

# *2020 Service Implementation Plan*

*Resolution No. R2019-27*

*11/7/2019*



# *Why we are here*

## *2020 Service Implementation Plan*

- Review public input received on proposed major service changes introduced at September REO
- Present refinements to proposed major service changes
- Today we are here to inform today's decision on approval of major service changes for implementation in 2020

# Service Implementation Plan Process

## Annual process for managing service changes

- Approves major service changes for 2020
- Opportunity to incorporate public input in service proposals
- Title VI service equity analysis
- Designed with partner agency input



**Major Service Change:** changes service hours on a route by more than 25 percent OR moves a stop by more than ½ mile. Requires public participation and approval by the Board.

# Service Implementation Plan Process

## Proposed Major Service Changes Introduced at September REO

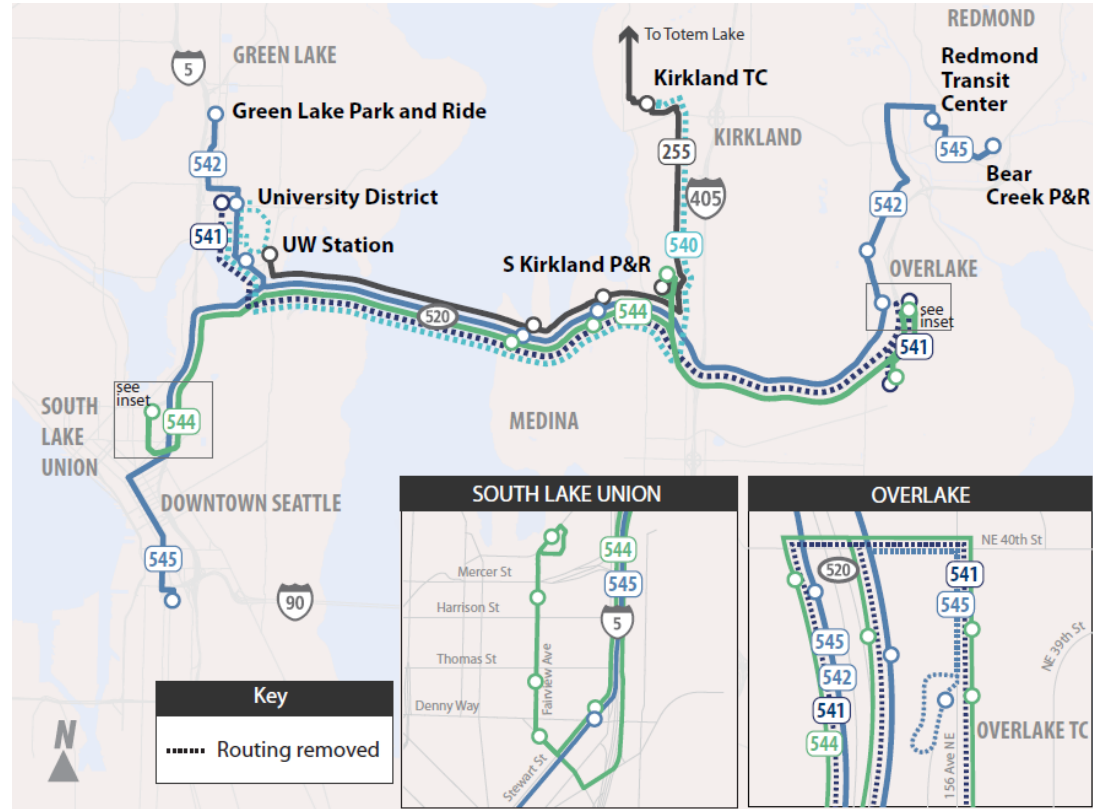
|  |  |
|--|--|
| <b>Combine Routes 540/541 into Route 544</b> | Eliminate Routes 540/541 and use resources to create new Route 544 (Overlake-S Kirkland-SLU)     |
| <b>Route 566: Stop Elimination</b>           | Discontinue stops at Kennydale and Newport Hills to improve reliability for a majority of riders |
| <b>Route 577: Weekend Service to Auburn</b>  | Extend weekend service to operate between Seattle and Auburn via Federal Way                     |



