

2026 Service Plan

Update: Phase 3 Engagement

Rider Experience and Operations Committee
1/15/2026



Why we are here

Information for future action

- Today we will provide an update on Phase 3 engagement activities and results for the 2026 Service Plan.
- We will return in March to request adoption of the 2026 Service Plan.
- Any changes approved in March would be implemented in late August.

Agenda

- Overview of engagement activities
- Summary of ST Express proposals & results
- Results by route
- Other themes & responses
- Next steps
- Aware: Spring 2026 service change



Overview of Engagement Activities

Phase 1 ✓ Spring 2025 // Understanding Priorities

- 24 ambassador shifts & 2336 survey responses

Phase 2 ✓ Summer 2025 // Informing of Rail Changes

- 15 outreach events, educational video

Phase 3 ✓ Fall 2025 // Survey for Bus Changes

- 26 ambassador shifts, 3 open houses, outreach events, 4,489 survey responses

Phase 4 ○ Winter 2026 // Reporting of Findings

- Planned for this month; ambassador shifts & outreach events

ST Express Proposals & Results



Support

513	Seaway TC – Lynnwood	+ !
535	Lynnwood – Bellevue	+
550	Bellevue – Seattle	✗
🌙*	Overnight Service	+



Oppose

515	Lynnwood – Seattle	✗
554	Issaquah – Seattle	✗
556	Issaquah – University District	+ !
586	Tacoma – University District	✗



Mixed

522	Roosevelt Station – Woodinville	!
574	Lakewood – SeaTac	+ !
580	South Hill – Puyallup	✗



Respondents' Priorities

- Travel Time
- Access to Destinations



Service Increase



Route Discontinued



Routing Change

ST Express – Routes without changes

510 Everett – Seattle

512 Everett – Lynnwood

532 Everett – Bellevue

542 Redmond – U-District

545 Redmond – Seattle

560 Bellevue – West Seattle via SeaTac

566 Auburn – Redmond

577 Federal Way – Seattle

578 Puyallup – Seattle via Federal Way

590 Tacoma – Seattle

592 DuPont – Seattle

594 Lakewood – Seattle

595 Gig Harbor – Seattle

596 Bonney Lake – Sumner

 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

Results by route

513 Seaway – Lynnwood

»» Peak Only  249 Avg. Daily Boardings (Pre LLE)

Proposal:

Add bidirectional service, remove stop at Eastmont P&R

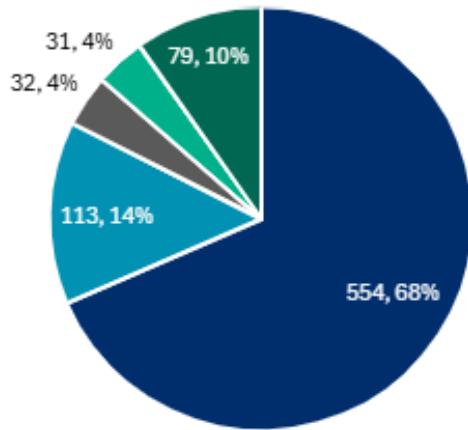
Route 513 would run in both directions during its hours of operation.

It would also no longer serve Eastmont P&R.



513 Feedback summary

809 Responses



Supporters...About eight out of ten respondents support this change citing the improved access to employers around Seaway TC.

Opposers...expressed concern about removing Eastmont P&R.

- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose



- Access to destinations
- Travel time



- Travel time
- Access to destinations

515 Lynnwood – Seattle

»» Peak Only  893 Avg. Daily Boardings

Authorized: Discontinue Route

The Board authorized this action in Resolution No. R2024-03.

Route 515 would be **replaced by more frequent 1 Line and 2 Line service.**

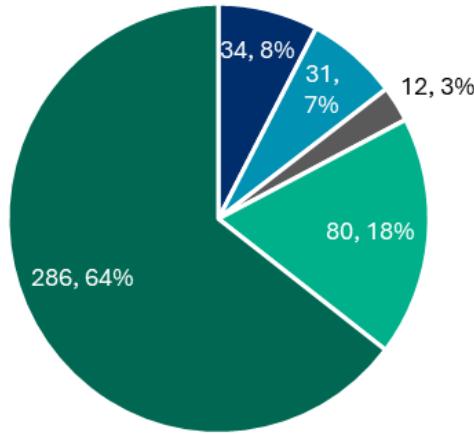
Riders would be able to use new overnight services when Link is not running.



