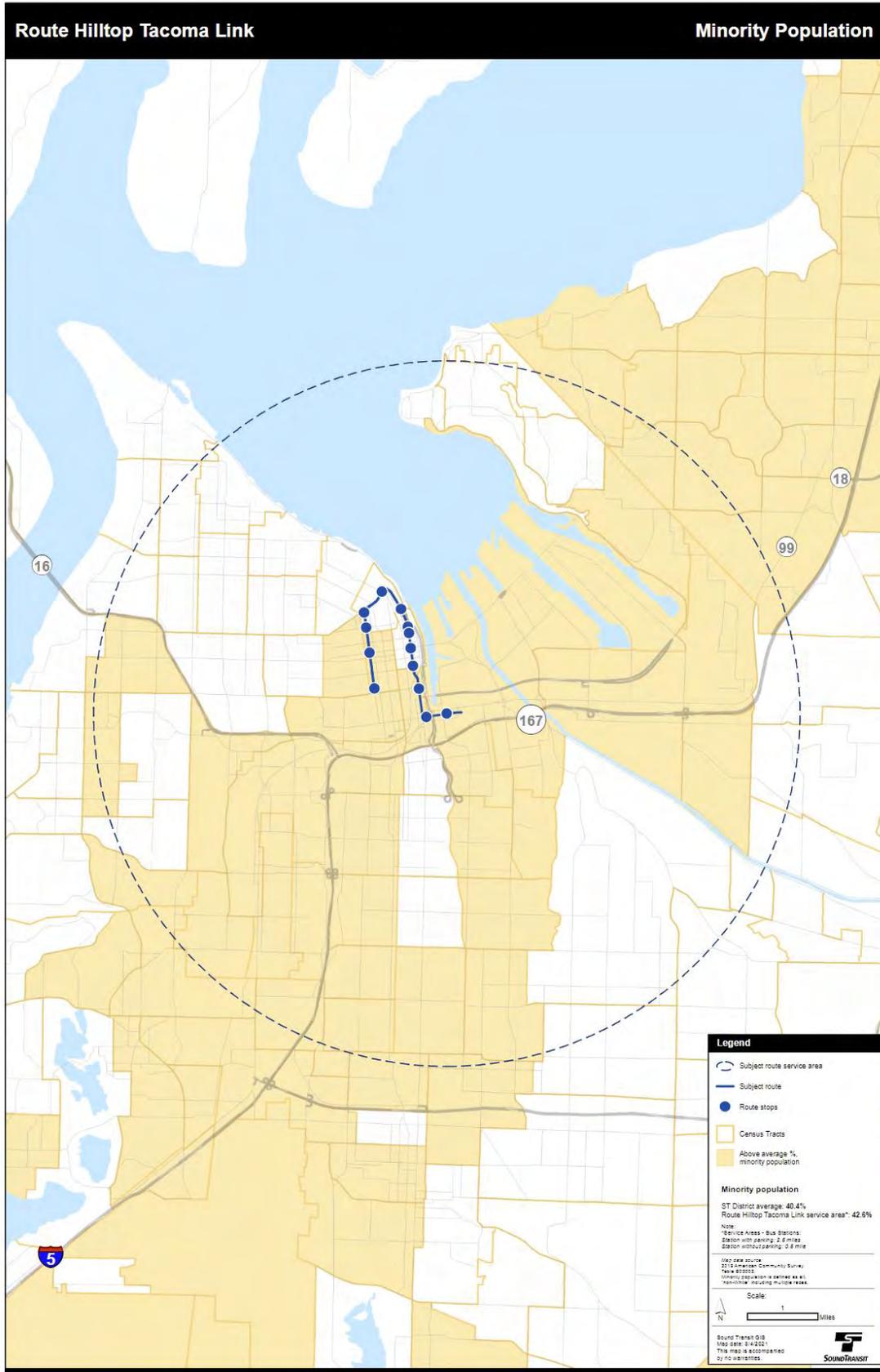


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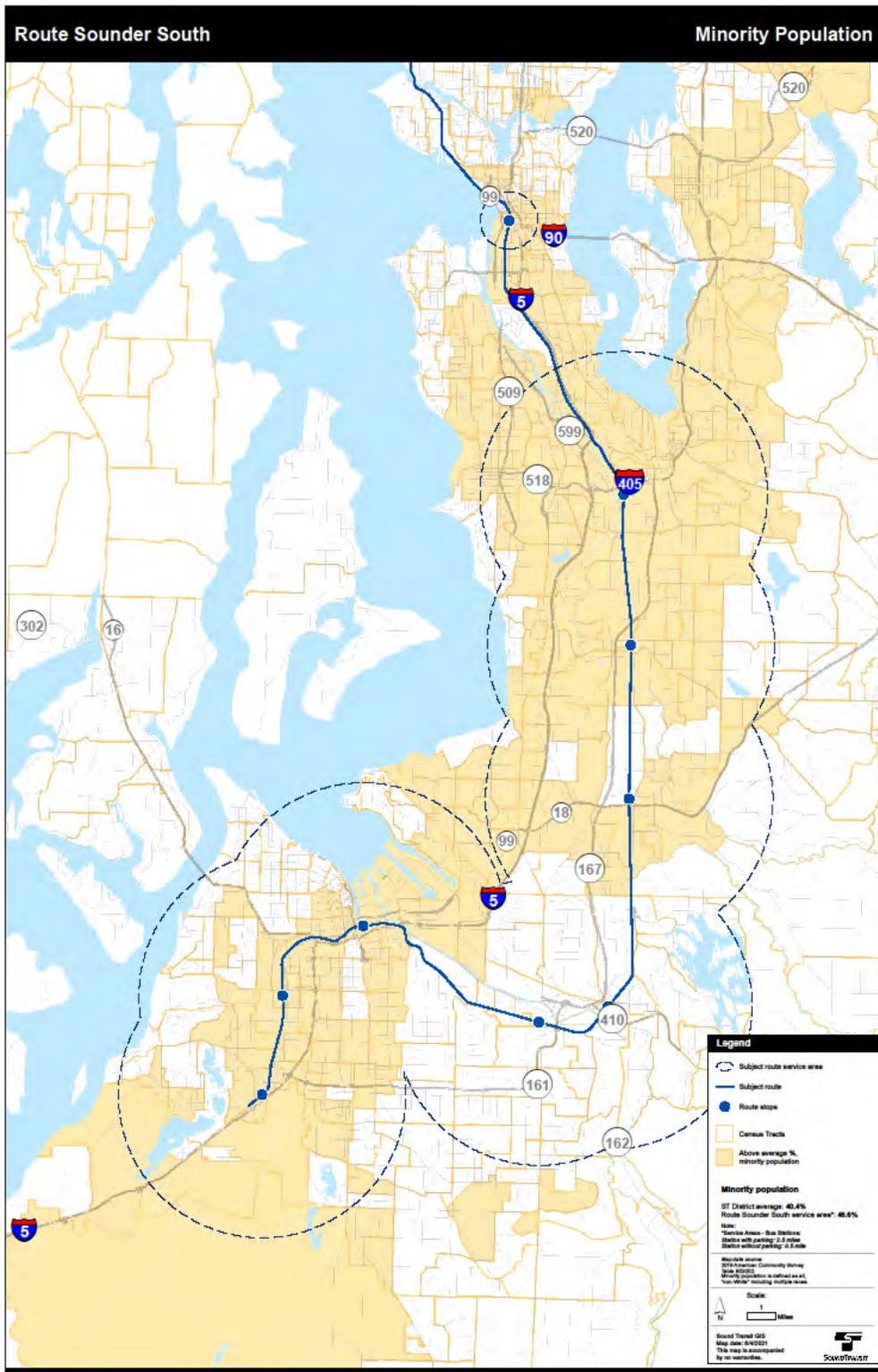
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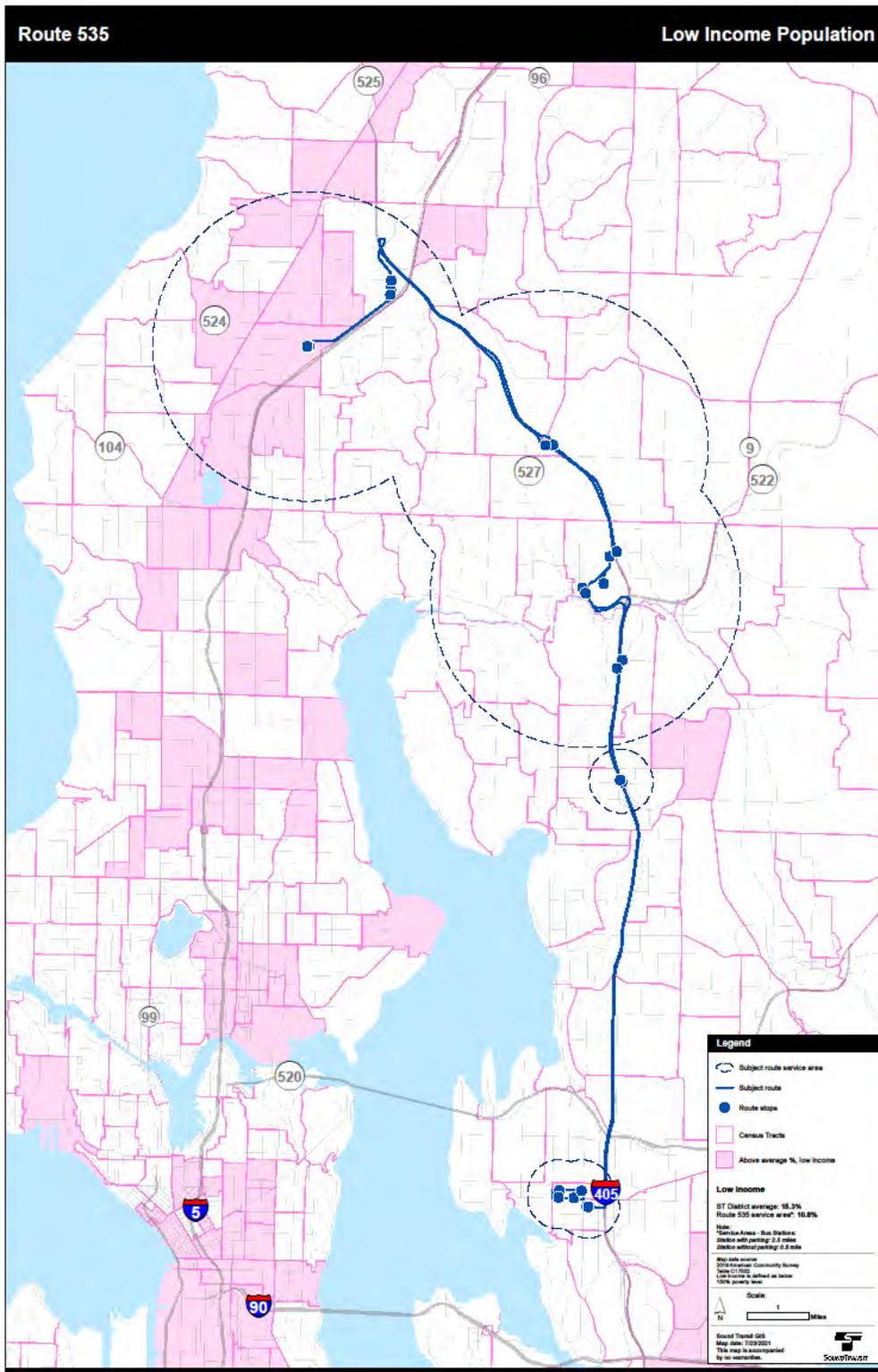


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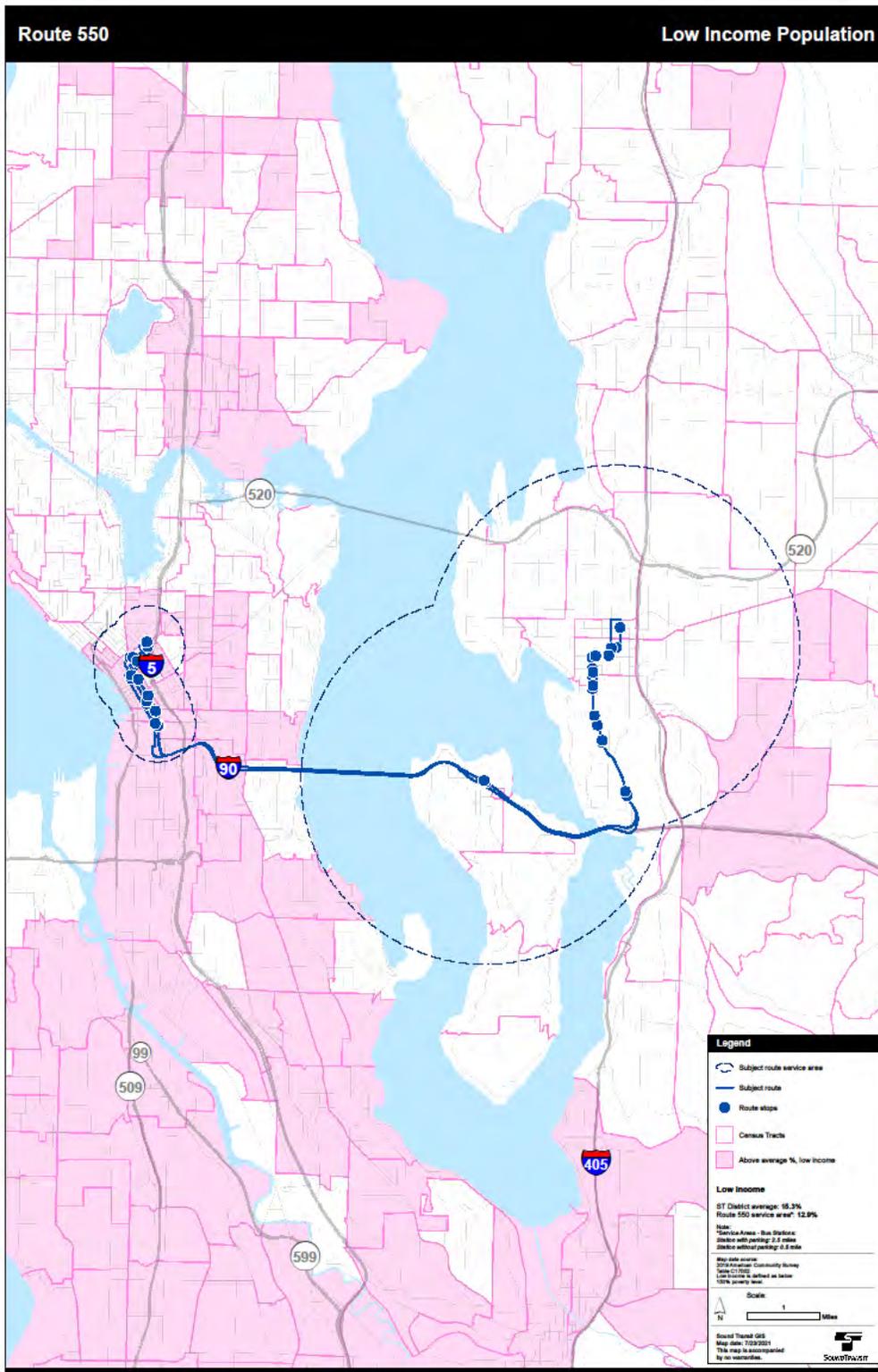
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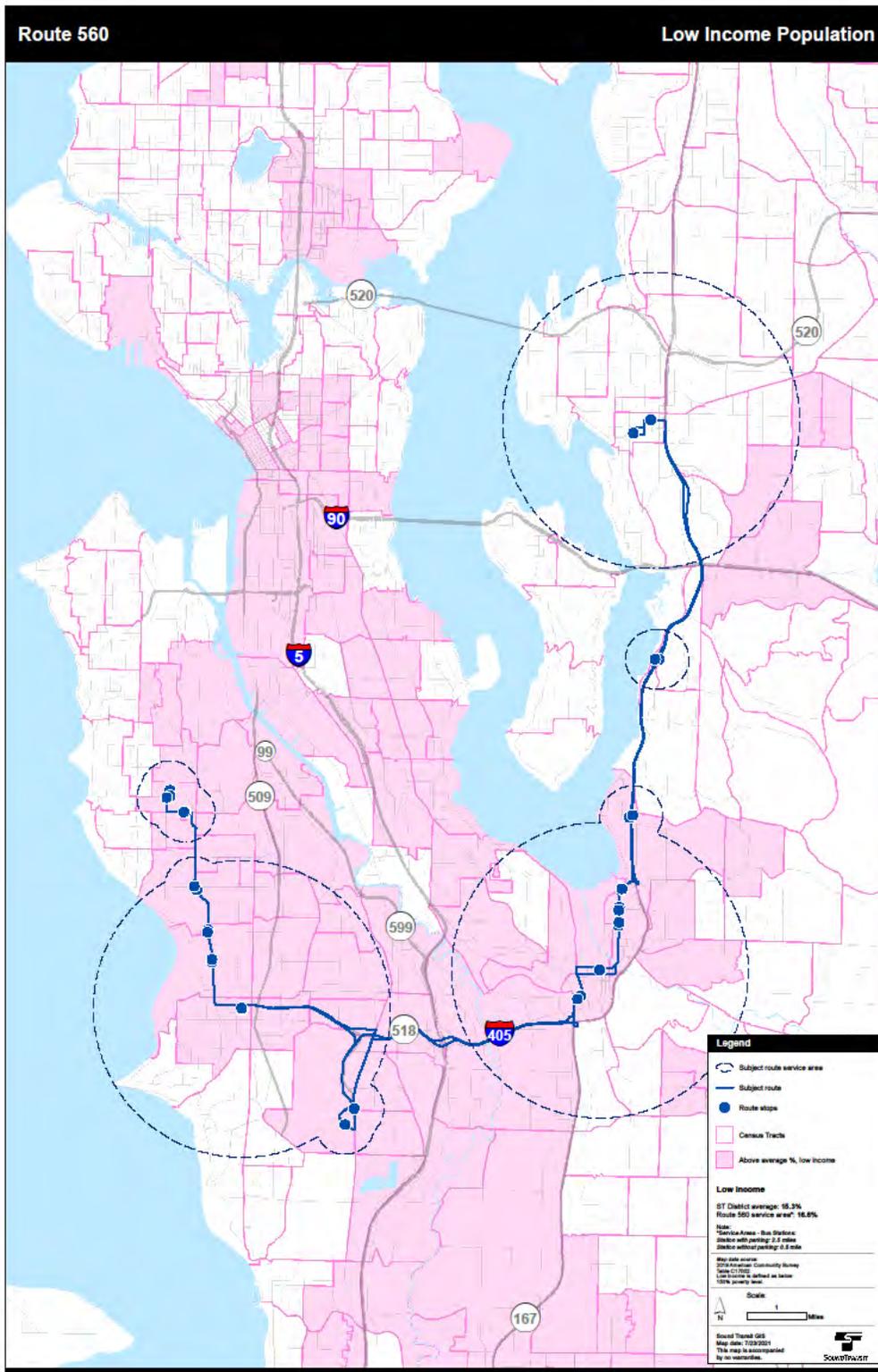
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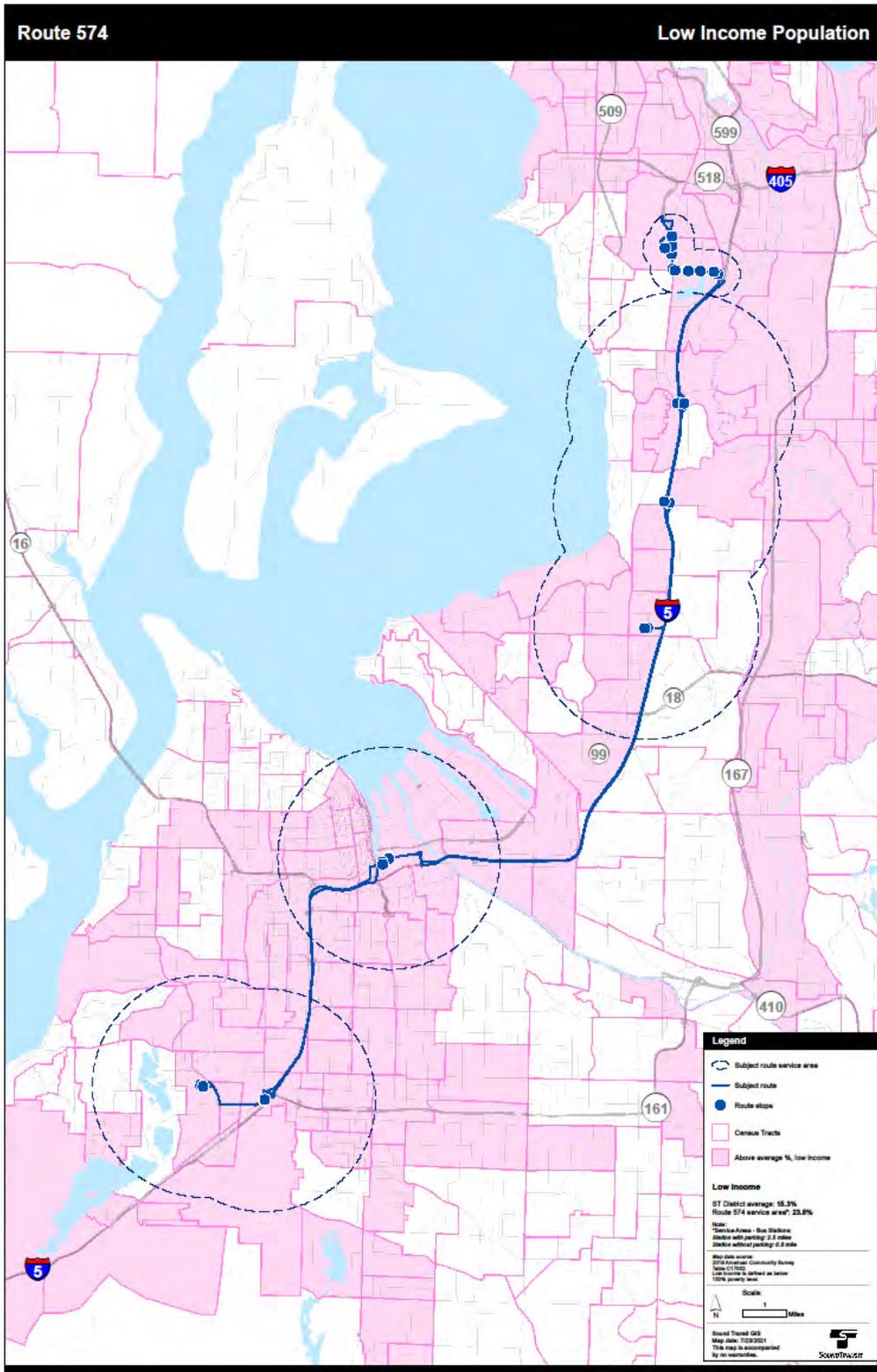
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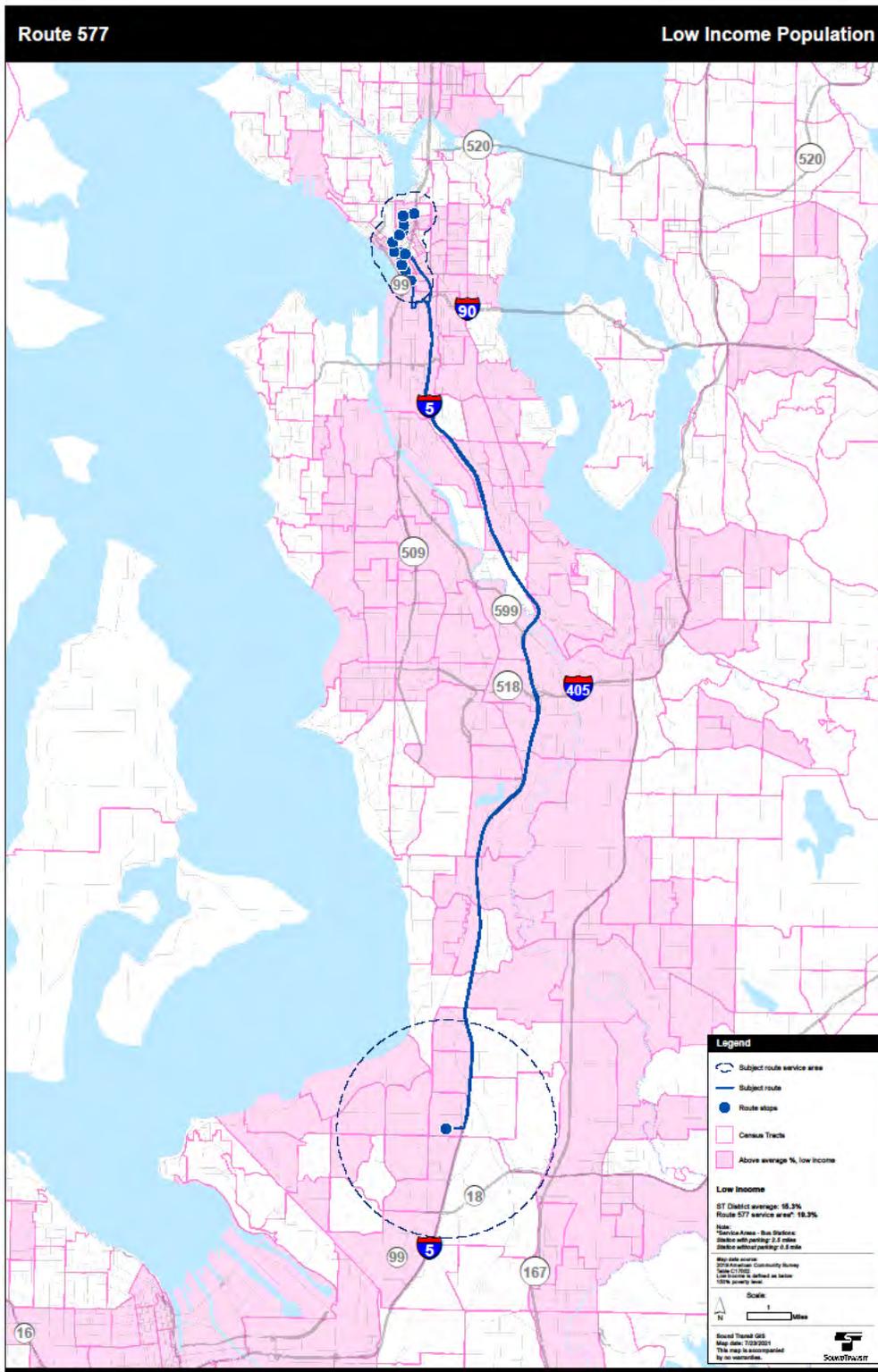
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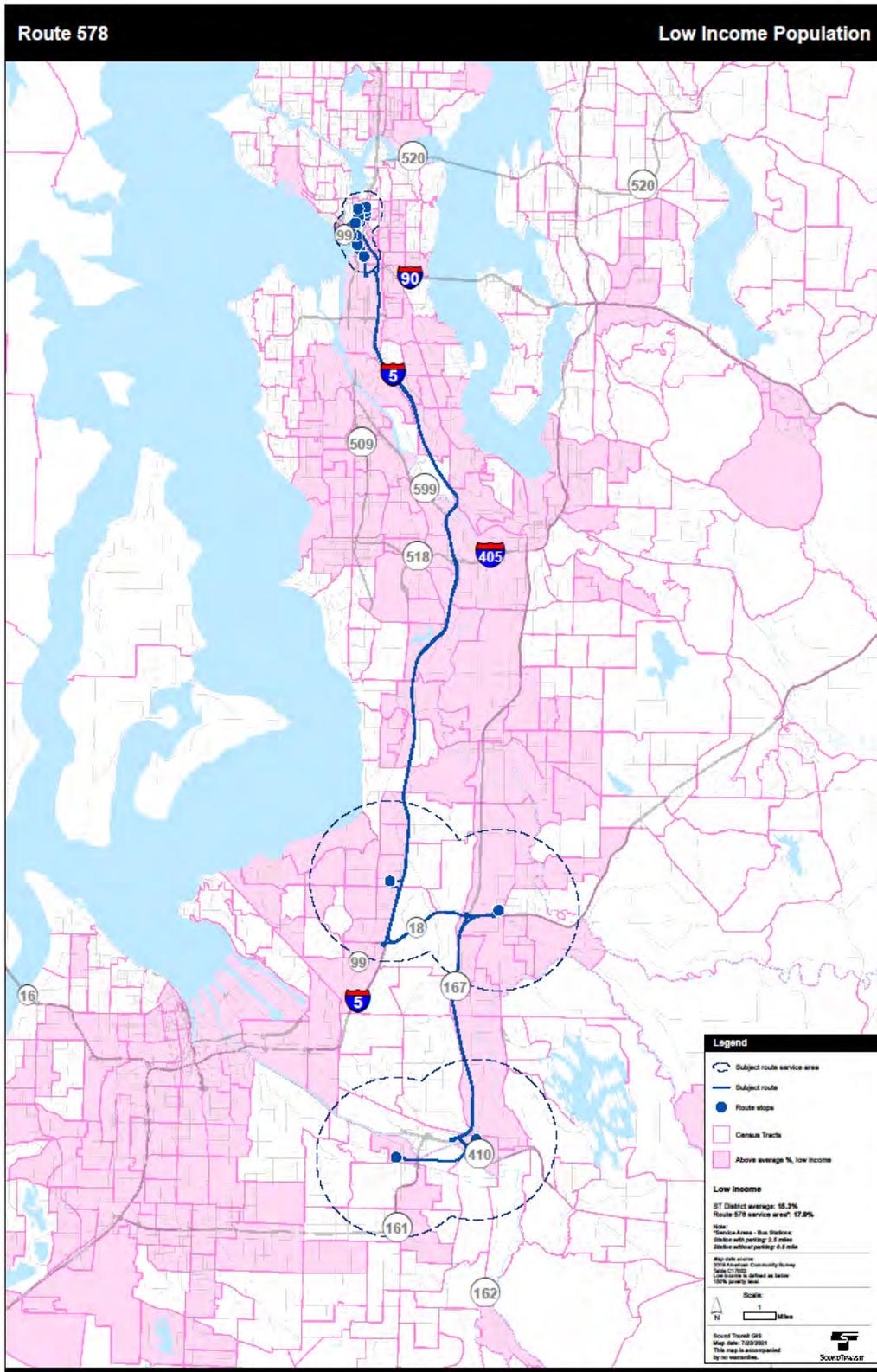
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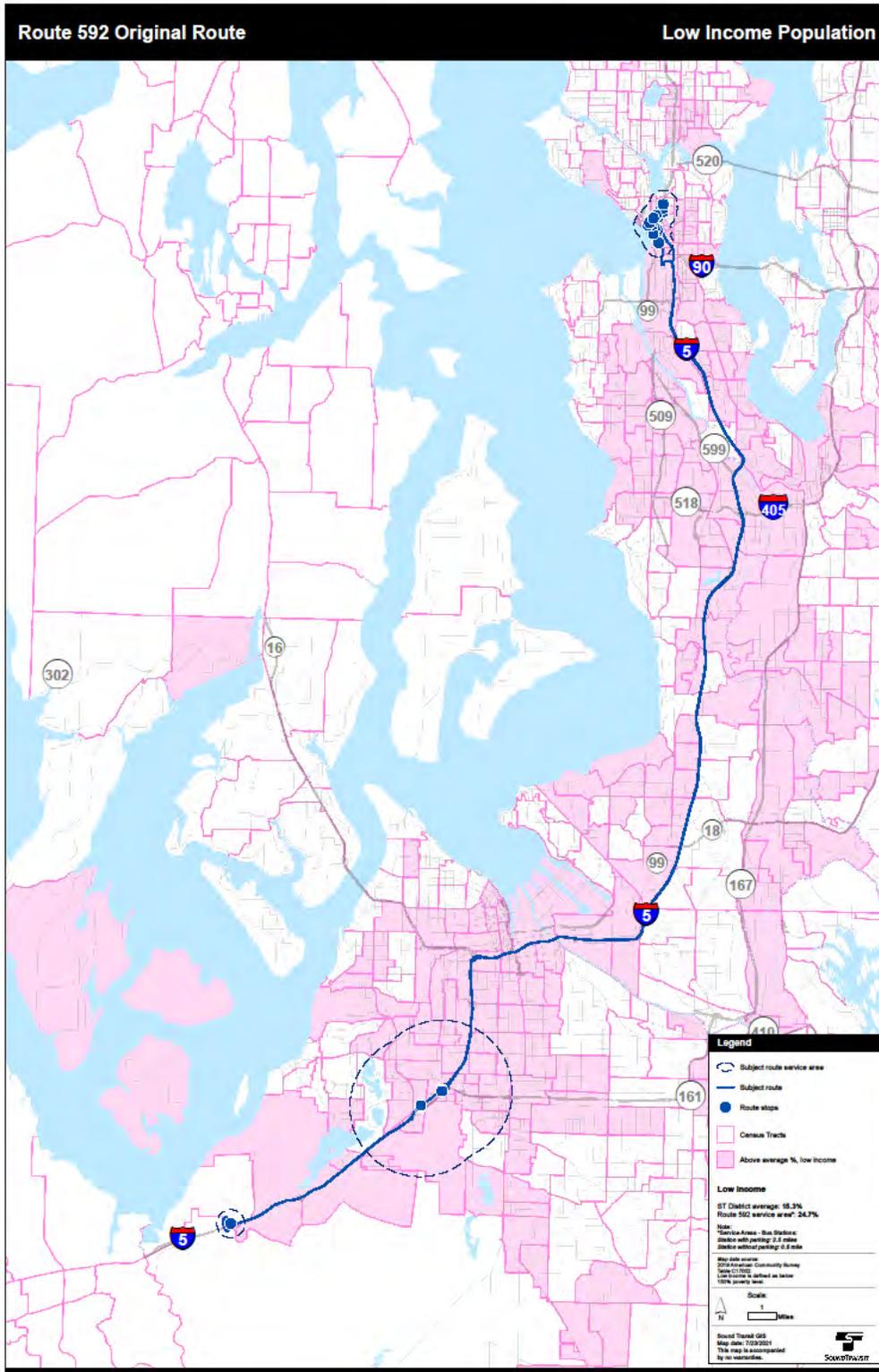
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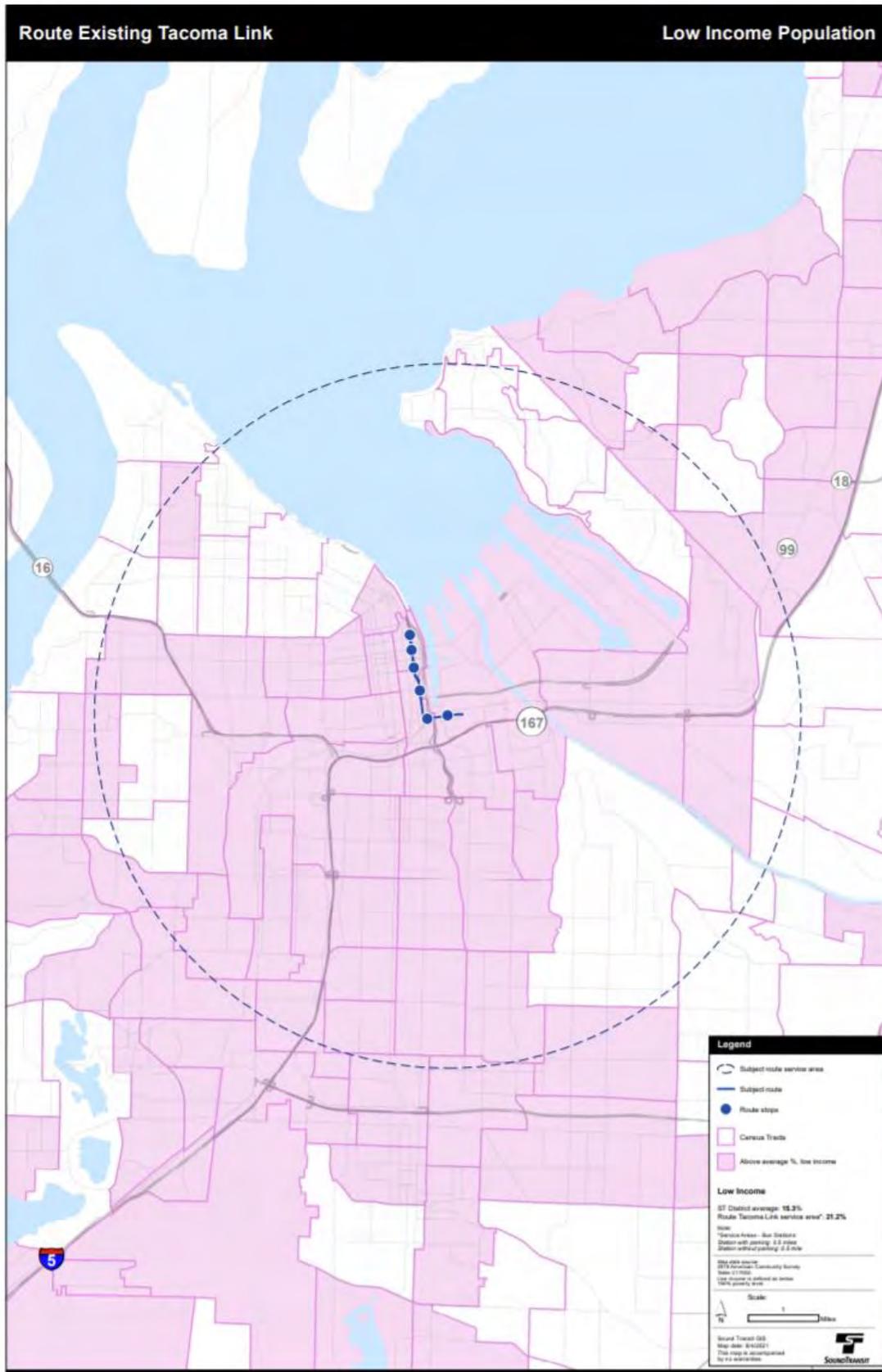


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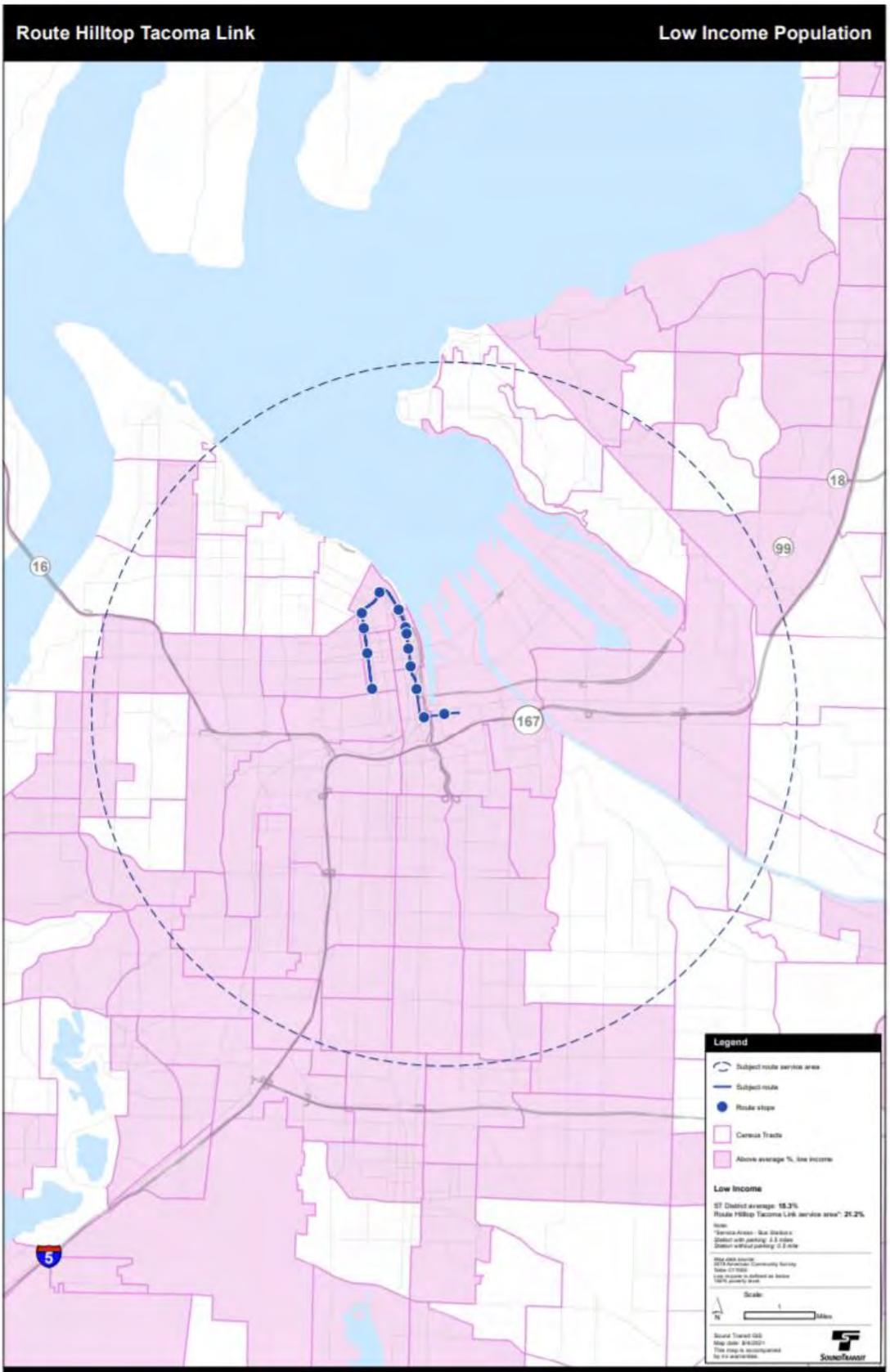