# Combine Routes 540/541 to create Route 544

## Coordinated planning delivers improved service

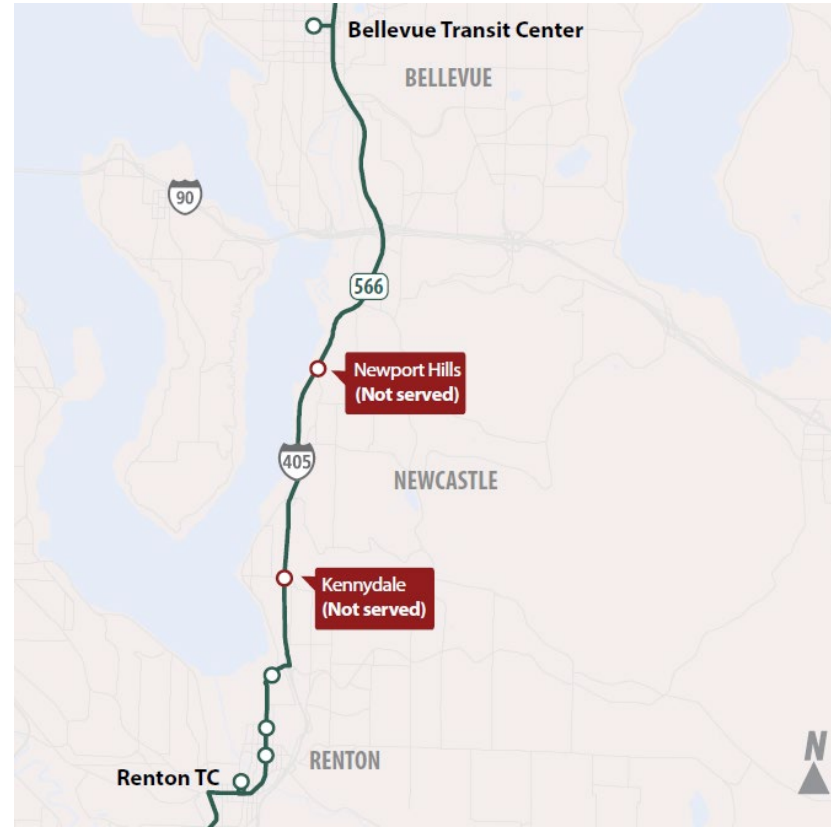
- Delivers new service to South Lake Union
- Supports the restructure of KCM Route 255 as part of the North Eastside Mobility Project (NEMP)
- NEMP outreach in May-November 2018 indicated 75% support for new Route 544



# Route 566 Stop Discontinuation

## *Simplify Service Pattern*

- **Complex** - stops currently served in reverse peak direction only
- **Low ridership** - only 16 boardings (1% of route) at two stops
- **Reliability** – Change allows for more HOV lane usage and in better reliability for all trips
- **Access Maintained** - Stops still served by Route 560 offering alternative for 16 current riders



# Route 577/578 Weekend Service

## Improve Auburn Service

- Service to Auburn improve to every 30 minutes on weekends
- Existing service levels between Federal Way and Seattle remain
- Improves reliability



# Summary of Public Input Sept-Oct 2019

700 riders reached in-person, 377 completed survey

| Proposed Change                       | Comments | How will this change your commute?     |
|---------------------------------------|----------|--|
| Combine Routes 540/541 into Route 544 | 101      | <p>2.8</p> <p>Worse Neutral Better</p> |
| Route 566 Stop Elimination            | 25       | <p>3.8</p> <p>Worse Neutral Better</p> |
| Route 577 Weekend Service to Auburn   | 38       | <p>3.6</p> <p>Worse Neutral Better</p> |



# Route 540/541/544 Comment Themes

**56**

**Concerned about crowding and less service to UW**

**12**

**Support new South Lake Union service**

**10**

**Route 544 South Kirkland deviation adds delay**

**23 other comments**

# *Responding to Customer Input*

## *New data confirms growing ridership*

- 32% ridership growth on Routes 541/542 since NEMP planning completed
- Crowding now likely between Overlake - UW if Route 541 fully eliminated
- In peak of rush hour, remaining Route 542 trips would likely exceed load standards
- **Recommend adjustments to initial proposal**

# Refined Proposed 2020 Major Service Changes

| SR 520 Restructure                     |  |
|--|--|
| <b>Route 540:</b><br>Route Elimination | Eliminate and shift resources to new Route 544<br><i>(unchanged from Sept REO)</i>   |
| <b>Route 541:</b><br>Eliminate Trips   | <b>Updated:</b> Eliminate a majority of trips, shift resources to new Route 544. Temporarily retain up-to ten one-way trips. |
| <b>Route 544:</b><br>New Route         | New Overlake-South Kirkland-South Lake Union service every 15-min during rush hours <i>(unchanged from Sept REO)</i>         |
| Other Changes                          |  |
| <b>Route 566:</b><br>Stop Elimination  | Discontinue stops at Kennydale and Newport Hills to improve reliability <i>(unchanged from Sept REO)</i>                     |
| <b>Route 577:</b> To Auburn Weekends   | Extend weekend service to operate between Seattle and Auburn via Federal Way <i>(unchanged from Sept REO)</i>                |

# Title VI Service Equity Analysis

| Proposed Change                         | Minority Population                         | Low-Income Population                       | Mitigation   |
|---|---|---|--|
| <b>Route 540:</b><br>Route Elimination  | 32.0%                                       | <b>18.9%</b><br><i>Above System Average</i> | KCM Route 255 provides improved all-day, all-week service      |
| <b>Route 541:</b><br>Eliminate Trips    | 32.9%                                       | 13.9%                                       | No impact  |
| <b>Route 544:</b><br>New Route          | 38.6%                                       | 10.9%                                       | No impact  |
| <b>Route 566:</b><br>Stop Elimination   | <b>44.4%</b><br><i>Above System Average</i> | 11.1%                                       | Route 560 continues to serve stops, better overall reliability |
| <b>Route 577:</b> To<br>Auburn Weekends | <b>44%</b><br><i>Above System Average</i>   | <b>27.5%</b><br><i>Above System Average</i> | No impacts, improves service                                   |

# Conclusion

## ***Requesting recommendation to full Board for:***

- Approval of major service changes in 2020
- Approval of 2020 SIP document

Thank you.

*Thank you.*



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