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*

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

### Introduce Proposal Changes
- **September**: Introduce Proposed Changes
- **Sept-Oct**: Gather Public Input
- **October**: Refine Proposals
- **November**: Propose for Board Adoption
- **March & Sept 2020**: Implement & Monitor

*New step this year*
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

<table>
<thead>
<tr>
<th>Proposed Change</th>
<th>Comments</th>
<th>How will this change your commute?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combine Routes 540/541 into Route 544</td>
<td>101</td>
<td><img src="#" alt="Chart" /></td>
</tr>
<tr>
<td>Route 566 Stop Elimination</td>
<td>25</td>
<td><img src="#" alt="Chart" /></td>
</tr>
<tr>
<td>Route 577 Weekend Service to Auburn</td>
<td>38</td>
<td><img src="#" alt="Chart" /></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>SR 520 Restructure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route 540:</strong> Route Elimination</td>
</tr>
<tr>
<td><strong>Route 541:</strong> Eliminate Trips</td>
</tr>
<tr>
<td><strong>Route 544:</strong> New Route</td>
</tr>
</tbody>
</table>

### Other Changes

| **Route 566:** Stop Elimination | Discontinue stops at Kennydale and Newport Hills to improve reliability *(unchanged from Sept REO)* |
| **Route 577:** To Auburn Weekends | Extend weekend service to operate between Seattle and Auburn via Federal Way *(unchanged from Sept REO)* |
# Title VI Service Equity Analysis

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

Requesting recommendation to full Board for:

- Approval of major service changes in 2020
- Approval of 2020 SIP document
Thank you.