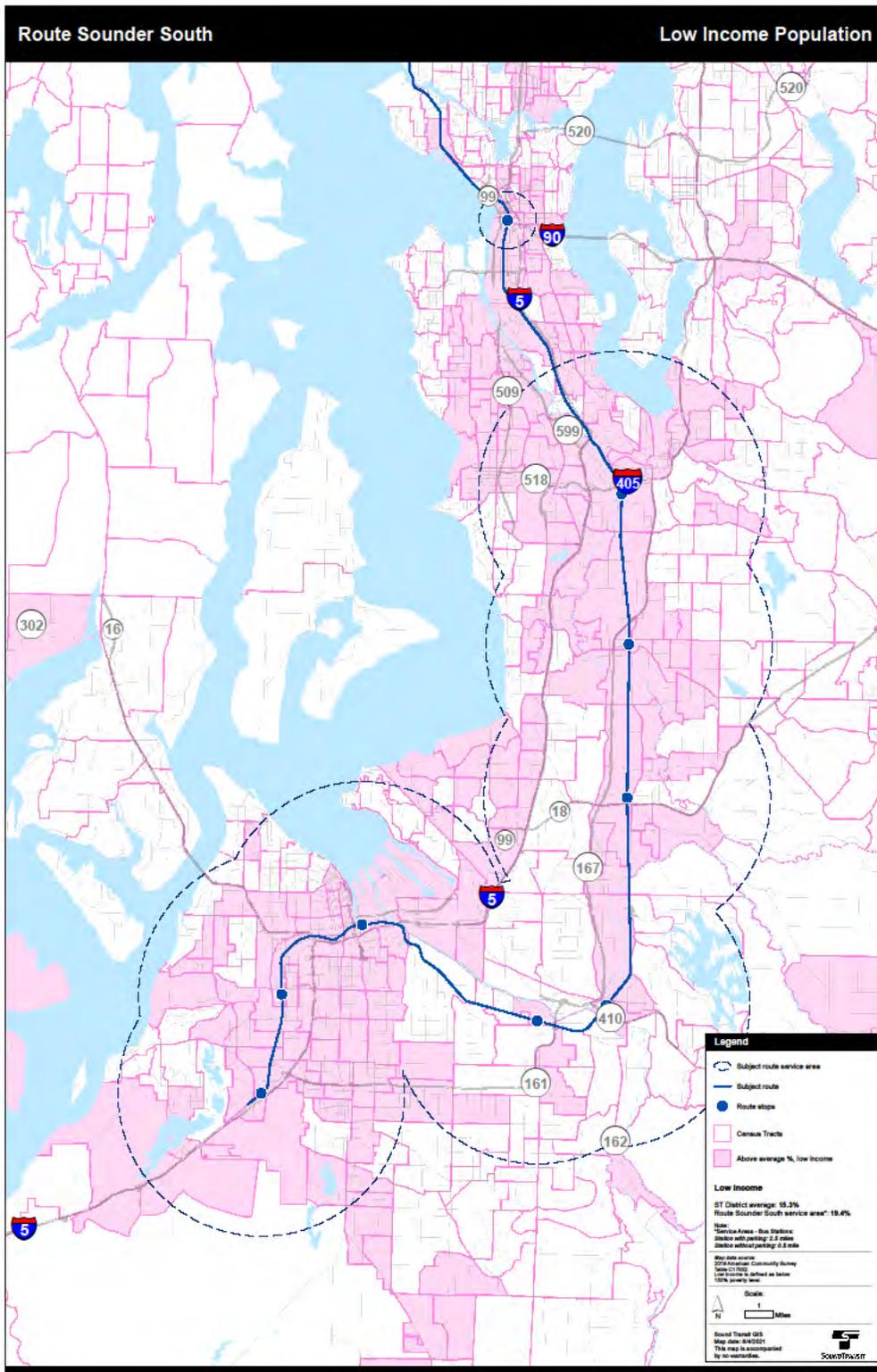
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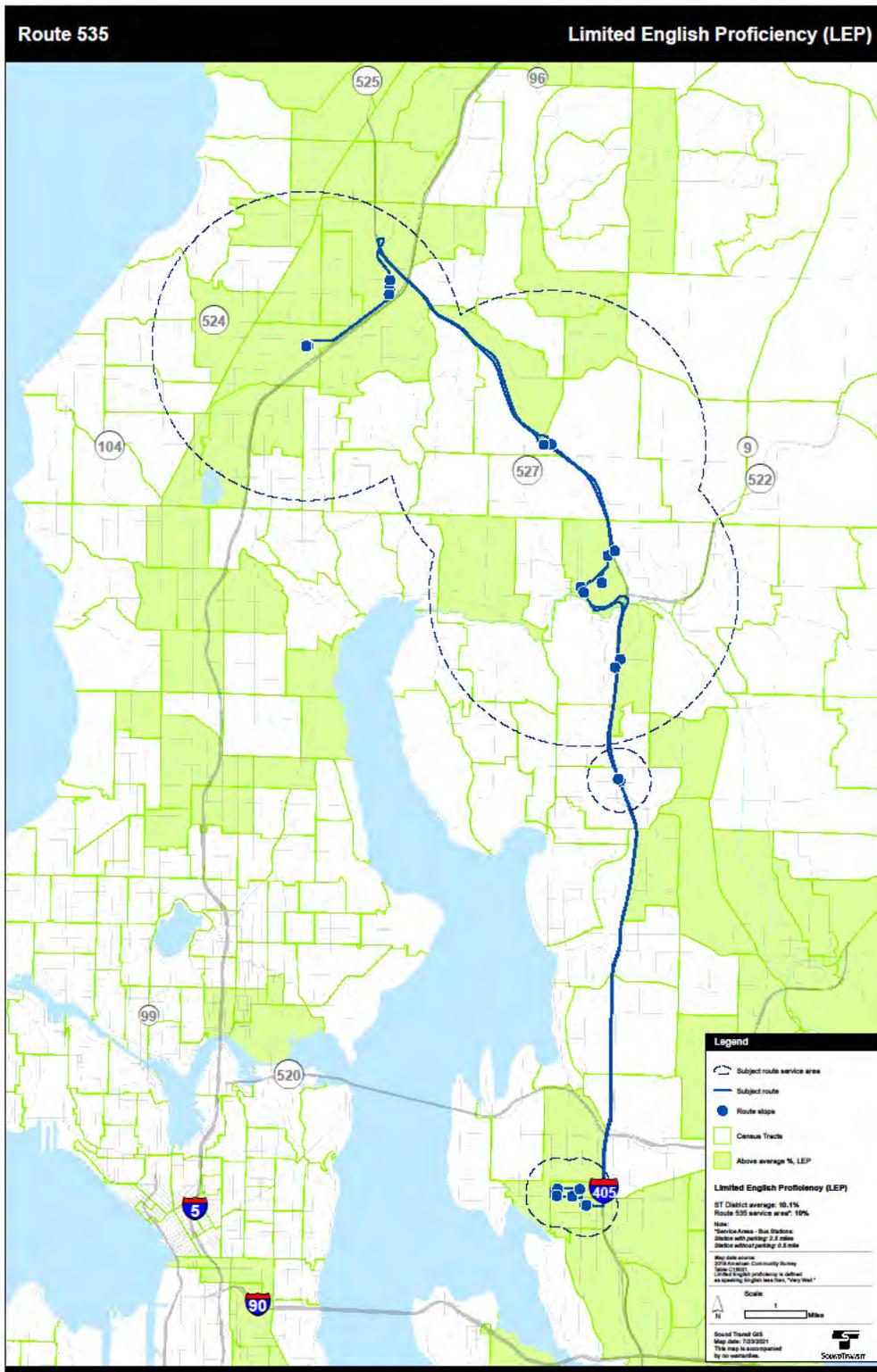
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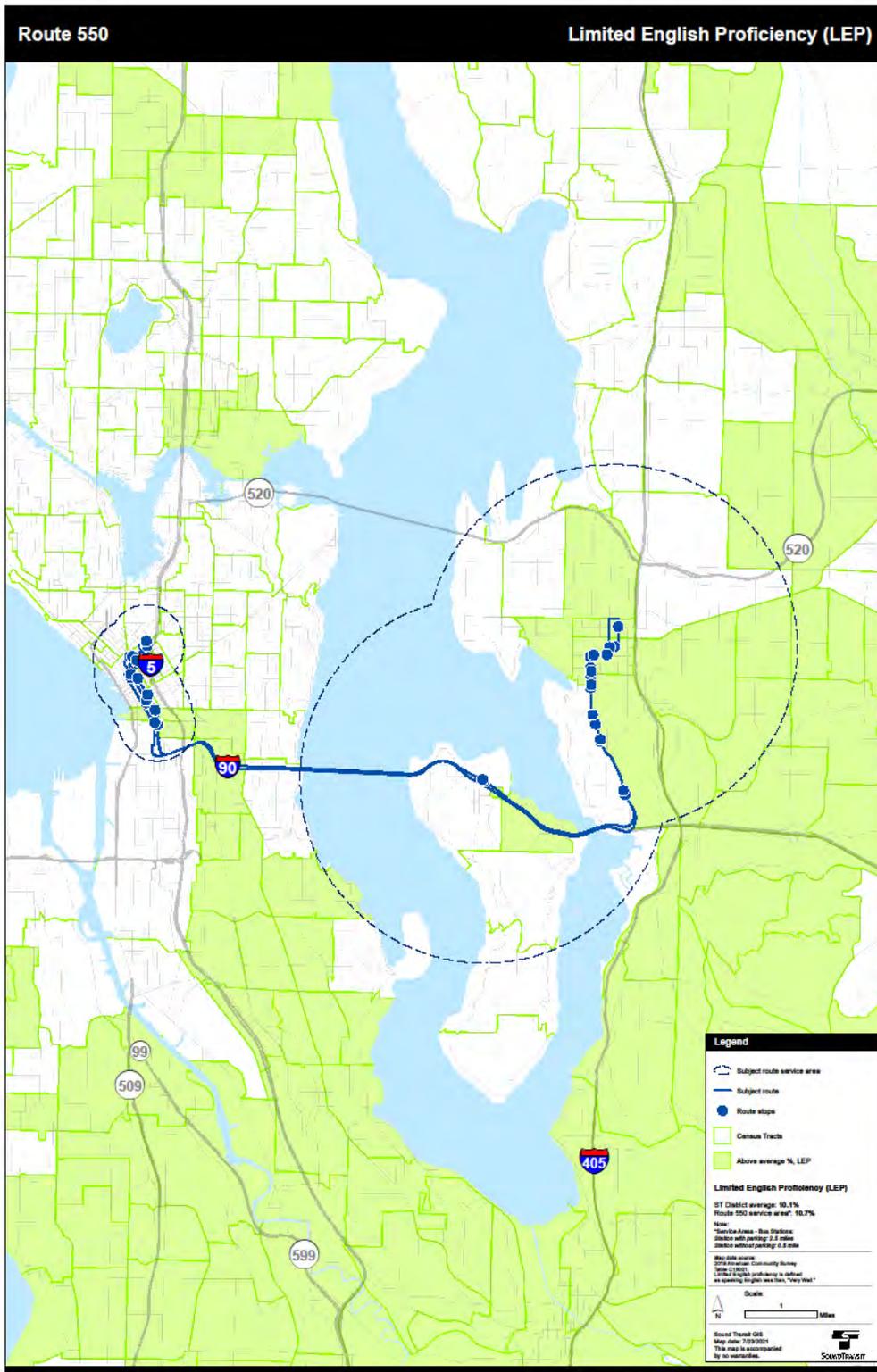
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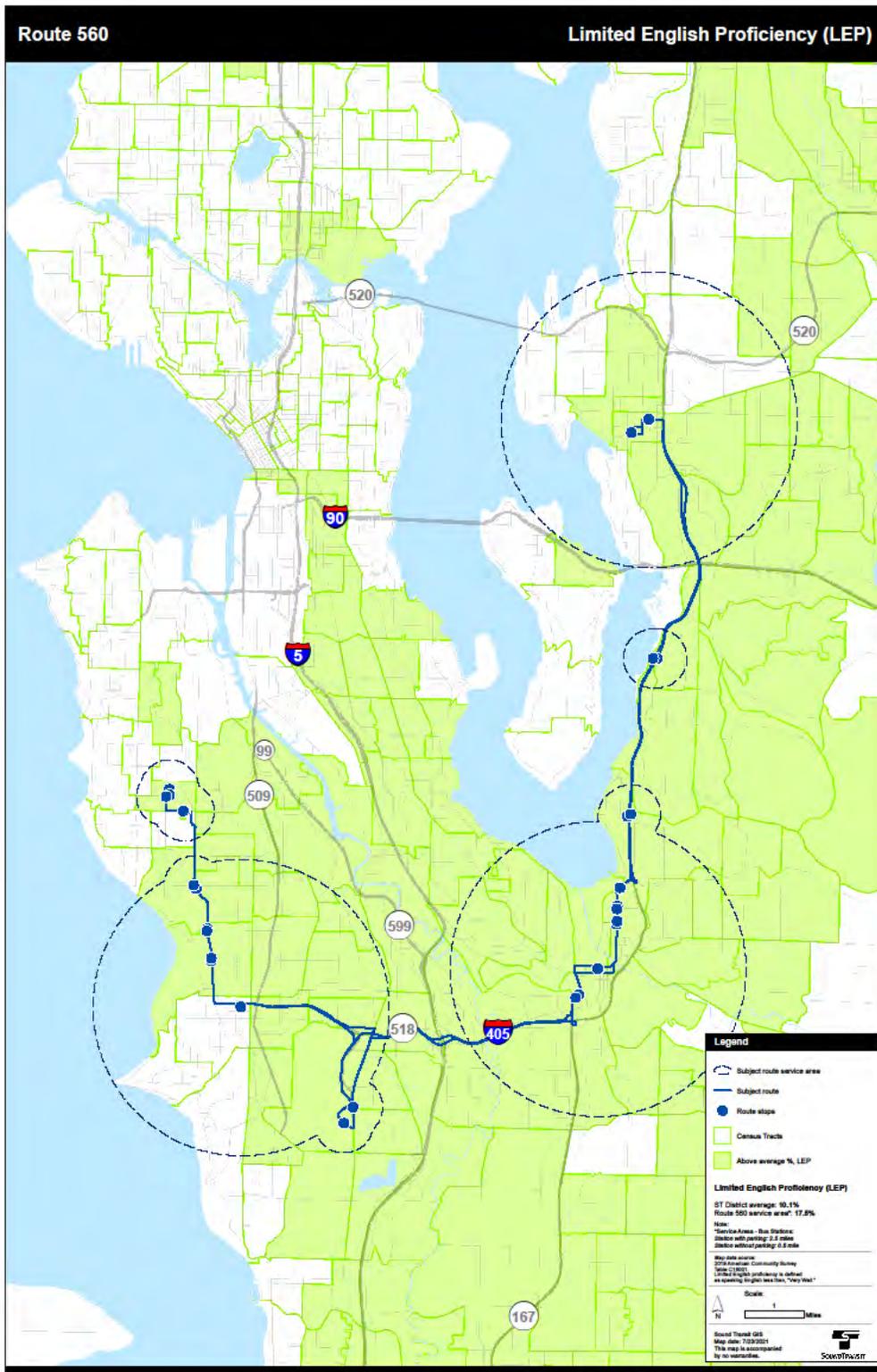
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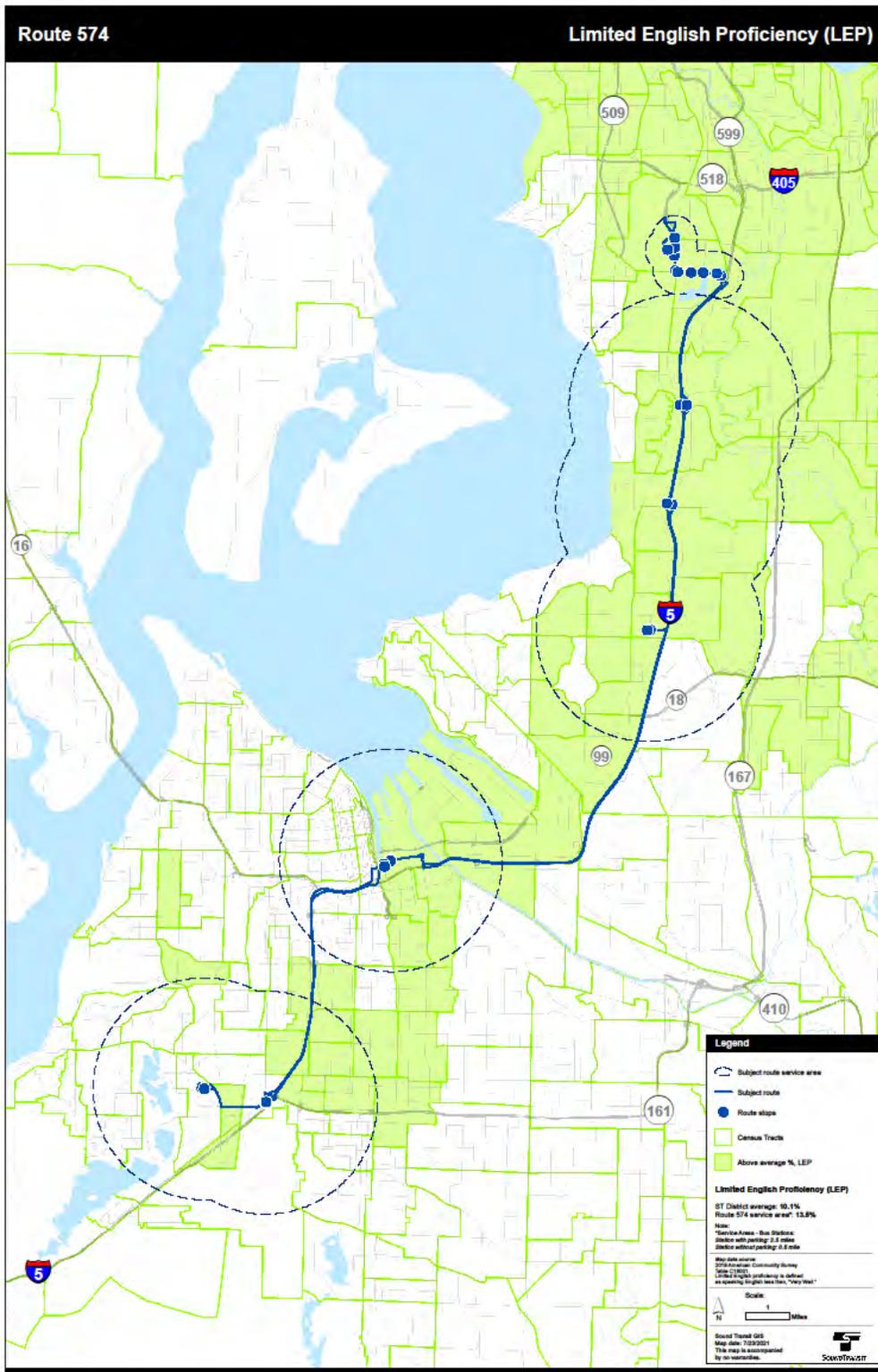
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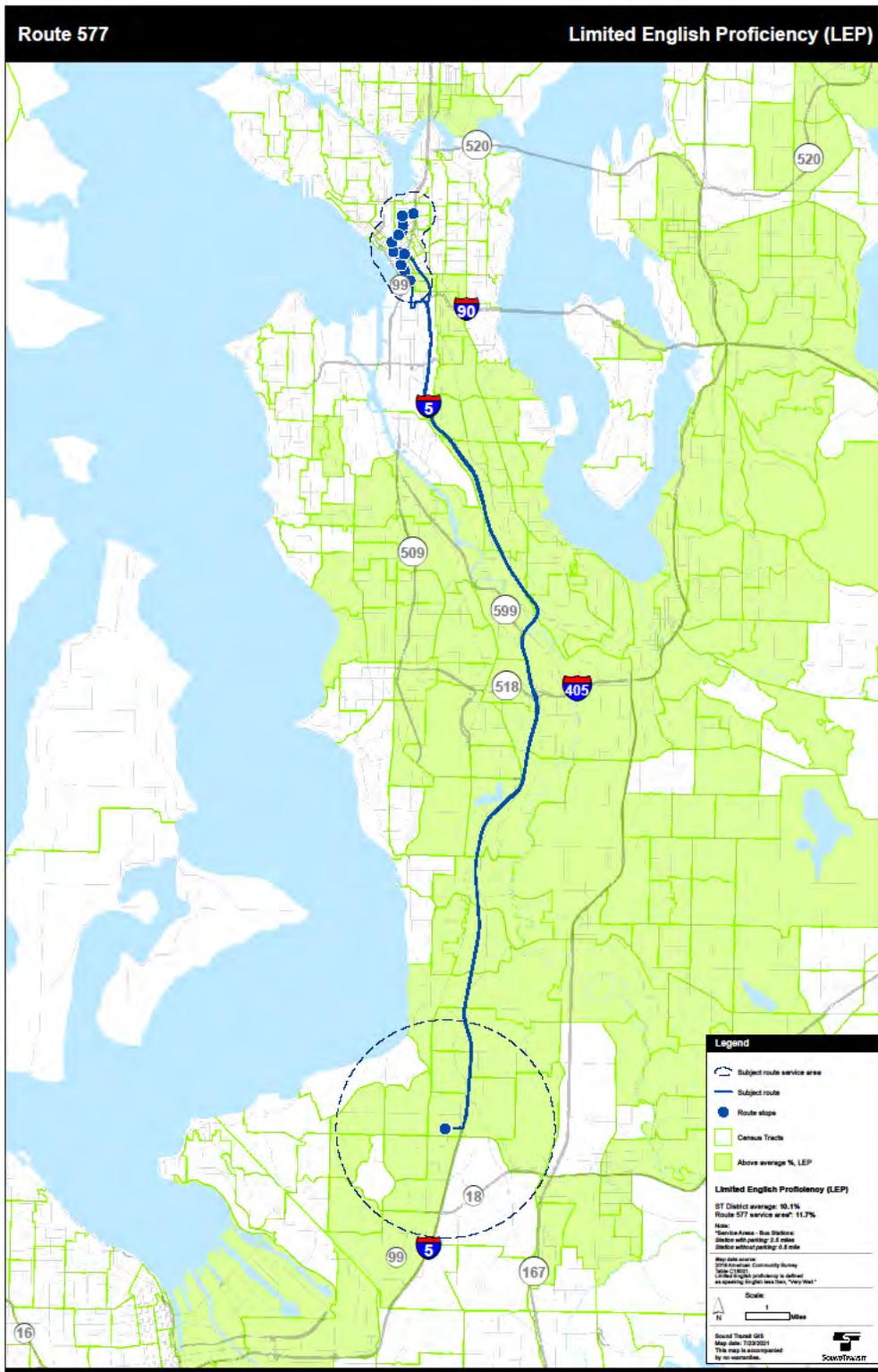
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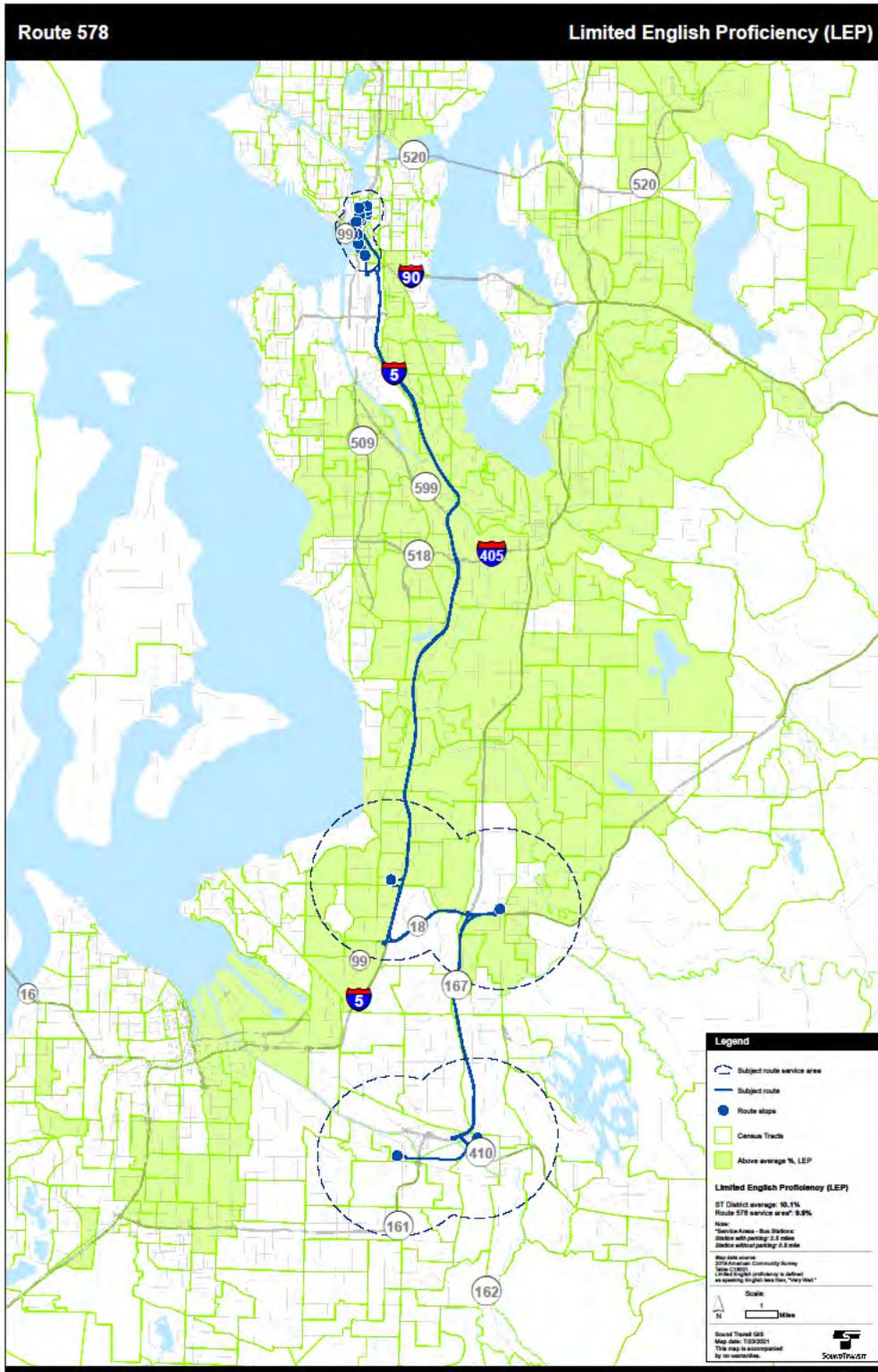
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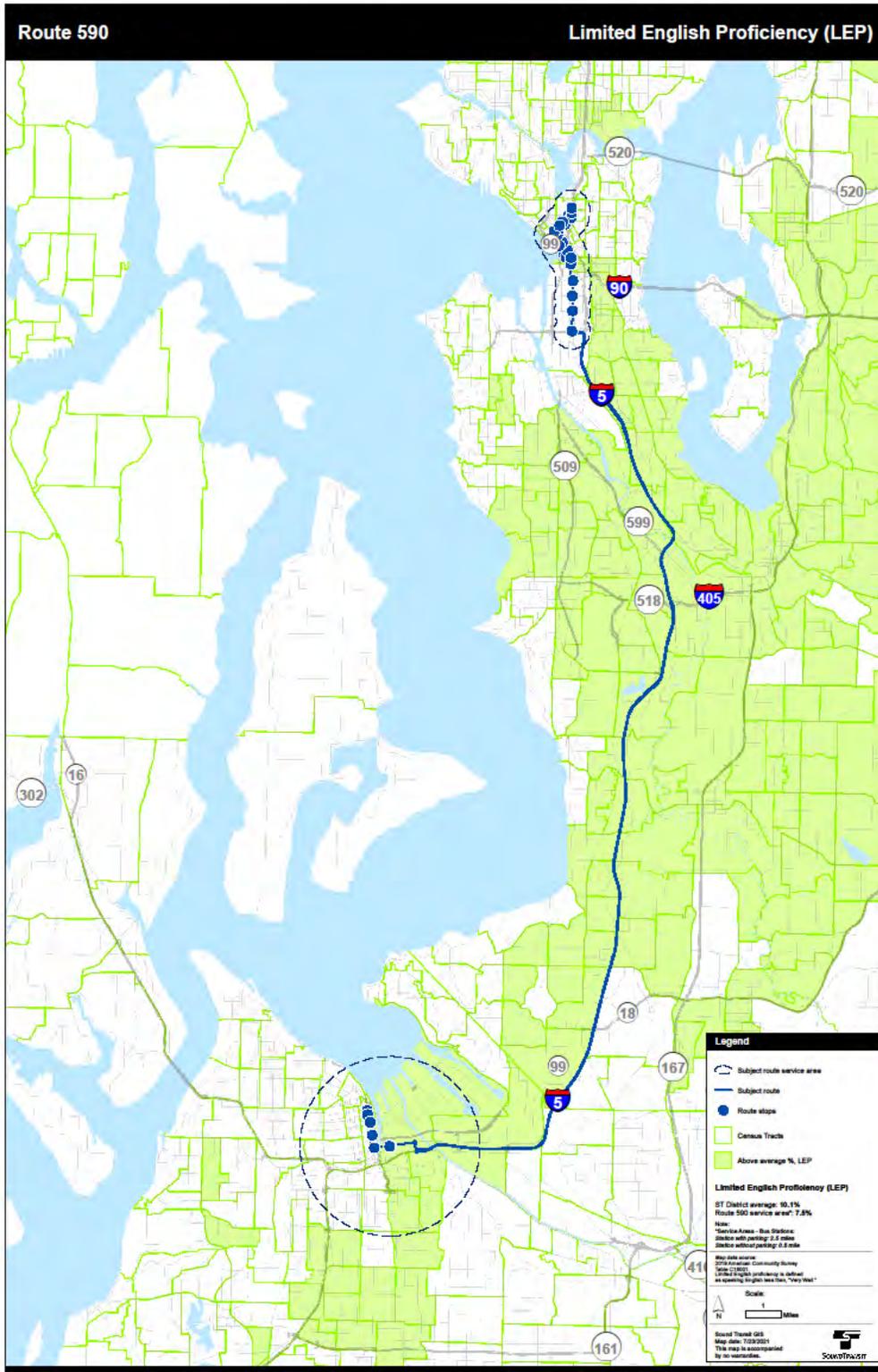
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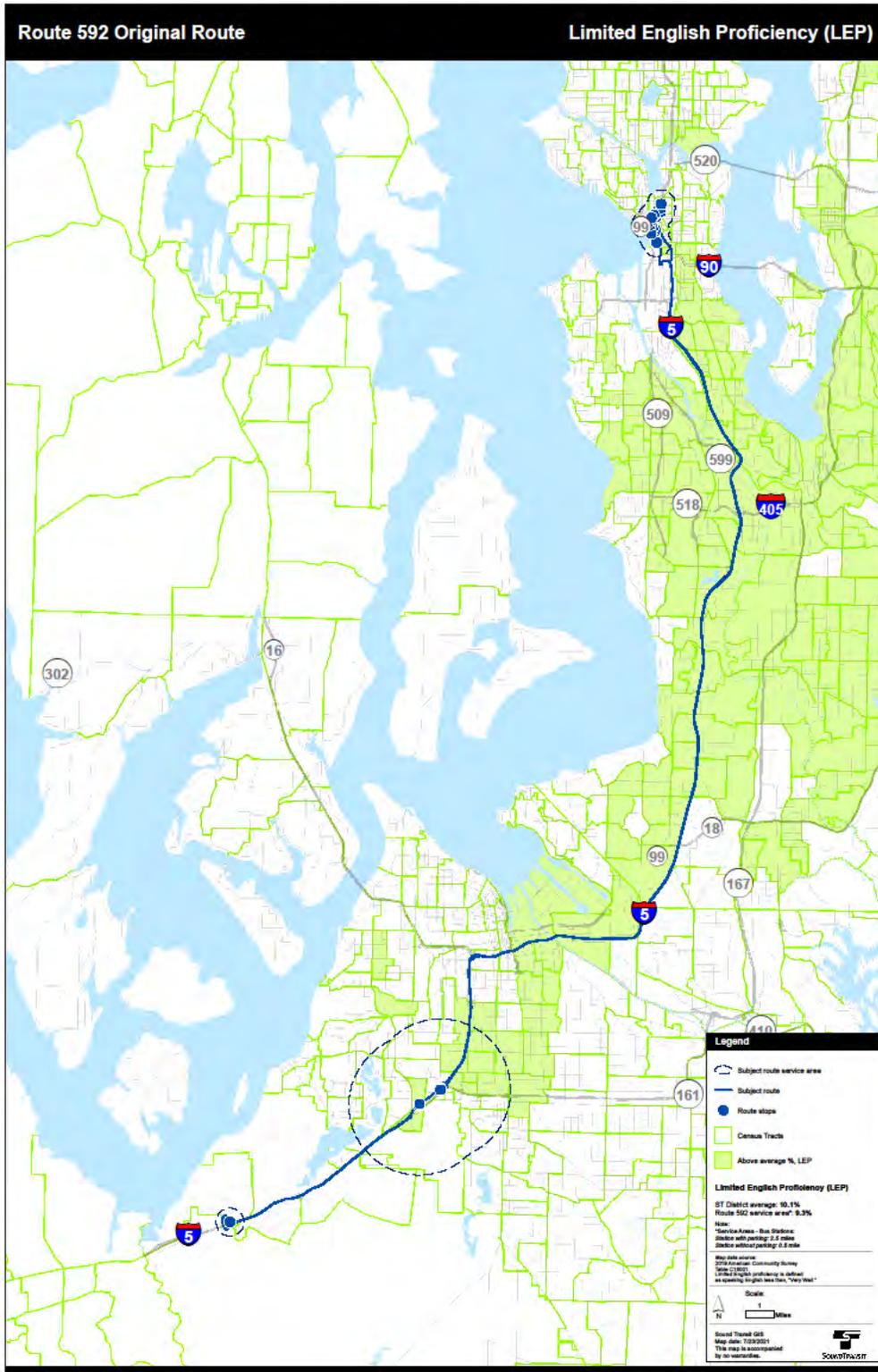
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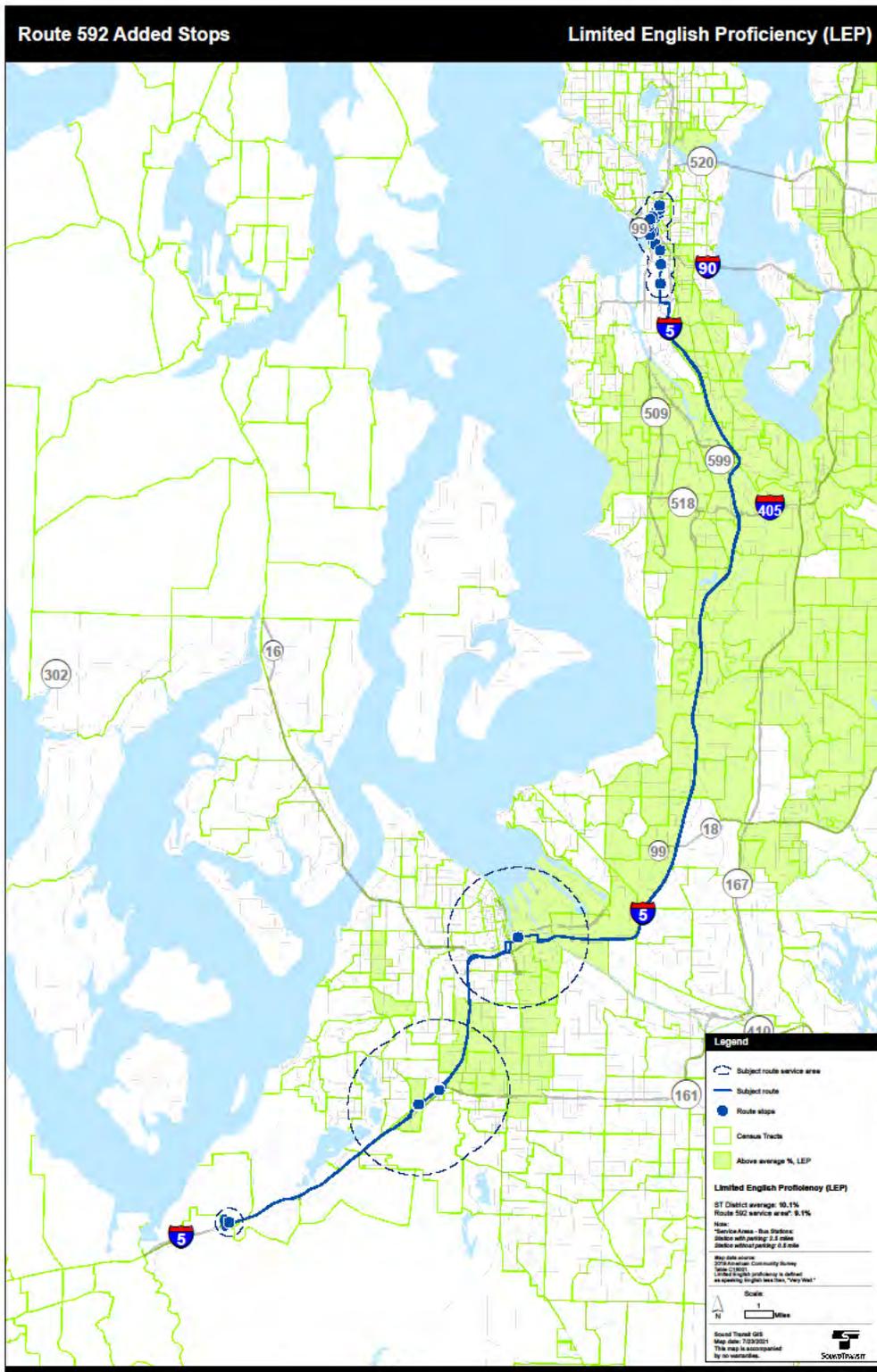
2022 Service Plan: Service Equity Analysis (Title VI)



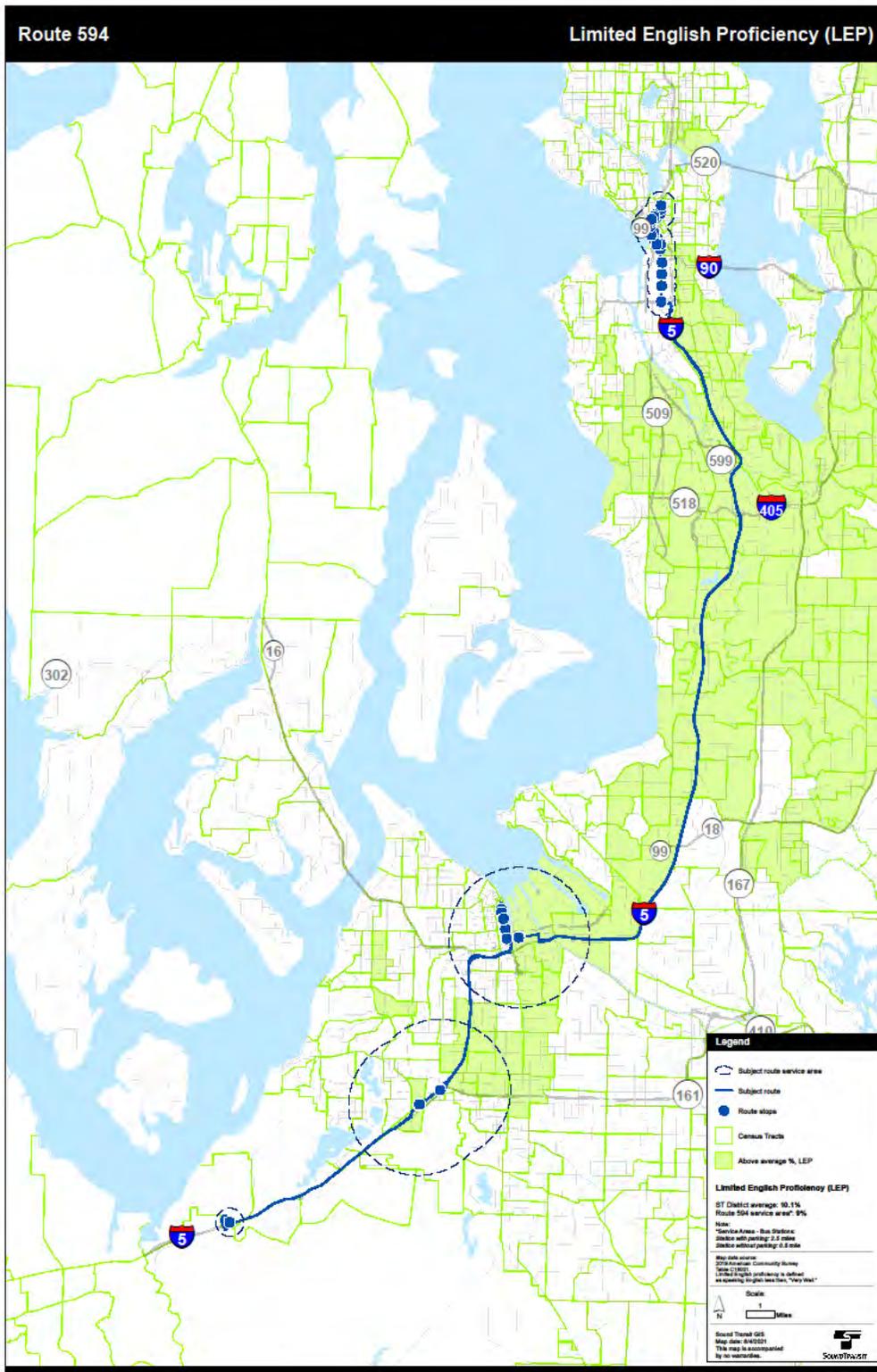
2022 Service Plan: Service Equity Analysis (Title VI)



2022 Service Plan: Service Equity Analysis (Title VI)



2022 Service Plan: Service Equity Analysis (Title VI)

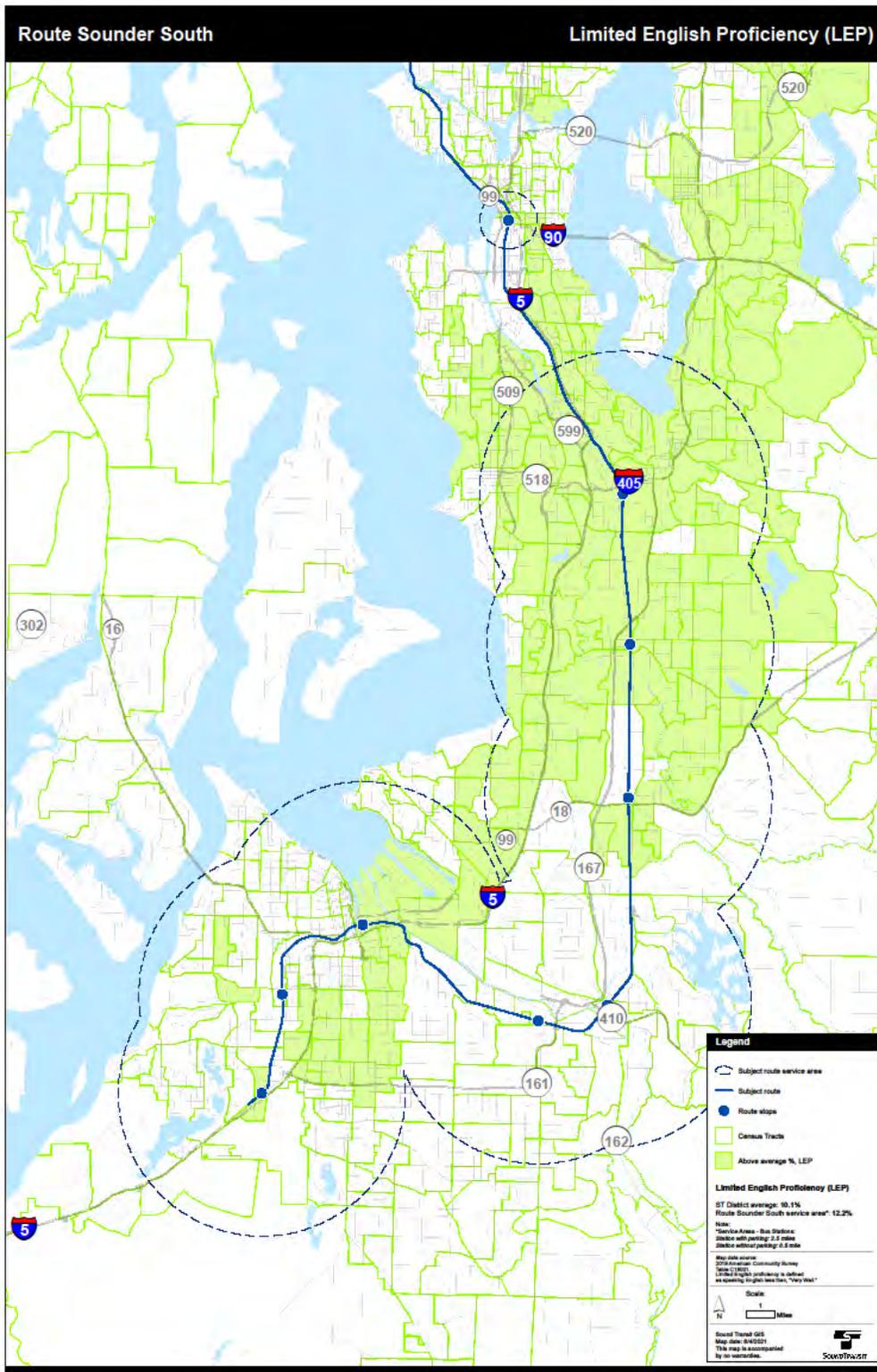


2022 Service Plan: Service Equity Analysis (Title VI)





2022 Service Plan: Service Equity Analysis (Title VI)



# 2022 Service Plan Comment Report

## Background

Sound Transit evaluates service performance annually and propose changes to improve performance respond to ridership trends and use taxpayer resources efficiently.