515 Feedback summary



443 Responses



- Strongly support ■ Support
- I have no opinion
- Oppose ■ Strongly Oppose

Supporters...cited higher frequency on Link after the 2 Line opening and more efficient use of limited transit resources as beneficial.

Opposers...expressed concerns about personal safety, capacity, and reliability of Link light rail, as well as access to destinations not directly served by Link.



- Frequency
- Access to destinations
- Travel time



- Access to destinations
- Travel time

522 Woodinville – Roosevelt



2,152 Avg. Daily Boardings

Proposal: Route to Shoreline S

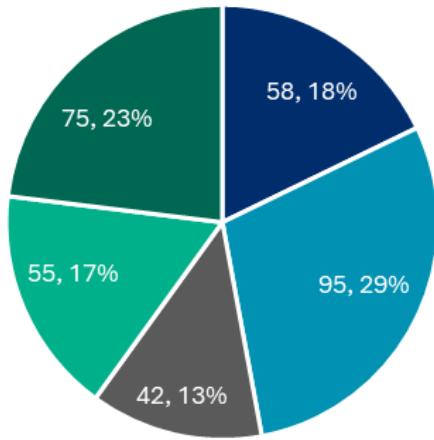
Route 522 would be rerouted to Shoreline South Station, matching the future Stride S3 Line.

Riders would board 1 Line or 2 Line trains to continue their trips to Seattle. South of NE 145th Street, Metro Routes 72 or 77 connect to Roosevelt or U District Stations.





325 Responses



- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose

Supporters...said they would avoid congestion on Lake City Way and have better access to light rail.

Opposers...expressed concerns about access to destinations and travel times for trips between Bothell/Kenmore and Lake City Way, which would require a transfer in the future.



- Travel time
- Frequency



- Access to destinations
- Travel time

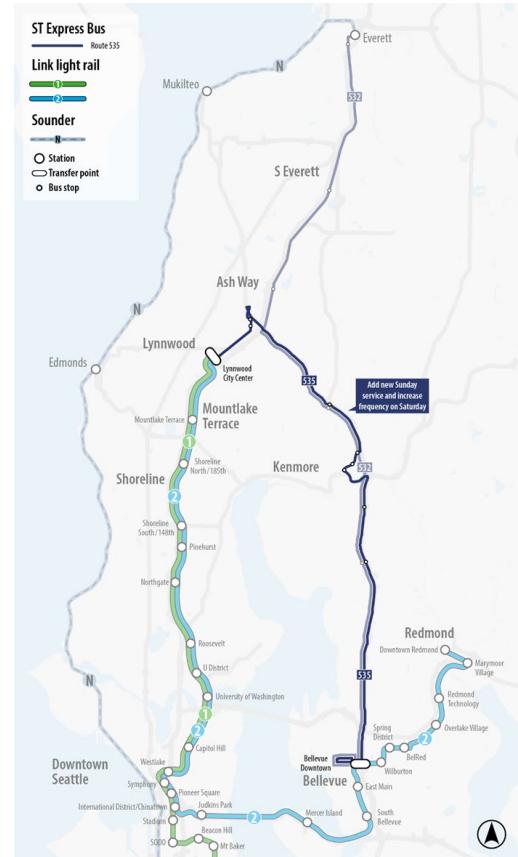
535 Lynnwood – Bellevue



1,593 Avg. Daily Boardings

Proposal: Improve Weekend Service

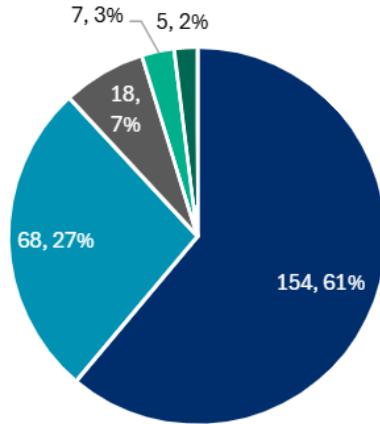
Route 535 would have more frequent service on Saturday, and new Sunday service.



