Stride Bus Rapid Transit

Program update and Start-up Activities

Rider Experience and Operations Committee

1/18/24
Why we are here

• Stride Bus Rapid Transit Program Update
• Start-Up and Operations
  • Structure
  • Operating Responsibilities
  • Next Steps
Program status

Capital program:
- Final design advancing
- Right of way acquisition underway

Partnerships (WSDOT & others)
- Underway ($650m+)
- Construction complete (~$30m)

2024 procurements:
- Bus Base North construction
- S3 construction (multiple contracts)
- Contracted service provider
Stride Operating/Start-Up Goals

Active performance management
  • Real-time control to ensure high quality service for our passengers

Resource management
  • Cost responsible operations

Earliest reasonable opening of Stride service
  • Ensure readiness for earliest possible service activation

Adaptive management
  • Ensure future flexibility to renegotiate contract terms or change operator as needed
  • Allow for future expansion to accommodate ST Express services
Stride Operating Structure

Sound Transit to provide:

- Facilities – Under construction and upcoming procurements
- Fleet (all electric) – Awarded Q4 2023
- Bus Operating Technology systems – Award in Q1 2024

Contracted Service Provider with Sound Transit oversight:

- Operators
- Maintenance/Mechanics
- Start-Up Support (systems and fleet testing, hiring/training, scheduling, standard operating procedures)
- Release Request for Proposals in Q1 2024
Operating Responsibilities

Contracted Service Provider

• Operating buses
• Scheduling vehicle and operator shifts
• Dispatch and administration of operations center
• Vehicle maintenance

Sound Transit

• Station and facility maintenance
• Oversight and management
• Onboard and station technology (IT) and passenger information
• Fare ambassadors and security
Contracted Service Provider Model

- Ensure flexibility for service and operations adjustments
- Real-time access to performance data
- Sound Transit oversight and control to ensure focus on passenger experience
- Focused operations with operators and mechanics trained specifically to Stride’s performance standards
- Allows direct and daily control over ST-owned systems and assets
CSP Performance Metrics

Example Requirements Include:

• On-time performance: 90% monthly
• Missed/canceled service: 0 missed trips
• Fleet and staff: 90% fleet availability, 100% staffing compliance
• Maintenance: All PM performed as scheduled
• Cleanliness: Bus cleaned daily, detailed every 21 days
• Customer complaints: Fewer than 3 per 1k boardings
• Safety: No more than 1 preventable accident per 125k miles
Contract Service Provider: Next Steps

- **February 2024**: Release RFP
- **Q3 2024**: Notice to proceed
- **Q3 2024-Q4 2026**: Phase 1 Start-up
  - Start-up planning, train-the trainer, scheduling and runcutting, testing and commissioning support
- **Q4 2026-Q3 2028**: Phase 2 Ramp-up
  - Training, staffing, route familiarization
- **Q3 2028**: S1 and S3 service launch
Thank you.