This report provides a summary of the feedback that has been gathered from the public regarding the 2022 Service Plan Proposal. This feedback was collected through an online survey and virtual open house during the month of August 2021.

The survey received a total of 1,243 responses (which included 115 partially completed surveys). The survey was offered in six (6) languages, Vietnamese, Somali, Spanish, Russian, Simplified Chinese, and English. The survey included questions about current and anticipated future transit use and the proposed service changes for 2022. The survey also included demographic questions that will inform a Title VI analysis.

## Overview of 2022 Service Plan:

This past year has been challenging on several levels. Transit agencies across the region, including Sound Transit, had to reduce service during the pandemic. Sound Transit is considering changes to several ST Express routes and Sounder South service as ridership rebounds in response to the reopening efforts across the region. We're responding to the increase with a focus on equity and are proposing increases to service where people need it most, specifically in South King and Pierce County, where ridership remained more resilient compared to other parts of the region.

In addition, 2022 will mark the Hilltop Tacoma Link Extension opening. This extension will provide new local connections from Tacoma Dome Station to major medical institutions in the Hilltop neighborhood.

The complete 2022 Service Plan proposal can be found [here](#). The approved annual service plan for 2021 can be found [here](#). Some of the other proposal highlights are:

- Increased frequency on routes 535, 550, 560, 577, 578, 590 during the midday, evening, and weekends.
- Extended hours/ increased trips on routes: 574 and S Line (Sounder South)
- Additional stops added to routes: 592
- Open the T Line extension to the Hilltop neighborhood with an increase in frequency.

## General Key take-aways

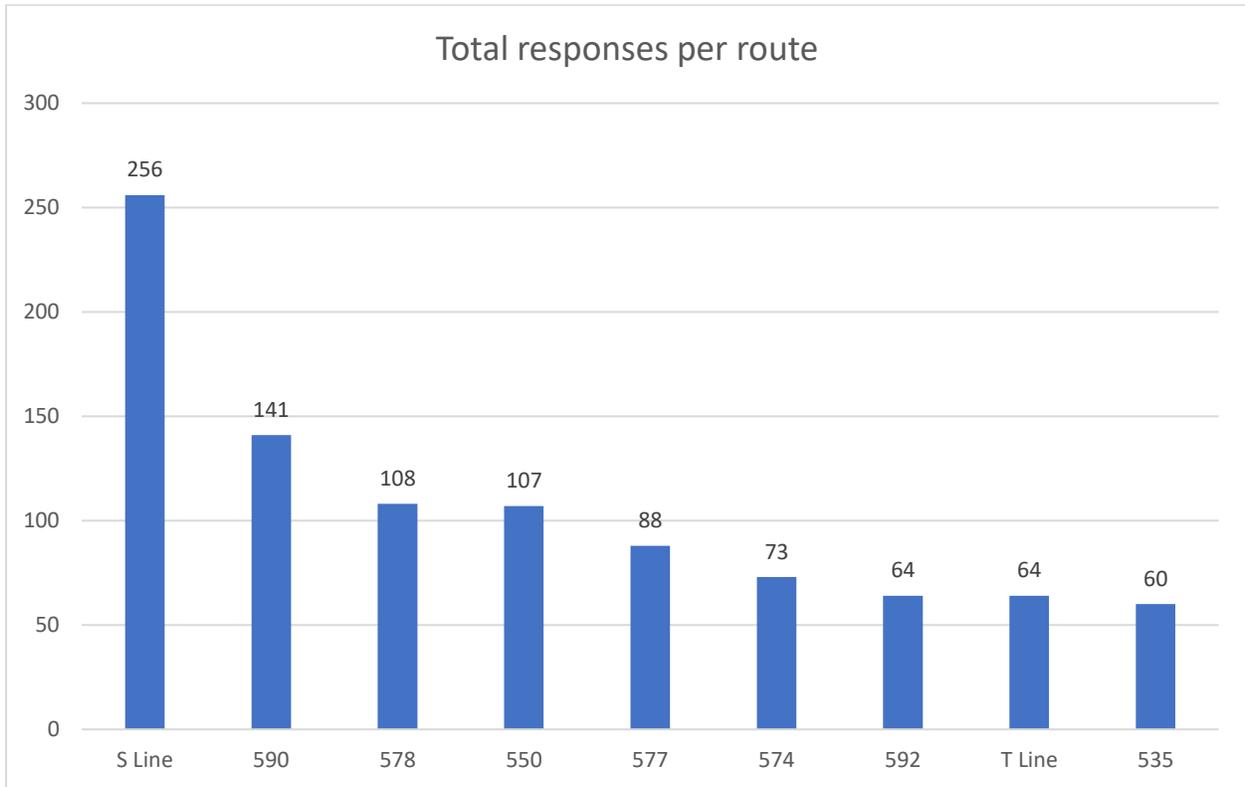
While ridership has decreased since the start of the pandemic, we are still seeing a significant number of respondents rely on public transportations, with over 50% of responses from people who take public transportation at least once a week.

The pandemic has resulted in a significant shift in the way that we work. Apart from essential jobs, many workplaces are shifting expectations to accommodate for flexible working hours and shifting away from the traditional 9-5 workday. While morning and evening commutes continue to see the highest ridership

numbers, the demand for more midday services to accommodate riders with non-traditional schedule needs is increasing.

### Specific route notes

The routes that receive the highest levels of engagement were the S Line (Sounder South) with 256 responses, Route 590 - Tacoma-Seattle with 141 responses, 578 - Puyallup-Seattle with 108, and 550 – Bellevue-Seattle with 107 responses.<sup>1</sup>

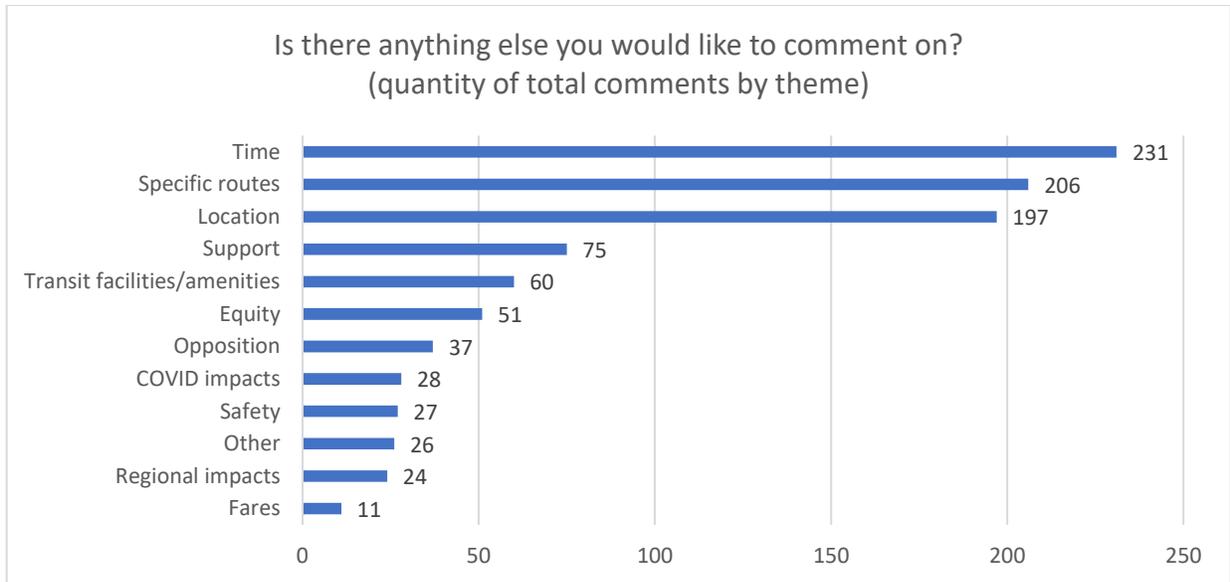


### Key takeaways from open ended comments

Recognizing that this survey was seeking feedback primarily on the routes that are slated for improvements in 2022, respondents were also given the opportunity to share additional thoughts or concerns through an open-ended comment box. Of the 1,128 completed surveys, 467 respondents shared their thoughts.

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<sup>1</sup> This data reflects the number of responses completed for each route.



Some of the theme categories use broad definitions. A detailed table outlining these definitions can be found in Appendix A

The top three themes are defined below and the key takeaways are included within each theme.

**Time:** includes comments about service at various times of the day, days of the week, weekend service, special event service, frequency, on time service, timing of connections, reliability, service delays, cancellations

- General opposition to adding stops on Express Routes at the risk of increasing travel times
- Demand for increased weekend services
- Calls for more accurate schedules to reduce wait time and improve reliability for transfers.

**Location:** includes comments about connections between neighborhoods or to specific locations, cities, destinations etc. Includes access to housing, connectivity to other transit agencies, jobs, medical services, universities, airports, etc.

- Demand for increased service to and from areas including Sammamish, Kent, Issaquah, Redmond, and Olympia
- Demand for more service to popular sporting events and entertainment venues

**Specific Route:** Comments mentioning a specific route by route number or route name or comments that called for a new route from a specific origin and destination point.

- Opposition to adding Tacoma Dome stop to Route 592
- Reducing the number of stops on Route 594 to speed up service.
- Improved coordination of transit schedule to reduce wait time for transfers between specific routes

Some additional key themes that were mentioned in the comments frequently were focused on safety and a desire for improved transit facilities and amenities.

- Concerns about demand while Covid continues to spread
- Demand for more parking at Sound Transit park-and-ride locations
- Suggestions to add restrooms to longer commuter routes
- Concerns about bus stop safety (drug use, lack of lighting, and shelters)

## Results by survey question

Which Sound Transit routes do you currently use, or intend to use in the future as we recover from the pandemic?

The routes that respondents intend to use are listed below and ranked highest to lowest by quantity of responses.

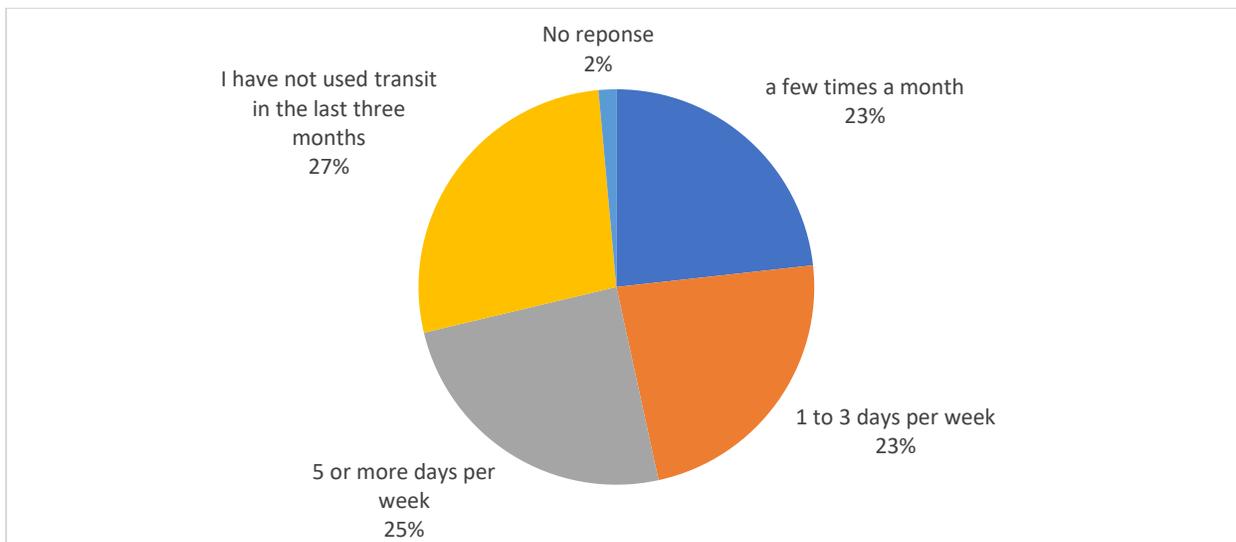
Route use ranked by quantity of responses (n=1,239)					
Sounder S Line (Sounder South)	354	554 Issaquah-Seattle	91	586 Tacoma/Federal Way-Univ. District	37
1 Line (Link)	214	545 Redmond-Seattle	84	566 Auburn/Kent-Overlake	34
594 Lakewood/Tacoma-Seattle	178	T Line (Tacoma Link)	83	Other - Write In <sup>23</sup>	25
590 Tacoma-Seattle	176	560 West Seattle-SeaTac-Renton-Bellevue	73	532 Everett-Bellevue	30
550 Bellevue-Seattle	160	535 Lynnwood-Bellevue	67	567 Kent-Bellevue-Overlake (Currently suspended)	23
578 Puyallup/Federal Way-Seattle	151	592 DuPont/Lakewood-Seattle	64	595 Gig Harbor-Seattle	22
512 Everett-Seattle	133	511 Ash Way-Seattle	53	596 Bonney Lake-Sumner	18
Sounder N Line (Sounder North)	104	I do not currently take Sound Transit service	48	541 Overlake-Univ. District (Currently suspended)	17
577 Federal Way-Seattle	104	510 Everett-Seattle	46	555 Bellevue-Northgate (Currently suspended)	14
574 Lakewood-SeaTac	103	542 Redmond-Univ. District	44	544 Overlake/S. Kirkland-SLU (Currently suspended)	11
522 Woodinville-Seattle	93				

<sup>2</sup> Write in responses included the following routes: 8, 10, 40, 60, 113, 114, 160, 168, 150, 202, 201, 255, 372, 416, 417, 425 CT, 109 CT, 280 CT, B Line, C Line, E Line, Bellevue to SeaTac, 79, A link from the train station to the park and ride in Puyallup, and the water taxi.

<sup>3</sup> Some responses also used this the write in option to request routes or increased service in the following locations: TCC to DaVita Federal Way, Kent to Seattle express, more options between Issaquah Highlands and Redmond Transit Center, service to Olympia and from Olympia to SeaTac, service to Portland.

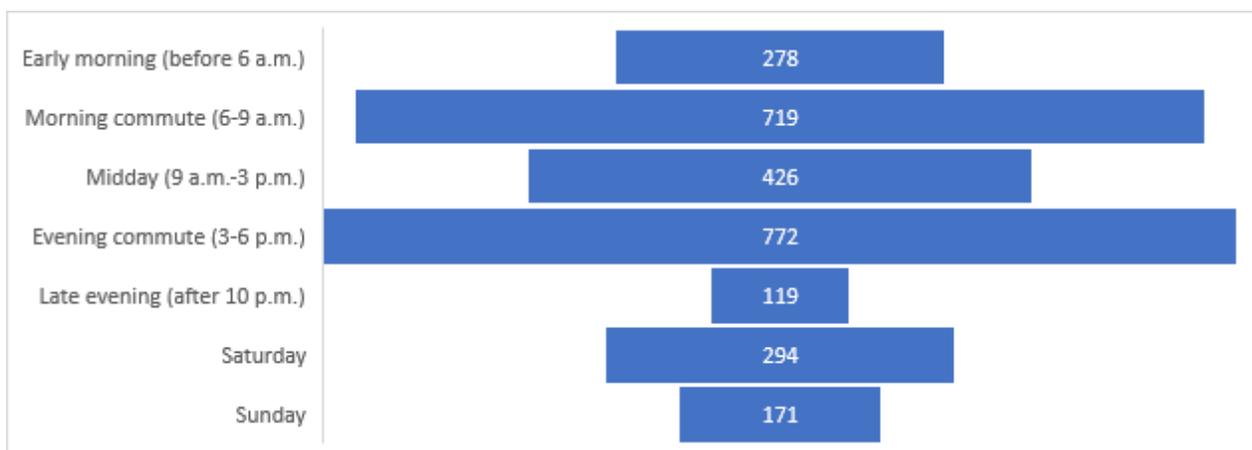
In the last three months, how often have you used public transit (including bus, light rail, Access paratransit, Sounder, water taxi, or streetcar)?

Of the 1,225 people who responded to this question, 339 (27%) have not used transit in the last three months. While many of the respondents are not riding frequently, nearly every respondent selected a route that they do ride and only 48 of 1,239 selected that they do not currently or plan to use Sound Transit services. This suggests that riders are considering returning to transit in the future. It is also worth noting that there were several open-ended comment responses or write in responses throughout the survey results that suggested that safety and concerns about Covid are still a key factor in this decision.



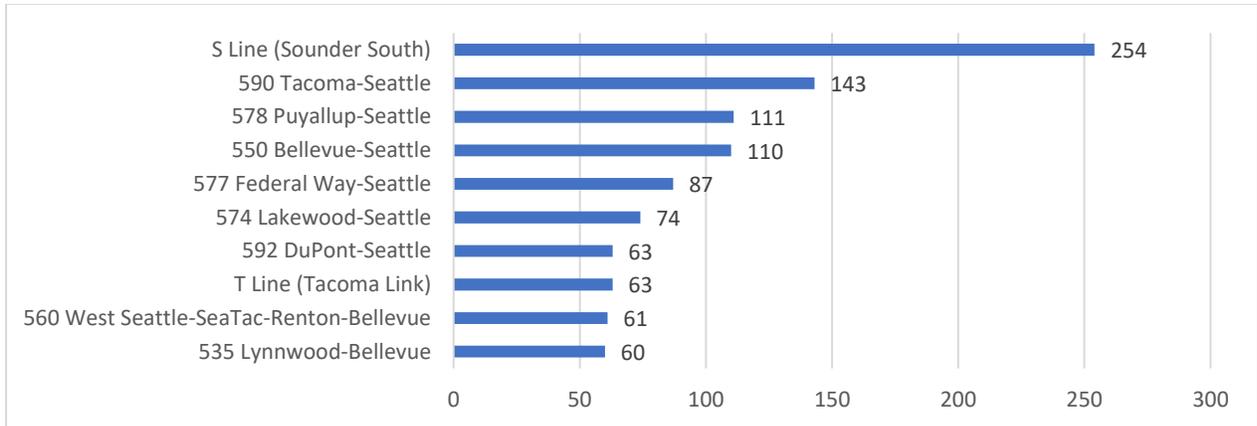
For the routes selected above, what times of day are most important to you for bus and/or train service? (Please check up to the top three that apply)

While the peak AM and PM commute timeframes remain the most important times of day for most transit use, there was significant interest in early morning, midday, and weekend service. This is likely a reflection of the shifts that are happening across the workforce to accommodate the demand for more flexible work schedules and continued remote work in response to Covid safety measures.



Which Sound Transit routes would you like to comment on? (Please check all that apply)

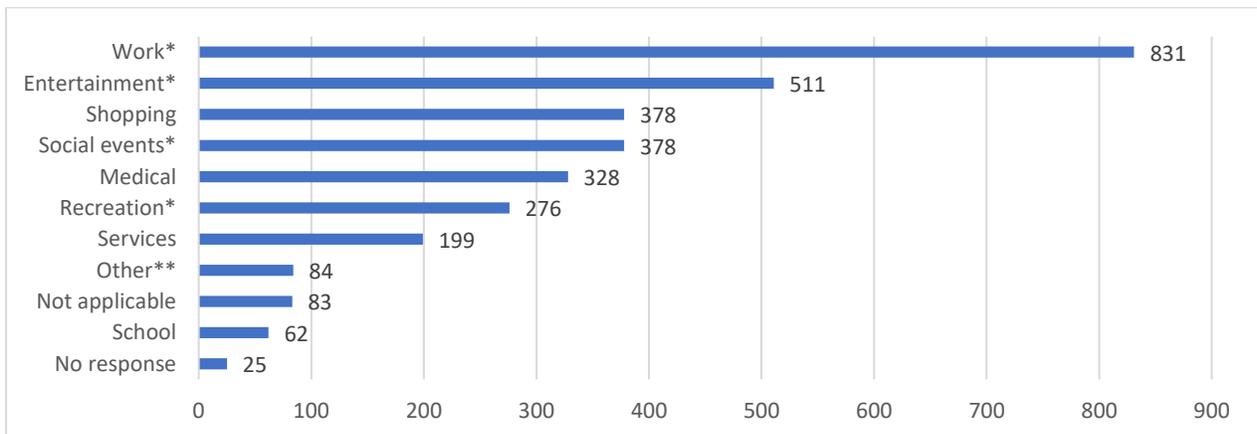
Engagement on the routes included in this proposal was closely aligned with the routes that respondents are currently using or intend to use in the future. The top five routes that received the most comments were among the top 10 routes for reported use in the first question.



What types of places do you currently ride transit to? (Please check all that apply)

Commuting to work continues to be the primary destination for most current transit riders with 831 responses followed by entertainment at 511 responses. It is worth noting in the following question that entertainment is the primary destination that respondents would like to take transit to.

Several participants wrote in that they are not currently using transit but have in the past or would in the future. Their reasons included: transfers currently make transit too slow (1), Stopped using transit in response to COVID (4), currently living out of town (1), will need transit in the future (1).

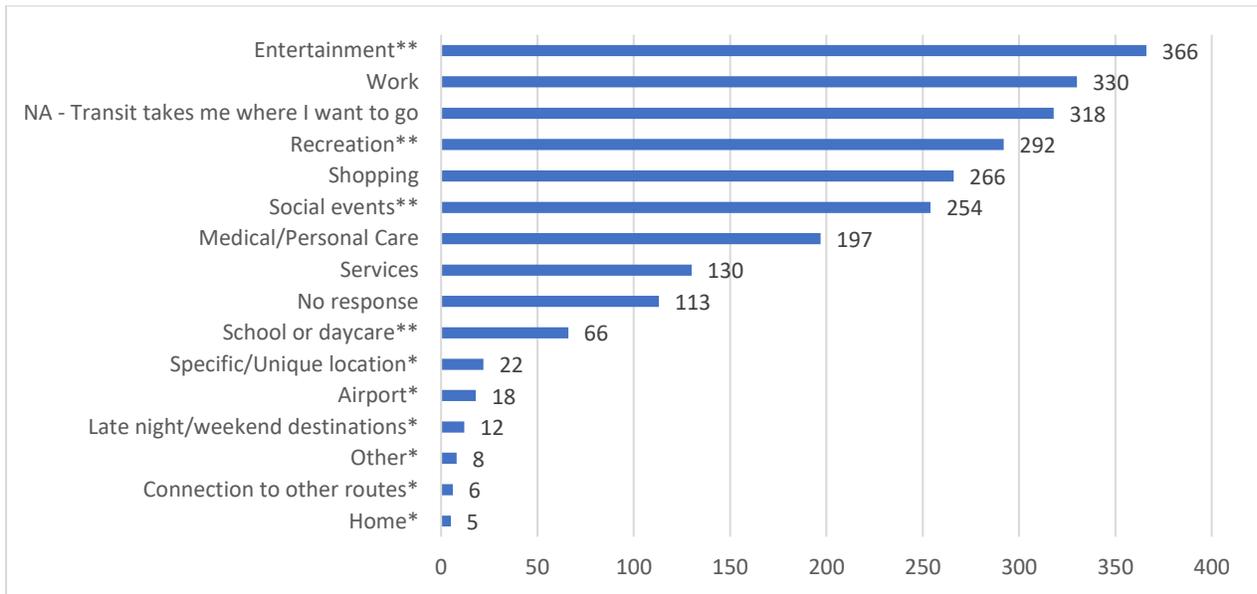


\* These categories write in responses that were similar to the provided response options.

\*\* "Other" includes the write-in responses that could not be combined with the provided response options. These answers included: Airport (40), Arts/Culture (3), Mechanic (3), Home (3), Construction (1), Rely on public transportation for all/most trips (4), Job and apartment search (1) Jury duty (2), Connection to other routes (1), Volunteering (1)

What types of places would you like to take transit to, but are not currently able to easily? (Please check all that apply)

Entertainment is the primary desired destination that respondents would like to take transit to but currently cannot. Several comments and write in responses articulated a lack of late night/evening options and the need for improved transfer options, specifically to address safety concerns of walking long distances or waiting for long periods of time in the evenings.

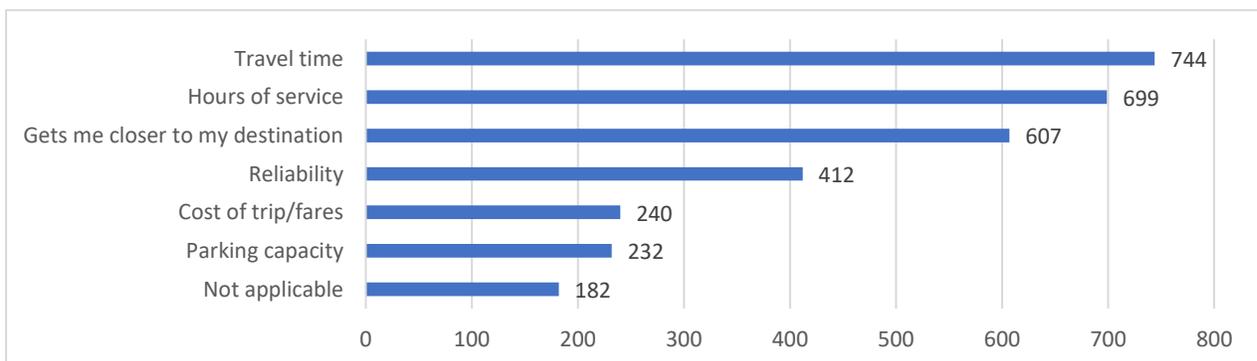


*\*These categories emerged from the write-in responses and were not included in the provided response options.*

*\*\*These categories include write in responses that were similar to the provided response options.*

When you are able to choose between taking a bus and taking Sounder train to get to your final destination, what factors do you weigh in deciding between bus service and train service?

Time and distance are the primary factors for respondents when deciding between taking the bus and taking the train. This theme was reiterated in the open-ended comment section where many commenters mentioned frequency, transfers, wait times, trip length, hours of service and the distance to and from the nearest bus stop.



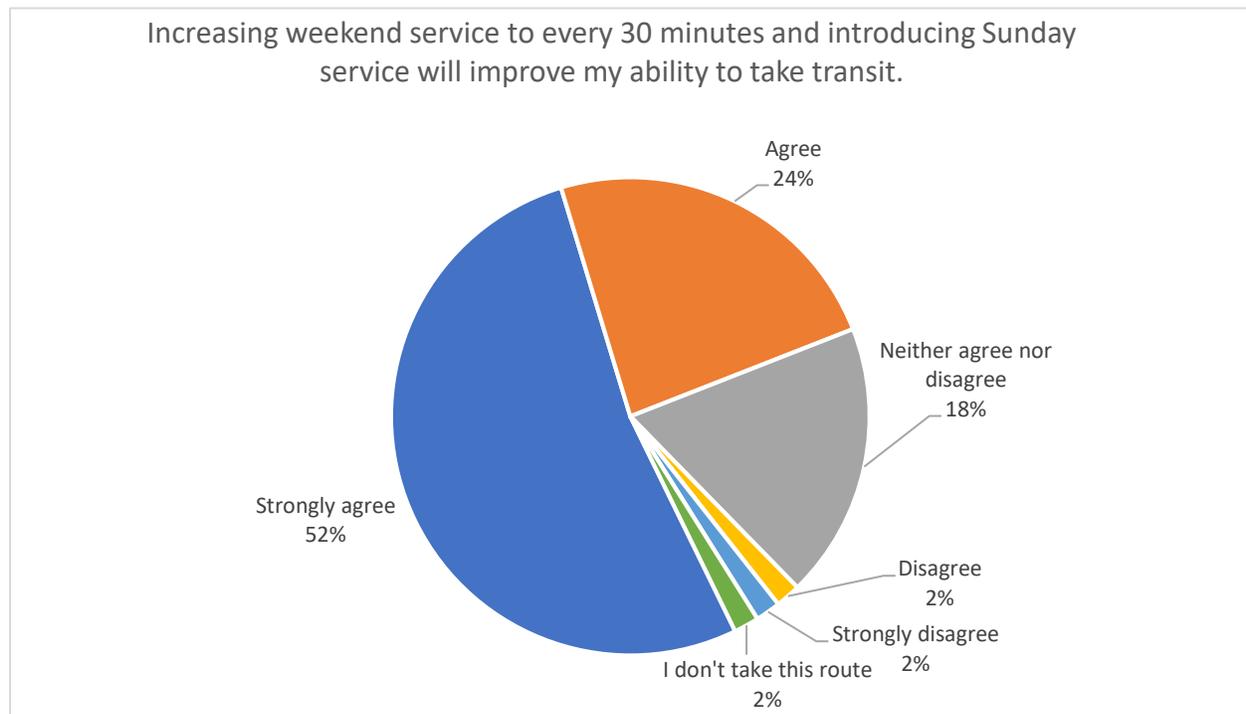
## Responses to the proposal by route

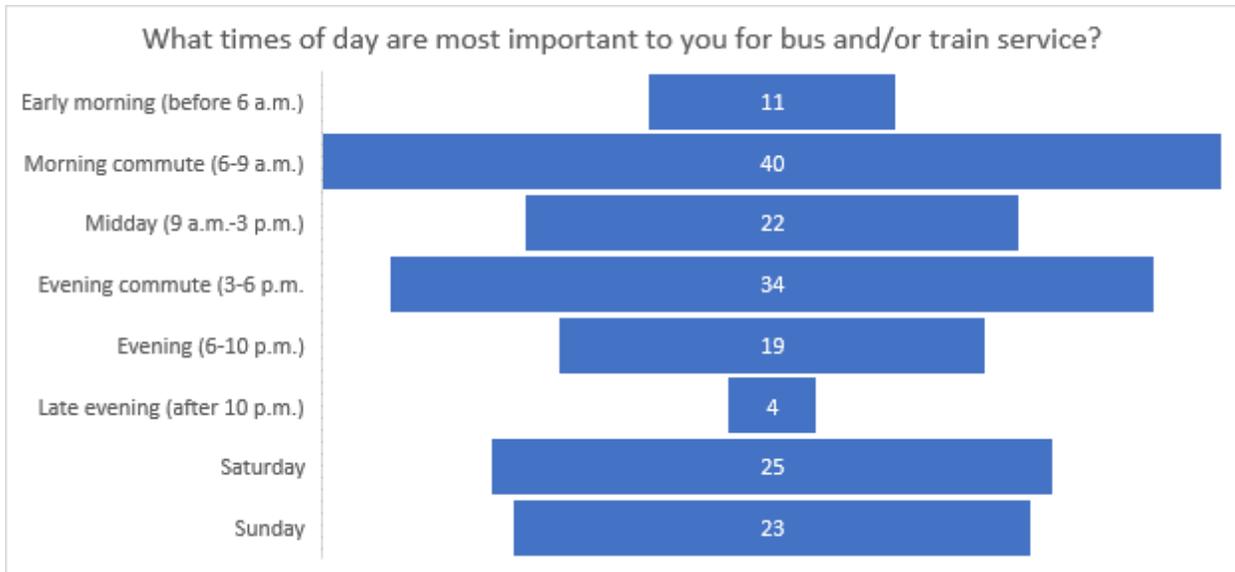
The following section provides a summary of the responses to the proposal for each specific route along with a demographic profile of the respondents who chose to respond to each route. Survey participants were given the opportunity to respond to each route included in the proposal by selecting the routes that they wanted to respond to early in the survey which accounts for the variety in the number of responses for each question.

**A note about the data in this section:** Survey participants were given the option to comment on as many or as few routes in the proposal as they chose. Additionally, there are several questions that allowed participants to select multiple answers or to skip the question all together. As a result, there are several instances where the percentage of responses per option within a question will not total 100%.

### Route 535 Lynnwood to Bellevue - Survey results

The proposal to increase weekend service on Route 535 – Lynnwood to Bellevue received 60 responses. Of those ~ 76% agreed that the proposed changes would improve their ability to take transit (52% strongly agreed and 24% agreed). Eighteen percent of responses were neutral about the proposal and 2% reported that they did not take this route. Only 4% of responses disagreed with the proposal. Most respondents indicated that the peak commute hours in the morning (40 respondents) and the evening (34 respondents) were the most important times of day for taking transit. There were also several respondents who indicated that Saturday (25 respondents) and Sunday (23 respondents) service was also very important to them.





### Route 535 - Demographics

Of the 60 respondents that chose to respond to the proposal for route 535, most of them were white, non-Hispanic, male, between the ages of 25 and 64, and/or employed full-time. Many of these have access to a working personal vehicle and are not reliant on accessibility features. Of those who do report using accessibility features, the top three features that were used are large print signs, bus kneeling and lowering features, and automated stop announcements. They live in households with 4 or fewer cohabitants and make between \$100,000 and \$150,000 per year.

	# of respondents	% of total (n=60)
<b>What is your age?</b>		
Under 19	7	12%
19-24	5	8%
25-34	16	27%
35-49	18	30%
50-64	16	27%
65 or more	4	7%

	# of respondents	% of total (n=60)
<b>What is your gender identity?</b>		
Male	35	58%
Female	23	38%
I prefer not to say	2	3%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of respondents	% of total (n=60)
What best describes your work status? (Please check all that apply)		
Employed full-time	48	80%
Employed part-time	10	17%
Unemployed and seeking work	3	5%
Student (full-time)	4	7%
I prefer not to say	1	2%
Retired	1	2%
Unable to work	0	0%
Student (part-time)	1	2%
Other (please specify):	1	2%
Write in:	Self Employed (1)	

	# of respondents	% of total (n=60)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	12%
No	53	88%

	# of respondents	% of total (n=60)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	8	13%
White	46	77%
American Indian or Alaskan Native	3	5%
Black or African American	5	8%
Native Hawaiian or Other Pacific Islander	2	3%
Other (please specify):	4	7%
Write In:	Latino (2), Multi-racial (2)	

	# of respondents	% of total (n=60)
Do you have reliable access to a working motor vehicle at home?		
Yes	41	68%
No	18	30%

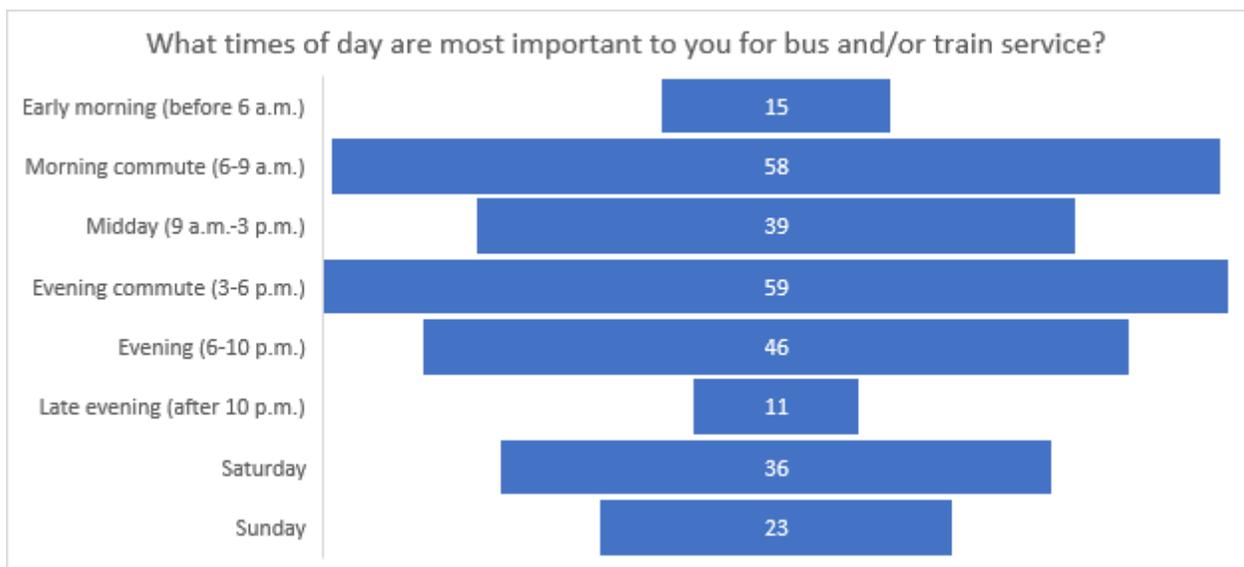
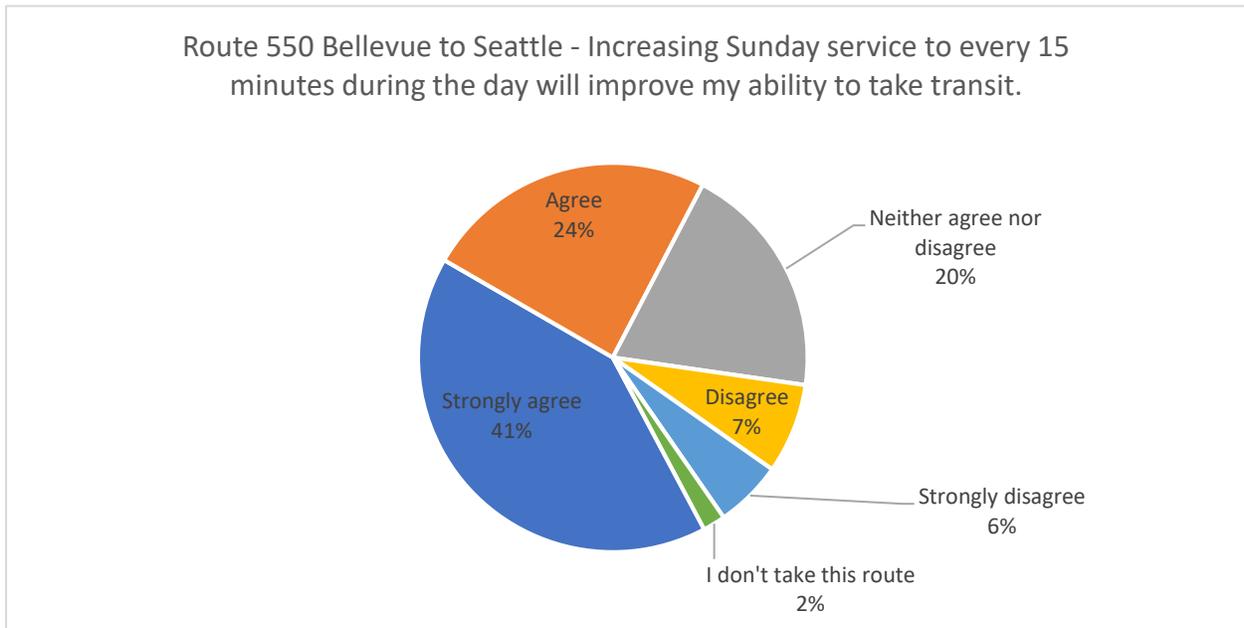
	# of respondents	% of total (n=60)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	6	10%
None	29	48%
Bus lowering/kneeling features	17	28%
Automated stop announcements	15	25%
Priority seating	4	7%
Lift/ramp	4	7%
I'd prefer not to say	1	2%
Other (please specify)	1	2%
Wheelchair securement	0	0%
Screen reader	4	7%
Assistance from the operator to board	3	5%
Other (please specify)	Bike racks	

	# of respondents	% of total (n=60)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	16	27%
2	17	28%
3	11	18%
4	10	17%
5	3	5%
6 or more	3	5%

	# of responses	% or total (n=60)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	6	10%
\$150,000 to \$199,999	2	3%
\$100,000 to \$149,999	17	28%
\$75,000 to \$99,999	6	10%
\$50,000 to \$74,999	8	13%
\$35,000 to \$49,999	4	7%
\$25,000 to \$34,999	2	3%
\$20,000 to \$24,999	0	0%
\$15,000 to \$19,999	0	0%
\$10,000 to \$14,999	4	7%
Less than \$10,000	0	0%
I prefer not to say	13	22%

## Route 550 Bellevue to Seattle - Survey Results

The proposal to increase Sunday service frequency on Route 550 –Bellevue to Seattle received 107 responses. Of those ~ 65% agreed that the proposed changes would improve their ability to take transit (41% strongly agreed and 24% agreed). Twenty percent of responses were neutral about the proposal and 2% reported that they did not take this route. Thirteen percent of responses disagreed or strongly disagreed with the proposal. Most respondents indicated that the peak morning (58 respondents) and evening (59 respondents) commute times were most important to them for transit service, but there were also several respondents who indicated the importance of transit in the evening from 6-9pm (46 respondents).