535 Feedback summary



252 Responses



Supporters... About eight out of ten respondents support this change citing having more trip options, and new service on Sunday.

Opposers... point to a desire for faster travel times and more frequent buses on weekdays

- Strongly support ■ Support
- I have no opinion
- Oppose ■ Strongly Oppose



- Frequency
- Hours of operation



- Travel time
- Waiting time

550 *Bellevue – Seattle*



4,002 Avg. Daily Boardings

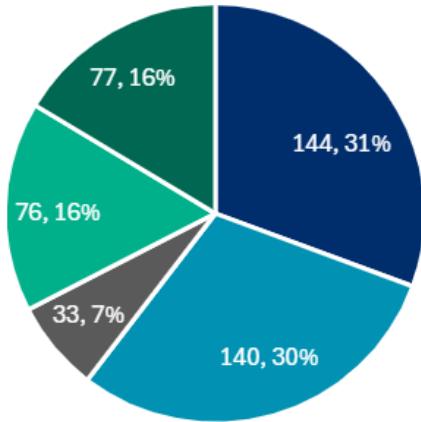
Proposal: Discontinue Route

Route 550 would be **replaced by more frequent 2 Line service**. Riders would be able to use new overnight services when Link is not running.



550 *Feedback summary*

 **470 Responses**



- Strongly support ■ Support
- I have no opinion
- Oppose ■ Strongly Oppose

Supporters...About six out of ten respondents support this change, pointing to Link not getting stuck in traffic, and providing more trip options.

Opposers...indicated that they preferred to board at a bus stop closer to them, and concern that Link may be slower than the bus.



- Frequency
- Travel time



- Travel time
- Access to destinations

554 Issaquah – Seattle



>All-Day 2,624 Avg. Daily Boardings

556 Issaquah – UW



Peak Only 326 Avg. Daily Boardings

Proposal: Discontinue Route 554, shorten and increase frequency of Route 556.

Riders may use revised Route 556 to connect with the 2 Line at South Bellevue Station.

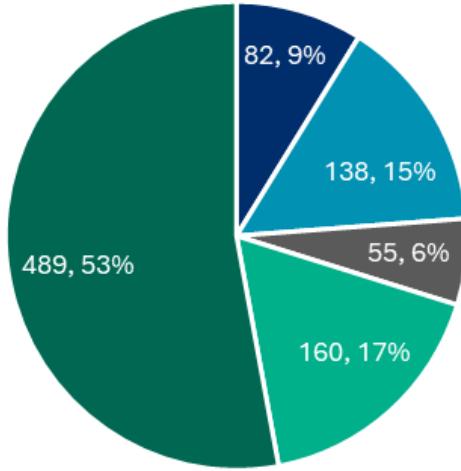


554

556

Feedback summary

 924 Responses



- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose

Supporters...Pointed to improvements in frequency, and travel time improvements.

Opposers...Cited concerns about travel time impacts and transfers between the proposed Route 556 and the 2 Line to complete their trips into Seattle, as compared to the current direct route between Seattle and Issaquah.



- Frequency
- Travel time



- Travel time
- Access to destinations

574 Lakewood – SeaTac



1,826 Avg. Daily Boardings

Proposal: Shorten to Federal Way and increase frequency

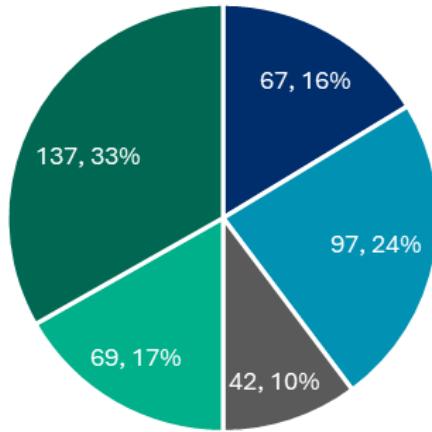
Riders would transfer to the 1 Line at Federal Way to connect to SeaTac and beyond. Riders would be able to use new overnight services when Link is not running.



