

2022 Service Plan

Rider Experience & Operations Committee

11/4/21



Why we are here

Provide context for the 2022 Service Plan

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

Recommendation to full Board for adoption

- Inform today's decision on major service changes for implementation in 2022

Our approach to restoring service in 2022



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



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



**Consider rider
& community
input**



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



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

2022 proposed rail service levels

Deliver benefits of high capacity transit projects

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

2022 proposed ST Express service

Focus on achieving service parity across region

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

577

Federal Way-Seattle

Increase weekdays and weekends to every **15** min

590

Tacoma-Seattle

560

West Seattle-SeaTac-Bellevue

Increase weekends to every **30** min

578

Puyallup-Seattle

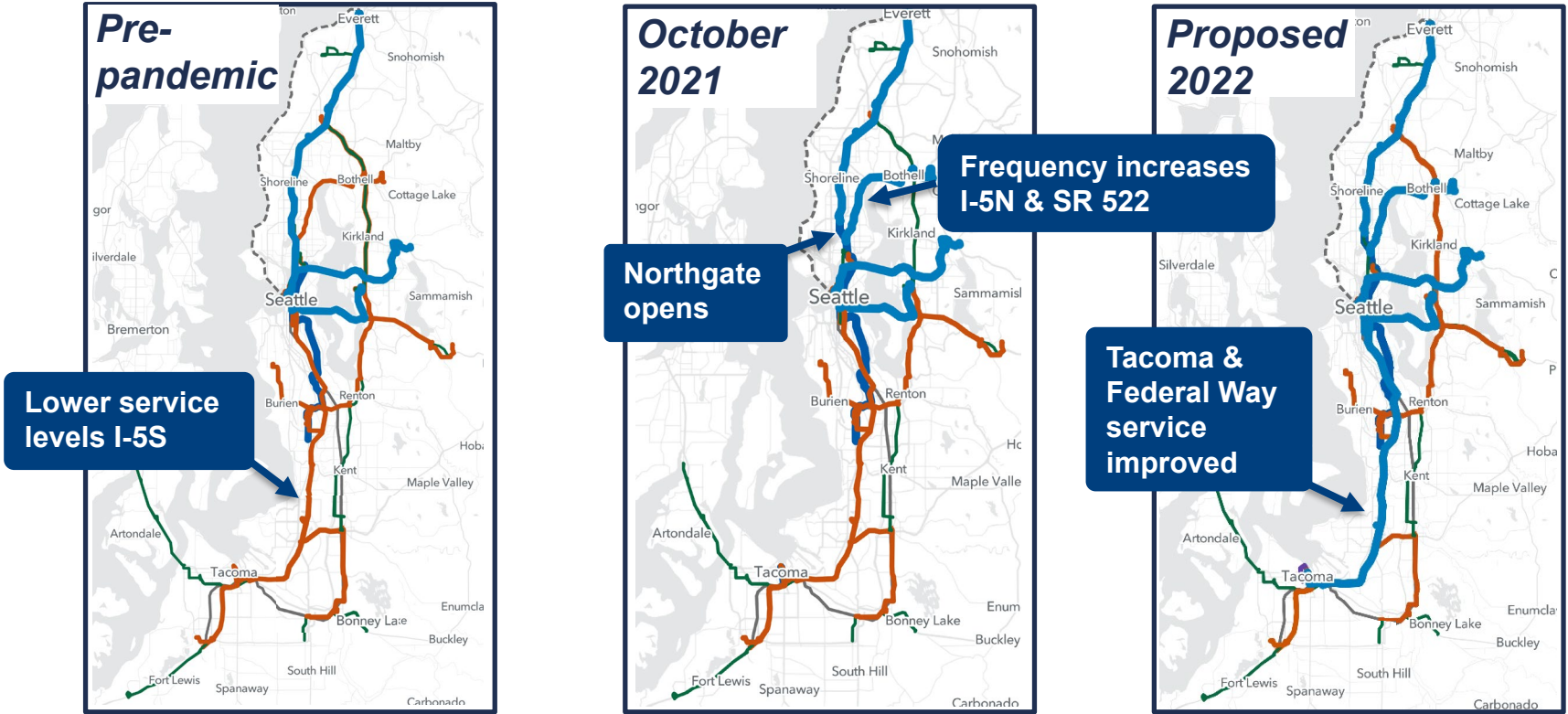