## Route 550 - Demographics

Of the 107 respondents that chose to respond to the proposal for route 550, most of them were white, non-Hispanic, between the ages of 25 and 64, employed full-time or retired. Most of them have access to a working vehicle at home and have not recently used any of the accessibility features. Of those who did report using accessibility features, the top three features used on this route are bus lowering and kneeling features, automated stop announcements, and priority seating. Most respondents live in households with 4 or fewer cohabitants and make over \$100,000 per year.

	# of responses	% of total (n=107)
<b>What is your age?</b>		
< 19	0	0%
19-24	7	7%
25-34	24	22%
35-49	23	21%
50-64	28	26%
65 or more	18	17%

	# of responses	% of total (n=107)
<b>What is your gender identity?</b>		
Male	48	45%
Female	44	41%
I prefer not to say	5	5%
Non-binary	1	1%
I prefer to self-describe	0	0%

	# of responses	% of total (n=107)
<b>What best describes your work status? (Please check all that apply)</b>		
Employed full-time	67	63%
Employed part-time	12	11%
Unemployed and seeking work	5	5%
Student (full-time)	3	3%
I prefer not to say	1	1%
Retired	15	14%
Unable to work	1	1%
Student (part-time)	3	3%

	# of responses	% of total (n=107)
<b>Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?</b>		
Yes	7	7%
No	88	82%

	# of responses	% of total (n=107)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	25	23%
White	70	65%
Other (please specify):	4	4%
American Indian or Alaskan Native	2	2%
Black or African American	5	5%
Native Hawaiian or Other Pacific Islander	3	3%
Other (please specify):	Latino (1), Multi-racial (1), no response (2)	

	# of responses	% of total (n=107)
Do you have reliable access to a working motor vehicle at home?		
Yes	60	56%
No	34	32%

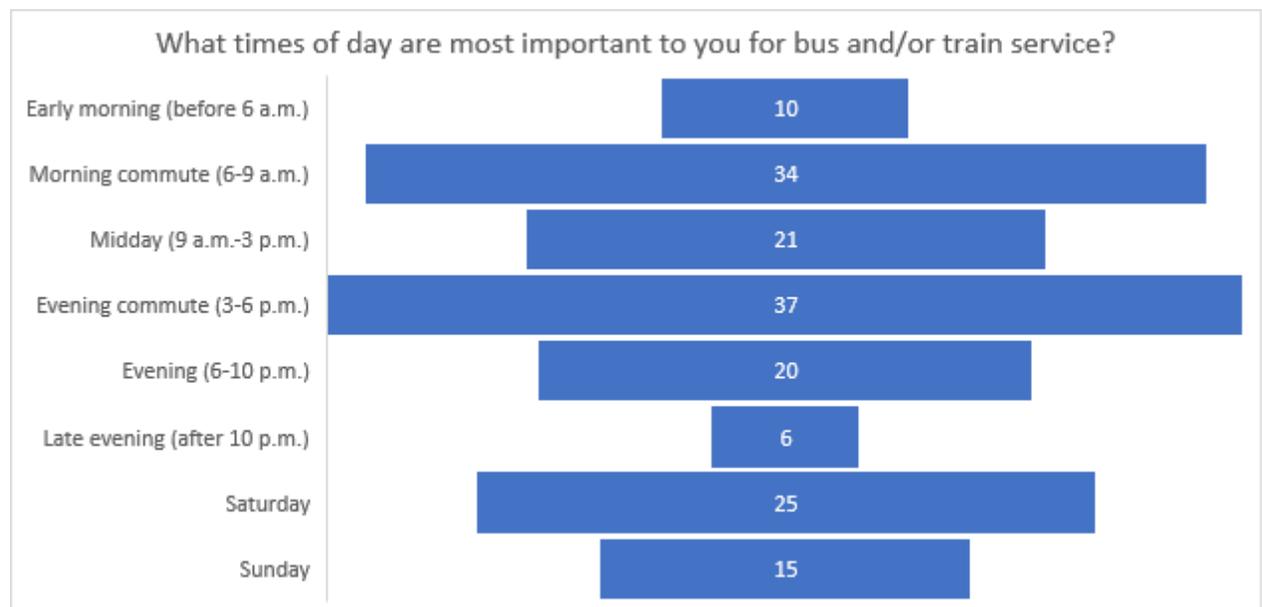
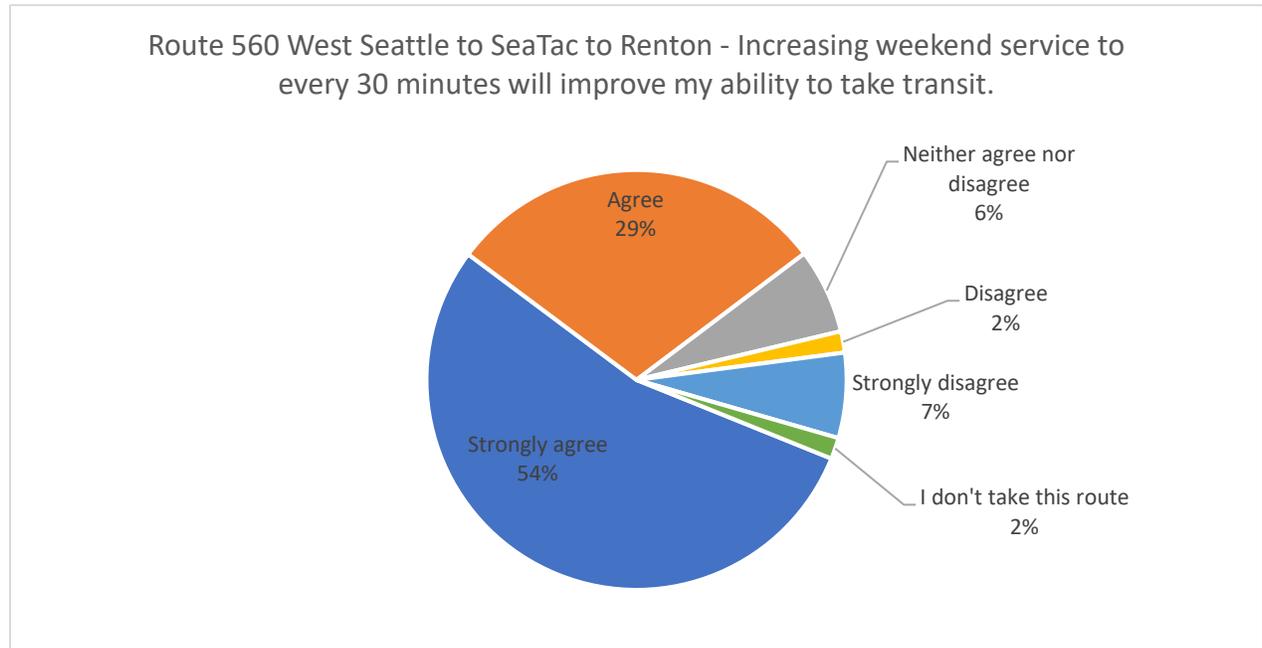
	# of responses	% of total (n=107)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	8	7%
None	44	41%
Bus lowering/kneeling feature	21	20%
Automated stop announcements	34	32%
Priority seating	17	16%
Lift/ramp	13	12%
I'd prefer not to say	0	0%
Other (please specify):	2	2%
Wheelchair securement	4	4%
Screener reader	7	7%
Assistance from the operator to board	5	5%
Other (please specify):	Auditory and visual announcements, hand rails, poles, and straps (1), Bike racks (2)	

	# of responses	% of total (n=107)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	21	20%
2	46	43%
3	16	15%
4	10	9%
5	4	4%
6 or more	1	1%

	# of responses	% of total (n=107)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	16	15%
\$150,000 to \$199,999	13	12%
\$100,000 to \$149,999	15	14%
\$75,000 to \$99,999	7	7%
\$50,000 to \$74,999	12	11%
\$35,000 to \$49,999	4	4%
\$25,000 to \$34,999	4	4%
\$20,000 to \$24,999	1	1%
\$15,000 to \$19,999	1	1%
\$10,000 to \$14,999	1	1%
Less than \$10,000	3	3%
I prefer not to say	22	21%

### Route 560 West Seattle to SeaTac to Renton - Survey Results

Route 560 received 61 responses. There was strong agreement with the proposal to increase weekend service on route 560, with 83% of respondents who agreed with the proposal and only 9% who disagreed. 6% were neutral and 2% do not take this route. Most of the respondents for this route indicated that the peak morning (34 respondents) and evening (37 respondents) commute are the most important times of day for transit service. There was also large group who indicated that Saturday service (25 respondents) was also important.



### Route 560 Demographics

Of the 61 respondents that chose to respond to the proposal for route 560, most of them were male, white, non-Hispanic, over the ages of 25, and employed full-time. Most have reliable access to vehicles at home and are not routine users of accessibility features. Of those who did report using accessibility features the top three features they reported using are bus lowering and kneeling features, automated stop announcements, and priority seating. They live in households with 3 or fewer cohabitants and make between over \$100,000 to \$150,000 per year.

	# of responses	% of responses (n=61)
<b>What is your age?</b>		
< 19	2	3%
19-24	2	3%
25-34	17	28%
35-49	10	16%
50-64	15	25%
65 or more	11	18%

	# of responses	% of responses (n=61)
<b>What is your gender identity?</b>		
Male	34	56%
Female	24	39%
I prefer not to say	0	0%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of responses (n=61)
<b>What best describes your work status? (Please check all that apply)</b>		
Employed full-time	39	64%
Employed part-time	8	13%
Unemployed and seeking work	6	10%
Student (full-time)	4	7%
I prefer not to say	0	0%
Retired	8	13%
Unable to work	1	2%
Student (part-time)	3	5%
Other (please specify):	1	2%
Other (please specify):	Clinical rotations (1)	

	# of responses	% of total (n=61)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	11%
No	52	85%

	# of responses	% of responses (n=61)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	12	20%
White	40	66%
Other (please specify):	3	5%
American Indian or Alaskan Native	3	5%
Black or African American	6	10%
Native Hawaiian or Other Pacific Islander	2	3%
Other (please specify):	Vietnamese (1), Latino (1), Multi-racial (2)	

	# of responses	% of responses (n=61)
Do you have reliable access to a working motor vehicle at home?		
Yes	41	67%
No	15	25%

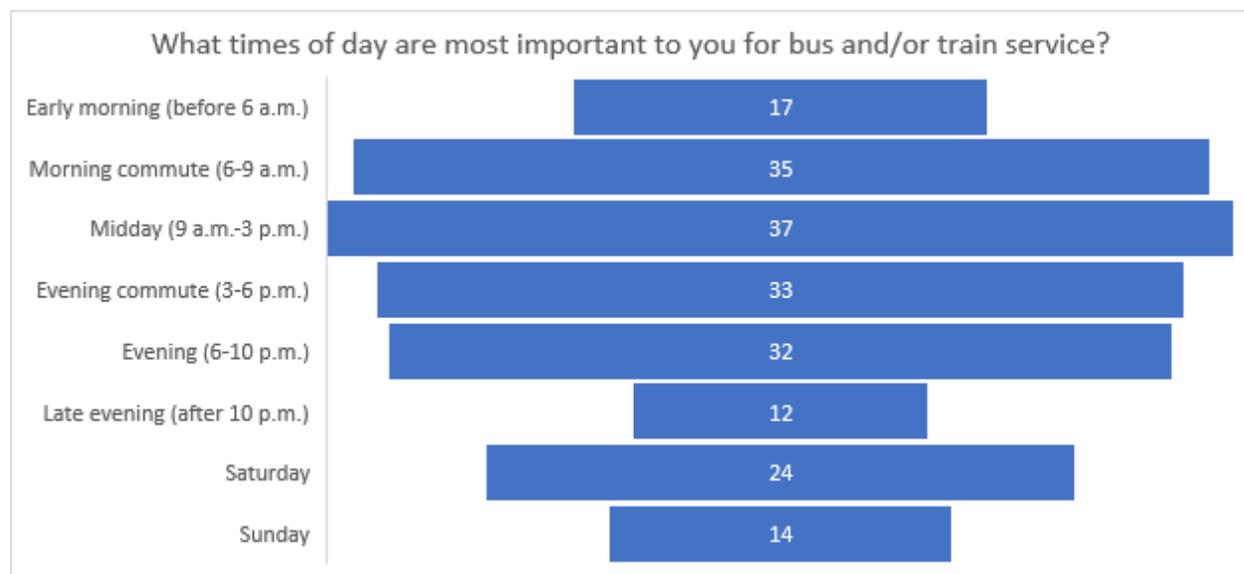
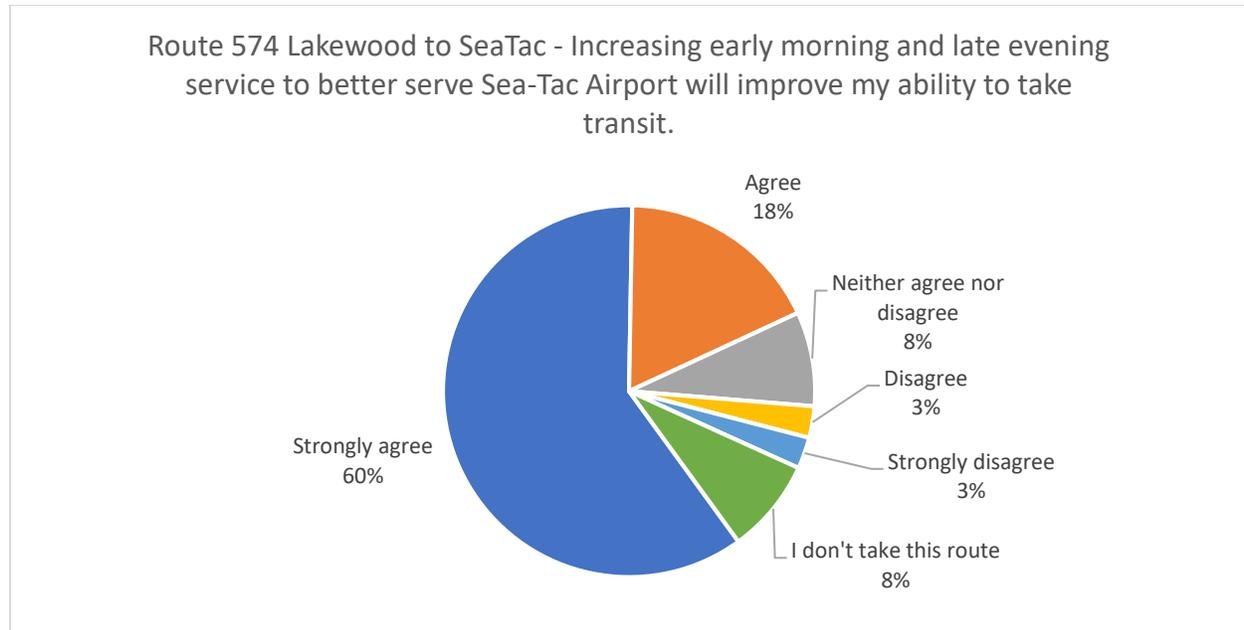
	# of responses	% of responses (n=61)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	7	11%
None	27	44%
Bus lowering/kneeling features	12	20%
Automated stop announcements	20	33%
Priority seating	9	15%
Lift/ramp	4	7%
I'd prefer not to say	1	2%
Other (please specify):	0	0%
Wheelchair securement	0	0%
Screeener reader	6	10%
Assistance from the operator to board	2	3%

	# of responses	% of responses (n=61)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	14	23%
2	19	31%
3	16	26%
4	7	11%
5	1	2%
6 or more	2	3%

	# of responses	% of responses (n=61)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	7	11%
\$150,000 to \$199,999	3	5%
\$100,000 to \$149,999	11	18%
\$75,000 to \$99,999	3	5%
\$50,000 to \$74,999	9	15%
\$35,000 to \$49,999	7	11%
\$25,000 to \$34,999	2	3%
\$20,000 to \$24,999	0	0%
\$15,000 to \$19,999	3	5%
\$10,000 to \$14,999	2	3%
Less than \$10,000	4	7%
I prefer not to say	8	13%

## Route 574 Lakewood to SeaTac – Survey Results

The proposal to increase early morning and late evening service on Route 535 – Lynwood to SeaTac received 73 responses. Of those ~ 78% agreed that the proposed changes would improve their ability to take transit (60% strongly agreed and 18% agreed). Eight percent of responses were neutral about the proposal and 8% reported that they did not take this route. Only 6% of responses disagreed with the proposal. The most important times of day for bus or train service reported by people who commented on route 574 were evenly spread throughout the day during weekdays. Morning commute, midday, evening commute, and evening service all received between 32 to 37 responses each. There were also 24 respondents who indicated that Saturday service was important to them.



## Route 574 Demographics

Of the 73 respondents that responded to the proposal for route 574, most are white, male, non-Hispanic, employed full-time, and over the age of 25, with about half of respondents being above the age of 50. Most had reliable access to a vehicle and were not reliant on accessibility features. Of those who did report using accessibility features the top three features they use are large print signs, bus lowering and kneeling features, and automated stop announcements. Most respondents live in households with three or fewer individuals and make and make between \$50,000 and \$150,000 per year.

	# of responses	% of responses (n=73)
What is your age?		
< 19	2	3%
25-34	14	19%
35-49	14	19%
19-24	4	5%
50-64	20	27%
65 or more	16	22%

	# of responses	% of responses (n=73)
What is your gender identity?		
Male	42	58%
Female	25	34%
I prefer not to say	3	4%
Non-binary	0	0%
I prefer to self-describe	0	0%

	# of responses	% of responses (n=73)
What best describes your work status? (Please check all that apply)		
Employed full-time	37	51%
Employed part-time	8	11%
Unemployed and seeking work	3	4%
Student (full-time)	4	5%
I prefer not to say	2	3%
Retired	14	19%
Unable to work	2	3%
Student (part-time)	1	1%
Other (please specify):	3	4%
Other (please specify)	self-employed (1), Musician (2)	

	# of responses	% of responses (n=73)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	4	5%
No	63	86%

	# of responses	% of responses (n=73)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	8	11%
White	50	68%
Other (please specify):	6	8%
American Indian or Alaskan Native	1	1%
Black or African American	7	10%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	Human (2), Multiracial (2), Hispanic (1), no response (1)	

	# of responses	% of responses (n=73)
Do you have reliable access to a working motor vehicle at home?		
Yes	47	64%
No	19	26%

	# of responses	% of responses (n=73)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	13	18%
None	31	42%
Bus lowering/kneeling features	19	26%
Automated stop announcements	25	34%
Priority seating	11	15%
Lift/ramp	6	8%
I'd prefer not to say	0	0%
Other (please specify):	4	5%
Wheelchair securement	0	0%
Screeener reader	9	12%
Assistance from the operator to board	4	5%
Other (please specify):	Helpful driver (1), seatbelt (1), Phone App (1) no response (1)	

	# of responses	% of responses (n=73)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	15	21%
2	30	41%
3	13	18%
4	7	10%
5	4	5%
6 or more	1	1%

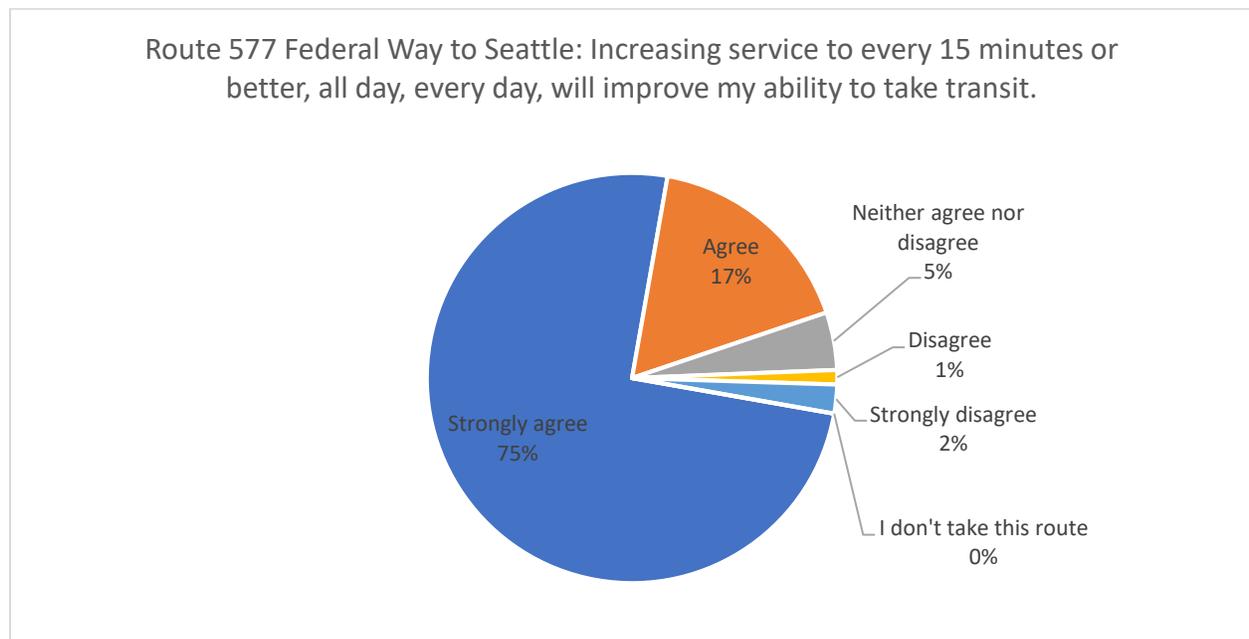
	# of responses	% of responses (n=73)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	2	3%
\$150,000 to \$199,999	6	8%
\$100,000 to \$149,999	17	23%
\$75,000 to \$99,999	5	7%
\$50,000 to \$74,999	11	15%
\$35,000 to \$49,999	2	3%
\$25,000 to \$34,999	4	5%
\$20,000 to \$24,999	4	5%
\$15,000 to \$19,999	2	3%
\$10,000 to \$14,999	2	3%
Less than \$10,000	3	4%
I prefer not to say	12	16%

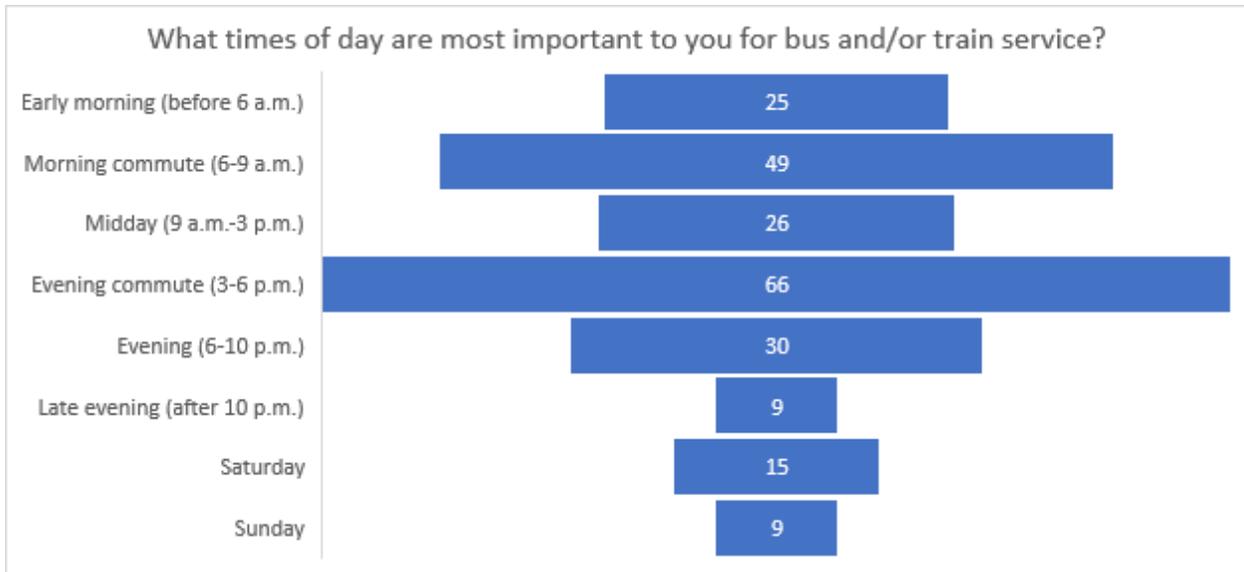
## Route 577 Federal Way to Seattle

### Survey Results

The response to the proposal to increase service to every 15 minutes or better on Route 577 was overwhelmingly positive, with 97% of respondents agreeing or strongly agreeing that it would improve their ability to take transit. Only 3% disagreed and 5% of respondents were neutral. The proposal for route 577 received 88 total responses.

The morning commute and evening commute were the most important times reported by people who commented on this route with 49 and 66 responses respectively. On weekdays, Route 577 only operates during peak periods, which may explain why riders highlighted the importance of peak periods. However, based on these survey results, it shows that there is interest for service beyond the current times that Route 577 operates.





### Route 577 Demographics

Of the 88 respondents that responded to the proposal for route 577, most were white, non-Hispanic, between the ages of 35 and 64, and employed full-time. Most of the respondents have access to a working motor vehicle, live in households with two or fewer people, and have a household income of between \$50,000 and \$150,000 per year.

	# responses	% total responses (n=88)
<b>What is your age?</b>		
< 19	2	2%
19-24	1	1%
25-34	15	17%
35-49	30	34%
50-64	29	33%
65 or more	6	7%

	# responses	% total responses (n=88)
<b>What is your gender identity?</b>		
Male	38	43%
Female	45	51%
I prefer not to say	0	0%
Non-binary	0	0%
I prefer to self-describe	0	0%

	# responses	% total responses (n=88)
<b>What best describes your work status? (Please check all that apply)</b>		

Employed full-time	66	75%
Employed part-time	7	8%
Unemployed and seeking work	4	5%
Student (full-time)	4	5%
I prefer not to say	2	2%
Retired	3	3%
Unable to work	3	3%
Student (part-time)	1	1%
Other (please specify):	1	1%
Other (please specify):	self employed	

	# responses	% total responses (n=88)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	10	11%
No	72	82%

	# responses	% total responses (n=88)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	9	10%
White	58	66%
Other (please specify):	6	7%
American Indian or Alaskan Native	5	6%
Black or African American	8	9%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	multi-racial (2), East Indian (1), Mexican (1), Vietnamese (1), no response (1)	

	# responses	% total responses (n=88)
Do you have reliable access to a working motor vehicle at home?		
Yes	50	57%
No	27	31%

	# responses	% total responses (n=88)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	11	13%
None	41	47%
Bus lowering/kneeling features	18	20%
Automated stop announcements	23	26%
Priority seating	12	14%
Lift/ramp	5	6%

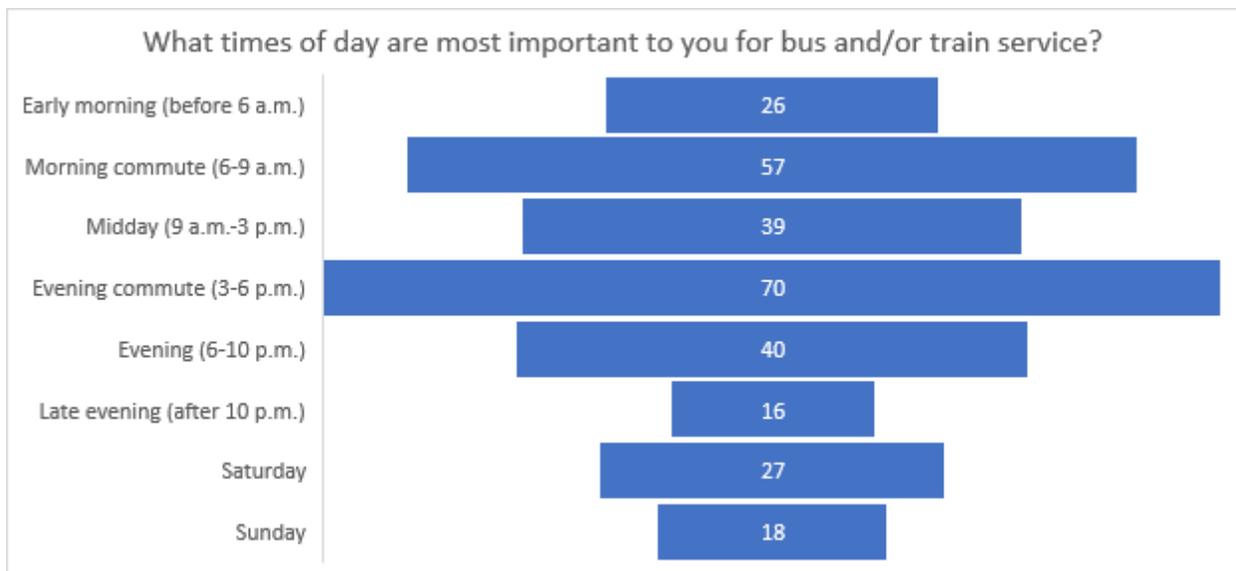
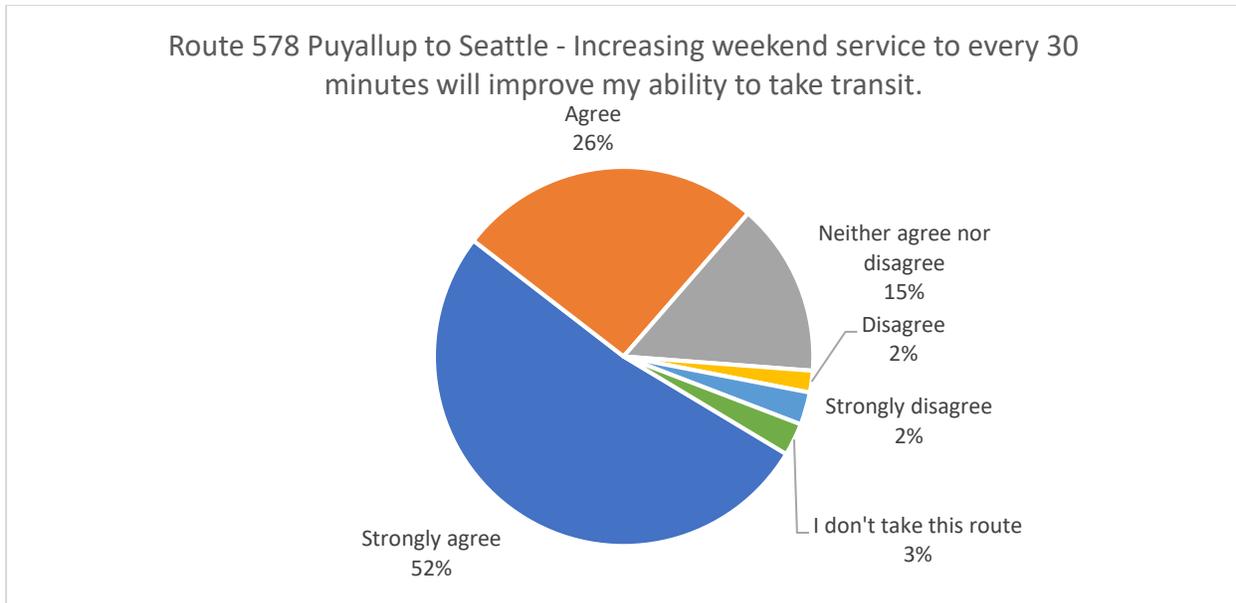
I'd prefer not to say	3	3%
Other (please specify):	0	0%
Wheelchair securement	1	1%
Screen reader	6	7%
Assistance from the operator to board	4	5%

	# responses	% total responses (n=88)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	23	26%
2	32	36%
3	12	14%
4	12	14%
5	0	0%
6 or more	1	1%

	# responses	% total responses (n=88)
What is your households total annual earnings? (Choose one)		
\$200,000 or more	5	6%
\$150,000 to \$199,999	3	3%
\$100,000 to \$149,999	14	16%
\$75,000 to \$99,999	7	8%
\$50,000 to \$74,999	13	15%
\$35,000 to \$49,999	7	8%
\$25,000 to \$34,999	2	2%
\$20,000 to \$24,999	1	1%
\$15,000 to \$19,999	0	0%
\$10,000 to \$14,999	3	3%
Less than \$10,000	5	6%
I prefer not to say	22	25%

## Route 578 Puyallup to Seattle - Survey Results

The proposal to increase weekend service to every 30 minutes on Route 578 – Puyallup to Seattle received 108 responses. Of those ~ 78% agreed that the proposed changes would improve their ability to take transit (52% strongly agreed and 26% agreed). Fifteen percent of responses were neutral about the proposal and 3% reported that they did not take this route. Only 4% of responses disagreed with the proposal. Most respondents indicated that the peak commute hours in the morning (57 respondents) and the evening (70 respondents) were the most important times of day for taking transit. Respondents indicated that midday (39 respondents) and evening (40 respondents) service were also important.



### Route 578 Demographics

Of the 108 respondents that responded to the proposal for route 578, most of them were white, non-Hispanic, between the ages of 35 and 64. The majority were employed full or part time, have reliable access to a vehicle at home, and do not routinely use the available accessibility features. Of those that did report using accessibility features, the top three features they use are large print signs, bus lowering and kneeling features, and automated stop announcements. Most respondents live in households with 3 or fewer cohabitants and make between over \$50,000 to \$150,000 per year.

	# of responses	% total responses (n=108)
<b>What is your age?</b>		
< 19	1	1%
19-24	4	4%
25-34	19	17%
35-49	39	36%
50-64	27	25%
65 or more	13	12%

	# of responses	% total responses (n=108)
<b>What is your gender identity?</b>		
Male	51	47%
Female	47	43%
I prefer not to say	5	5%
Non-binary	1	1%
I prefer to self-describe	0	0%

	# of responses	% total responses (n=108)
<b>What best describes your work status? (Please check all that apply)</b>		
Employed full-time	74	68%
Employed part-time	10	9%
Unemployed and seeking work	4	4%
Student (full-time)	3	3%
I prefer not to say	2	2%
Retired	7	6%
Unable to work	5	5%
Student (part-time)	1	1%
Other (please specify):	2	2%
Other (please specify)	Self-employed (2)	

	# of responses	% total responses (n=108)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	10	9%
No	90	83%

	# of responses	% total responses (n=108)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	7	6%
White	76	70%
Other (please specify):	7	6%
American Indian or Alaskan Native	3	3%
Black or African American	11	10%
Native Hawaiian or Other Pacific Islander	1	1%
Other (please specify):	multiracial (3), Mexican (1), no response (2), East Indian (1)	

	# of responses	% total responses (n=108)
Do you have reliable access to a working motor vehicle at home?		
Yes	62	57%
No	34	31%

	# of responses	% total responses (n=108)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	15	14%
None	49	45%
Bus lowering/kneeling features	25	23%
Automated stop announcements	28	26%
Priority seating	14	13%
Lift/ramp	10	9%
I'd prefer not to say	3	3%
Other (please specify):	1	1%
Wheelchair securement	4	4%
Screen reader	11	10%
Assistance from the operator to board	7	6%
Other (please specify)	Free masks	

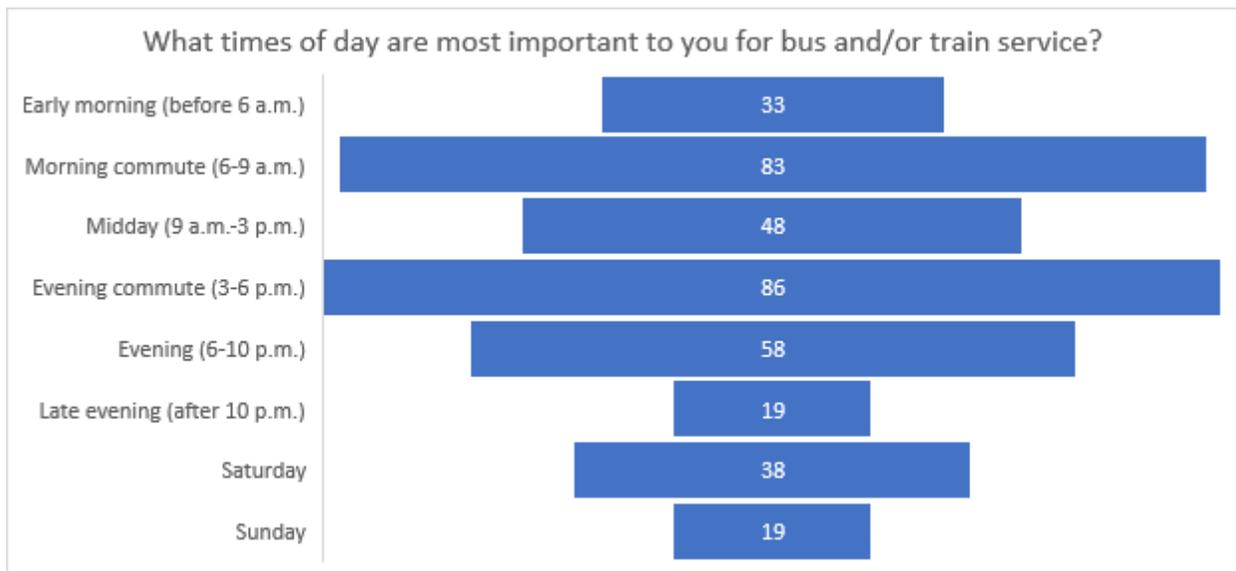
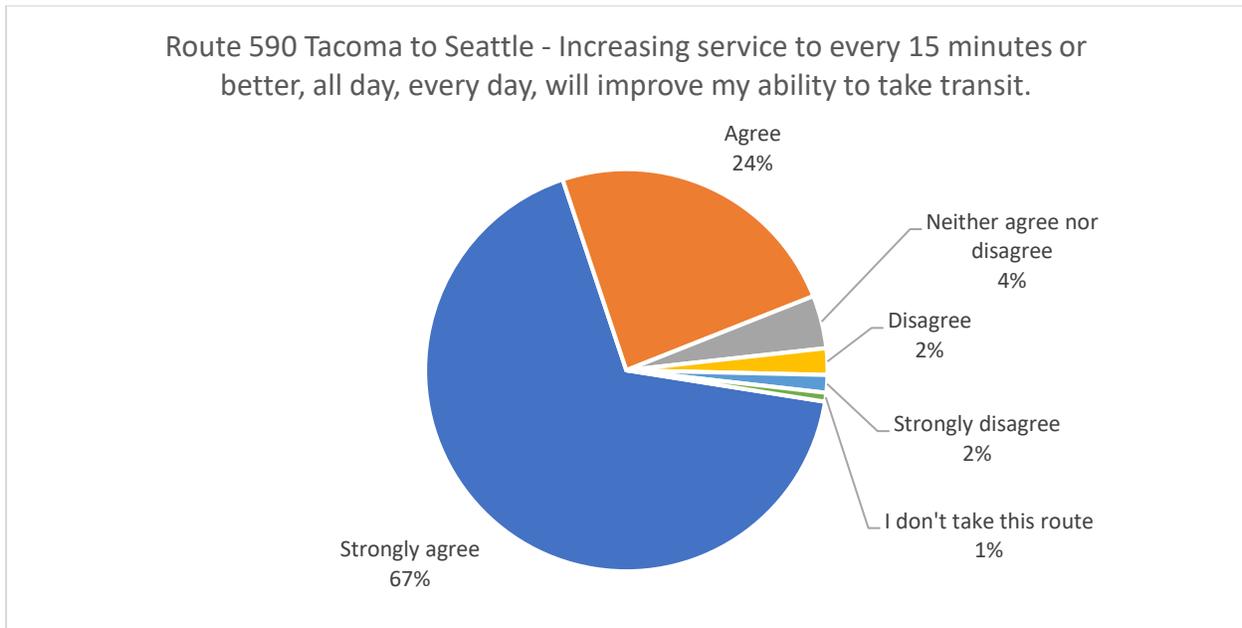
	# of responses	% total responses (n=108)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	27	25%
2	40	37%
3	20	18%
4	9	8%
5	4	4%
6 or more	2	2%

	# of responses	% total responses (n=108)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	3	3%
\$150,000 to \$199,999	5	5%
\$100,000 to \$149,999	17	16%
\$75,000 to \$99,999	10	9%
\$50,000 to \$74,999	18	17%
\$35,000 to \$49,999	9	8%
\$25,000 to \$34,999	4	4%
\$20,000 to \$24,999	1	1%
\$15,000 to \$19,999	2	2%
\$10,000 to \$14,999	3	3%
Less than \$10,000	7	6%
I prefer not to say	23	21%

## Route 590 Tacoma to Seattle - Survey Results

The majority of respondents to the proposal to increase service to every 15 minutes or better on Route 590 were in agreement (24% agreed and 67% strongly agreed) that this would improve their ability to take transit. Only 4% disagreed, 4% were neutral and 1% do not take this route.

The most important times of day for users of this route are the morning commute and the evening commute with 86 and 83 responses respectively. Evening service during the hours of 6-9 p.m. is also important to riders on this route with 58 responses for that time of day. Route 590 currently only operates during weekday peak hours, which may explain why many riders had prioritize the morning and evening commutes. However, the results also suggest that there is strong demand for a longer service span and weekend service on this route.



### Route 590 Demographics

Of the 141 people who commented on Route 590, most of them between the ages of 35-49, identify as female, and are employed full time. Nine percent identify as Hispanic, or Latino/a/x and 71% have access to a working motor vehicle. Most respondents were white, live with two or fewer people and make \$75,000 per year or more in household income. Most users are not reliant on accessibility features, but for those that use them, the top three features reported were large print signs, bus lowering and kneeling features, and automated stop announcements.