574 *Feedback summary*



412 Responses



- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose

Supporters...like this change because of improved, more frequent service, and the reliability of the 1 Line from Federal Way. **Opposers...**cite concerns with managing luggage when transferring to the 1 Line. Some cited the added walking distance from the Link Station to the Sea-Tac Terminal.



- Frequency
- Travel time



- Travel time
- Transfer options

580 South Hill – Puyallup Station

»» Peak Only  12 Avg. Daily Boardings

Proposal: Discontinue Route

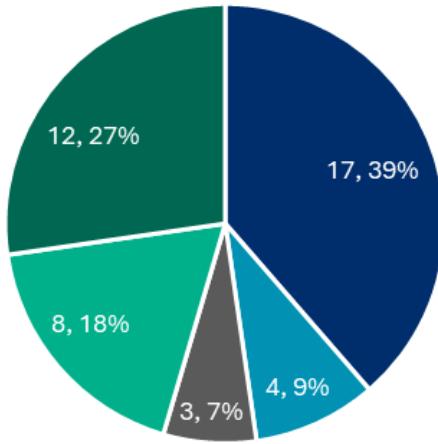
Riders may use
Pierce Transit Route
400, or park at the
510-space garage at
Puyallup Station.



580 Feedback summary



44 Responses



- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose

Supporters...noted that Pierce Transit Route 400 or parking at the Puyallup Station garage provide alternatives and resources could be used on other routes with higher demand.

Opposers...suggest extending Route 580 to Lakewood (Route 580 connected Lakewood to Puyallup from 2015 to 2022).



- "Other"
- Travel time



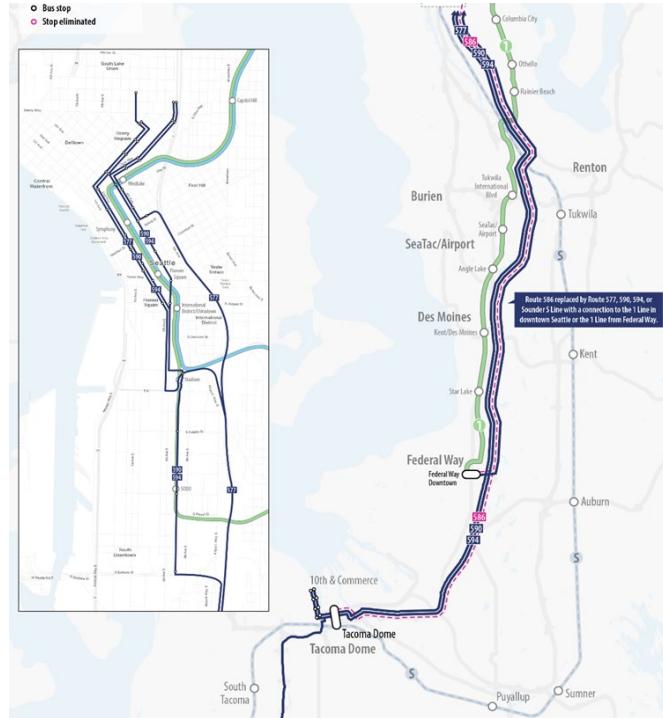
- "Other"
- Access to destinations

586 Tacoma – UW

»» Peak Only 256 Avg. Daily Boardings

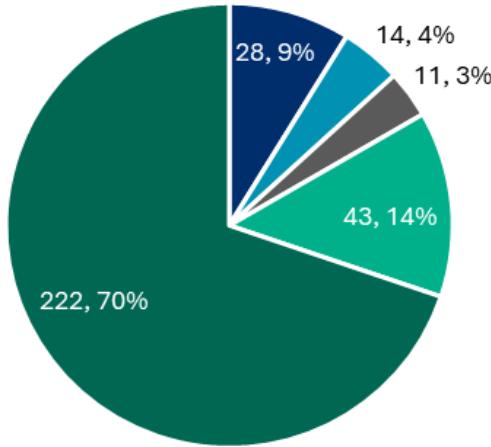
Proposal: Discontinue Route

Routes 577, 578, 590, 594, and 595 (or Sounder S Line) and a transfer to either Link 1 Line or 2 Line provide service to the University of Washington with similar or better travel time.