574

Lakewood-SeaTac

Extra trips early AM and late night

Achieving service parity

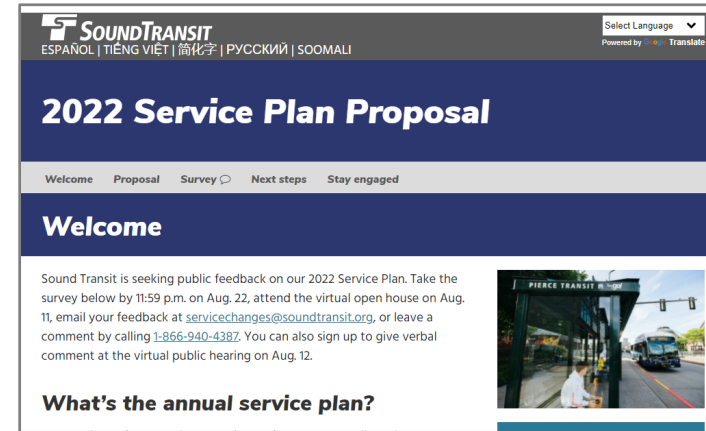
— 15 min or better — 30 min — Peak only



Using outreach results in planning

Multiple phases of input shaped design of plan

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

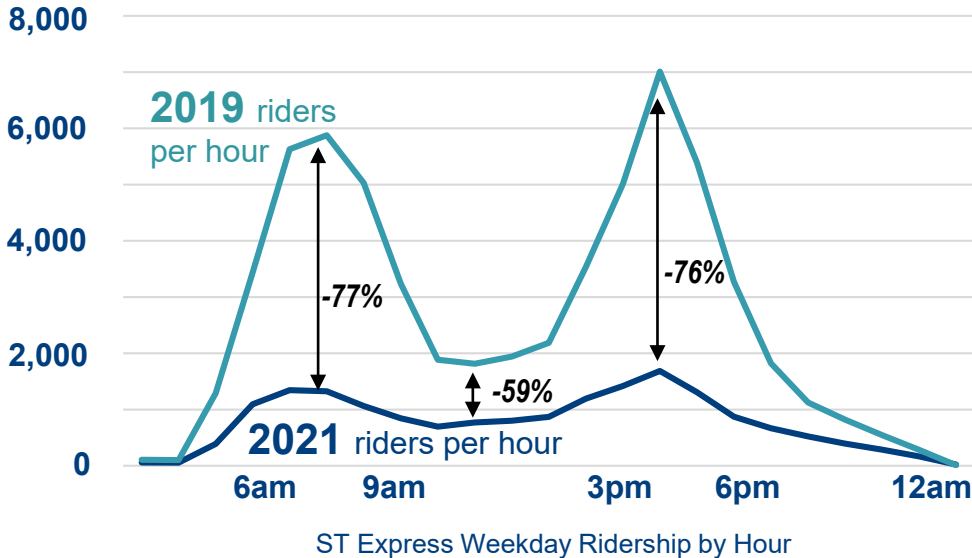


 **1,249** survey responses

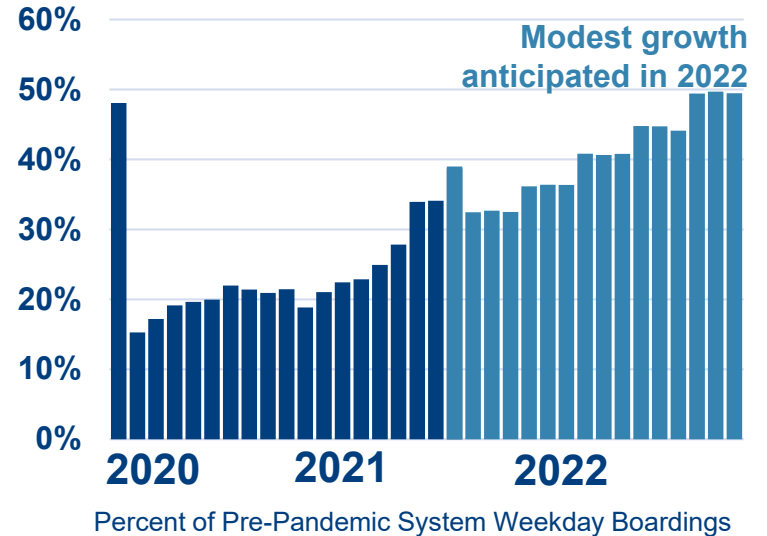
Ridership monitoring continues

Trends consistent with an all-day service strategy

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



Riders continue to return to system



Larger pandemic trends

What's informed our planning decisions

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

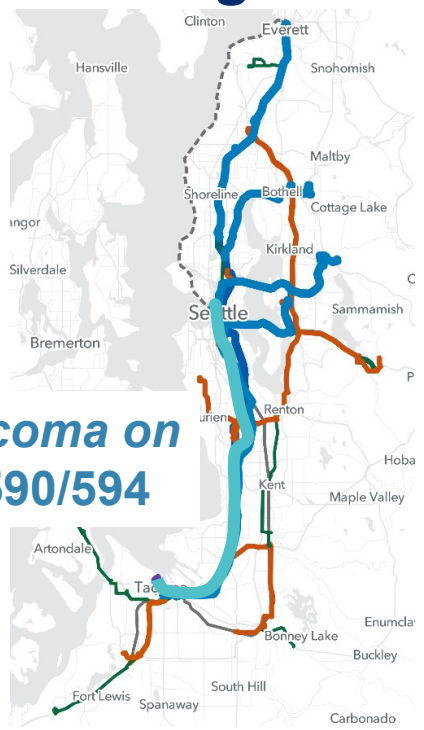
Impact of emerging staffing shortages

Timing uncertain for proposed service improvements

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

Service levels change rider experience

Rider traveling to Seattle for afternoon shift



From Tacoma on
ROUTE 590/594

Time between trips

2019



30 min

Today



30 min

2022

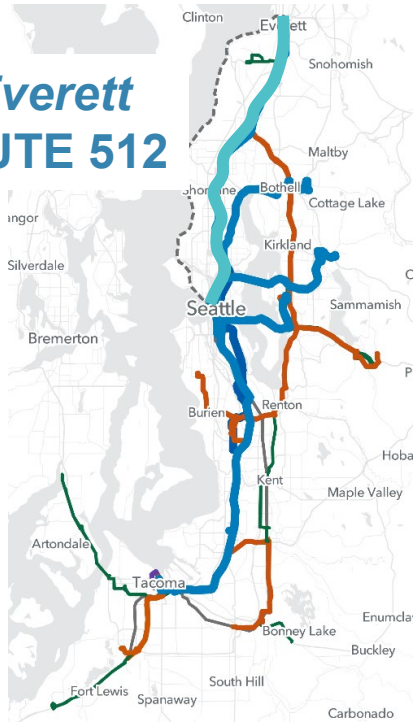


15 min improved service proposed
30 min staffing shortage delays
improvement

Service levels change rider experience

Rider traveling to Seattle for afternoon shift

From Everett
on ROUTE 512



Time between trips

2019



15 min

Today



10 min improved with Northgate restructure

2022



10 min

Adopt flexible approach for Service Plan

Prioritize equitable service restoration throughout 2022

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

Major Service Changes for 2022

Proposed action requests approval to implement when staffing allows

T Open **Tacoma Link** Hilltop extension with increased frequency of **10 min** weekday & Saturday and **20 min** Sunday

S Restore **Souder South** to full service of **13** roundtrips

590 Tacoma-Seattle

Increase weekdays and weekends to every **15 min**

535 Lynnwood-Bellevue

Increase Saturdays to every **30 min**;
introduce Sunday service every **30 min**

No adverse impact findings in federally required Title VI equity analysis

Next Steps

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

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