	# of responses	% of total responses (n=141)
What is your age?		
< 19	3	2%
19-24	2	1%
25-34	32	23%
35-49	40	28%
50-64	38	27%
65 or more	23	16%

	# of responses	% of total responses (n=141)
What is your gender identity?		
Male	59	42%
Female	66	47%
I prefer not to say	8	6%
Non-binary	4	3%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=141)
What best describes your work status? (Please check all that apply)		
Employed full-time	92	65%
Employed part-time	19	13%
Unemployed and seeking work	5	4%
Student (full-time)	7	5%
I prefer not to say	2	1%
Retired	16	11%
Unable to work	5	4%
Student (part-time)	3	2%
Other (please specify):	3	2%
Other (please specify):	Clinical (1), musician (1), Full time plus part time job (1)	

	# of responses	% of total responses (n=141)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	12	9%
No	124	88%

	# of responses	% of total responses (n=141)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	14	10%
White	101	72%
Other (please specify):	7	5%
American Indian or Alaskan Native	3	2%
Black or African American	19	13%
Native Hawaiian or Other Pacific Islander	2	1%
Other (please specify):	multiracial (3), human (2), no response (2)	

	# of responses	% of total responses (n=141)
Do you have reliable access to a working motor vehicle at home?		
Yes	100	71%
No	30	21%

	# of responses	% of total responses (n=141)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	20	14%
None	62	44%
Bus lowering/kneeling features	27	19%
Automated stop announcements	49	35%
Priority seating	16	11%
Lift/ramp	8	6%
I'd prefer not to say	0	0%
Other (please specify):	7	5%
Wheelchair securement	2	1%
Screeener reader	15	11%
Assistance from the operator to board	6	4%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), Bike racks (2), Seat belt (1), helpful bus driver (1), Message board (1), no response (1)	

	# of responses	% of total responses (n=141)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	37	26%
2	58	41%
3	20	14%
4	11	8%
5	5	4%
6 or more	5	4%

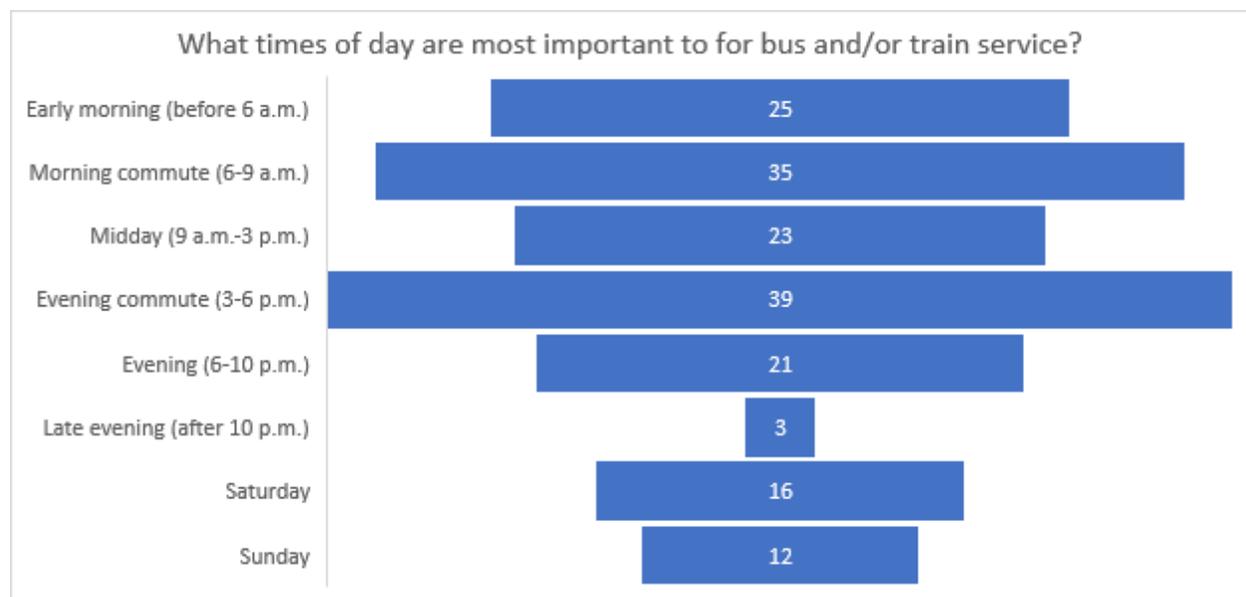
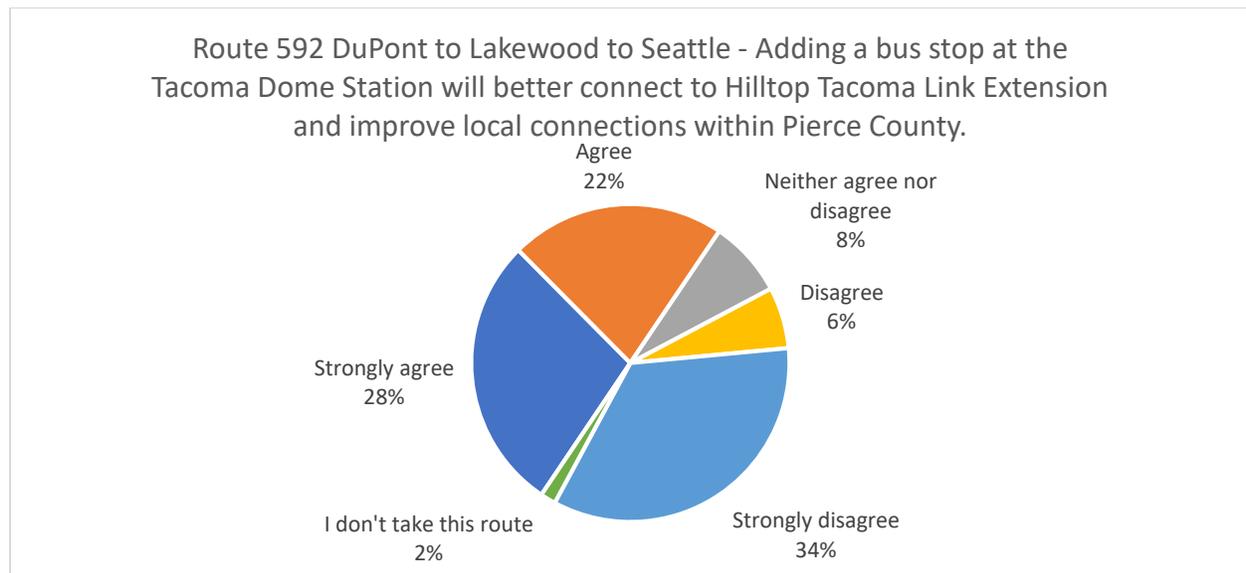
	# of responses	% of total responses (n=141)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	11	8%
\$150,000 to \$199,999	16	11%
\$100,000 to \$149,999	36	26%
\$75,000 to \$99,999	11	8%
\$50,000 to \$74,999	17	12%
\$35,000 to \$49,999	5	4%
\$25,000 to \$34,999	5	4%
\$20,000 to \$24,999	4	3%
\$15,000 to \$19,999	4	3%
\$10,000 to \$14,999	2	1%
Less than \$10,000	6	4%
I prefer not to say	22	16%

### Route 592 DuPont to Lakewood to Seattle - Survey Results

The proposal to adding a bus stop at the Tacoma Dome Station on Route 592 – Lakewood to Seattle received 64 responses. Respondents are polarized on this proposal. Fifty percent of respondents agreed that the proposed changes would provide better connect to Hilltop Tacoma Link Extension and improve local connections within Pierce County (28% strongly agreed and 22% agreed). However, 40% of respondents disagreed with the proposal (34% strongly disagree and 6% disagreed). Eight percent of responses were neutral about the proposal and 2% reported that they did not take this route.

Most respondents indicated that the peak commute hours in the morning (35 respondents) and the evening (39 respondents) were the most important times of day for taking transit.

This proposal was withdrawn due to the number of respondents opposing the change.



## Route 592 Demographics

Of the 64 respondents that responded to the proposal for route 592, more than half of them were white, between the ages of 35 and 64, and employed full-time. Many of these have access to a working personal vehicle and are not reliant on accessibility features. Of those who do report using accessibility features, the top three features that were used are bus kneeling and lowering features, and automated stop announcements, and priority seating. They live in households with 3 or fewer cohabitants and make between \$100,000 and \$150,000 per year.

	# of responses	% of total responses (n=64)
What is your age?		
< 19	2	3%
19-24	3	5%
25-34	9	14%
35-49	19	30%
50-64	23	36%
65 or more	4	6%

	# of responses	% of total responses (n=64)
What is your gender identity?		
Male	31	48%
Female	25	39%
I prefer not to say	3	5%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=64)
What best describes your work status? (Please check all that apply)		
Employed full-time	41	64%
Employed part-time	6	9%
Unemployed and seeking work	4	6%
Student (full-time)	5	8%
I prefer not to say	2	3%
Retired	6	9%
Unable to work	2	3%
Student (part-time)	2	3%
Other (please specify):	1	2%
Other (please specify)	not applicable (1)	

	# of responses	% of total responses (n=64)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	7	11%
No	50	78%

	# of responses	% of total responses (n=64)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	0	0%
White	37	58%
Other (please specify):	10	16%
American Indian or Alaskan Native	1	2%
Black or African American	10	16%
Native Hawaiian or Other Pacific Islander	0	0%
Other (please specify):	Human (3), Hispanic/Latino (3), multiracial (2), African (1), Iranian (1)	

	# of responses	% of total responses (n=64)
Do you have reliable access to a working motor vehicle at home?		
Yes	45	70%
No	9	14%

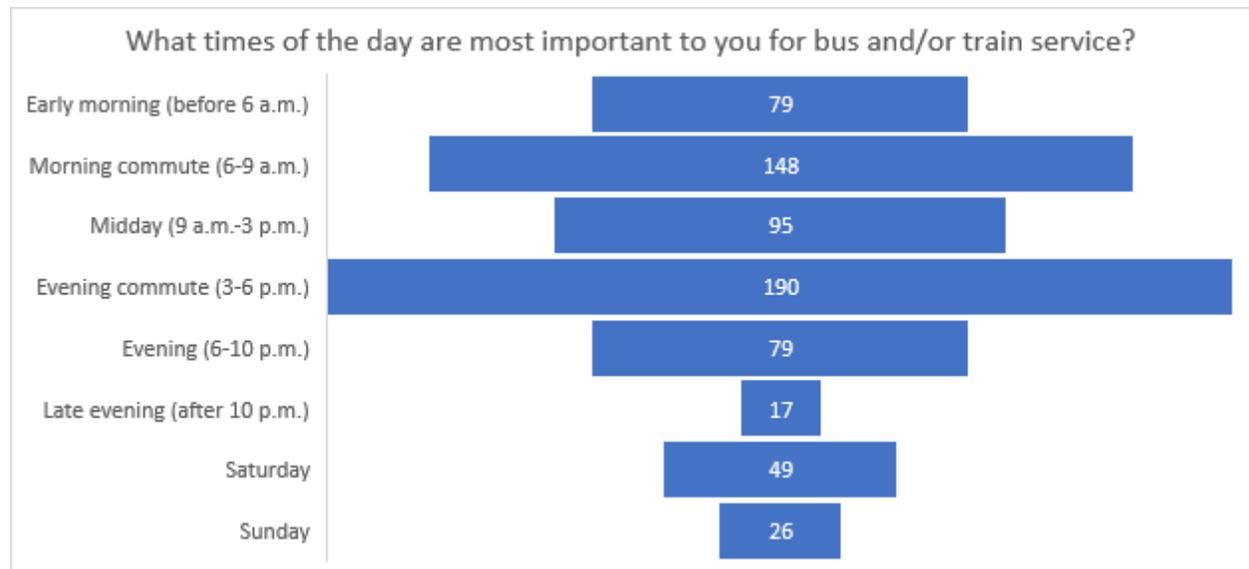
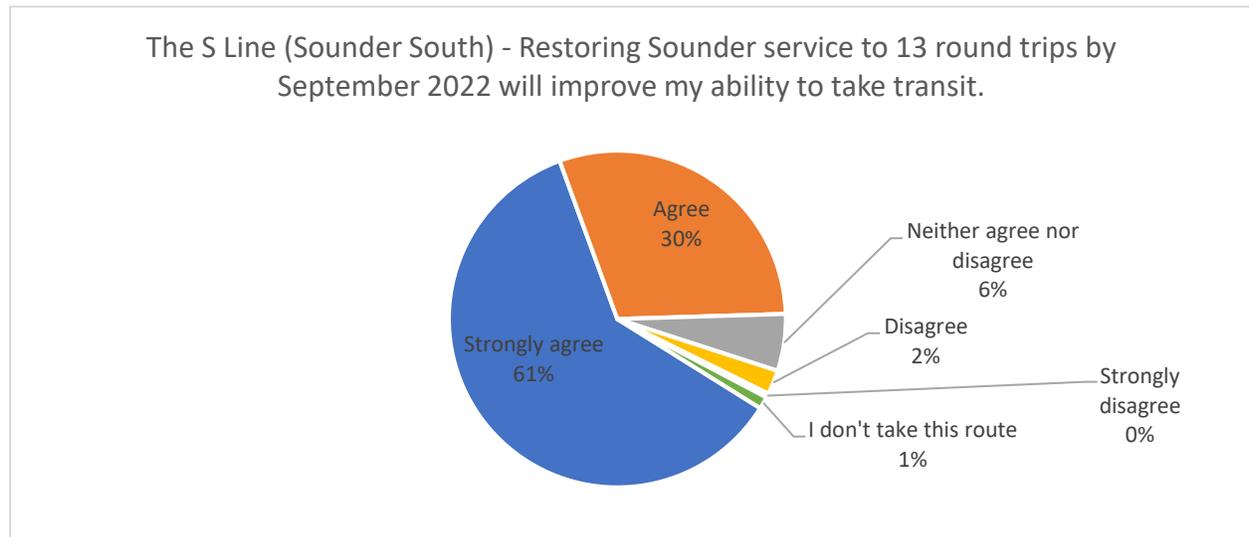
	# of responses	% of total responses (n=64)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	7	11%
None	33	52%
Bus lowering/kneeling feature	14	22%
Automated stop announcements	17	27%
Priority seating	9	14%
Lift/ramp	5	8%
I'd prefer not to say	2	3%
Other (please specify):	5	8%
Wheelchair securement	1	2%
Screen reader	8	13%
Assistance from the operator to board	6	9%
Other (please specify)	Phone app (1), helpful driver (2), large print signs (1), no response (1)	

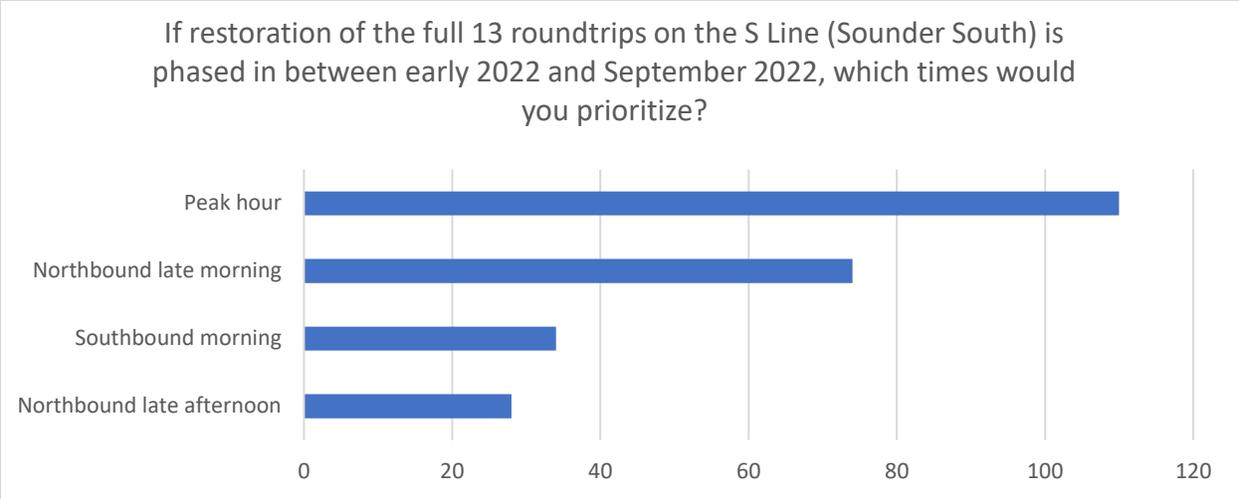
	# of responses	% of total responses (n=64)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	9	14%
2	24	38%
3	11	17%
4	9	14%
5	4	6%
6 or more	1	2%

	# of responses	% of total responses (n=64)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	5	8%
\$150,000 to \$199,999	4	6%
\$100,000 to \$149,999	15	23%
\$75,000 to \$99,999	8	13%
\$50,000 to \$74,999	8	13%
\$35,000 to \$49,999	2	3%
\$25,000 to \$34,999	3	5%
\$20,000 to \$24,999	0	0%
\$15,000 to \$19,999	1	2%
\$10,000 to \$14,999	1	2%
Less than \$10,000	2	3%
I prefer not to say	11	17%

## The S Line (Sounder South) - Survey Results

The proposal to restoring the S-Line (Sounder South) service to thirteen round trips by September 2022 received 256 responses. A significant number of respondents (91%) agreed that the proposed changes would improve their ability to take transit (61% strongly agreed and 30% agreed). Six percent of responses were neutral about the proposal and 1% reported that they did not take this route. Only 2% of responses disagreed with the proposal. Most respondents indicated that the morning commute (148 respondents) and the evening commute (190 respondents) were the most important times of day for taking transit. There were many respondents (90) who indicated that midday service was also important to them. In a follow-up question respondents were asked about which times should be prioritized for the restoration of service and the majority stated that peak hour service should be the priority.





**S Line (Sounder South) Demographics**

Most respondents to the S Line (Sounder South) proposal were between the ages of 35 and 64, employed full-time, live in households with 3 or fewer cohabitants, and earn between \$50,000 and \$200,000 in annual household income. They are also majority white, and non-Hispanic. Most respondents have access to a reliable vehicle at home and a little more than half of them do not rely on accessibility features. Of those who reported using accessibility features, the top three features were automated stop announcements, bus lowering and kneeling features, and large print signs.

	# of responses	% of total responses (n=256)
<b>What is your age?</b>		
< 19	2	1%
19-24	16	6%
25-34	44	17%
35-49	94	37%
50-64	74	29%
65 or more	18	7%
	# of responses	% of total responses (n=256)

	# of responses	% of total responses (n=256)
<b>What is your gender identity?</b>		
Male	106	41%
Female	127	50%
I prefer not to say	14	5%
Non-binary	4	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=256)
What best describes your work status? (Please check all that apply)		
Employed full-time	191	75%
Employed part-time	21	8%
Unemployed and seeking work	8	3%
Student (full-time)	14	5%
I prefer not to say	1	0%
Retired	20	8%
Unable to work	8	3%
Student (part-time)	5	2%
Other (please specify):	9	4%
Other (please specify):	Clinical rotations (1), full time plus part time (1), musician (1), not applicable (2), self-employed (3), volunteer work (1)	

	# of responses	% of total responses (n=256)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	21	8%
No	221	86%

	# of responses	% of total responses (n=256)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	18	7%
White	195	76%
Other (please specify):	14	5%
American Indian or Alaskan Native	6	2%
Black or African American	21	8%
Native Hawaiian or Other Pacific Islander	4	2%
Other (please specify):	African (1), European (1), Hispanic/Latinx (3), Human (2), Multiracial (5), Vietnamese (1)	

	# of responses	% of total responses (n=256)
Do you have reliable access to a working motor vehicle at home?		
Yes	196	77%
No	38	15%

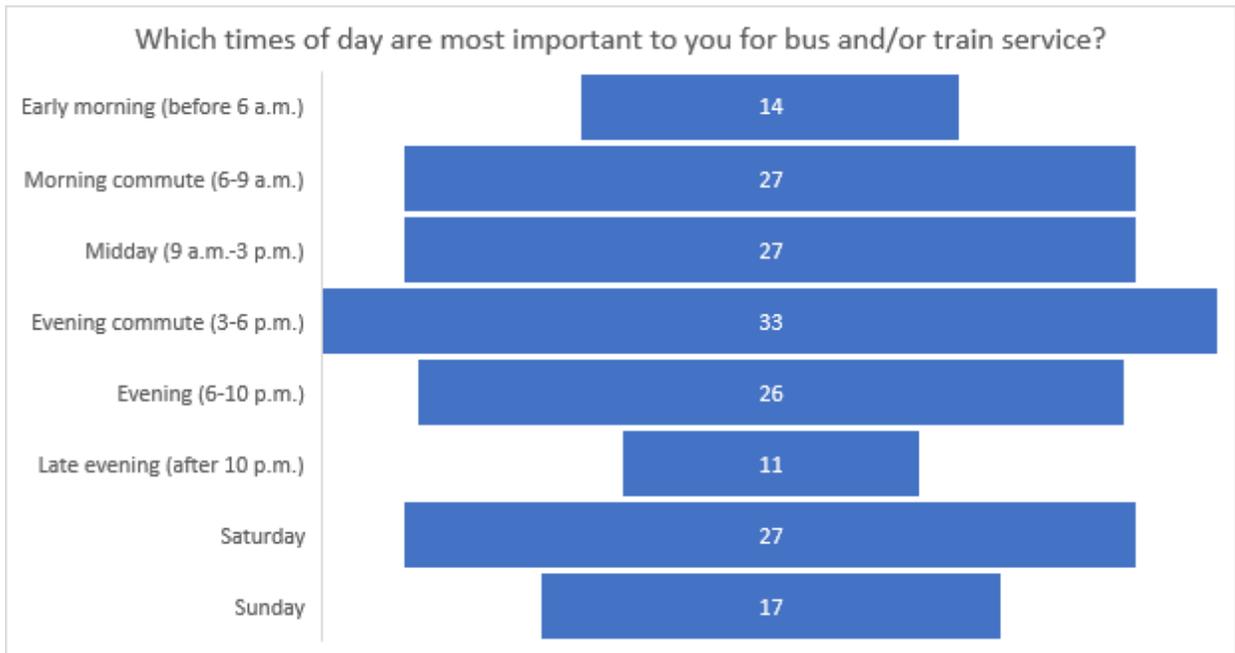
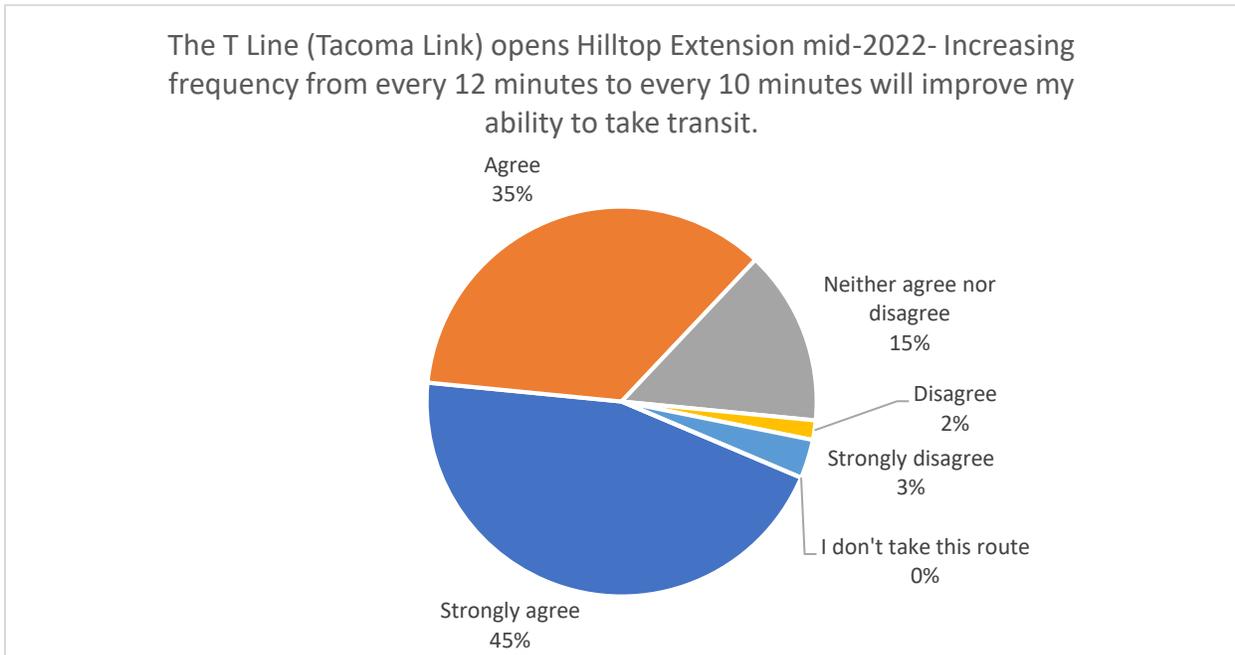
	# of responses	% of total responses (n=256)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	30	12%
None	139	54%
Bus lowering/kneeling feature	32	13%
Automated stop announcements	72	28%
Priority seating	23	9%
Lift/ramp	13	5%
I'd prefer not to say	4	2%
Other (please specify):	6	2%
Wheelchair securement	4	2%
Screener reader	31	12%
Assistance from the operator to board	5	2%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), Bathrooms (1), bike racks (3) not applicable (1)	

	# of responses	% of total responses (n=256)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	53	21%
2	87	34%
3	51	20%
4	30	12%
5	17	7%
6 or more	6	2%

	# of responses	% of total responses (n=256)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	24	9%
\$150,000 to \$199,999	29	11%
\$100,000 to \$149,999	57	22%
\$75,000 to \$99,999	26	10%
\$50,000 to \$74,999	25	10%
\$35,000 to \$49,999	12	5%
\$25,000 to \$34,999	7	3%
\$20,000 to \$24,999	3	1%
\$15,000 to \$19,999	5	2%
\$10,000 to \$14,999	4	2%
Less than \$10,000	6	2%
I prefer not to say	49	19%

### The T Line (Tacoma Link) opens Hilltop Extension mid-2022

Most respondents to the proposal to increase frequency from every 12 minutes to every 10 minutes on the Tacoma Link Extension agreed that this would improve their ability to take transit. Fifteen percent of respondents were neutral and only 5% disagreed. While the evening commute was important to the highest number of respondents (33 responses), there was a fairly even response to the morning commute (27 responses), midday (27 responses), evening (26 responses), and Saturday (27 responses) timeframes.



## T Line Demographics

Of the 64 respondents that chose to comment on T line frequency, most are white, male, non-Hispanic, and between the ages of 25 and 49. Most are employed full-time, have reliable access to vehicles in their home, and do not regularly rely on accessibility features. More than half of respondents make more than \$75,000 per year and live in households with three or fewer cohabitants.

	# of responses	% of total responses (n=64)
<b>What is your age?</b>		
< 19	0	0%
25-34	17	27%
35-49	30	47%
19-24	2	3%
50-64	7	11%
65 or more	6	9%

	# of responses	% of total responses (n=64)
<b>What is your gender identity?</b>		
Male	39	61%
Female	20	31%
I prefer not to say	2	3%
Non-binary	1	2%
I prefer to self-describe	0	0%

	# of responses	% of total responses (n=64)
<b>What best describes your work status? (Please check all that apply)</b>		
Employed full-time	47	73%
Employed part-time	10	16%
Unemployed and seeking work	4	6%
Student (full-time)	7	11%
I prefer not to say	2	3%
Retired	8	13%
Unable to work	2	3%
Student (part-time)	5	8%
Other (please specify):	3	5%
Other (please specify):	Clinical rotations (1), musician (1), not applicable (1)	

	# of responses	% of total responses (n=64)
Do you identify yourself as Hispanic, Latino/a/x, or Spanish origins?		
Yes	6	9%
No	57	89%

	# of responses	% of total responses (n=64)
Do you identify yourself as (Please check all that apply)		
Asian or Asian American	6	9%
White	52	81%
Other (please specify):	4	6%
American Indian or Alaskan Native	3	5%
Black or African American	3	5%
Native Hawaiian or Other Pacific Islander	3	5%
Other (please specify):	African (1), Latinx (1), Multiracial (1), Iranian (1)	

	# of responses	% of total responses (n=64)
Do you have reliable access to a working motor vehicle at home?		
Yes	49	77%
No	10	16%

	# of responses	% of total responses (n=64)
Which of the following Sound Transit accessibility features have you used? (Check all that apply)		
Large print signs	9	14%
None	29	45%
Bus lowering/kneeling feature	10	16%
Automated stop announcements	24	38%
Priority seating	6	9%
Lift/ramp	5	8%
I'd prefer not to say	0	0%
Other (please specify):	2	3%
Wheelchair securement	2	3%
Screen reader	8	13%
Assistance from the operator to board	4	6%
Other (please specify)	Auditory and visual announcements, hand rails, poles, and straps (1), nor applicable (1)	

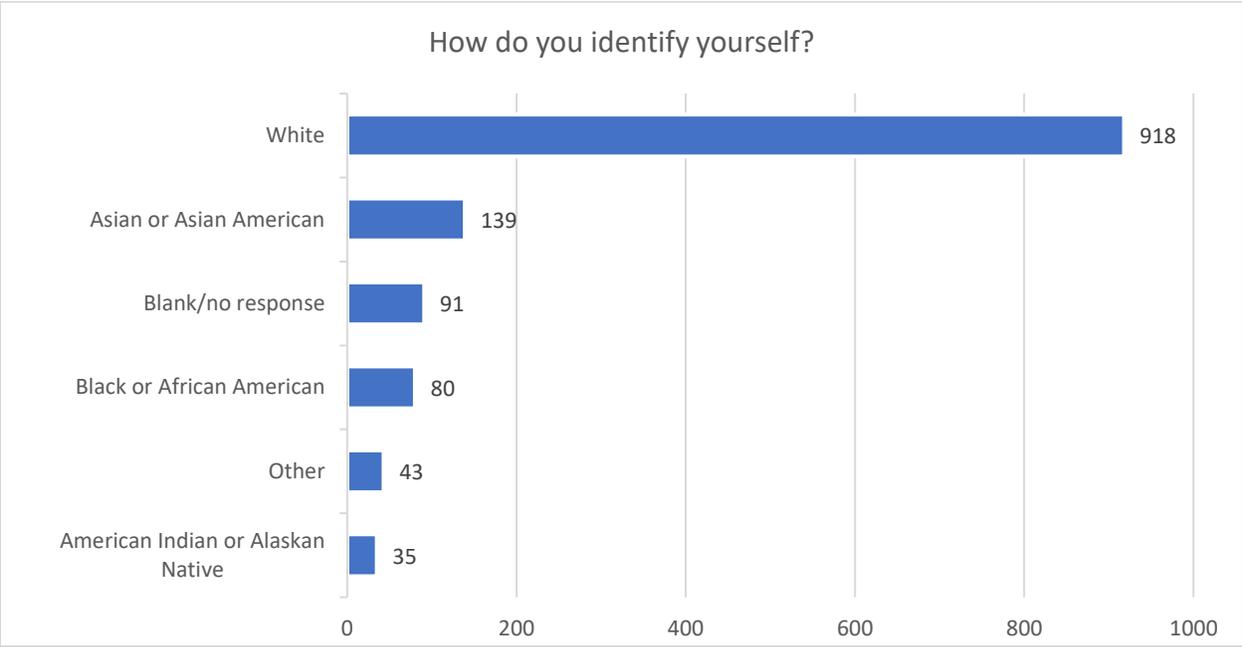
	# of responses	% of total responses (n=64)
How many people are in your household (including yourself)? (Choose one)		
1 (I live alone)	13	20%
2	26	41%
3	14	22%
4	5	8%
5	2	3%
6 or more	2	3%

	# of responses	% of total responses (n=64)
What is your household's total annual earnings? (Choose one)		
\$200,000 or more	5	8%
\$150,000 to \$199,999	4	6%
\$100,000 to \$149,999	21	33%
\$75,000 to \$99,999	5	8%
\$50,000 to \$74,999	8	13%
\$35,000 to \$49,999	1	2%
\$25,000 to \$34,999	4	6%
\$20,000 to \$24,999	1	2%
\$15,000 to \$19,999	2	3%
\$10,000 to \$14,999	4	6%
Less than \$10,000	2	3%
I prefer not to say	6	9%

## Demographic Analysis of all Survey Participants

Participants were asked at the end of the survey if they could provide answers to some basic demographic questions. Of the 1,243 responses 1,212 (98%) answered one or more of the nine demographic questions on the survey.

Sound Transit conducted an on-board rider survey in 2018 where they asked riders about race/ethnicity, income, disability status, and access to a vehicle. The data from that survey will be used for comparison for those questions.

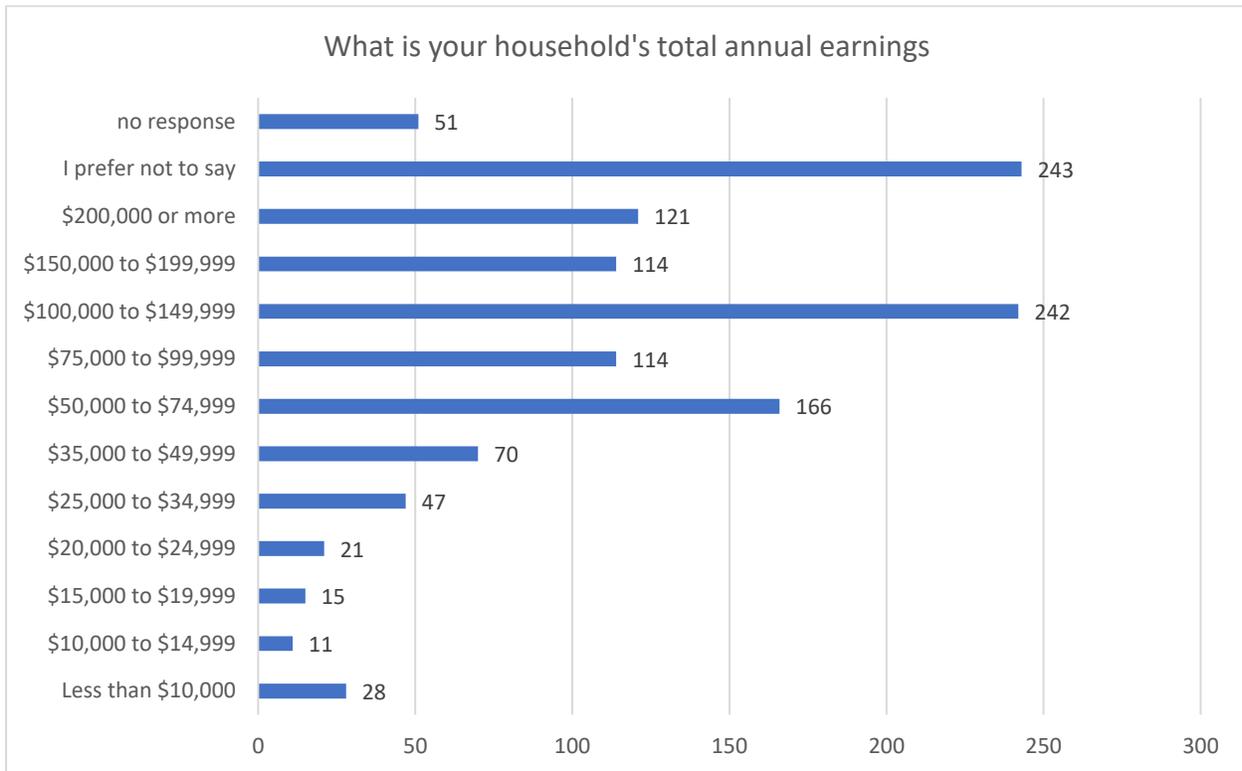


The survey results skewed more white than passengers using the system. 1,152 or 92.6% of the survey respondents provided and answer to the question “How do you identify yourself?” 79.6% identified as white, 12% as Asian or Asian American, 6.9% as Black or African American, 3.7% as other, and 3% as American Indian or Alaskan Native. In 2018, an on-board survey collected demographic information of passengers riding the Sound Transit bus and rail network. In this previous on-board survey, 57% had identified as white, 18% Asian or Asian American, 8% Black or African American, 7% Multiple races, 5% Hispanic or Latino, 2% Other, 1% American Indian or Alaskan Native, 1% Middle Eastern or North African, and 1% Native Hawaiian or Pacific islander.

The 2022 Service Plan survey results align more closely with the overall racial demographics of Sound Transit service area and the Puget Sound region in general. 2019 census data for the Seattle-Tacoma-Bellevue MSA has 72.9% identifying as white, 14.2% as Asian or Asian American, 8.2% as Black or African American, and 2.4% as Native American or Alaskan Native. This may indicate that on-board rider surveys may be better suited for gathering feedback from actual transit riders and fully online surveys will skew more towards the general population in the area.

44 people selected “Other – Write In” as the response to this question. 8 of those responses aligned with the provided categories. The remaining 36 write in responses included African (2), Celt (1), East

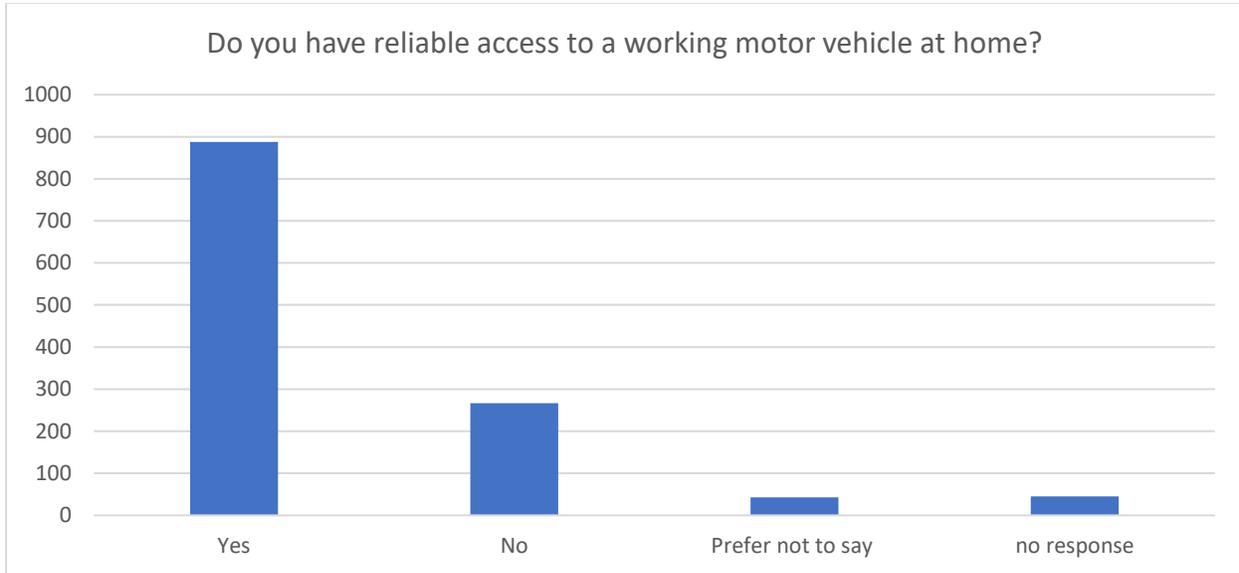
Indian (1), Eurasian (2), European American (2), German American (1), Hispanic (1), Hispanic/Native American (1), Human (9), Iranian (1), Latinx (3), Mexican (1), Mixed race (10), Tamil American (1).



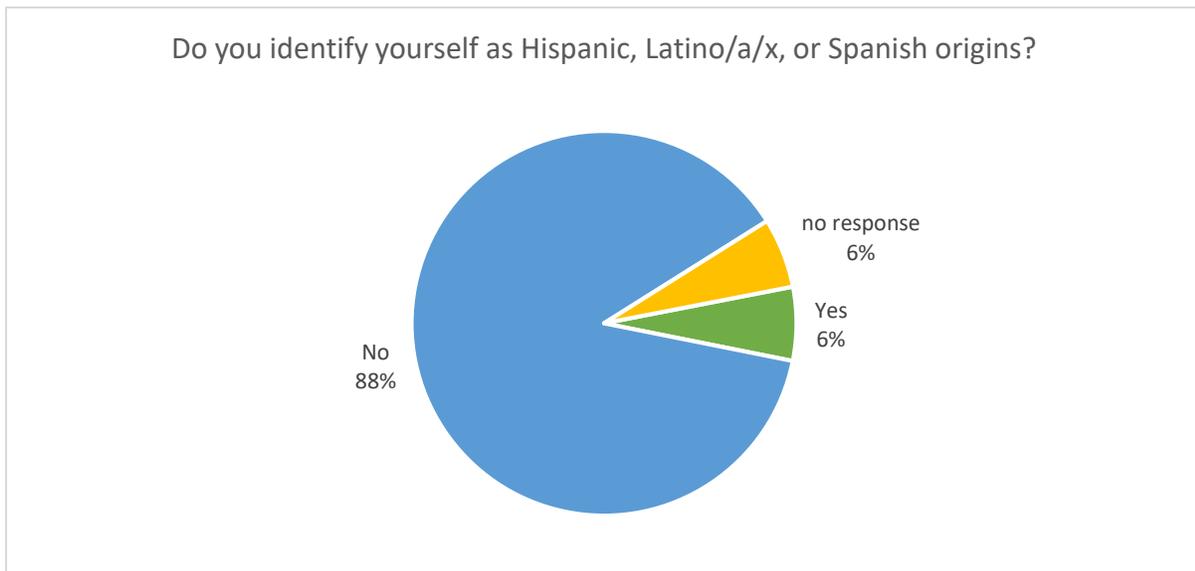
Income levels skewed higher in the 2022 Service Plan survey compared to previous onboard surveys. In the 2018 onboard survey, 18% of riders made less than \$33,000 per year compared to this year's survey where 10% made less than \$35,000 (note, income brackets were slightly different between surveys). In the 2018 onboard survey, 42% made between \$33,000 and \$100,000 compared to 28% in this year's survey. For people making over \$100,000, the percentages were fairly similar with 38% in this year's survey compared to 41% in the 2018 onboard survey.