318 Responses



Opposers...About eight out of ten respondents oppose this change citing the inconvenience of the transfer to Link. Respondents also noted concerns about safety on light rail and at Stations and potential delays due to the transfer to Link service.

- Strongly support
- Support
- I have no opinion
- Oppose
- Strongly Oppose



- Frequency
- Hours of operation



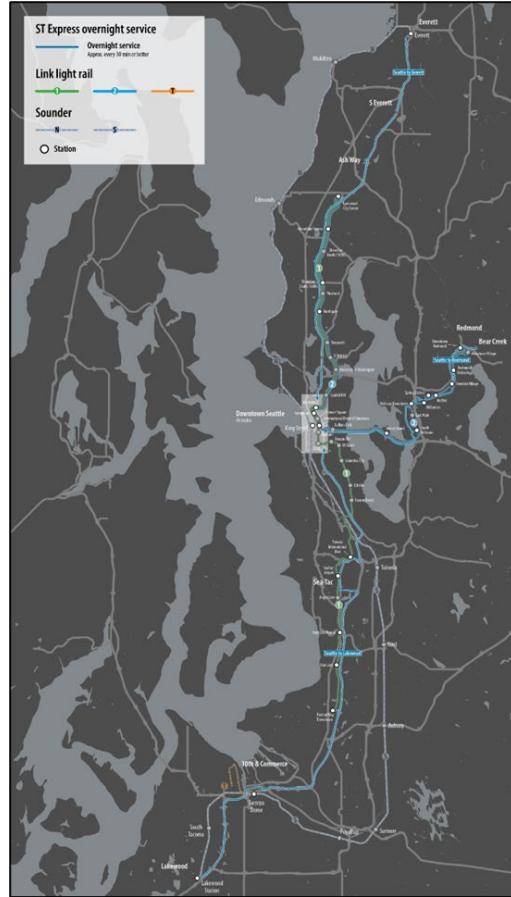
- Travel time
- Access to destinations

🌙* *Overnight Routes*

Proposal: Begin Service on new Routes

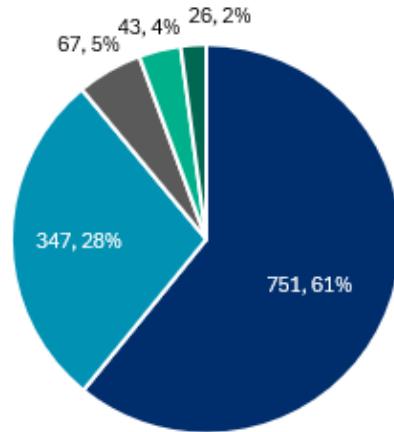
- Lakewood – Seattle via SeaTac
- Redmond – Seattle via Bellevue
- Everett - Seattle

Three new routes would begin service, providing connections for riders when Link is not running.



Overnight Routes feedback summary

1,234 Responses



- Strongly support ■ Support
- I have no opinion
- Oppose ■ Strongly Oppose

Supporters...About nine out of ten respondents support the overnight service proposals, citing to improved accessibility to the Airport and downtown destinations.

Opposers...point to travel times and proposed routes not serving all stations.



- Access to destinations
- Hours of operation



- Travel time
- Access to destinations

Other Themes and Responses

- Desire for a direct route between Issaquah and Seattle, especially for senior riders.
- Riders of routes proposed for elimination are concerned about how future service will meet their needs, specifically for work commutes.
- Riders are concerned about a lack of redundancy when routes are eliminated, citing frequent disruptions in light rail service.
- Some respondents desire cancelling some routes that serve similar destinations as Link, in favor of increased service on other routes.

Next Steps



For your awareness: Spring 2026 service change (March 28-30)

- Pilot overnight bus route between Sea-Tac Airport and downtown Seattle
- Sounder schedule adjustments on N & S Lines
- Other minor adjustments on ST Express routes

Thank you.



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