Which of the following Sound Transit accessibility features have you used?	
Automated stop announcements	337
Bus lowering/kneeling feature	212
Priority seating	134
Large print signs	126
Screener reader	119
No response	104
Lift/ramp	65
Assistance from the operator to board	34
Other (please specify):	28
Tactile strips	15
Wheelchair securement	13
Braille signage	3

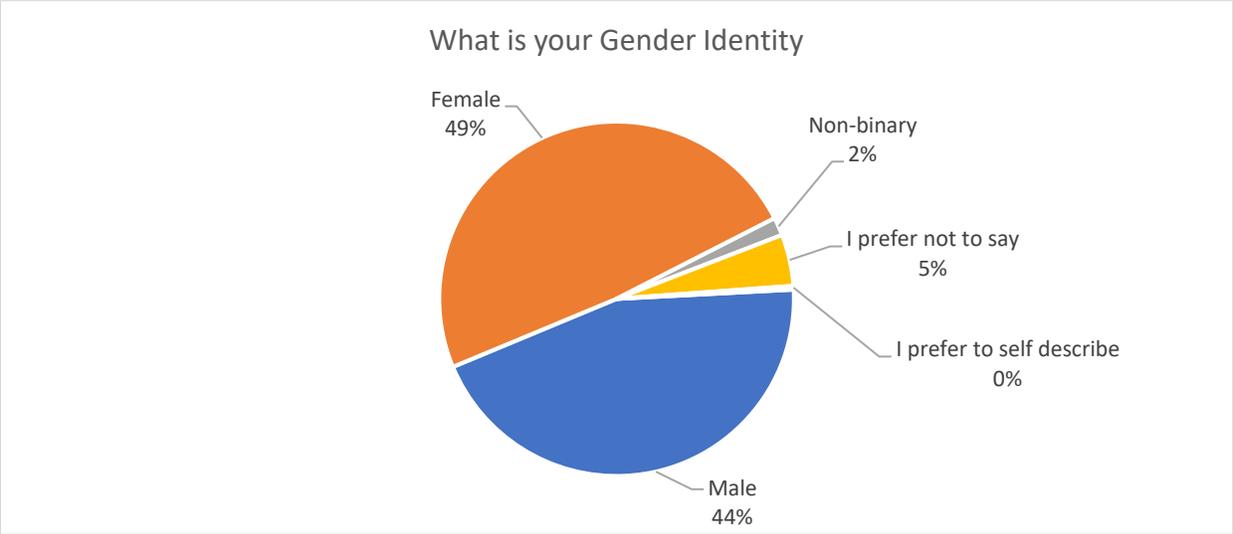
28 respondents selected the “Other” Write in response option. Those responses included: assistance from operator (2), Automated stop announcements (1), bathrooms, bike rack (11), Large print signs (1), bus schedules (1), free masks (1) phone apps (10), Message board (1) priority seating (1), protractile ASL (1), seat belt (1)



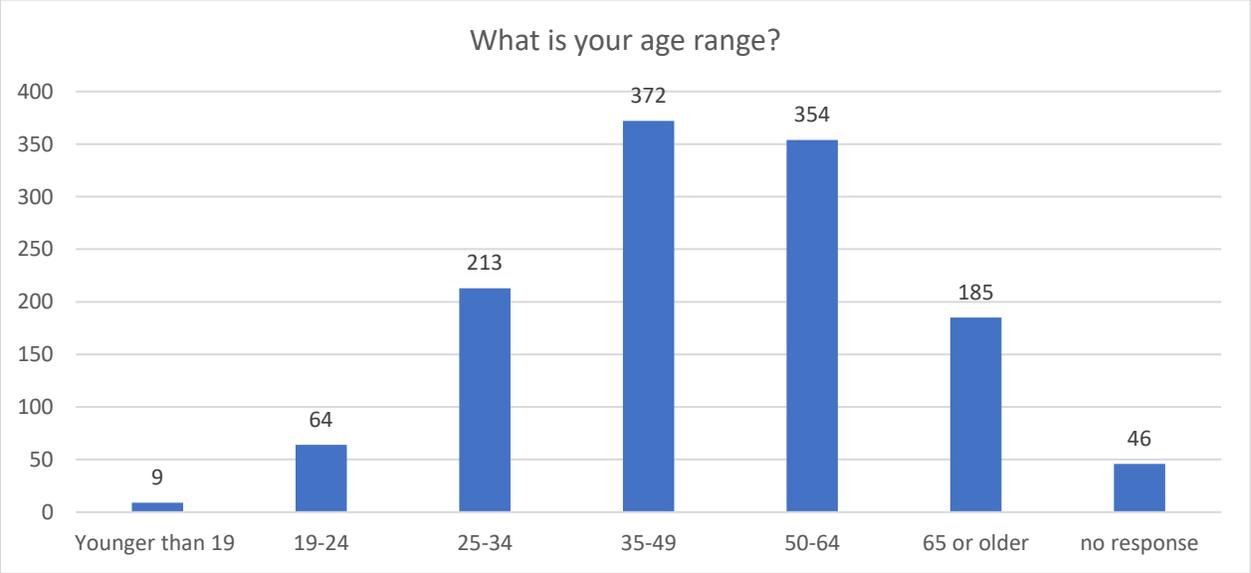
71% of the participants (888 respondents) stated that they had reliable access to a vehicle in their home, 21% (267 respondents) said they did not have reliable access to a vehicle in their home, and ~6% (88 respondents) either didn’t respond or chose not to say. For comparison in 2018, 83% reported having access to a vehicle at home and 17% reported that they did not have access to a vehicle.



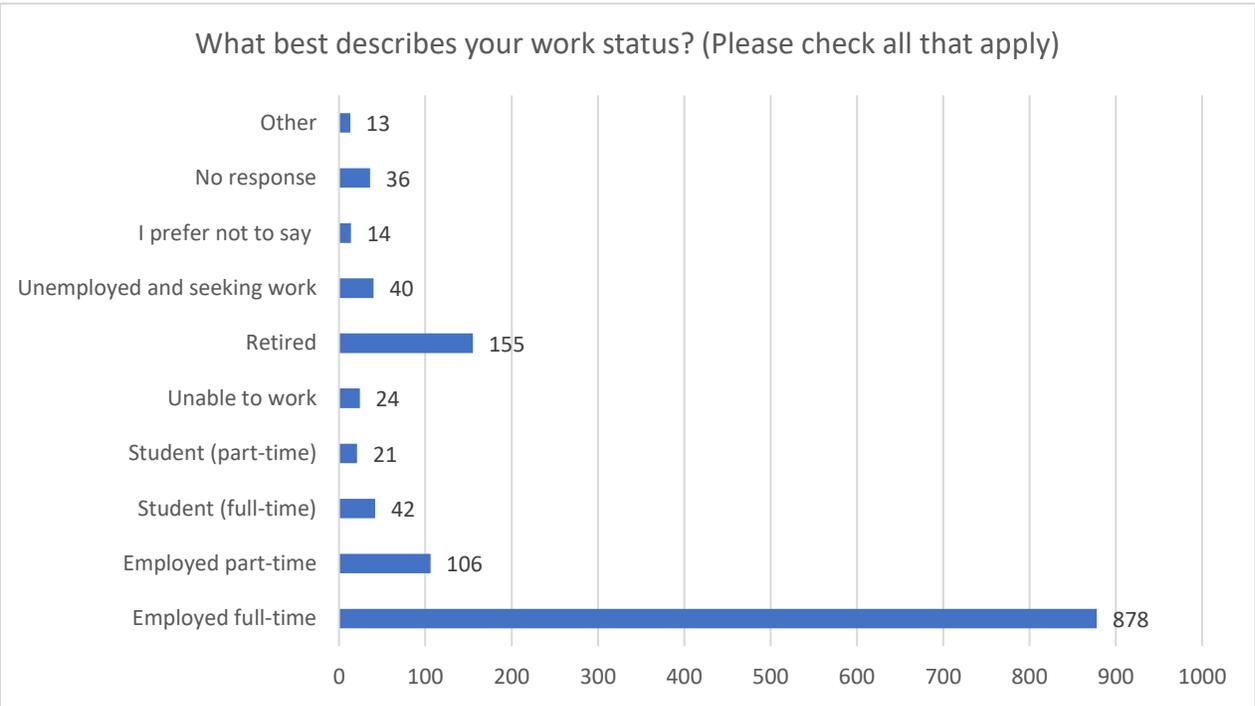
Six percent of total respondents self-identified as Hispanic or Latino/a/x. Another 6% did not provide a response to this question and 88% did not identify as Hispanic, Latino/a/x. This suggests an under-representation of the Hispanic and Latino/a/x community within the Seattle-Tacoma-Bellevue MSA, which is 10.4% of the total population according to 2019 Census estimates.



Forty-nine percent of participants (591 respondents) identified as female, 44% of respondents (540 participants) identified as male, 2% (20 participants) identified as non-binary, and 5% (57 participants) did not provide a response to the question.



Of the 1,243 survey participants fewer than one percent of participants were under the age of 19, 5% were between 19 and 24, 17% of participants are between 25 and 34, 30% of participants were between 35 and 49, 28% were between 50 and 64, 15% of participants were 65 or older. Three percent of participants chose not to respond to the question. The predominant age range of survey participants is 35-64.



Most survey participants (66.1 %) stated that they were employed full-time. Eight percent of participants stated that they were employed part-time, 3.2% are full-time students, and 1.6% are part-time students. Respondents who are unable to work made up 1.8% of participants and 11.7% of participants stated that they were retired, 3.8% of participants gave no response or preferred not to say.

Three percent of participants stated that they were unemployed and seeking work. This is a smaller percentage than the unemployment rate for the Seattle-Tacoma-Bellevue MSA as a whole. For comparison, in July 2021 the unemployment rate was 5.2%, according to the Federal Reserve Economic Data.

Thirteen people opted to write in their response to this question. These responses included Self-employed/freelancer (5), volunteer-work (3), musician (2), intern (1), clinical rotations (1), and homemaker (1).

## Appendix A: Comment Code Matrix

<b>Question: What else would you like to share with us</b>	
<b>Code</b>	<b>Comment coding guidance</b>
<b>Time</b>	Comments about time of day, days of the week, weekend service, special event service, frequency, on time service, timing of connections, reliability, service delays, cancellations, trip length
<b>Support</b>	Comments in support of the proposal, with no other substantive feedback. Includes statements about transit funding and preferences for bus or rail with a supportive sentiment.
<b>Opposition</b>	Comments in opposition to the proposal, with no other substantive feedback. Includes statements about transit funding and preferences for bus or rail with an oppositional sentiment.
<b>COVID impacts</b>	Comments related to service and ridership impacts due to COVID, safety concerns specific to COVID, mask enforcement, cleanliness, and public health.
<b>Safety</b>	Comments about lighting, traffic safety, criminal activity at on or around transit facilities, comment about lack of police presence on transit or at transit center
<b>Transit/Facilities and Amenities</b>	Comments about park and ride, transit centers, bike parking, bus stop amenities
<b>Location</b>	Comments about connections between neighborhoods to specific locations, cities, destinations etc. Includes access to housing, connectivity to other transit agencies, jobs, medical services, universities, airports, etc.
<b>Equity</b>	Consideration of transit dependent, low-income, essential workers, service workers, swing shift or late-night workers. Could include mention of fare enforcement discrimination, police presence on transit. Could also include mention of service to historically marginalized communities. Includes accessibility needs of people with disabilities.
<b>Fares</b>	Increasing/decreasing fares, peak and off-peak fares, fee for bags, etc.
<b>Specific routes</b>	Comments mentioning a specific route – depending on # of comments we may further tabulate this by route.
<b>Regional impacts</b>	Comments about population growth, development, economic factors, labor force, location of major employers, Could also include mention of other high profile infrastructure projects like the West Seattle High Bridge, other link extensions, etc.)

<b>Question: What types of places would you like to take transit to, but are not currently able to easily? (Other – write in)</b>	
<b>Code</b>	<b>Guidance</b>
<b>Home</b>	Comments mentioning home as a destination, includes comments about distance to nearest transit stop

<b>Late night/weekend destinations</b>	Comments about lack of access to various destinations due to limited service on nights and weekends
<b>School</b>	Comments mentioning school as a destination including comments about distance to nearest bus stop, or lack of transfer options from home to school or work to school.
<b>Connection to other routes</b>	Comments about transfers including transfer times, wait times, distance between transfers, or suggestions for route connections
<b>Outdoor Recreation</b>	Comments mentioning lack of access to parks, natural areas, beaches, forests, hiking, etc.
<b>Visiting friends/family</b>	Comments mentioning lack of access to transit lines to visit family, friends, or other social/community oriented trips
<b>Events</b>	Comments mentioning desire to attend sporting events, music events, cultural events, or other cultural or recreational destinations.
<b>Airport</b>	Comments including mention of Sea-Tac or other regional/local airports
<b>Specific/unique location</b>	Comments mentioning lack of connection to a specific destination
<b>Work</b>	Comments mentioning lack of transit to respondents' place of employment, including constraints related to location, shift start and end time, frequency and reliability to get to work on time.



# All Comments

The following section includes all open-ended comments received as part of the 2022 Service Plan Online Open House and e-mailed comments regarding the 2022 Service Plan.

I'm excited Sunday service on the 535 may return.
Bus tickets given to non profits should be for all buses
Please bring back the Sounder North 4:05 run.
Please bring back the 3:15 pm S line Sounder ASAP also.
It doesn't look like there will be any changes to the 574 according to the chart, but I'd especially like to see more buses to decrease my chances of missing one, especially in the first four-five buses and the 12-2pm buses. I wish weekend service was the same as weekday service, we all mostly work weekends.
Please add a 577/578 southbound around 10:30 as I frequently miss the 10:00pm trip due to issues with transfers (from multiple other routes). Adding a stop for the 577/578/594 in front of Marlenes by Fed Way TC would cut my walking commute by 8 mins. As opposed to walking home from the transit center
I am a resident of the underserved Tillicum neighborhood. I would most appreciate more frequent service between literally any stop in Tillicum and the Lakewood Station. I would also love to see the 592 making a stop in Tillicum, at least on select routes, considered in the future while we wait for a Sounder station in far 2030. Presently my best commute option is driving to Tacoma Dome Station and boarding the 586. My follow-up, pending traffic, is Sounder S to downtown and transfer to Link at Int't District Station. Thank you for your consideration.
Looks good. Not mentioned here but I'm looking forward to the #512 truncating in Northgate so my ride from Green Lake to work in Everett will be easier. I still don't see much help for my occasional trip from Everett to my sister's house in Issaquah. Used to take the #535 to Bellevue then something like #271->#218. That's all pretty much a nonstarter without the afternoon #535 from Everett to Bellevue.
Route 577 provides add new trip leave at 4:30 am from Federal Way Transit Center request also to go to work in Seattle very earlier NOTICE!! It gives an opportunity just give us articulated bus own with route 577 and 578 both weekday and weekend also more on route 586 U District to Tacoma Dome via FWTC with articulated bus peak an opportunity NOW!!!
The South Sound I-5 corridor needs more frequent express bus service. As shown by pandemic ridership, there are many essential workers living in Pierce and South King Counties that need more service at nonpeak hours and on weekends. Thank you Sound Transit for prioritizing equity by making it easier for these essential workers to get where they need to go using express buses and shifting service hours where they are truly needed!
Looking forward to Northgate Link extension and better service to Snohomish County!
I have ORCA card through my work so cost isn't a factor.
I used to live in Tacoma, and the proposed service changes to the 590/594 are LONG OVERDUE. Prior to the pandemic, we couldn't believe Sound Transit wouldn't add buses on Saturdays when the aisle would routinely be full of standees! Reverse commutes into Tacoma are pitiful if your job is not downtown, though that is more the fault of the county transit district.
Would really like to see increased service between Gig Harbor and Tacoma, in both directions, throughout the day and week. Perhaps a short haul shuttle from Gig Harbor to Tacoma Dome station with regular round trips, instead of the full route to Seattle 3 times a day. Particularly when Link reaches Tacoma from both directions, that connection will be super valuable.
Sounder Light Rail on the N Line definitely needs to expand with mid-day service options. Right now it's only early morning and evening and that's not enough to get to and from downtown Seattle. And it's a waste of Sounder Rail resources not to use idle trains. I suggest that adding service will inspire more and new riders who are frustrated with the delays of getting into and out of downtown Seattle using I-5 bus options.

Looking forward to the day when COVID is behind us and we can once again move forward and not be so worried about sharing public space on buses and trains and in stations.
I am still unhappy about the changes to 255. It was one of the most popular lines. Standing room only every day (or even too full to board even with everyone packed standing). Having a direct bus from Kirkland to downtown Seattle was incredibly valuable. Removing that will only increase street traffic as people decide to drive instead of deal with the increase time and hassle required to switch to 545 before the bridge or light rail at UW.
574 needs 15 minute headways. Otherwise, in support of the changes. Thank you!
Link light rail needs more fare enforcement and security and every station.
Would appreciate cleaner buses and mask wearing enforced. Too frequently drivers allow people on without paying.
Route 550 still has very limited Park and Ride options. I usually ride Route 554 for this reason.
Please start the early afternoon train from Seattle to Tacoma asap to give us more options.
Safety and predictability of transportation mode on rail vs variable road/driving conditions
Establish a route directly from Tacoma to the East side of Lake Washington.
Please reinstate route 312 to provide more options for commuters into and out of downtown Seattle to the north and east side (kenmore bothell woodinville)
Keep the tacoma link free or if fares are a must combine with piercetransit monthly pass
Like the 590 changes. I had to use the 590 on a June Saturday and a July Friday, the new frequency is much appreciated.
Public transportation is so important in the area and yet it is so difficult to actually take. Parking, reliability, hours, I wish this brought more value given how much I'm dependent on it. Right now, it meets the bare minimum.
Try to coordinate #550 and #554 to stagger their arrival on MI rather than them arriving simultaneously to MI, especially weekends, evenings. Coordinate with Metro to expand #204 service to evenings and weekends so that Mercer Islanders can reach the MI P&R to take #550, #554.
Senior fares should be at 62
Bring back the 1509 train.
Sounder Train takes a little longer but is much more comfortable.
Please make one more southbound sounder train option in the AM! Currently, the last time leaving Tacoma Dome is 0700 and 0750! Please add one more departure!! Like 0725! ðŸ™,
No Community Transit/Sound Transit bus routes within 2 miles from my house.
Adding the extra stop on the 592 at the Tacoma Dome and Busway in Seattle will add time to an already excruciating commute and turns this into the 594. The 592 acts as an express bus from the Lakewood area to Downtown Seattle. The 590 already provides express service to Seattle and Busway for those that want that. Please do not add the additional stops to the 592. Adding routes during the Morning and Evening commutes would be welcome.
I'm excited for light rail to connect between Tacoma and Federal Way!
WSDOT stats say you are still only at 25% of your ridership. I'm not interested in seeing you add services. I think you need to build your schedules to the demand profiles you are truly seeing and match capacity and routes to where the demand is, not where it was in 2019. Don't waste taxpayer money by running empty services. Other than the light rail lines currently in construction you should suspend all other capital projects. Buses are way cheaper to add service than adding trains/building trains. You need to understand what the "new normal" is going to be with "work from home" and other lifestyle changes that are happening. For example, Sounder was convenient when I worked at Boeing's Commercial HQ (Next to Tukwila Station). Boeing is selling that facility and the train is no longer a convenient option (not to mention we are still not back in the office-but it will be a different location in the future). Take it slow and save tax payer money. I think we as a region will realize that that the grand ST3 plan is a giant waste of money for the region. There are some projects that could be beneficial, but most are just wasting money.

Returning to the full schedule on Sounder South will be a huge benefit. Equally desired is a consistent schedule, without regular delays or cancellations.
There is an increasing need to connect Tacoma to the Eastside (Bellevue etc). The closest option currently is the sounder to the Tukwila station, and sounder hours are way too limited to make this work with traditional work schedules.
I wish there was better options in Sunmer
I commute from Tacoma to Kent for work. The Sounder south is late sometimes, which makes me miss my connection to the 168 in King County. A more reliable, more frequent Sounder schedule would lead me to take the train more. The T line expansion will keep me from driving to the Tacoma Dome station. I wish there was a direct line between Tacoma Dome and Kent Station that ran all day.
I live in Sumner and would love local service to Bonney Lake during the day.
How is investing more money in one area "equitable," when taxpayers in all 3 counties pay into Sound Transit? What would help me is restoration of reverse peak trips on route 532, but it looks like that's not an option here. Baffling as to why. Meanwhile, people who work for a single employer (SeaTac Airport) get special treatment. Again, how is that "equitable"?
Pues me gustarÃa que cuando no va a llegar un bus le manden un correo porque aveces se le hace tarde para llegar al trabajo porque se queda esperando el. Bus y pasa mÃs tarde
This would likely require assistance from Metro, but I would love to see increased bus service for Tukwila Sounder Station, which is currently only serviced by the F line. My work is about a ten-minute drive north from the station, but the only way to reach it via public transit is via two buses, which is a 40+ minute trip. Not being able to easily to get to work from the station is the main reason I've given up using public transit for my commute.
I have a friend who most of the time works late at the airport. He lives close to downtown Tacoma. In the past year I have probably heard from him 50 times where he had to walk 2 miles from TD Station to his apt in Stadium District. Running a later and more frequent 574 would help him and others who work late evenings at SeaTac.
It would be nice if Tacoma Link ran a little more frequent in the early morning. The hour of 5am-6am. I'm pleased to hear that the south sounder will be adding the 2:35pm Seattle to Tacoma train. All in all I'm pleased with ST buses and Sounder train from Tac-Sea routes.
Would like to see more sounder service for baseball /football games in seattle from puyallup.
I like the train, but parking is getting to be a problem. While the bus would appear to be a good alternative, the afternoon southbound traffic on I-5 around Fife to the Tacoma Dome is standstill -- even for the buses. If I am going to be in stop-and-go traffic, I may as well be in my car.
1) Since last summer, I have chosen to not ride the train because there has been little oversight on folks choosing to not wear their masks. I understand that it's a hard line to draw when you aren't sure of that persons situation. Though every morning I rode last summer, a ton of people just got on the train with masks and then just took them off when seated, for the remainder of the ride. 2) I do love the Sounder (soon S-Line), but the reliability has been a challenge with trains having maintenance issues, tracks with signal issues, to where I was consistently late for work. And taking an earlier train was a significant time difference, therefore I switched back to the bus, which I also love :) I'm really hoping that increasing peak hour train service will offer another transportation option along with my bus so that when issues arise, there's a bit of backup built in. All that said, THANK YOU for all that you do to keep us safe and running. It's been a very difficult couple of years. Take care < 3
N/A
I'd like to see the Sounder run on weekends. I'd also like to see emphasis put on areas south of Seattle in the same way routes are designed to cater to the Eastside of Seattle.
I currently work 10:30 AM to 0700 PM which limits options to get from the Federal Way transit center to my job in Seattle when telework is not an option.
Bring back the s line routes. Please
I always choose a train over bus because of the likelihood of a bus getting stuck in traffic. (Also I tend to get terribly motion sick in stop-and-go traffic, so whenever a train is an alternative - I'll be on it.)

All 590 buses should stop where it's needed to stop. I have been late to work a few times because some 590 bus drivers do not stop on the King street stop just because there are busses ahead of it. I work at Seattle Cancer Care Alliance and I get off on the very last stop for 590 bus. I rely on 590 bus a lot. I hope all drivers will not assume that buses go to all the same route.
More frequent ST Express buses between Seattle and Tacoma would be awesome. I have been waiting a long time for this.
I use the 510/512 from downtown Seattle to University District and Link mostly between downtown and University District, occasionally south to shop at Southcenter. I do not own a car so public transit is my primary means of getting around.
Please continue to keep rates reasonable. I pray that the mask mandate ends soon! Or I may quite my job and look for position in Seattle that I can drive to and park for free.
I take the 4 45 am 577, sometimes the 5 00am I transfer to the first of the day route 40. the transfers usually don't line up very good. reverse trip, from middle of lk union (Westlake and Galer) rt 40 usually around 2pm transfer to 577 or 578, total trip home is almost 2 hours. unacceptable that the transfers never line up correctly. morning time is 1 1/2 hours.
I like the idea of more 577/578 busses during the work day. Once masks and social distancing requirements are gone, crowded busses will resume. More busses equals less crowding.
The lack of alternate 550 stop during light rail construction at the Judkins Park station has forced me to commute by bike instead of by transit.
More rides on weekends especially between 6-9 am and 3-5pm
Wish we could use the cargo below the bus for luggage to the airport for airline crew.
Please restore full 595 schedule, bus is crowded. Bring back 102 and remove Tacoma dome stop from 595. Please!!
The pandemic has allowed me to find parking at Kent Station reliably. This wasn't the case prior. I would instead take a metro bus that took much longer.
I live so far south and getting a train either north or south at the times that I travel is highly unlikely as I'm either very early before 5am or it's later in the evening after 7pm and being as there's only 2 train's going north in the morning way after I have to be at work and 2 going south earlier than I am off work. It'd be nice to have an earlier train(s) going south and then more in the evening going north.
Have additional direct routes to University Of Washington campus.
Bellevue transit center to redmond routes are poor
None at the moment.
I'm very happy that the Link line to Northgate will be opening soon and that the 556 will be returning in the Fall!
n/a
thanks for the opportunity to be included in the survey
Prior to pandemic, I rode the bus 5-6 days a week, with no car travel. In the next few months, I will be back on transit daily. I recently moved and purposefully chose a place close to transit
Choosing train vs bus key factors are also train has better regulated air (ac & heat) + it's more comfortable and roomier. It would be great if another train ran before 2:35. If going into Seattle in the morning for non work activities, it stinks to have to wait til 2:35 before you can come home. I've done the Link instead, but Station is much further to drive to & travel is much longer. Lastly, more parking options needed at Kent Station!! I do not want to take the bus just to get to the Station because there is no parking. It takes too much effort to piece together all the transit modes just to get to Seattle. Bus to Station, train, Link to city!!
Adding the Tacoma Dome stop to the Lakewood bus route will make it a MUCH worse service. It is currently a fast and efficient way to get to Seattle for the commute. The goal of better connection to the Tacoma Dome is a good one but should be done in a different way (and indeed can be done already using the train). PLEASE don't do this change.
Please restart the service south (sea to lakewood) at 3:15

<p>This proposal looks great. I am concerned that the focus on midday and weekend increases (which I love because I travel mostly off peak) will lead to overcrowded trips and a reduction in reliability. And if the morning peak is unreliable, it will drag on all day.</p>
<p>New frequent service map looks pretty good - should look into whether implementing frequent service on the I-405 lines before Stride could be possible. For the Demographics part, should start asking if people live in house with roommates, many people are technically a one person household, but have other roommates who are also one person households in the same building.</p>
<p>Keep expanding - the more the merrier!</p>
<p>We need a better transition from the 541/542/545 to Link Light Rail. Why does the Link Light Rail drop you off a half a mile away from the airport?</p>
<p>Did not ride the buses or train during the Covid 19 pandemic, hope to get back to more usage. I use the train or bus mainly for trips to Seattle. and the air port.</p>
<p>Would like to see more Sounder trains on the reverse commute, especially to Everett</p>
<p>The sounder trains were becoming very unreliable before the pandemic with many delays and mechanical issues. The maintenance and reliability of the train is very important to me. Please make keeping the trains in proper function a priority.</p>
<p>I am VERY worried about safety on transit. I no longer feel safe from other passengers.</p>
<p>I would take the bus because it gets me closer to my destination, for less money, more quickly. The first train arrives too late. I would use the same parking garage as the train at Lakewood. Have to drive without the early bus. Health care worker.</p>
<p>Sounder with is awesome! Adding a couple round trip on Saturday would make trips into the city more enjoyable.</p>
<p>Please make sounder south an all day service!!</p>
<p>Prefer Sounder over bus when possible, just because Sounder is so much nicer of a ride.</p>
<p>Increased early morning routes are critical for healthcare workers.to make 630 shifts.</p>
<p>It would be nice if the bus came every 15 minutes. It would make getting home faster. Especially on weekends!</p>
<p>Please add more S-Line trains later in the morning and later in the evening. Thank you!</p>
<p>I wish the Sounder train would operate more hours than the current commuting hours, especially into the early evening.</p>
<p>I commute from Lynnwood to Seattle and back to Lynnwood to work for events that extend pass midnight. Please keep the sound transit bus 512 services run frequent pass midnight 7 days a week from downtown Seattle to Lynnwood. Thank you.</p>
<p>Please have room for luggage on teh 574 route to the airport. I would love to recommend public transit to folks, but I find getting any sort of luggage onto the 574 is often quite difficult.</p>
<p>I'm really disappointed that you're not considering bringing back the reverse commute 513. This bus, if it existed, would help me immensely with my commute to work, especially considering that I don't know if my vanpool will survive.</p>
<p>bus schedule does not match train time and having to wait at certain times of the day are not as safe as others. I work 12 hr shifts and when asked to arrive for early or late shift the transition times can be un-nerving due to the safety of a bus wait station or lack of security at the train stop.</p>
<p>Depends if the bus is a low floor which I currently ride or an mci which I don't ride cos their not equipped for all types of power chairs. Also becoz I don't like em</p>
<p>One late evening train: I really wish there was just one later train going NB on the S Line, not just for commuters/workers who get off later than 6pm, but for those who fall asleep on the train or have headphones on and miss their stop and can't get home! It happens way more than you'd think! I've driven a few strangers home and wasn't as lucky when it happened to me, the long walk at night with a dead phone being a tiny woman was not fun! Thank you!</p>
<p>safety and security especially on the trains is very important to me.</p>

The future Light Rail Link availability (from Tacoma to SeaTac, and into downtown Seattle (for local Bus connections throughout Seattle, and Light Rail Link transfers to Bellevue, and eventually to Everett) will relieve and replace current I-5 express bus usages!
Light rail headways need to be no greater than 15 minutes during any time of day. Especially, with T link, it's not worth waiting if you have to wait more than 5-10 minutes. With light rail, you need to be able to just walk out and catch a train within a few minutes. Needing to consult a time table defeats the purpose of transit integrated into lifestyle.
PLEASE bring back the 567 bus
Because of the pandemic, I will not take public transit again. Sorry.
Restoration of the number of trips will be of great help. I used to take the early trip out of Seattle in June 2020 as this is most convenient for me. I am sure a lot of other commuters will be pleased with this plan to restore the 13 round trips. Thank you.
n/a
Please keep 577 and 578 when LRT service begins in Federal Way. Train is uncomfortable and stops too often
Please bring back 567. 566 takes longer more stops. Also make 566 towards auburn run until 8 pm.
People are going back to work in Bellevue and the 566 is not going to be efficient for timing to make the train in Kent. We need the 567 back to match up with the train.
More parking is needed at sounder Auburn station. I do not live within city limits so cannot buy a garage parking pass. I am at the mercy of what's left. Thanks!
Having a restroom on Sounder South is a key factor why I take the train over the 590 or 592 buses. It also is a bit easier to distance on the train. As a Thurston County resident traveling to Seattle's Capitol Hill multiple times per week, I would be willing to pay a premium for train service from DuPont (which is in the works but not for about 20 years). Directly connecting Lacey or Olympia to Seattle via commuter train is something I would be willing to fund and support publicly.
please bring back the 567
It would be helpful if between 5:00AM and 6:00AM busses came every 30 minutes, same for between 6:00PM and 7:00PM. For people who start work between 7:00 and 8:00am it would be helpful to have more suitable times in the morning, rather than having to choose between arriving over an hour early or 20 minutes late. Thank you.
I would like to be able to take the Sounder South line reverse commute to Seattle and transfer to the Sounder North line to Everett which is currently not possible.
Reliability and availability are critical to me. The other thing is that Sounder has restrooms which is a great asset for longer travel.
How will the new light rail service between U district and Northgate, Lynwood and Everett going to impact other services? I would rather take light rail to U district than a bus. But I will still need a bus to get from Edmonds to the Lynnwood transit center.
every 30 minutes is TOTALLY inadequate. This means one always misses the transfer. If the service is going to run like buses from the 70's the timepoints need to match. It already takes more than an hour to get from the UW to BothELL, missing the transfer turns it into almost 2 hours to go 10 miles. I am so disgusted with the lack of service to Bothell that I will vote NO on any transit measures. Taking the rolling homeless shelter, Metro 372, is not safe for anyone with underlying medical conditions because masking is NOT enforced and the carts of filthy bedding that are allowed on present a public health hazard.
Sounder south line needs to serve sporting events later in the evenings and all Saturdays!!
I'm hoping you can add back the mid morning train between Lakewood and Seattle, and also the Mariners train on Sunday home games.
Keep the 522 route and its stops in Seattle. I use it for work and I have to go to Kenmore and Seattle.
I have been without bus service near my home since the elimination of Route 71. I am 86. Walking 10 blocks to a bus stop is not impossible, but time consuming and wearying. Driving to a bus stop destroys the advantage of bus service! Currently, I have no idea how to get to a light rail station by bus, because I don't know what bus

would take me there. Currently, I drive myself, and then only to places that have parking available, a rarer and rarer thing. STUCK!!!!
It would be nice to have a link from one of the Sounder stops south of the Sea-Tac airport, so we don't have to travel north past the airport to arrive at King Street Station, then have to walk across the street and around the block, and then back down to the link/bus line station. It would be nice for us who live south of the airport to have a connector link that runs frequently.
Please maintain Route 586. I much prefer the bus to light rail. It is more efficient, safer, and cleaner. Thanks.
Please show the Capital area some love! It's booming! Lacey, Olympia, Tumwater... There are few options for us to even get to the only airport that serves us.
I need more frequent service and quickest possible transfers. Transfers at Link stations like UW take too long!!!!
The 560 bus is critical as I must return to in person work at UW. This bus takes me from my park and ride to Bellevue TC which allows me to connect to my next bus to UW. And this bus takes myself and my mother from Newport Hills Park and Ride to West Seattle and back. It also is an excellent option for many travels who need to get to the airport. Accessibility must be more often than once an hour. Thank you kindly!
I think adding 592 to Tacoma dome is stupid. U already have 595, 590,594 do8ng it. Let Lakewood/DuPont stay on the freeway without the dome. Also don't put it in sodo that takes to damn long leave as an express u already messed up 595 by making do the dumb dome.
Before I retired, I worked at the airport and rode transit every day. Extending the hours of the 574 would have let me use that route instead of taking the A line and walking 1/2 mile to the Park and Ride I parked at.
Please increase bus route from Brickyard Park and Ride and Juanita area - going to downtown Seattle, University District and UW Bothell.
I find the buses to be very comfortable, more comfortable than the trains, but the buses get stuck in freeway traffic (especially the Fife curve) and the train doesn't.
In comlarision to the public Transportation in ny hone country Germany, the system here is verry bad and push people into using the car more.
It would be a dream to have one sounders train going north and south on weekends. As a UW student who has a hectic schedule, taking the 578 bus to visit my family on the weekends take too much time than I like. Sounders would cut down the travel time and would also help more visitors travel to greater Seattle area on weekends.
The 560 route should stop by Factoria because that is a key shopping hub, home of T-Mobile headquarters, and right along the route.
I love the Sounder over the bus because there is usually more room and it's more comfortable. On the bus I have to put up with people glaring at me if I need to ask them to move their backpack, etc. Thanks!
Have not had the opportunity to ride the Sounder train yet due to it's limited operating times. Would like to ride the train to Seattle and beyond for day trips; I am a retired senior and don't like driving any more than I have too. Thank you for the opportunity to comment.
Can I get couple ST express Free Ride Coupons?
I want to be able to see better service as for the community transit and sound transit service goes. Like for an example the route 196 community transit needs to be improved a lot by having it run earlier in the morning hours like 5am to 6am and running every 10 to 15 minutes all day until maybe 11pm or midnight or so? I know that is a lot to ask for but this route is impossible to some times get to with the current timing and more it runs and the same should honestly go for all the other routes for community transit and sound transit and also to be honest here I feel like you guys at community transit should put better stops in the Edmonds area as well for the route 196 and etc.
Thank you for Link Light Rail; I'm very keen to go to Roosevelt when the station opens.
I would use Sounder more frequently if trips increased beyond pre-pandemic levels to provide more options during non-peak times and on weekends.
When will 522 connect to light rail to Seattle?
I wish the Sounder ran like it does in southern Florida. All day every 45 min.

I usually take buses to work but I am not sure which of my bus routes will be running in the Fall (Sept/Oct 2021). I am considering taking the train from Tukwila to Seattle (and switching to light rail to go to UW). My other way to/from work was Route 167 or Routes 560/566 and switching to 556.
The early morning 592 is a commuter route and adding the Tacoma stop would not be helpful for commuters. Morning commute or mid-day would be a reasonable addition.
Please do not truncate the 512 at Northgate to switch to the light rail. Just keep the 512 going to downtown until the Lynnwood transit center station for light rail is open then truncate it there. Otherwise there is no reason whatsoever that I won't just drive to Northgate from Lynnwood and I'd rather park at the Lynnwood transit center instead...
Please keep the 592 Express route as it is! Or at least have an Express and a Local similar to what NYC Subways do. There are a LOT of us that come from the south and don't need our rides extended any longer. Additionally, a mid-day express route or Sounder train would be VERY helpful. A lot of us are landlocked mid day in Seattle to get down to the Lakewood station unless we take the 594 which takes a considerable amount of time. Just one lunch time offering would be greatly appreciated to increase peoples flexibility with schedules.
Sounder Service needs to run like The Coaster and Caltrain during the daytime and evening. To have that much equipment just sitting is a waste of taxpayer dollars and a dis service to the people of this region. Service in each direction every 90 minutes is not that ridiculous to expect and the last train in each direction on each Sounder Line should leave Seattle either at 11:30pm or 45 minutes after the end of a game with the last departure no later than 12:30am. Service should be every 90 minutes on weekends too with a 6:00 AM start on Saturday and a 7:30 AM start on Sundays and Holidays. Then more people would ride as the ride is smoother and faster than bus service. Use 3-5 car trains to save wear and tear on equipment and expenses.
Sunday service should never be less frequent or have shorter hours than Saturday service.
Evening commute time should extend to 7pm or not have such a drastic drop in frequency at 6pm. Workers who don't make the 6pm cut-off time suffer extended delay.
Early morning commute on weekends till a later mid evening.
I would like an ORCA app on my phone to manage my cards. The website is clunky.
I am very NOT happy about being forced to use Link Light Rail when the Northgate station opens as a commuter from Everett. The downtown stations are trashy and feel unsafe, are less convenient than where the bus currently stops, the light rail is notorious for problems and in all likelihood will INCREASE my overall commute time.
Please schedule the buses so that several buses running do not arrive at my Bothell stops all at the same time.
i use Link for traveling to lunch, shopping, banking
I love the service increases and want even more
Need more security personnel at Tacoma Dome garage and after Mariner games at busway and Royal Brougham.
Please use some of the money to return regular ticket checks to light rail service.
Access to overlake is very important for me. Even when buses reach 40th St Freeway station, movement between there and the rest of the routes and area around microsoft campus is very challenging.
There is not enough Park and Ride parking so it is not possible to ride the bus as much as I would like
That route 592 Dupont-Seattle, increases weekday service during peak, offer more reverse peak trips for riders, and possibly more midday service and midday service during midday cutter only between Dupont and Tacoma Dome Station. As well, from Lynnwood and Everett to Bellevue and vice versa, to increase more weekend service and peak service to more destinations, places, parks and workplaces. Finally, to increase reverse peaks, and ASAP, or by 2040, have Sounder South service to Dupont station, have more connection between Dupont and Tacoma, Dupont and Auburn, and Dupont and South Hill and JBLM base, to increase more service and introduce new service.
544 if it ever starts should be rerouted since the Amazon district will cause too much delay.
Please extend the Tacoma link up pacific ave to serve the neighborhoods there.
More routes between the city areas such as Redondo area, and Transit Center/light rail station.

I don't live anywhere near train access, so I've never ridden it. I will only use transit if it is safe, fast, and takes me where I want to go.
It used to be easy to get from the eastside to UW but it is no longer so I no longer take the bus.
I currently live in Lynnwood, and work at UW. Will be moving in a few months and I'm considering the Woodinville/Redmond area. I hope the bus from Redmond TC to UW will continue. I will only move to an area close to Sound or Community Transit service, and I always avoid transfers when possible.
I pay hefty RTA tax but do not see any service improvement for commuters in Alderwood Manor, 522 is a joke. Always full, no parking at Kenmore Park and Ride or along the route in Kenmore, now it goes through congested Lake City with no dedicated bus lane and I'm forced to lose time transferring to light rail that doesn't take me to South Lake Union or Queen Anne. So I have a choice of 45 min door to door in the car or 1.5 hours on public transportation. I'd rather spend my 1.5 hours saved with my family or making money so that I can pay your RTA tax.
I would love to have consistent S trains on weekends so I can take public transit to Seattle for sporting and other events.
Please build second garage in Auburn! You're losing ridership due to lack of parking.
I miss the monthly bike lockers at Edmonds Station, these should be re-instated, and/or install a free covered bike parking. We need free covered bike parking spots in more places. I don't really need a locker but would like my bike covered. I really enjoy my Sounder North and plan to use it more now that work is opening back up. I feel mixed about it though as ridership is so low, and with sea level rise. I would ride it more but I struggle with logistics. I need my bike to get to/from Edmonds station but can't keep my bike at Edmonds station. I also don't always take Sounder North home (will use company vehicle, bus, or get a ride). So I often don't take Sounder North because I have this bike with me.
I would start my train ride in DuPont or Thurston County if it was available. Not having to drive thru JBLM would be fabulous. Loved riding the train, miss my train people and the conductors and station agents.
Your survey is flawed. Please review the number of choices given that a commuter would choose, for S Line restoration early 2022 to Sept 2022, compared to options given about this in a previous question. Additionally, you don't define what 'peak time' is for those considering public transit.
RT 214 was very convenient. Please add it back
Evening 578s were sometimes way overcrowded because smaller buses were used.
Please do not reduce early mornings or evening times as those are critical for me. I have not used transit during COVID AT ALL but will need to when returning to work. Thank you
Running extra/special service for Sounders/Seahawks/Mariners games would greatly improve my ridership experience. Knowing that there would be a 554 leaving ~15-20 minutes after the conclusion of a game would be fantastic and prevent me from driving to these events.
Stop charging car owners money to pay for public transit. We aren't the ones using your nonsense: we own cars. We shouldn't be paying for your services. Charge more on your fares to make up your cost overruns & pay for the service you want to provide. Stop being thieves.
I'm looking forward to the Tacoma Link extension. I'm afraid that its convenience will lead to my being gentrified out of my neighborhood and out of the Tacoma Link service area.
Would love to see a return of the 11AM northbound train from Auburn Station to Seattle so people with the day off can go see a movie at the downtown IMAX theatre. A weekend service of this train would be a godsend for people in the south end who would like to shop or see a sporting event over the weekend without having to worry about parking.
Na
I recently moved to Tacoma from Seattle. I'm currently fully remote, but expect to be back in the office later this year. My work has somewhat flexible hours, as most in tech do. Very few people arrive in the office by 9am. I was pretty shocked to see that there are no later morning trains that arrive in Seattle after 9am. Please increase the schedule to serve later morning times northbound. I am by no means the only newly relocated tech worker. A lot of us would prefer a later morning schedule. Thank you!
Late night frequency expansion would be nice. I don't like waiting for bus downtown. Seems less safe than before

Thank you.
Please keep a bus which runs from Federal Way to University of Washington. Thanks
Thank you!
532 evening time table at Canyon Park is unreliable: bus often leaves more than 5min prior to posted time, screwing up trip planning. Additionally there is too little sub-30m service to S Everett Fwy Stn after work from the south (except 510 which is very much out of the way anywhere north of 522): if 512 trips mixed in between last few 510 trips (or simply more frequent 532 trips), it would be much, much better
The additional stops for the 522 at NE 120th Street (both directions) have made it much easier for me to reach that bus. Please keep them in service.
Can you add a more efficient route from Tukwila Sounder station and Valley Medical Center in Renton, WA. Thank you
Please increase service to every 30 minutes between 6pm and 8:30 pm on the 535.
As long as the above proposed new Sunday service is put in, you'd be saviors.
I think the Link Light rail should be branched out more in North Seattle. It's difficult to get to a link station when it is so far from the edges of north Seattle
The Boeing Everett sites are relatively inaccessible with 513 not running both directions. If possible, expanding service to run both directions would allow me and other 1st shift Boeing employees to use Sound Transit to commute.
Improved Transit can help improve the environmental health in all of our communities as it provides an opportunity to reduce carbon dioxide emissions.
Please add earlier trips to Seattle on week days & later in the evening.
It really unnerves me that your fare police are borderline harassing people and delaying transit trips. Pre and during pandemic.
Please please please add more public transportation to Sammamish all day to go to neighboring cities easily !! It is unbelievable and particularly shocking that there is literally no public transportation in Sammamish! There are a lot of people who would use buses or light rail! Enough bike lanes, most people really absolutely don't care about bike lanes!! Why is there nothing in Sammamish in terms of buses at least, and nothing is planned either? Why only Issaquah and Redmond? Why do they get everything and nothing is extended to include Sammamish? Why are people punished because they live in Sammamish and have to rely on cars? Why can't teens go to movies or town centers or malls by transportation from Sammamish? Why are we left out of all the networks all the time? It is utterly unbelievable and I see that the bus service is staying limited in Sammamish for the coming years!! Why why why? Please add regular bus service so we take our cars less, we are people like the people in Redmond and Issaquah and we are totally ignored and left out. It is disgusting and unbelievable and disappointing. I grew up in the suburbs of a big city in Europe and starting at 13-14 years old and always after, the bus was always our main means of transportation to go places. Here Sammamish is just left out and not even considered. Don't tell me it's because of the slopes to get on the Plateau, like buses and trains don't take slopes in Redmond or Issaquah or elsewhere in the world, there is just no consideration for people who live in Sammamish. There has to be a bus to circle to Bellevue through Redmond Sammamish and Issaquah, regularly and all day, please!
Sound Transit LIED to us last time and raised our car tabs to more than the resale value of some cars. I will vote NO on anything Sound Transit presents. Close your doors, shut down, and let reliable trustworthy people replace your system!
Flexible, 7-day a week "S Line" Sounder would be ideal however maybe unattainable now. Also a closer stop and schedule flexibility to be able to use the train to and from work in the Seattle Georgetown neighborhood would make me a regular rider. A "T Line" streetcar extension to the Proctor district in Tacoma would be nice.
I live in Redmond and I would like to see more buses that can take me to Redmond.
Please name the new Link station at 272nd "Star Lake". "Star Lake" is a good name because it's short, had few syllables and has a pleasant sound.
Far too much service is duplicated with rail - all southern service (59x) should terminate at Angle Lake station (or possibly SeaTac), and the 510 should terminate at Northgate. This would then allow frequent all-day service on

the 578/594 and maybe even all-day service on the 592/592. As it stands, frequent all day service should be the priority for all locations, not 1-seat rides.
So frustrating that Seattle wants people to come, wants them out of cars, but I have to drive so far, fight for a parking space (pre-pandemic) and then pay to get into Seattle or even Bellevue.
Westwood Village needs SO much more frequency. Its so convenient to launch a trip from and return to but its hard to get out of West Seattle to Renton, Bellevue and a Sounder Train
My primary route is 522, which is being changed in September, but not in 2022.
Clean buses please
Overall the plan looks pretty good, with some really nice ST Express improvements (best first: Sunday service on the 535, 30 minute weekend service on the 535 & 560, frequent 7-day service to Federal Way and Tacoma). However, there are a few things that I feel it doesn't do very well on. It's quite surprising that considering Metro is going to restore all of its fully-suspended routes in some form in 2022, Sound Transit won't restore any (except the 556, which is significantly changed in fall 2021). These routes were suspended for good reasons in 2020, but things going back to normal and workplaces starting to dip their toes back into in-office work, I think it's time to start evaluating bringing back the (supposedly temporarily) suspended routes. Metro is assuming nothing except an increase in demand of some sort, and is (wisely, in my opinion) restoring all routes to levels it can support to be prepared for whatever comes its way. Sound Transit is doing the opposite. It is assuming that the demand for currently suspended service won't come back for <i>*all*</i> of 2022, an assumption that seems dubious at best (and seems to parallel the original assumption that midday Link headways would stay at 15 minutes through 2021 and into 2022, which ST has already backed off on even before the fall service change). In my opinion, the reasons for restoring service (from most important to least important) are as follows: 567: While 100% redundant with route 566, there are a few reasons that this is important anyway. 1: It extends the reach of Sounder. Being a Sounder connector that connected to every trip, it allowed people to take Sounder not just to Seattle, but also Bellevue and Redmond. Used in conjunction with other Sounder connectors, this would allow commutes like Bonney Lake to Bellevue, or South Hill to Overlake to be possible on transit with well-timed transfers. Sure, it's <i>*possible*</i> to use 566 for this purpose, but the lack of intentional timing and additional travel time makes this less practical for Sounder riders. Reason 2: Route 567 got lots of ridership pre-pandemic, with morning buses filling up <i>*all the way*</i> and leaving riders waiting for the next one. This is when duplicative service really makes sense, when you have a particular need that a direct express bus can fulfill for a lot of riders. While ridership may not be at that level now or even for a long time, a substantial fraction of that ridership may materialize in 2022. In that case, I think it's wise to be ready for it, rather than risk having route 566 be overloaded or discourage potential riders from going back to transit. 544: This is a route that was designed to meet the growing needs of the South Lake Union neighborhood. While predominantly tech-oriented on both ends, ridership naturally plummeted in 2020 since those people could work from home. But both Amazon and Microsoft are moving to partially in-office work, and Sound Transit's message for route 544 riders is essentially "you don't need route 544 because you can take 2 buses (or 3, if going end-to-end) to get where you're going," which completely misses the point of the route. Sound Transit knew that SLU demand was growing, and it still is, just from a smaller baseline due to hybrid work. At what point is it worth going from no service to some service? Even a partial restoration at 30 minute headways would be a lot better than nothing. 555: While there's not much point to this anymore since the Issaquah part was removed a few years ago and the Northgate part will be replaced with Link, this has the potential to be useful if and when the 271 gets packed again and starts seeing slowdowns in Medina. But this one isn't so urgent. 541: This one is the least important IMO. It was originally going to be replaced by the 541 anyway, and I think ST can do fine with just making sure that the 544 and 542 are timed well for a transfer at RTC Station. Lastly, I think there is a missed opportunity here to speed up Lakewood service. Currently, the 594 loops around downtown Tacoma from I-705 before heading to Seattle, and this adds a ton of travel time. When I used to ride it on Sundays, I found that taking the 574 (because it has just the one stop at Tacoma Dome Station, rather than the big loop) and switching to the 577/578 at Federal Way TC was a little bit faster. With all-day headways to Tacoma improving to 15 minutes, this presented an opportunity to speed up Lakewood service by introducing the 590 to downtown Tacoma every 30 minutes, and run the 594 to Lakewood every 30 minutes in between, and run the 594 with the one stop at TDS like the 574 (and maybe even have the 574 do the I-705 loop instead of the 594). Instead, it looks like the I-705 loop is here to stay, and peak service will actually be made <i>*slower*</i> by adding

Tacoma Dome Station and SODO stops to route 592. Having peak-hour Lakewood service no longer be non-stop from Lakewood to Seattle just as WSDOT finishes the HOV lanes through downtown Tacoma seems like a bad move. If DuPont to Tacoma service is in that high of demand, then I think it would make more sense to time the 592 to meet the 574 at SR 512 P&R, for easy transfers. This would work particularly well if the 574 took the I-705 loop from the 594 as mentioned earlier.
Solutions to parking limitations around park and rides/stations need to be maintained. Full lots becomes problematic for continued use.
I have often arrived by plane at SeaTac Airport around 10 p.m., and next bus 560 to Bellevue isn't for another hour, so I take Light Rail to Seattle, then bus to Eastside (also chancey at that late hour to get home in a reasonable amount of time and safely. I think demand is there to have ST560 run every 1/2 hour until 11 p.m. or even midnight. Not everyone can afford a \$60 Shuttle Ride or taxi. If I can get to Bellevue TC, AND connect with B line, then KC Transit 245, I can get within 5 minute walk of my home. If not, I may walk yet another 45-60 minutes in any weather. Not pleasant or convenient after a very long flight!
I do not like public transit, it doesn't cater to people with anxiety issues. I am tired of having to spend my money on things I will never use
Please bring back route 113
Redmond to Bothell / Lynnwood is difficult by public transit
Yeah, thanks for screwing me over on my car tabs. Never will I use the rta.
Please get the light rail to West Seattle...
Would like more accurate schedules available online. Currently use a 3rd party app. Upgrade gps tracking system on buses. Most of my time is wasted waiting for buses because schedules are not accurate.
Safety is also a concern when I'm choosing a bus or a light rail
The city of Renton to Seattle is always left out for early morning or late services. Bypassing Renton for the train on the way to Bellevue was a huge disappointment.
There is currently a severe homeless and drug addict problem at most stops. These stops include the swift line, ash way park and ride and especially downtown Seattle in and around 3rd Ave.
What a tremendous waste of tax payer funds
Please maintain or increase the frequency of service between Seattle and Tacoma. As this corridor becomes increasingly developed and connected as a metropolitan area, more transit opportunities I think would benefit businesses in both places (e.g. more accessible day/weekend trips for tourists, etc.).
Please restore trips going north Tacoma in pm. Having only one option is not working and if there are any train issues your stranded.
Recently moved from Seattle to Tacoma. Pierce Transit covers most of what I need, but I am having trouble adjusting to much less frequent service. I am looking forward to the Link service to help with this.
I'd use light rail a lot more if you built parking with the stations. You'll never have a station in Madrona and it doesn't make sense to take two busses just to get to the train.
I'm retired and take transit mostly to connect with urban hiking destinations. getting to olympia from seattle or from that matter from tacoma/lakewood/duPont via public transit seems undoble except by the rare train.
Burien needs a light rail spur. Why this was not planned for is beyond me.
Please add West Seattle to Bellevue. There are many commuters in West Seattle who now have a nearly impossible commute with no bridge and no reasonable public transit options.
With the pandemic, I have been at home much more often than normal, which is why I have not taken transit in the last three months. But before covid I took it every single day. I would love to see improved weekend service in the Eastside. Especially near Bothell almost everything except the swift is weekday commuter only. Having Sunday service on the 535 and more frequent service down the 405 corridor would make a huge difference for me.
I currently live almost exactly between the Othello and Columbia City Link stations. The continued delay of the promised Graham St. Station, this time during Realignment, is a huge disappointment.
That bus routes 535 and 550 start Saturday and Sunday trips at 5:30AM, in order to have one or two more early morning trips in the weekend and accommodate passengers for their early morning jobs. As well, on route 560

to increase to 15 minute frequency during peak by Spring or Fall 2022, for more service to the SeaTac Airport, Westwood Village and Renton Landing workers, school students and entertainment activities. On route 592, to increase frequency and expand hours of service, including midday service every 30 minutes, all trips 592 from Dupont and more reverse peak trips. Maybe considering weekend service by Fall 2023. On Sounder South, to accelerate rate of work to have Sounder to Dupont by Fall 2039, more trips and capacity. Finally, on Tacoma Link, to start service on both Saturdays and Sundays from 5:15AM
The more frequent and fast transit is (grade-separated, every 10-15 mins, etc.) and the more places it goes to (inter-city and inter-neighborhood), the easier it is for me to get around Seattle and the surrounding areas. If I miss a bus for an appointment and have to wait 30 mins for the next one, the less likely I am to use transit to get to that location the next time I have to travel there.
You should increase rt 590 frequency after 6pm. You say proposal is 15 minutes all day, yet the proposed column still shows 30 minute frequency after 6pm. I often ride between 6 - 8pm and busses then are sometimes infrequent and full
I take the 574 everyday to and from work is it possible to start charging people who have multiple suitcases or bags extra fare as those bags take up seats that people need to sit in it makes sense and would also help a bit maybe with revenue.
Please bring back the 555 route. I live in Lake Forest Park, my son is in Daycare by Haller Lake, and I work in Bellevue. The 555 would help my commute SO MUCH.
Buses only running 1x hour in Edmonds too little, need 2x per hour please
I avoid buses. I only travel on Sounder N and Link Light Rail.
please bring back route 214
There was mention of extending the 577 to Auburn for layover, which would increase the number of trips to downtown.
Give us evening trains. I hear they want to revitalize downtown ... hard to do if the last train leaves at 6:30 pm. I want to stay and hang out in the city ... but the schedule forces me to leave the city.
I love the Sound Transit express busses, but, they only have limited connectivity with KC metro for late night and weekend travel. I think that needs more improvement, since there is no parking at the Park and Rides hardly ever unless you get there at 5 AM
Please expand bus service in the Renton area, especially during peak commute times.
A primary concern for riding transit for me is our houseless friends and neighbors. It does sometimes feel unsafe waiting on transit, especially with what is happening around King County Court house and other places in that neighborhood.
I used to take the 255 bus from South Kirkland into downtown Seattle. Right before the COVID-19, this option was eliminated and I now have to transfer to either the Light Rail in Seattle or to the 545 bus. This adds extra time and reliability issues which has caused me to drive into Seattle instead.
Please improve service times and connection for Sounder S Seattle South Hill/ Graham
It would be great to have weekend Sounder train service for random trips north rather than only for special events (Mariners/Seahawks/Sounder games).
I almost put strongly disagree for 30-minute busses, 10-15 minute gaps along major routes with frequent transfers would be far better. All it takes is one bus from community transit or Sound Transit to be delayed and I can end up losing between 10-30 minutes of time. As a result, of infrequent arrivals and the 3-4 transfers to get to Seattle, 2 transfers to get to downtown Bothell, or 3 transfers to get to Kenmore/not have to walk a mile to Bothell makes reliability dog shit. I have biked to Seattle, approximately the same distance the bus would travel, at 15 mph, and as the average speed of commuter buses which are supposed to ferry people to and from work get around 13-14.5 mph average. This travel time is also further reduced if there is a delay, this means in the best conditions I should bike, but I cannot always, and I really cannot do so safely for that distance given inadequate cyclist infrastructure, the increased frequency would improve reliability. Extending connections along Bothell Everett Hwy by working with community transits Greenline, to have an additional BRT line that stops along Bothell Everett Hwy as opposed to routing to canyon P&R. Then continues to downtown Bothell, before turning around to go back North along Bothell Everett hwy would allow users to choose between the 535-512-Link and Greenline-522-Link. If the bus schedules were staggered, then commuters to Seattle would

<p>effectively have double the frequency of arrivals, by increasing the frequency of one line and staggering the transfer arrival times accordingly. In addition, it would balloon connections to recreational regions and services that are in downtown Bothell, which currently take between 22-30 minutes for a 4-mile trip. This is part of the Community Transit region, however, the hardline transfers due to jurisdictions have significant effects on usability, and increases in local transit connectivity will not only improve what transit can be used for (increasing demand) but also provide more route flexibility (which increases demand) which increases reliability (which increases demand). Roadways have proven that induced demand exists, there have been many occasions, where if I only needed to wait 10-15 minutes for a bus I would have chosen transit, unfortunately, if I run into any sort of delay I can end up running up to 1/2 an hour behind, this has a massive impact on the practicality of transit. In the last month, there have been 6 occasions where if this route had been available I would have used it, but due to reduced midday bus routes and transfers which massively increase travel times especially during the midday and make planning harder, I instead either biked along a dangerous road or paid for an uber. Please, please, please let me give my money to transit and not uber, by increasing connections.</p>
<p>light rail is not practical for Sammamish residents as I fear parking will be an issue and the bus service is sporadic at best. Light rail from Redmond to downtown seems like it will take longer than the 545 bus which is easy to walk to and close to my work. Not sure how useful light rail will be for me as neither trip is close to my destination/boarding point, to be honest.</p>
<p>Looking forward to the completion of many of the Link light rail extensions!</p>
<p>The proposed 550 changes barely affect my use of 550 except for increasing frequency on Sunday. That would be great. After light rail comes in to Bellevue, I think the 550 will go away?</p>
<p>Please do not change the 522 route. It is the only bus that goes straight from kenmore to downtown. I do not feel safe transferring to the light rail, especially since I work downtown and the stations are unsafe</p>
<p>We need a northbound train around 9:30-10:00 AM in the S line!</p>
<p>I've been taking the 574 to/from work since 2008 and it has greatly improved my quality of life. Thank you for the frequent and reliable service.</p>
<p>I'd like a route between UW and Fremont and Queen Anne. The 1 Link should run more often on weekends. There are already a lot of people on it.</p>
<p>Problem is getting to Transit hubs. There is little parking so must arrive early to get a parking spot. There is no transport from my house to the hub, meaning I drive half the distance to work to take a slower crammed full bus route so why not just drive into work? Pre pandemic the bus route was overloaded after work coming home the buses stopped taking passengers making it a 30-60 minute wait to get on a bus coming home which does not show up in the rider numbers as you DID NOT get on the bus. Other problem is no transport around the suburbs it is all suburb to Seattle, going from Redmond to Bellevue is 60 minutes, which is almost the same as going Redmond - Seattle - Bellevue.</p>
<p>I work in Westlake area. I do not like taking the Sounder bec you have limited the amount of cars in the North and no space to sit. Also drops off and starts in Int'l District - requiring me to catch another bus (which is full) to go through downtown to get to work. If you get off at 5p - there is no way I can get down there (w/events and traffic) to catch the train home. Even if I get off at 4:30p it is iffy. Light Rail? Great get off at Northgate and then fight &amp; WAIT (will there be enough seating room &amp; coverage bec of bad weather?) to get on the bus to catch going to LS or Everett? The bad traffic is from Northgate to Everett - nothing gained.</p>
<p>It's bad policy to charge cheaper fares for buses than trains - when the trains are operating there should be fewer buses on the congested highways and riders should be encouraged to use the trains. Don't duplicate the service and charge lower fares on the bus.</p>
<p>Very excited at the increase in service for 577/578</p>
<p>Please extend sounder hours beyond commute times. Buses are prone to get stuck in the 1-5 traffic and south sound needs the reliable and frequent rail option until light rail connection to Tacoma.</p>
<p>Wish the 560 would be extended to Alaska and Admiral Junctions.</p>
<p>The current Tacoma LINK hours/frequency in the evenings - and ALL DAY on Sunday - as well as the proposed changes, is definitely a negative. Many times, I find myself walking nearly the entire route as it is faster than waiting for the lone LINK car, or even driving from one end of the route to the other. When the Hilltop</p>

extension is complete, I don't feel like the 20 min proposed frequency would be a benefit to the business districts or residents around the lines.
Experiencing the added delays with 594 traveling through Tacoma, adding the stop at Tacoma dome station might create additional delays that would compromise time efficiency on route. Streamlining to serve busway in SODO area would also help to vastly improve efficiency, as it will avoid a traffic problem route into downtown Seattle.
The comfort and options of the Sounder Train would be my favorite way to get home after spending an evening with colleagues in Seattle. I would be so happy to have a late-night Southbound Sounder South trip so I could go out to dinner, or a show, or just get some drinks with coworkers. It wasn't an option for what can be prioritized, but my priority would be evening/late night Southbound train trips.
I really miss the 567. Maybe consider a modified one? Kent Station-Renton TC-Blvu-Overlake? Miss all the extra stops in Renton?
More bus routes on Mercer Island
I don't drive and count on transit for most of my getting around. I go to late night events often and am extremely disappointed at how early the Link route closes. I do understand that it's due to needed maintenance time, but am still hopeful that some way will be found to extend evening hours for those of us wanting a safe and quick way to get home in the early mornings.
I'm sick and tired of the continuous mismanagement of the Sound Transit funds. Increase in taxes, increase in tolls, increase in gas prices, tab fees non stop. This plan and survey is typical, no costing, no budget projections associated, like always the thinking about the budget is just part of the planning any more. You are running out beautiful states into the ground.
You could get DUIs off the road by having a late night bus that leaves Seattle at say 2:30am (after the clubs/bars close) on Friday/ Saturday nights. Currently there is no late night express transit service to serve the night life population, it is needed. Maybe a trial in summer 2022 (maybe just for the summer months?).
Increased frequency is huge for me. I've biked from Kent to Bothell frequently due to poor frequency of bus service. That's a 36 mile bike ride each way because of frequency.
There are no routes between Kirkland to downtown Seattle anymore so I have no route to get to work.
When Link comes to Federal Way and beyond we really need to have express trains to minimize travel times. When completed there should be express from Tacoma Dome to SeaTac to the downtown stops for the south line, so I would take a local from FW to SeaTac and express for the rest of the trip downtown. We don't need the light rail commute to take longer than the bus currently does.
Please restart route 555 from Northgate to Bellevue. 555 takes you to Bellevue under 30 minutes.. Without this route, it will take more than an hour to get to Bellevue.
For what I see, route 555 has been suspended. Please, consider reopening the service from Northgate to Bellevue. It used to take less than 30 minutes to get to Bellevue using route 555. Without this route, any combination bus-bus or train-bus will make the trip more than an hour long. I have not used the bus during the pandemic because our company allowed us to work remote. We are going back to the office in Bellevue starting September 2021. Thank you.
I really hope we get the line 555 back! Buses were always almost at full capacity. Once the offices open again, I am sure it would be the same. The alternatives take much longer, and wonder if people will resort to drive instead :(
Reverse commute Sounder was a part of my daily life pre-pandemic. While I am not planning to go back to the office full-time, I desperately want the option of taking the train when I do go in (currently twice a week). The Sounder being so much quicker than a bus and having a bathroom are key factors for me. If there are not more reverse commute Sounder trains, I'll drive--the bus simply isn't practical for my life.
During rush hour, it takes as long for busses on the 590 line to leave Seattle as it does to travel the distance from the edges of Seattle to downtown Tacoma; red "bus-only lanes" aren't doing the trick. What else can ST and the city do to actually prioritize busses on major corridors through the city (could Eugene, OR's BRT line offer a model)? At times, this also applies to stretches of I-5 around Fife. Perhaps ST ought to consider working with SDOT to build out transit-only lanes on stretches of I-5 (yes, the shoulder, but with some bollards)--something like a proper BRT line running down stretches of I-5.

I just need to know if there's a direct form of transportation from TCC Transit Center to my office, DaVita, in Federal Way, with no stops and does not take forever to get there. Amber.Milazzo@davita.com if you have info on that Thanks :)
More frequent service at seaway tc and Paine field
would really like to see the 586 drop the Federal Way stop - this is supposed to be an express bus. It already takes 1.5hrs + getting to the Udistrict from Tacoma, and with the new stop it adds 15 minutes to my commute (30 min round trip). Would love better commute options from Tacoma to the Udistrict - buses that start on time and more of them.
532 needs better service at end of commute time/early evening time
I was trying recently to find a bus from downtown Seattle to Chateau Ste Michelle winery and realized it would be quite a walk. Do you plan to offer any routes that go to specific tourist locations?
The lack of weekend service just makes this whole service "not good enough" for Kent. As a Kent resident, going to Seattle requires me to take the King County Metro 150 through Tukwila or going to Tacoma requires me to go somewhere else (Federal Way, Seattle, etc) then head south.
Sounder is for the most part not running when I need it (afternoon and evening)
Stop taking my money for a service that is not useful
It is absolutely ludicrous for ST to assume that commuters are going to be OK with taking the Light Rail from Federal Way to downtown Seattle for work. The bus is around 45-60 minutes. Light Rail or Link Rail or whatever you're calling it will take 90 minutes. This is absolutely unacceptable to commuters living in the South End.
It would be nice to see a Graham Route restored and/or a Mt. Rainier route to help cut down on traffic to the Park. Wife is handicapped and doesn't drive and so is completely isolated where we live. I am also a Veteran and there is a huge need for some sort of transportation from this area to the VA at American Lake.
Please, please please, increase the frequency of buses traveling Everett-Seattle. There are only four a day I can take to come home after work, and they are all much too early. I'm trying to do my part to reduce congestion. But the bus isn't making it easy. Also, if there were to be reliable, consistent, and frequent buses from Seaway Transit (Boeing) to multiple stops within Seattle city limits, the ridership would skyrocket. I grew up taking the bus and train to every school I've gone to, all my life; my family take commuter rail in multiple cities across the (eastern/Midwestern) US. What I get from Seattle, with the exception of the light rail that's going to make it to the city with the largest factory in the world in 2042, is that "We shouldn't do this, people don't take it!" Yes! Because it's not there. Everyone wants something clean, fast, and professional to get them to work. The double-decker buses are great. We just need more of them!!!!
I cannot wait till the Light Link Rail project is up & running from Capitol Hill to Northgate.
There is no good public transportation from my house. I would have to go to a P&R.
1. Bus shelters and immediate area need to be cleaner of garbage and urine. Broken panes need to be replaced. All these contribute to feeling safer. 2. Night lighting at stops. Feels unsafe without lighting. 3. Beacon at the shelter to indicate to driver there are passengers waiting. 4. Feeling unsafe is the most common reason cited by friends for not taking the bus.
Get the Light Rail link to Mercer Island done asap, please.
Consider adjusting volume of stop announcements on later routes - I was riding 512 to Everett one night, and the stop announcements felt deafening when there was barely anybody onboard
In my experience, improving the 574 service is the top priority, improving 590/594 service a close second - frequency especially during peak times (which may differ for 574 based on airport employee shifts), but also during early mornings, evenings, weekends. I've often seen 574, 590 and 594 buses full, leaving people to wait in the cold, hot, rain, etc. People who are our elders, with limited mobility, with little kids especially shouldn't be left to wait. People may miss appointments, be late for work and end up unemployed!
I have a lot of friends that wish that Sounder would run after Mariner games.
There are no Everett routes planned that work since they all depend on Everett transit to connect and it has very limited hours and routes unless you live on the main road.

In order to comply with my varying class schedule at the University of Washington, it would benefit my commute greatly to have more options to use the train. I feel safer riding the train rather than the bus and appreciate the shorter travel time.
Improve on safety at the boarding stations. To many homeless.
Weekend and non-peak Sounder service please.
Please restore the peak-only routes that remain suspended in this service change: 544, 555, and 567
I think that the Route 577 should Be Scrubbed and The Service Hours Shifted to the 578. Also the 578 should run Every half hour on the Weekends until 7pm.
Please add Sounder N trips to/from Seattle against rush hour flow
Would be great if the s line ran later into the evening southbound.
I like the Sounder for comfort and scenery, but the bus gives me more flexibility.
please consider un-suspending route 200 in issaquah
Sounds Transit route 544 was suspended, but changes to metro route 249 happened, which means that there is now no direct connection between S. Kirkland Park & Ride and Downtown Seattle. There are commuters and other travelers coming back now who are forced to switch buses on freeway stops on 520. As more people return to commuting, having to switch on 520 will become untenable due to buses like route 545 to Downtown Seattle coming already filled up. Please restore a direct connection between S. Kirkland Park & Ride and Downtown Seattle. Reinstating route 544 would be one way to do this (assuming it is implemented with the previously proposed frequency of 12-15 minutes during commute hours). Thank you.
Need the have additional Sounder options for South bound in the morning, and then Northbound in the afternoon. As someone who lives in East Piece County and will be commuting to Tacoma, there are few options. Particularly concerned if the one (and soon to be second) train is missed or it is delayed.
I am moving to WA in the next month and will have a reverse commute (Maple Valley/Puyallup). Would love additional Southbond (am commute) and northbound (pm commute) options so I can take Sounder S from Auburn to Puyallup and avoid congestion for the last bit of my commute.
Tacoma Link - have an all-day pass available when fares are charged. Tacoma Buses - look into running a bus from Tacoma to Bellevue - at least during peak hours, to support workers in Bellevue
It would be helpful to have many smaller buses/vans rather than all big ones that don't stop anywhere near many neighborhoods. There is no bus service within over a mile of our residence despite being on a major arterial (6th Ave) across from a regional park (Titlow).
I would appreciate regular mowing of the bushes and greenery for exiting the Tukwika Sounder parking lot.
Live in Seattle and occasionally work in Kent near the Kent station area. My shift starts at 630 am and the early morning train that left at 6 or 605 was perfect for me - I miss it. The alternative is to take a bus for an hour and I don't always feel safe at the bus stop I would need to use. Please bring back the early train. Also, I believe if there were weekend sounder service, Kent and auburn would be more desirable places to live and work but that's just my opinion. Thanks
I hope that the mid to late morning S Line Sounder service is eventually restored.
more train between Puyallup and Tacoma
Mid-day options would be helpful as sometimes need to leave work early, especially with small children. Parking pre-pandemic was also a major issue faced living in south sound. Add parking!!!
Building the rail "spine" from Tacoma to Everett is extremely important with the current budget. No new taxes. Cut out the fluff. I agree 100% with this article written on August 4, 2021. On Thursday, August 5, the Sound Transit Board will decide whether Sound Transit 3 (ST3) will be built as the regional mass transit system voters approved or become yet another victim to local interests. Since the founding of Sound Transit in 1993, we have all supported the idea that the Central Puget Sound region needs a multi-modal mass transit system to move people between our population and job centers. The light rail spine€”linking Everett and Tacoma to Seattle€”was the best and quickest way to relieve congestion on our I-5 corridor. The Link to Bellevue provided similar benefits for our I-90/I405/520 freeways. However, the vision of completing the regional spine is again threatened by those who want to provide expensive add-ons that were never approved by the regions' voters.

<p>Snohomish and Pierce County's Sound Transit Board Members have jointly proposed an amendment to ensure all projects approved by the voters in the Sound Transit 3 measure will be built as approved and in the order the plan has detailed. We must complete the spine to Everett and Tacoma, since that has been the top priority of the entire system since day one. The Snohomish and Pierce County amendment #5 will ensure that Link Light Rail to Tacoma and Everett are built and are not once again pushed off the table by over-spending in other parts of the system. By sticking to the voter approved ST3 projects, this amendment wouldn't prevent another area of the region from securing state or federal funding for elements that were not in the ST3 package (e.g. tunnels, additional stations, parking garages, etc.). The amendment will protect funding needed to build out the spine from Tacoma to Everett, while allowing counties, cities or others to raise money for any extra additions. We intend to be very vocal advocates for state and federal funding to speed up the delivery of our sections of the Sound Transit Link Light Rail system.</p>
<p>I love Sound Transit Express. I've lived in Redmond for over 40 years and being able to hop on the bus and go to downtown Seattle is pure joy.</p>
<p>I do not foresee using any part of the transit system. Whenever I am no longer able to drive, I will have to use the para-transit service. Having used transit to commute to Seattle to work 21 plus years ago, I can comment regarding having to change from one bus to another, or from one system to another. Unless the systems are timed to connect within minutes, the commute times can become so extended that the commuter is left with very little normalcy. Studies have shown that this kind of stress is very unhealthy and also affects the quality of our work. This is a serious concern if we want to keep our various Puget Sound areas beautiful and healthy places to live and work. Question: why is there no plan for Bremerton? Hwy 16 between Tacoma and Bremerton is horrible at shift change times. Lastly, the image of the STA is tarnished since the big tax package was passed. The STA has seemingly become aggressively authoritarian and uncaring. You might want to fix that.</p>
<p>Nothing</p>
<p>Bak danso intranational students support and marketing expertise selling payment fees confirm that you are not the intended recipient you are not the intended recipient you should know by the day of a home in the intended t shirt</p>
<p>Even though I don't take the 550 much on Sundays, I support increased frequency to make the bus a good option between Seattle and Bellevue. I am very excited to see the Stride BRT service particularly to provide better access to the airport. Needless to say, Line 2 can't start soon enough for me -keep up the improvements!</p>
<p>It is too difficult to take the bus from where I live, so I usually will drive to the 200th Seatac Link. Can't wait for the link to go further.</p>
<p>Restoring service frequency on all high traffic routes to pre-pandemic levels will improve my ability to take public transit. I only commented on the Sound Transit routes I use most often, but I do occasionally use others so improving service frequency across different routes is helpful.</p>
<p>I like to take the bus from the University District where I live to downtown activities such as the Paramount the Seattle Art Museum the more theater etc. I do these activities in the evening after work or on the weekends. I like to take the bus so that I don't have to worry about parking my car. I generally take the 512 From NE. 45th St. to Stewart or Olive and i fine it extremely convenient. I have to walk further then if I took another bus, but the 512 is by far the fastest and doesn't get bogged down in traffic the way Seattle metro buses do.</p>
<p>The only other thing i would like to share is a month before panadimick i went to dshs and volunteered to take a hour survey regarding metro and sound transit ridership after it was done they told me it was my lucky day that i had won the lotto iwasnt sure what they were saying so she explained that i won the biggest ridership freepass offered that i would recieve a orca card that was going to give me unlimmited riding abilitys for 6 months and would be issuing the card to me before i left and i could register it when i got home which made question her awareness because i had imformed 6 or 7 times that i was homeless but with this happy turn of events i thought to my selfthis orca card could tely change my life in so many different aspects employment.social everything so i thanked her and went.out to trst the waters .she had connected my card to a lanyerd so i was there at the gramm st . Bus stop mypass hanging around my neck when two kids on bmx bikeswhere rideing by the first one bumpef my into my back and the other onerode in front of me and ripped my orca card off my neck and they sped off down the street the bus came i told the driver who told me i could ride for free this timeand i did although i was devistated because the card was going to fix alot of things for me i rely did feel like i had won something huge will now alls i felt was a overwhelming sadness that brought on</p>

<p>depression that combined with the pandemic quickly coming up and down on everything it was damming having no money to get around i ginnilly decided to go to metro office inform them of my misshap wil they told me that had no revord of the card being issuedi said no way and i told if thats the case then are metro still sending me the follow up surveys they offered me 20 and did the follow up and recieved the 20bucks even though the question made little or no sense because i never got to use my card .after i went to metro i finnally walked the 5 miles to the bellevue dshs and they said that the data entry was never done so there was.no record of it happening i was very upset and they said i could go try and talk to her at the mlk dshs of which i said this is bs she then said oh but can take yhe hour suvey again and maybe win thelotto again which i tookit again and wona 10 \$ half priceorca card which was a slap in the because i had money this my story and i hate it it all felt like a scam but i still fell out these surveys anyway hopefully by writing this maybe someone will read this but i doubt it there is no lotto im still homeless i hate my life im going back to sleep the only thing that i wana do now just sleepyt hanks for this forum i guessDoug oh i lost my phone but i workedin someones yard and so phone is able to be updated425 394 2235 thanks have a great day!!</p>
<p>I take the bus from the first stop 110th ave NE to senica. Depending on the bus driver he like to leave 5min late. He is just parked and chillin in the back. When I asked him that you never leave on time he replied waiting here or at the transit it's the same thing. My point is that update the time sign at the bus stop or keep the time. Next is some buses are very dirty. I'm not saying all and some are clean but you sometime get one that is super dirt. There was two incident that I had strange bites on my body and I feel like some driver does not take care of his bus and during this time with covid. It should be kept clean and disinfect at the end of the day.</p>
<p>Would like to see a PnR and BUS route service from Tehaleh (Master Community) to Sumner Station. Also a BUS route from Sumner straight to Seattle.</p>
<p>I would use the S Line on the weekends to go to Seattle for entertainment and shopping if that were an option. It's so much easier than driving.</p>
<p>When COVID finally ends I would love to be able to take the Sounder S line to and from Mariners games. This means having a trainin that departs King Street Station at 10pm and 10:30pm as 90% of Mariners games begin at 7:10pm. The current afternoon northboound trains can get you to the games, but there is no return train to bring you home after the game. This forces me to drive on our very congested highways and find parking in the very overcrowded SODO area. I live in Pierce County and I want to be able to ride the Sounder to more than just Seahawks games and the occasional Mariners Sunday afternoon game.</p>
<p>Bus service from Sumner to Tacoma would be nice.</p>
<p>I really like 590/594 once I'm on the bus, but I have to do a significant amount walking on either end to get to the bus. I would take the Sounder Train if it ran mid day. Overall, I love Sound Transit! One of the best transit networks I have ever had the pleasure to use. I am really excited for all the planned and underway improvements!</p>
<p>The train is absolute fine; only You have toi wait tranfer to virgMason resp Harborview .. if you hv to go there since 1982.</p>
<p>the communication seems to be lacking when it comes to delays, usually notified well after the fact. Also seems like there are more and more delays making it hard to rely on the Sounder</p>
<p>Do not change service to route 592. I depend on this to get to/from work and if you add stops it will slow things down too much. Please don't change anything for route 592.</p>
<p>Thank you, I appreciate the work you do. It would be great if there was one mid-day Sounder going South.</p>
<p>Since it doesn't look like Puyallup will be getting light rail to Seattle, we desperately need to increase round trips on the Sounder S line to include midday, later evenings &amp; weekends. Otherwise the only option is route #578 which is typically a 1 hour and 30 min trip. I do not consider that an "express" trip at all.</p>
<p>There is NO transit service to South Pierce County other than along the I-5 corridor... No service to Graham or Eatonville.... This is a travesty.... There are thousands of people who live down here who do not have transportation... Even if you have a car the few N/S arterials available are clogged with traffic and it gets worse every single day....You need to fix it</p>
<p>Need better transit from Kent to Factoria Mall area with out having to go all the way into Bellevue to service large corporations and businesses in that area such as T-Mobile, Microsoft and other tech/medical. Expand rail services on the weekends and later in evenings in both directions. When spending the evening in Seattle the only option is to drive.</p>

Please restore the southbound mid-afternoon trips as soon as possible. That flexibility is necessary for me, and for many others who would otherwise ride the Sounder.
Please service Lake City more. Lake City is one of the most under-served areas in Seattle.
Please restore the 10:50 Sounder from Sumner to Seattle. Thanks!
At least one round trip from Tacoma to Seattle would greatly benefit me in Puyallup. Presently there is not enough time for me to attend a medical appointment in Puyallup and then go to work on the Sounder. If there was a 9:00 or 10:00 a.m. departure from Puyallup to Seattle I could accomplish my medical appointments and still go to work that day.
Southbound 590 trips to Tacoma Dome only/ To Commerce St is confusing which buses do not stop at Commerce St. One of the largest issues of using the 590 during the pandemic was the Commerce St. buses being full, and having to catch a Tacoma Dome only bus and make another connection from there. It is also hard to tell which bus is headed where until it's too late, because the readerboard would flash "Mask Required", temporarily blocking where the bus is heading, and I've had many buses pass me because "I didn't look ready to board", or pass me because there was a Tacoma Dome only bus behind it, and they assumed I wanted that one. Here is my proposal: If the 592 is now stopping at the Tacoma Dome, do we really need any 590's to be "Tacoma Dome only" buses, now that the frequency of routes connecting Downtown Seattle to Tacoma Dome is increasing? I think the 592 trips connecting to the Tacoma Dome would be able to consolidate down with the 590's that do not connect to Downtown Tacoma, saving service hours that could be used to be better used elsewhere. I'd also like to see more 590s connect to Commerce St during peak times, or separate out the "Tacoma Dome only" buses as a different route number to lower the confusion. If any route still continues to go to the Tacoma Dome, I think the reader should change to say "Tacoma Dome Only".
Please keep the 510/512 a one seat ride from Everett to DT Seattle.
While I currently commute between Federal Way and Kent for work, reinstating the pre-Covid Sounder Trains that used to run north from Kent to Seattle in the afternoon is my most anticipated change in this service plan. Can't wait to take the train into Seattle after work for food/drinks, then take my 4-times-an-hour express bus back home to Federal Way!
Why are you charging taxes for areas that do not have immediate services and must use other transportation to get to bus service or train. I'm being tax for a service I can't use and have to have a car to get to it and hopefully parking is available once I arrive to use your service or I then have to continue to use my vehicle to get to my destination and am still paying taxes for your services.
Todos los días tomo el bus al salir de mi trabajo en el aeropuerto y frecuentemente llega tarde el bus 574 y he escuchado a la gente quedarse por que estamos cansados y queremos llegar a dormir
Please restore all N Line trips and increase frequency on the 1 Line. It's time to step up and restore service. Suspended routes and trips should also be restored. Please adjust Route 542 and 556 to Redmond and Bellevue to also serve Fremont and Ballard along the north side of the lakes via the University District. Also please adjust Route 522 in Woodinville by serving the city center via NE 175th St. Beyond these comments, the service change proposal is very solid and with good improvements.
Need more service in reverse commute direction
Increase frequency of 522 and 535 service during weekdays
I prefer trains because they don't get stuck in traffic. Auto traffic demoralizes me even if it doesn't make me more late than a train would.
I gave up my car several years ago and rely on KC Metro and ST to get around. I am looking forward to service improvements including more frequent weekend service. Thank you for all you do!
I LOVE using the link light rail and can't wait for it to finally extend enough for me to be able to travel from Olympia to Mukilteo! 🙌🏻
I travel from Puyallup to the Eastgate park and ride. Currently, I have a 34 minute layover from the sounder train getting in at 6:38am. ST Bus 554 picks up at 2nd and Yesler at 6:26 and 7:02. KC Metro 212 also serves a similar route to Eastgate P&R but the earliest bus is 7:08. If 554 could come at 6:48 to 2nd and Yesler like it used to, that would be great. Or more options to get from the sounder to Eastgate/factoria. This is the only option I currently have for an 8hr workday from puyallup to factoria. If there is a better option, the trip planner isn't

showing it to me. I also very much dislike the trip planner. Seems one needs to be very specific to get desirable results.
We need better options for travel between Lynnwood/Northgate and the Mukilteo Ferry. Sounder has only two trips per day, and CT Route 113 is completely useless because it takes an entire hour to go from Lynnwood to Mukilteo.
Are there any plans for direct bus service from Bellevue and Kirkland to Kraken games?
I prefer taking the Sounder train to Seattle rather than a bus. Trips on the train usually do not take as long, and there is the extra advantage of having access to a bathroom. Weekend and more trips midday are something i would welcome. As it is, once I am at work in Seattle, I have to wait until the 3:35 train to get home. More midday trips would make it easier for me to work and to get to an appointment near where I live. in the afternoon. At the moment, that is near impossible for me to do. One other issue that makes the train a better option is that I have no bus service available near my house. I would have to walk about 2.5 miles to get to a bus that would take me anywhere close to being able to catch a bus into Seattle, or, for that matter, anywhere else closer me--such as grocery shopping, etc.
Increase parking for the increase of use especially for the new link stations
The Sounder Train has extremely unreliable as of late, so I'm a lot more resistant to take it. If the 2:30 south bound service was restored I would be so incredibly thankful! As stated above, I rely on sound transit for work so losing that service was difficult. I'm very thankful for sound transit however!
Looking forward to light rail to Seattle from Tacoma.
I want to get back to normal so badly. I work at Harborview. The train going back to normal (SB) schedules would help so much. Especially a 2:35pm train to Tacoma. It would also help if there were more people around for the walk up/down the hill. :-/
People should take the 594 if they want to go to Tacoma. You are going to add time to commute. You should bring back the bigger bus if more people are going to cram on the 592. Pre pandemic these busses were standing room only and you want to add another stop. Tacoma has a lot of options for commuting stop screwing the people south of Tacoma
I may live outside the area, (graham) but I work in the area (kent) and would drive to lakewood or tacoma to get to work if I could also get back in the evening
Would like to see NB 577 / 578 exit freeway sooner to allow for first stop and exit from bus further south than current first stop. Metro no longer provides adequate service.
Would visit Seattle more if the train was available over the weekend
Stop charging average people full amounts while you keep discounting EVERYONE ELSE!!! We are hardly making it either!
Now that I am retired, I primarily take transit from my home in Tacoma to visit the Seattle Symphony and/or the Seattle Art Museum. So I need rail or express bus service to get to and from weekday evening concerts or Sunday afternoon concerts. Visiting the Seattle Art Museum is an add-on feature for Sunday concerts. Before retirement, I rode the ST 586 express bus daily for years to my job at the UW.
I'm hoping link rail is expanding from Tacoma to Seattle. I appreciate the 590/94 service very much. Thank You!
More stops mean longer times. No bathrooms on Buses which is a problem for me. I take the 592 from Lakewood to Seattle. It makes one stop at the 512 park and ride. Only one Stop. only. I like the express bus because it stops at 5th and Seneca. Its hard for me to walk and this is much closer to were I work. There are no reason for extra stops at the Tacoma Dome. The Tacoma Dome parking is always full no place to park. Please to not add extra stops to the Tacoma Dome. on the 592. I've taken the bus for over 20 years and there are very few riders from Lakewood taking the Sounder Bus 592 to the Tacoma Dome stop. Its not needed. The 594 already goes to the Tacoma dome on a daily basis. Please it at that.
I would love to see the time changes
Need early train going south prior to 7am
I miss the 592's pilot project which had it providing direct service from Olympia to Seattle; it was a factor in my move to Olympia, making Olympia seem really well-connected, transit-wise--and a good place to live, consequently. It needed to have had at least one midday trip, though.

<p>If changing the 592 route to add additional stops between the 512 transit station and Seneca would make the trip longer, I'd greatly prefer that the 592 stay as is. Perhaps additional 594 busses could help with connections in Tacoma and south Seattle?</p>
<p>We're still in a pandemic, but buses keep getting fuller. We're not going back to normal anytime soon.. More frequent routes would help keep us distanced and safer.</p>
<p>These proposed changes to the 590/ 594 service is the great. It's about time that ST started providing better ST Expressed service in the South Sound where there the greatest number of low income and POC riders live. Please also bring back more Sounder commute time trips. I combine Sounder and ST Express service depending on traffic and travel times. Sounder service is too limited now and the traffic on I-5 on the bus is back to normal times.</p>
<p>I applaud you for distributing this survey and hope the information you gather will help you make good decisions. Public transit is a tremendous asset to our region. Keep up the good work!</p>
<p>It has nothing to do with your service, but I want my old Metro route 179 back from pre-Covid! It allowed me to take one bus from my house to my office without requiring a layover. When I do take the bus now using both Metro to get from my house to the FW Transit Center and then Sound Transit from the TC to my office, it's a toss-up whether I'll make my connection or not and will have to wait another 30 minutes for the next bus. While I hate the aircraft-style Sound Transit bus chassis, as I find them too narrow to navigate the aisle as a larger person, particularly when I have a roller bag with me to carry my work needs, which can barely fit down the aisle itself; also I find it difficult to climb the stairs of those taller vehicles yet don't want the hassle of asking for the lift; the smaller buses that are lower to the ground and have wider aisles are typically full and are standing-room only by the time I get to them (either direction to/from work), requiring me to stand for my 30- to 45-minute commute, which is very difficult for me to do. Pre-Covid, often even the longer buses would be full, but waiting 30-45 minutes isn't an option when I would then be late for work. I appreciate the fact you will be adding additional buses on this route now, but for me it's a little too little too late as I am hoping to be able to continue to work from home more now that it's been proven it can be done fairly well in my case. My preference was always to catch the Metro 179 both directions, as my work schedule was, at least on paper, from 9:15 to 5:15, which allowed me to travel within the 179's first and last routes, though often I would have to stay late and used the ST 577/578 service to get to the FW Transit Center and either wait for one of Metro's buses that would get me close to home or would ask my husband to pick me up from the TC. Occasionally I would be late getting into the office, potentially due to an appointment in the morning, and the ST service enabled me to get to Seattle. I understand the buses can't be everything for everyone and not cost tax payers an arm and a leg, but I'm thankful you are expanding service to fill in some gaps and alleviate packed buses, making my commute miserable.</p>
<p>Light Rail needs to operate until 2am</p>
<p>The 15-minute frequency will be a fantastic upgrade to the service. With so much parking capacity at Tacoma dome, that might be something worth advertising to Tacoma to increase ridership if/when this service happens.</p>
<p>More 590/594 routes that service downtown Tacoma at 10th &amp; Commerce would be really helpful. Once the parking at Tac Dome starts filling up again, it would be faster for us to grab other transit and meet the 590 at 10th &amp; Commerce to go to &amp; From Seattle instead of driving to Parking Garage at T Dome and spend time looking for parking.</p>
<p>I don't want additional stops to an express bus that I need to take to get to work. Use a separate bus if stops are needed to the Tacoma dome and not an express bus to Seattle.</p>
<p>I also like the Sounder best because it's more likely I'll get a seat where I won't have to jam my knees in, confront a person whose backpack is taking up the remaining seat, listen to the passengers argue with the driver, or get stuck in traffic. On the other hand, I've been on the Sounder a number of times where there was a fatality on the track and I had to find my own way home from Auburn or wherever, but I still prefer it 100x more. Thanks!</p>
<p>I hope that there could be a Sounder Link to get to SeaTac airport rather than having to go all of the way in to King Street Station/International District. Maybe have a connected link from Kent?</p>
<p>City traffic increased at 2:15PM in downtown Seattle on weekdays. On Fridays traffic always starts at least 1 hour earlier leaving Seattle and buses haven't met the increased demand. If there was parking in Puyallup, I'd take the train to avoid traffic concerns.</p>

595 earlier trips, both in AM and PM
Olympia to SODO express service should be added.
I would like to see more literature regarding layout of new Link stations so when October comes I'll know exactly where to go.
There is the 590/594 that services the Tacoma Dome Station, please do not add those stops to the 592. The 592 is an excellent south Pierce commuter line that provides great service. Don't add to the length of the commute when there are already buses that duplicate this service.
I wish the 586 was not getting eliminated. Taking the 590 to the link to get up to UW adds an addition 30-40 minutes to my already long commute. Additionally, in the future ST should consider upgrading buses to include a bathroom because the commute can take >2 hours in bad traffic. This is something the sounder offers and is often a consideration in choosing between the two.
I'm concerned about parking capacity as ridership increases into 2022. Before the pandemic, I couldn't take 577 or the sounder train into Seattle because on-site parking was overcrowded and unreliable. I don't know what I will do once we return to regular ridership.
Very pleased with the new schedule proposals. My first bus to the transit hub is frequently late in the morning. 5-10 minutes in the morning commute can make the difference between being on-time or late to work. Having more frequent 577 busses in the morning will make my commute less stressful and allow me to stay on schedule. More frequent in the afternoon for 577/578 will mean I get back to the transit hub in Federal Way in a timely manner, not missing my last bus which ceases running after 7:15pm, and also that I won't spend long wait times in Seattle. Thank you.
Please keep the 594 from Seattle to Tacoma. It is very convenient for me.
Please be sure to reinstate any south Sounder and/or 590/591/594 service as before. Pre-Covid, both modes were so well used that it was the norm for people to be standing because there were no seats. That was not optimal. As flow resumes it will be important to at least maintain routes not decrease them
Even with the proposed service changes evening service will still need improvement for both Route 590/594 and for T Line to be considered equitable to similar services in King and Snohomish counties. I would support lower bus frequencies in the morning to Seattle (8-10 minutes) with higher frequencies in the evening (15 minutes). There is enough capacity on Sounder Commuter Rail to absorb many more passengers and that service can have a lot more reliability for passengers making their way to Downtown Seattle and other destinations along the way. We are not operating at capacity on ST Express routes so spreading higher frequency service to more hours of the day will not harm ridership and could cultivate additional markets not currently served by low frequency evening service. Routes 590/594 should have different terminal destinations outside of Downtown Tacoma to expand access to a one-seat-ride to Seattle in the Pierce County area. Route 594 should continue to serve Lakewood, but Route 590 should be extended to serve other regional growth and population centers not currently served by the ST Express network in the Tacoma area. Thank you. I encourage greater service frequency on T Line until midnight. This service will be crucial to developing businesses with late-night hours, so service frequencies should remain every 10 minutes until at least 10pm. Pierce Transit should be highly encouraged to realign their service in Downtown Tacoma to not duplicate routing with T Line (Pierce Transit Routes 1, 11, 13, 16, 41, 57, 400, 500, and 501) so that passengers make the greatest and best use of this reliable, high capacity transit service that cost over \$200M to construct.
The gryehound style buses used in pierce county for the 590 series are not appropriate for transit. Narrow stairway, narrow aisles, and it takes 5-7 minutes for the lift. Lousy option for transit.
please add a late train so I can stay a bit later in Seattle and still get home without dealing with the bus an easy way to get from puyallup->seatac would be nice as well, maybe add as a stop to the 578?
Please provide more transit!
Lots of busses travel from Tacoma to Seattle in the mornings and that is great. However, for some of us who work nights and need to get back to Tacoma in the mornings, we have to wait while buses whiz by to the garage. Would it be so inefficient to pick up passengers on the way back if even to get them to the Tacoma Dome Station? I am pleased that it is recognized that the South Sound is not served in a equitable manner and there is a plan to rectify this disparity. Especially in the winter months, I have observed several busses for the Eastside pass by while the underprivileged shiver waiting for our one bus Thank you for providing us with the

hand-me-down articulated buses from the Eastside. I wonder if our bus fare is less why we receive the buses with the frayed upholstery - don't think that I have not noticed.
I need the 1514 train to run in the morning from Puyallup to be able to catch the Metro 161 from Kent to get to work at the right time. Without the 1514 train, I will not use transit to get to work.
Why is there no difference between the current and proposed options listed for Route 574?
In the peak hours like early morning 5am-7am when the bus is full the bus should leave right away and there should be adhoc/as demand bus stand by and allow passengers on board and leave when the bus is full. Peak hours should not limit the number of buses departing following schedule. Buses should leave right away and standby bus should be available right away.
The schedule says every 60 minutes after 10, but doesn't give a last bus out time, implies the intention is to run them all night long.
An extension of the sounder train (S line) to DuPont would make it so much more easier and efficient. I currently use my car because it costs me about the same in gas minus a 15 minute commute to the Lakewood station to travel to work on Auburn (+ 10 minutes walking) and it impacts in a total of around an hour of work day (preparation to work, commute, etc.) but if the idea is to reduce traffic in the i5 and reduce the gases fume impact in our environment it's important to consider extending routes to make it comparable and more efficient than using a car.
I think there are already way too many 590s. Although I've been driving in since Covid, before that I'd see 2-4 590s come by while I was waiting for the 577 and when we pass them on the freeway, there's like 4 people on them. I don't know what makes ST think there needs to be so many 590s and so few 577s, but it's infuriation because every time I get on a 577, it's packed to the gills both in the mornings and in the evenings. I've been riding it since 2010 and it has frustrated me more than anything on the planet. I feel as though you are really quite clueless as to how many ride the routes. The fact that the 590 begins at the Tacoma Dome skews your numbers.
I don't understand your proposed 574 changes, since the before and after columns are identical. But adding one or two more late night busses would be very helpful. Many east coast flights arriving between 11pm and 12:30am, and being able to get back to Tacoma from those would be helpful for me.
I find it inconvenient having to bring exact cash to use on the transit and would appreciate an option to use card or tap pay.
I love to ride a train going to my work and going home its fast and convenient for me
I see five route 590 busses in downtown Seattle for every one 592 busses. The 590 busses are almost empty everyday. Please keep the 592 route running to avoid stopping near the Tacoma Dome.
I live in Lynnwood and am very disappointed with the change of bus schedules to downtown Seattle, starting in September 2021 due to the opening of the light rail station on Northgate. I rely on the buses 100% to take me to work with my supplies. It is therefore much more easier for me to get in the 500 series bus at the Lynnwood Transit Center and get off at down town Seattle. With the change, I would have to take the bus from Lynnwood Transit Center to Northgate and then transfer on to the light rail. That would mean that I would have to pay fares twice rather than just once and it would add to my commute time. No, I don't have the Orca card as I prefer to pay cash and lessen the stress of having multiple cards. I only take the bus to work . The change will make my commute much more cumbersome and complicated. Would it be possible to have at least one 500 series bus service Lynnwood Transit Center all week? Can 510 that runs between Everett and Seattle make a stop over at the Lynnwood Transit Center? That would be so helpful to me and also to so many other low income people living in the Lynnwood area that rely on the 500 series bus to take them straight to Seattle . Thank you!
I miss the mid-morning Sounder train to Seattle. As a senior, I appreciate being able to use Sound Transit. Your service is outstanding, as are the drivers and station staff.
You will be taking away the one convenient and direct long commute into Seattle which has been around for years and turning it into another life wasting go every where service. This will make an already hour long commute into another (594) hour and a half commute at peak! Does sound transit for all the taxes we pay for " improved" service actually plan to deliver or simply make thing worse for us going into Seattle. Lakewood is one of the affordable places for workers for housing, you are making it much less doable. Finally, without the sounder trains hours expanded in Lakewood and with link light rail forever delayed you are taking away the

remaining direct line to Seattle for the surrounding area. I will have to change hours at work, spend less time with family. Sound transit needs to keep focus on providing service to Seattle not trying to make Tacoma's link service meaningful. Please reconsider this destructive idea. You are going backwards
I love that your planning service between Dupont to Tacoma Dome then taking the same route and stops as the 590 in 2022. I recently moved from Tacoma to Lacey so my commute to Seattle has definitely increased.
All buses should use their automated stop announcements and drivers should be instructed not to lower the volume or turn the announcement off.
Please add back the 7:20 am northbound from Tacoma Dome. Also later trains from Seattle to Tacoma. Thanks!
It would be great to have more time options going to and from seattle from gig harbor.
N/A
Access to the Sounder stations verses access to bus stops is also a consideration.
I don't appreciate shoving taxes on voter by not asking for a vote.
The proposed opening and future extension of those Sound Transit Link routes (including between Angle Lake and Northgate plus between Seattle's International District/Chinatown Station and Downtown Bellevue [via I-90 freeway].)
please keep all transportation links sanitized,,,mask up all
Take the 590 more often because it runs more often at peak times in getting ti Seattle and in leaving Seattle. Probably would use the train more if there was increased frequency between times offered and also more frequency with light in rail that connects to international district. Biggest problem with The transportation system is the long wait times between buses, light rail & trains
Sometimes it sounds like some people working for St do not care about how it can be a struggle to get to places and sitting somewhere to wait for a bus and then sit longer on a bus while it goes all over billy hell and back before reaching your destination -----causes a lot of stress.
Until the 98422 area gets decent bus service from Pierce Transit it is difficult to reach other travel options. Browns Point and Dash Point have been forgotten at Pierce Transit yet we do pay for mass transit in the area. Shameful!!!
Need run all pre-pandemic North Sounder routes or we will be forced to drive in order to get to our jobs on time. I don't like that the annual service change doesn't include the same level of service on the North Sounder line. I used it 5days a week and it was crowded. We need more train's going North and it's only growing in number of people moving North of Seattle.
Need more parking in Kent. In 2022 my hours are 10am to 6pm. I have trouble getting free parking in the garage later in the morning.
Would like to know that there will always be a bus available to get home after a Mariners's game no matter what time the game ends or if they have fireworks, etc after the game.
I am keenly looking forward to the opening of the Roosevelt station
Transit that isn't available late into the night (you should run until 2:30 am to avoid all drinking and driving) at intervals at 10 mins or less isn't considered reliable & reasonable. Check Portland. Check Tokyo. Seattle is laughable.
I wish that the Sounder ran all day long both ways, especially the North line and also operated on the weekends on a limited basis. Similar to the way Metra is run in the Chicago Metro area, like the Northwest line to Crystal Lake , Illinois! Would love to go to Downtown Edmonds or Mukilteo on a weekend or weekday to spend the day and then hop a train back to downtown Seattle. Also Sounder North needs three more stations, Belltown, Ballard a and Shoreline!
I hope route 550 and 560 are not cancelled when the Eastside light rail is completed. Light rail is more difficult to get to and is more difficult to take to and from the airport.
I would ask that you do not forget the Dupont/Olympia area in your future planning. Often your plans seem to exclude us down here. I would like to point out that the more service you make available for us down here the more people will be using it. That is the reason that I will vote in support of your initiatives. However if it doesn't look like you care about the south sound I will have to reconsider that support.

I think the evening hours during the week should go to 8:00 PM.
Reduce grade crossings in Puyallup and add a pedestrian overpass to the station!
Dirty seat by homeless and drug user . It's unsafe for us and young children. I never said for discrimination. However I think They need to clean up and never demand money for rider.
I used to take the Sounder South regularly with a bike and a child. Accessibility could be improved if there were more than one ramp available, and also if a ramp connected with the main bicycle stowage area. I've had a conductor have me move a bike which I put just inside the ramp. It's understandable to leave that space open for people who need it, but could be made more clear from a usability standpoint. Also, the forward-facing seat is fantastic!
I am disabled and there are no bus stops near where I currently live, which makes accessing transit difficult. When I lived in Seattle, I used transit all the time.
thanks for not having any light rail from eastside south king county to the eastside what a joke, there was corridor already in place!
The WiFi on the trains is also important to me. Overall, I think this is a sound plan. I especially appreciate the focus on equity.
There have been too many passengers not properly masked and this has extended to drivers who either mask only to let passengers on or off or don't bother at all. I will stop riding if compliance with state and federal mandates, especially for drivers, continues to be disregarded. Drivers should set the example, indeed, are paid to follow the laws.
I understand that operating the Sounder trains is much more expensive than other modes of transit but, as the schedules are now set, only individuals commuting to work find the times of service doable. I usually take the train outbound and find a bus for my return trip. I always prefer the train when the service schedule makes this possible.
As a Snohomish county resident I will never again vote for ST. There is nothing new to show for the taxes. ST took over existing bus routes and the train mainly serves those who take the ferry over (the do not pay taxes for the service). Was a proponent for the service for many years, now... Nope.
I would take the sounder every time if there were day time trips. And the 578 should have to stop and wait till the posted departure time Instead of flying through to get to a longer break at Puyallup station. I have been left at the station because I wasn't right at the curb. And because they didn't want to put my wheelchair mean even though I was waving like a mad woman
In my case I always used the train, but used Link or bus when the Sounder train was cancelled.
I am nervous about my future commute because some routes were discontinued by Metro. I am happy to see that most of my planned buses will be available by 10/2/21.
Sounder N and S should have more reverse commute trips. Sound Transit service clings to the old paradigm of Seattle Centricity. Metro seems to have a better understanding that people travel in all directions in the 21st Century. ST should recognize this also. I acknowledge that Sound Transit Bus service to Tacoma is more balanced, but would like to see this extended to the train. Concerning the North: Edmonds is a challenging destination to reach by bus from Seattle or the Eastside. It would be helpful to have some northbound Sounder service mornings and southbound service evenings to open up this corridor to reverse commuters
More frequent late evening service would be helpful so that I could take the bus back to federal way from events in downtown Seattle (e.g. sporting events and concerts).
The Stride parking garage to be located @ Lake Forest Park has been realigned to 2044; that's 23 years from now! Unacceptable!!! We have wonderful bus service along SR 522, but NO place to park near the bus lines. We need to drive to the bus lines because many of us live in steep hills and because of the lack of sidewalks. You try walking in the winter squeezed between busy traffic and mud puddles.
Nothing - thanks for surveying!
Would be great to have more South Sounder train service from SEA to Tacoma.
I used ST everyday 10 years going from Lakewood Town Center to Tacoma Dome and then the link into DT Tacoma for work. Have few complaints. Now I use it for jaunts into Seattle. Can't count on train. Schedule sucks.

The 590 / 594 routes make too many stops south of downtown Seattle. These are supposed to be Express routes! Instead, they become a milk run after turning off I-5.
I take the train when possible, but it doesn't run frequently enough
I would love to be able to go from Kent to Seattle on the Sounder train during the day (not a morning or evening commuter), to be able to go shopping, events during the day. Would also love to be able to ride the Sounder during the day on Sat and Sunday as well. Instead of the train just being a morn/eve commuter train, want it to be like other big cities and be an all day train for everyone. Kent doesn't have link light rail (in Kent proper, not the planned West Hill/Des Moines route), so the train is the best bet. Even Bellevue is getting light rail, but Kent, Auburn, Renton, we are all stranded and forced to use busses that get stuck in traffic, or drive, and never able to find parking, even at Kent Station. I understand parking will be expanded, which is good, but late afternoon-midday train service for the non-commuter crowd to Seattle from Kent Station would be much better!
When ST3 passed you removed our bus service and never gave us anything in place of it except a transit tax. You also are basically only interested in the North end and Seattle area and have given very little to the Pierce County area
Need more service for the 574. Every 1/2 half hour is not enough--especially when you come home at SEATAC. Waiting a half hour seems like forever, which is why I only take the 574 to the airport and have my daughter pick me up on my the trip from the airport.
Living in Tacoma, I would prefer to use the S Line over riding a bus but can not due to the extremely limited hours of service. I look forward to mid-day and weekend service opening back up so that I can travel more easily between Tacoma and Seattle.
Really would like to see the 3:15 pm S line route brought back sooner than later.
We will do better with a reliable transit network serving I5, Canada to Oregon, that gives us an alternative to driving our private cars on that F**n so called freeway.
Increased frequencies of both Bus 592 and Sounder South in mid-morning (10:00 a.m.) to Seattle and late-afternoon to Lakewood would be desirable for my travel to and from Seattle.
A lot of my understanding is from when more of us worked at group officesâ€”The time fit to get to and from the officeâ€”without flexibilityâ€”easily persuaded people that a personal car was their only solution.
As a retiree your service is very good and keeps getting better.
Logistics of where to catch buses
n/a
Conductors are misinformed about mask wearing protocol. I have been told they are advised not to ask anyone to wear a mask. Now more critical than ever to request individuals are required to mask per federal mandates not just by intercom announced.
The sounder broke down on numerous occasuobs and is generally less reliable than 590. 595 sometimes doesn't show uo with no notice or text alerts.
Please keep route 512 from Downtown Seattle to Everett late at nights. Many people rely it at nights.
512 was not listed on the following list. I need the 512 route i use it everyday for my essential travel during the weekend late at nights without this route idk what to do. I don't want to ride the link because i don't want to transfer and also what if route 512 won't stop very late at nights. I need the 512 route from Seattle that goes to Everett northbound.
Nothing
I would like to see Sound Transit provide some more relevant servcie to the west-side communities in Seattle: Ballard and West Seattle. I voted for a project as part of ST3 that was supposed to speed up and improve the D and C RapidRide lines. They are as slow and unreliable as ever. In addition, I am finding myself more and more tentative about riding transit than ever: the D line regularly has someone (or multiple people) experiencing mental health crisis and drug/alcohol dependency, disrupting my ride. If I have to ride in those very uncomfortable conditions, I want a faster ride! Where is my D line improvements that I voted for in ST3?
Reliability is a plus to having a strong public transportation system in Puget Sound. There are numerous daily alerts from Sound Transit that proves using public transportation is not that reliable. We need your service because I-5 has gotten too busy and dangerous to commute timely and safely from south to north.

extend the south line past lakewood

希望能重视治安·公交车临时免费搭乘时曾有流浪汉闯入车内闹事。还有就是希望我能坐到与我家能接驳轻轨站的线路

## Emailed comments

The following are all e-mailed comments.

I noticed earlier couple months ago that you are implementing new changes to add 30 minute service all day, everyday on these two routes, which will be great, especially on weekends and Sunday to add and improve Saturday and Sunday Service.

However, as ridership goes up and booms, especially for airport workers, downtown commuters and UW Bothell students, and me as a rider for both routes sometimes, it will be very helpful and very grateful, since these routes are overcrowded on weekday peak service, to implement, if not every 15 minutes, at least every 20 minutes during peak from 5:40 AM thru 8:30AM & from 2:40PM thru 6:00PM, to address overcrowding and riders, especially in Bellevue, UW Bothell and SeaTac Airport commuters.

Buenas tardes me parece muy bien los cambios! Me gustaría proponer el servicio de la Ruta 578 para Federal Way del horario de las 10 de la noche se pueda abrir otro ya sea que lo recorran a las 10:15 o abrir otra corrida a las 10:30 ya que hablemos muchos que salimos a las 10 en punto y ya no nos da tiempo de tomar el bus de las 10 y tenemos que esperarnos hasta las 11 para tomar el siguiente. Es mucho tiempo perdido para mi para poder llegar más temprano a mi destinos.

I'm wondering if it would be possible to have a bus stop serving downtown white center, maybe at 107th and 16th? Thanks!

Add an app the tracks buses and LINK in real time and integrates walk times. There are good examples of apps in use by agencies in other countries and in other us regions.

Add ability to pay with smart phone or even text. Apple Pay would be great

Add 574 "express" buses that only stop at bus stations (tacoma dome and federal way) so that buses do not have to cross 4 lanes of rush hour traffic to get on and off the freeway.

Have 574 bus go to angle lake instead of the airport and have riders transfer to the link to speed routes and cut down on congestion at the airport

I'm very skeptical of this increase actually happening and, if it does, actually being followed thru with. Several evenings & weekends, lately, buses have been canceled. This then causes the bus that DOES show up to be full to/beyond capacity. Its frustrating seeing two, mostly empty, 522s & 101s for every 1 (packed full!) 577/578. If you can't even run the current schedule( without cancelations)how on earth are you going to run an increased schedule?

Just wanted to add my input for the service proposal for route 577. I am all for it. I have commuted for work between Federal Way and downtown Seattle for the last 7 years. Although I know there are always challenges with traffic and scheduling, I can recall many times standing out at a cold, winter bus stop waiting to go home and buses not frequent. I think the increased service will be a tremendous benefit and am excited to hear about it. It has my vote. Thanks for all the hard work

Yes, it would be good to have Route 592 on the same pathway as routes 590 and 594. Please consider revising routes 590 and 594 to use the Seneca Street pattern instead. Those routes could serve the Federal Way TC via the South 317th Street center access ramp with the minutes saved. Link serves SODO. Network connectivity would improve. Federal Way would have better service.

Could the Route 574 headway and waits be reduced? Why is the service budget so tight? Why does Route 574 serve the Star Lake and Kent Des Moines stops? Is the delay worth the activity? This implies that Route 574 has very little use of the center HOV lanes given congestion and weaving. Would it make sense for Route 574 to serve the Angle Lake Link station instead of South 188th Street between now and the FWLE? Metro serves South 188th Street. South 200th Street has I-5 ramps.

I need busses that go to the east side without always having to go to Seattle first. Tacoma to Bellevue, Kent, Auburn, Renton community college

I would like to see more transit options that feed into increased sounder runs that run all day, evenings, and weekends. I would like to see increased and extended community service as most people have moved out of Seattle proper and into the south county and pierce county for affordability

I'm writing to express my approval for most of the 2022 service changes.

However, as a Ballard resident, I would appreciate it if Sound Transit added more service to/from Ballard, especially to SeaTac Airport.

The proposed addition of a Tacoma Dome Station stop to the Sound Transit 592 would make an already intolerable afternoon ride home even more aggravatingly longer considering the constant every afternoon traffic stops and jams near Fife sometimes adding up to an additional hour or more to the trip to Lakewood.

I am against the proposed route changes to the 592. Adding a stop at the Tacoma Dome and Busway will add a significant increase to this already long commute into downtown Seattle. This effectively turns the route into the 594 and eliminates the benefit of an express bus from the Lakewood area.

574-Tacoma to SeaTac-as an airport worker I appreciate the response of Sound Transit being willing to expand hours and be available to our 24hr a day operation. As i understand it we can currently take the bus from Lakewood to the airport for a 0330am start and can even get off work at 0030am and catch a bus home. I know there are people that work even later and would like to take the bus. I would like to have the 574 operate 24hrs a day. I would like to have the arrival times to the airport adjusted so it gets to the last stop (inside the airport) at 15 and 45 min after the hour to account for traffic (especially during AM rush). It is helpful to have the extra run 130-3pm because there are so many people coming/going during shift changes at that time of day.

590/592 I like having the bus come every 8-10mins during rush hour. Adding a Tacoma Dome stop for the 592 would provide us another option to get from Downtown Seattle to Tacoma

586-I think the hours of operation could be pushed to 1 run earlier and 1 later or even an extra run towards the 4-5:00hr to get more people on their way home.

I appreciate the changes that have been proposed for the ST Bus 592. Being able to add stops at Sodo station and international Blvd. helps riders from Lakewood and Dupont have an easier access to South Seattle.

The I - 5 north bound to Seneca exit has regular heavy traffic and congestion especially morning rush hour so having the West Seattle bridge exit similar to the 590 will help 592 riders get to work easily.

Your plan once again leaves out rural around Bonney Lake, Puyallup and Sumner. We pay tax for no services. No services to get to a train to be able to use it. Not a good plan.

Changes will increase transit time and turn this into another 594. Part of the advantageous of using the 592 is the time advantage. Don't like it.

Being a regular rider I would like request to increase 578 ST bus service in week days and weekends. Thank you so much.

This is the worst bus system I've ever seen, bus drivers don't know nothing twice the bus drivers told me the wrong way. The first time I had to walk 3 miles to my destination, and the second two miles in the hot burning sun

I ask them which way is what ever they just tell u anything. And I just moved here from Nashville.

At least when u ask a bus driver where lu need to go, bam they tell u right then and there. This bus drivers take off and leave u when u standing right there by the bus twice that's happen to me.

So, u tell me what u think u all need to do they need to learn their routes and I need to stop switching them from route to route maybe then they can learn something

I ask them a question!! U know what the answer is I don't I don't here enough to know the streets and things.

.yes this is what I get and the wrong way.

And another thing why do u have buses starting at 9:45 am ? My doctor's appointments are at 9'am no way I can make it there on time. That's ridiculous !!! Then I don't have a bus going down shaw road people need to get to the store , the ones don't have transportation.

I'm very disappointed in this thing u call a bus system, and I don't have buses running on the weekend we have to walk all the way to the transit center, it's not safe out there to be giving passengers the wrong information something that could get them killed because ur bus drivers don't know a dam thing just drive that's it and run off and leave passengers.

I'm very sorry but I've never seen such a thing in my 62 years it terrible , ur system is Don't u care about us a little if not at all. I'm on a schedule gotta leave they asses and don't know where to guide anybody shame on u people.

Thank you for listening because somebody has to say it.

I'm new here and this the experience I've had with you,' re bus system it sucks.🙄

Sorry no glasses...I am NOT In favor of stops added to 592.

Service increase for 590/594-Very good idea, at least for the time being, with the current surge in Covid cases. The pandemic is clearly not yet over, so now is not a good time to crowd any form of public transportation. I would be willing to pay more for the privilege of a little more space, although I admit that I only take the intercity buses a few times per month at most.

Link

Hilltop: if ST has enough vehicles, please provide shorter headways and less waiting. Will fares be charged?  
Link, 1 Line: please increase service from the fall 2021 levels; in 2019, Link ran every six minutes in the weekday peak periods; please do that again. The off-peak headway and waits should also be shorter. It is more important to provide short waits than four-car trains.

Route 535:

- modest improvement is planned: good
- Please consider more improvement; you could provide 15-minute midday headway using the Route 532 buses; it is peak-only

#### Route 550

- modest Sunday improvement is planned: good
- Please consider more weekday and night improvement; in the peak periods, you could provide more reverse peak direction trips; you could improve the late night span; you could improve the midday frequency and wait times; this corridor will have Link in a few years; please build the market.

#### Route 545

- no changes are planned
- Please consider reorienting Route 545 to the University District and providing much shorter headway and waits; In 2014, Executive and ST Board chair ordered ST and Metro to integrate. It made sense for Route 545 to meet Link in 2016; it made more sense in 2018 and 2019 as the I-5 general-purpose lanes and downtown surface streets congested and were slower. Connection 2020 is in the past. The reorientation would have been faster than through service in 2018 and 2019 in both peak periods and both directions. Traffic is returning. SDOT will take a lane from 4th Avenue for a PBL soon. In 2019, Route 545 was very slow on both 4th and 5th avenues. This will happen again. Please help the riders and provide a very frequent connection with Link.

#### Route 522

- no changes from fall 2021 are planned
- Please consider providing shorter headway and waits at all off-peak times; most riders will be transferring to and from Link at Roosevelt Station.
- Please restore the Route 522 stop pair at SR-104; this was the transfer point with Route 331; riders from and to the northwest now have a very awkward transfer.

Thank you for considering this note.

I am wondering about the restoration of Sounder Trips. Me, as a Sounder rider, would like to see restored trips southbound mornings, specifically the trip departing from King Street Station at 6:05AM, to have more service increased and connect better to jobs, hospitals and schools as we recover, by Spring 2022.

Apologies for the oversight there, my bad. Mostly has to do with the Rainier Ave stop being shifted from the 550 to the 554 with the light rail construction. Not a huge deal, and guessing that affects very few folks.

Looking forward to the Eastlink opening to connect the CD with Bellevue.

With the changes happening in Montlake, getting to Bellevue from Seattle for work has been a challenge. The 48 and 271 have been very disrupted.

It'd be great if the 550 service could cross the entire way from Seattle to Bellevue again instead of the halfway switch to 554 at Mercer Island.

I realize the East Link is coming. But in the mean time some continuous service between the two areas would be a huge help.

Before COVID-19 me and several others I know would take the sounder from king street southbound at around 8am and return in the late afternoon at around 5 or 530 from auburn, tikwila and Kent. Will those trains come back with the new schedule? I have been taking the st 578 instead one way in the morning but it is less convenient for me.

I work for Seattle City Light and our South Service Center is located 4th Ave S & Spokane St S. There's many of us who used to take the southbound Sounder train [at 2:35pm](#) but unfortunately that route was discontinued, now we all drive cars because nobody wants to wait an hour for the train. Anyway, the reason for this email is to suggest running the 578 down the busway and getting onto I5 S at Spokane St rather than just getting on at Edgar Martinez like it does now. The bus is already heading that direction and it really doesn't make much sense to not utilize the busway?? In any case, there is a lot of people whom would benefit from the change and it would increase the number of riders.

I am wondering if they would reconsider the timing of the South Line afternoon Sounder schedule. Your first train in the morning gets riders to Seattle at approximately 5:50 am, and people are able to get to work by 6:00 am or 6:15 am. However, the first train back in the afternoon is scheduled at 2:35, so if a rider works from 6:00 am - 2:30 pm, there is not enough time to catch the first train back (unless they don't take a lunch or breaks and leave early), which is frowned upon by management. Why can't you push that train back to 2:45 or even better 2:50 pm, so that more riders had time to catch it? There used to be a 3:15 pm train, which was perfect for those who couldn't make the 2:35 pm train, but now have to wait from 2:35 till 3:35 pm for the next train. That shouldn't have any affect on the schedules since the 3:15 pm train is no longer in service. Your first train in, doesn't seem to account for taking those same riders home conveniently in the afternoons. I realize Sound Transit doesn't care about convenience or customer service, but it would really be more convenient for your riders, as opposed to your company.

Please consider restoring trains 1507 and 1509 South Bound Sounder Trains in the afternoon. Train 1511 is full and with COVID and variants spreading, one has to sit double with other folks; some do NOT wear masks.

I live in Redmond now, and will live in West Seattle soon, I work at MS, and I don't own a car, so I'm a regular rider of sound transit.

Specifically this point: "The 2022 Service Plan proposes increasing service throughout the day, including middays, evenings, and on weekends, instead of restoring suspended peak-hour only service (5-9 a.m. and 3-7 p.m.)." - this is amazing. Strongly in favor of this.

I would love to see an extended Pink Light Rail to University District and even more important to the Seattle Children's Hospital. The traffics getting to and from the Seattle Children's Hospital is very congested and would benefit drivers by moving some people to the light rail that may drive otherwise. It would also provide an option for many workers to easily get to and from the Hospital by rail.

I hope the Sound Transit considers this as the team looks to create the future Sound Transit routes. The NS sounder could really gain ridership if you added a few off peak (or expanded peak) runs from Mukilteo to downtown – this opens up residents of Whidbey Island. Along those lines, the 7pm Amtrak stops at Edmonds but not Mukilteo. With the new facility at Mukilteo, could this change?

Also why is the last peak run in the morning and evening on the NS Sounder so early? You could build ridership with those who work past 5pm or don't go in before 8am.

Hi there, I would like to see about the sounder train run a 1 1/2 hr. Early Monday thru Friday. I work downtown Seattle so need to be at work by 6am ...so I was thinking on taking the train from puyallup transit center...hope this is helpful....thanks have a great day...

Please add a few reverse-peak 513s to provide options for commuters from Seattle and Lynnwood to Everett. Thank you.

recognize that it is imperative that our local and regional land use and transportation plans remain in-sync. It is my hope that we ensure the best possible linkage to produce transit-oriented housing and employment options with access to community and cultural resources. These important goals support other objectives such as action on climate, affordable housing, public health, as well as racial and socioeconomic equity. It is my understanding that Tacoma is working in parallel with Pierce Transit, Sound Transit, and the Puget Sound Regional Council to bring about a transit-rich, transit-oriented future for the South Puget Sound.

To that end, I support the SIP concept of expanding frequent, all-day regional express bus service between the central business districts of Tacoma and Seattle 7-days a week, improving midday service from 30 to 15 minutes using the combined headways of routes 590 and 594. Speaking as a former Pierce Transit public advisory group member, I can confirm from staff presentations that Pierce Transit's pre-Covid passenger pattern tended to have a long peak in mid-day service use, so improvement of mid-day regional transit service to Seattle would provide existing local transit passengers with better connections in Downtown Tacoma, reduce wait times in Downtown Seattle, reduce overcrowding, and enable more spontaneous travel for non-work related trips. Expanded 590/594 service would support economic development in Tacoma's Downtown Core and improve regional transit equity. While there will still be a gap between service levels in Tacoma versus, for example, Route 550 serving Bellevue in weekday evenings, Pierce County's local evening transit service is not yet at the level to support 15 minute regional service between 6pm and 10pm on Weekdays. Said levels should develop further per Pierce Transit's Long Range Plan, pending additional voter-approved resources.

It is important to recognize that the Pacific Avenue corridor in Downtown Tacoma is both congested and will be well-served by Pierce Transit and Sound Transit bus routes and by frequent T-Line service in the 2022 timeframe and onwards. Please conduct an analysis of the corridor between 10th and Commerce and Tacoma Dome Station that includes all Pierce and Sound Transit service to understand if the corridor may be over-or-underserved during certain times of the day. Please also monitor the Downtown Tacoma corridor for operational concerns such as bus bunching, deviation from on-time-performance, and parking-related delays. If operational constraints become more of an issue on Pacific Avenue over time it may prove useful to consider Market Street as an alternative running way between 10th and Commerce and Tacoma Dome Station for ST Express.

Further, as a part of the Federal Way Link service restructure scoping, it may worth gathering feedback from the public about whether ST Express service that serves 10th and Commerce could be redeployed to serve other nearby mixed use or growth centers in Tacoma that currently lack all-day frequent regional transit access (i.e. such as Tacoma Mall, TCC, or South Tacoma). I would encourage Sound Transit staff to engage the City of Tacoma and Pierce Transit very early on in development of service concepts in such a restructure in 2022.

One suggestion I have concerning the T-Line service schedule is that local light rail service should terminate at Tacoma Dome Station in such a way as to provide seamless coordinated access to all S-Line trains departing for King County in the morning. I have been a downtown Tacoma resident in the past who has used Tacoma Link to access Sounder trains and it has been sometimes frustrating to only be able to access a small subset of Sounder trips heading north using Tacoma Link without incurring dwell times in excess of 15 minutes. While I recognize operational constraints and limited options for adjusting headways with S-Line trips running on Burlington

Northern right of way, tracks for the T-Line are owned by Sound Transit and should have substantially more options for timing to ensure proper connections.

Ideally Sound Transit should empower its passengers with a 5-minute period to transfer between TDS-terminating T-Line trains and northbound S-Line trains on weekday mornings. I am less concerned about evening connections into Tacoma from the S-Line to the T-Line, but again it would be great if there could be minor adjustments to ensure minimized wait time for scheduled connections. Moving from 12 to 10 minute nominal headways on the T-Line will assist in reducing transfer wait times at the S-Line platforms during the day, but I still encourage evaluating schedule and frequency adjustments to improve the utility of the T-Line for Stadium and Hilltop residents making regional trips during peak commute periods. Sound Transit should strive to work with other government partners to maintain the quality of service that passengers expect of Sound Transit's high capacity transit system by working with the City of Tacoma to improve traffic signal priority along the T-Line to improve and sustain the passenger experience.

I support restoration of pre-Covid service levels for S-Line Trains, but caution that planning for future service, rolling stock and capital expansion should be dependent upon hard data on ridership trends for that mode, which factor in the effects of future light rail service.

Need at around 310 going south and need earlier pick ups in the mornings. Also keep not enforcing tickets. Seems to be helping with equality.

I am a bike commuter to Kent. I am excited to hear Sounder South service is going to be restored in the future, although it's unclear which routes. I would use the 7:55am Sounder 1505 south bound weekly if it was to be restored. Or any other southbound option after 7am.

The 3:15 train was my jam since 2018. I understand you probably wait for ridership to return, but I hope we're getting close.

I like the changes in increasing services & additions.

You need to add bus service from Bonney Lake to Sumner and Tacoma. The only bus runs when the train does. We pay STA tax too and deserve something for our money beyond a single bus during commute times.

First, I appreciate greatly the service you put on the road and the light rail. I also appreciate that the 512 will stop at Northgate Station once Northgate Link comes online and hope there will be a 512 trip out of Everett Station at 8:30 AM to coincide w/ the Skagit Transit 90X.

Also worth noting you also have a rad graphics design department. I also appreciate the Sound Transit Board staying in remote meetings.

But I am very displeased that Sounder North has only four one-way trips and not eight. At this point, shouldn't the Board be asked to support either scrapping Sounder North for better bus service and faster light rail to Everett OR restoring all eight Sounder North trips? This Sounder North thing's been a boondoggle and an albatross around Sound Transit's neck so it's time to force the hard conversations to get the transit the North by Northwest truly deserves.