

2027 Service Plan Draft

September 23, 2026

 **SOUNDTRANSIT**





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Link

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Executive Summary

The 2027 Service Plan outlines draft rail and bus service changes that would be implemented in 2027.

These changes will be presented to the Sound Transit Board of Directors (Board) in October 2026.

If changes are approved, they will be implemented as soon as spring 2027.

2027 goals and 2026 service updates

2026 was the latest in a series of milestone years for Sound Transit.

- In 2024, we extended the 1 Line to Lynnwood, and began service on the 2 Line between South Bellevue and Redmond Technology stations.
- In 2025, we extended the 2 Line to Marymoor Village and Downtown Redmond, and the 1 Line to Federal Way, Star Lake, and Kent Des Moines.
- On March 28, 2026, we opened the much-anticipated Crosslake Connection, and with two new stations at Judkins Park and on Mercer Island, the 1 Line and 2 Line became part of one system.

Now that we've completed the ST2 Link Extensions, we're making changes to our

ST Express network to improve connections to the 1 Line and 2 Line, and to prepare for new Stride bus rapid transit service. Some of these changes were implemented as part of the fall service change on August 29-30, such as:

- Streamlining and increasing frequency on routes like 556 and 574.
- Rerouting 522 to serve Shoreline South Station to mirror the future Stride S3 Line and, in the interim, provide a faster connection between UW Bothell, Woodinville, and Link.

In 2027, we're proposing more changes that continue these themes as we build a connections-based network of frequent, all-day services — transitioning away from peak-only routes to ones that provide frequent trip choices all day, every day.



Proposed service changes

In this plan, we propose changes to routes that simplify the network, capitalize on high-capacity transit investments, increase the resiliency of the system by allowing for more planned maintenance time, and improve regional connections.

We are proposing:

- Changing 2 Line span of service:
 - Starting service approximately 25 minutes later in the morning, Monday through Sunday.
 - Ending service approximately 15 minutes earlier at night, Monday through Saturday.
 - Adding trips on Night Bus Route 547 to fill in gaps caused by changes to the 2 Line span of service.
- Shortening Route 560 to Burien Transit Center and increasing service frequency every day of the week.
- Adding a stop on Route 545 at Downtown Redmond Station.
- Adding a stop at the future I-405/NE 85th Street Stride bus station in Kirkland to routes 532 and 535.
- Discontinuing the limited early-morning/late-night service to four stops in downtown Everett on routes 510 and 512.

The implementation of these proposals is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

Public engagement

During 2027 Service Plan engagement (July 2026) we presented draft bus service change proposals and explored how changes to Link schedules would affect people. We heard:

- Respondents rated “more frequent planned Link closures on weekends” as most disruptive (4 or 5 on a scale of 1–5) compared to other disruption options.
- Between morning and night Link maintenance, there was a slight preference for night.
- Nearly even split between those who oppose and those who support the proposed service change for Route 560.
 - Supporters cited frequency and travel times as the leading reasons.
 - Opposers cited access to destinations and transfer times as the leading reasons.

Title VI service equity analysis

As part of the annual Service Plan, Sound Transit conducts a service equity analysis to ensure that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration and the Board.

The individual route analysis for bus changes did identify disparate impacts on protected populations. Mitigations include improved service levels on Route 560, every day of the week.

The systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected and low-income populations from September 2024 through September 2027.

Next steps

Following Board approval of the 2027 Service Plan (anticipated in October 2026), we will work with our operating partners to implement changes beginning in spring 2027. We will continue to monitor system performance and observe how ridership patterns change to inform future planning efforts.

In support of the Enterprise Initiative, we are updating our Service Standards and Performance Measures and are developing a network plan, which details how the Sound Transit regional network changes as we introduce high-capacity services, such as Stride, and future Link extensions.

Introduction

In this section:

- What is the Service Plan?
- Strategy and goals for 2027 Service Plan proposals
- Reflections on major milestones in 2026
 - 2 Line Crosslake Connection opening
 - FIFA World Cup 2026
 - Pinehurst Station
 - Overnight service update
- Timeline and Board pathway to approval

What is the Service Plan?

The Service Plan is:

- Sound Transit's annual planning process for managing our regional transit network that informs the operating budget.
- A means to evaluate and propose service changes to coordinate with the opening of high-capacity transit projects, improve performance, respond to ridership trends, and optimize our operating resources.
- The vehicle for the Sound Transit Board of Directors (Board) to approve any major service changes as defined by Sound Transit Board-adopted policy.

What does this 2027 Service Plan Draft document include?

The 2027 Service Plan Draft document includes:

- Proposed service changes.
- Title VI service equity analysis.
- Results from public engagement.
- Planning context that informed the development of proposed changes.

Strategy and goals for 2027 Service Plan proposals

Now that the Lynnwood, Federal Way, and Crosslake Connection Link Extensions are online, we're turning our focus towards improving connections between our services and preparing for our next and newest service: [Stride bus rapid transit \(BRT\)](#). As soon as 2028, Stride will begin replacing ST Express routes 522, 535, and 560, introducing new stations, more frequent service, and battery-electric buses.

We're proposing changes that will help get us — and you — ready for Stride. This includes routing changes, stop additions, and service increases. We've already made some of these changes, such as rerouting Route 522 to Shoreline South Station and adding more weekend service on Route 535. For 2027, we're proposing a few more, like adding NE 85th St Station in Kirkland to Route 532 and 535 and shortening Route 560 to Burien Transit Center — just like the future Stride S1 Line that will replace it — so it may run more frequently.

We're also proposing a modest change to Route 545: moving the stops from Redmond Way, a couple of blocks southwest, to Downtown Redmond Station. This shift will make it easier to connect to and from the 2 Line.

These changes make connecting between our services easier, modestly improve transit access, and set up the transition from ST Express to Stride on select routes.

Figure 1 Fall 2026 Service Map



Figure 2 Proposed 2027 Service Map





Reflections on major milestones in 2026

2 Line Crosslake Connection opening

This past spring, we opened the Crosslake Connection across Lake Washington and added new stations at Judkins Park and on Mercer Island. With the completion of this transformational and first-in-the-world train connection across a floating bridge, Seattle and the Eastside are now linked by high-capacity transit.

Since the opening, we've welcomed thousands of new riders onboard our trains, providing a swift, economical, and environmentally friendly alternative to congested highway traffic.

Beyond adding new stations and extending 2 Line service to Seattle and Lynnwood, the Crosslake Connection enabled us to increase service in Seattle and on the Eastside.

- With the 2 Line now running about the same schedule as the 1 Line, riders on the Eastside can enjoy trains that start earlier, end later, and run every eight minutes at peak.
- The 1 Line and 2 Line combine for trains every four to five minutes between Lynnwood and International District/Chinatown Stations — introducing a new level of frequency and convenience in the busiest part of our system.

FIFA World Cup 2026

During the 2026 FIFA World Cup, Sound Transit implemented coordinated service adjustments across Link light rail, Tacoma's T Line, Sounder commuter rail, and ST Express to support six match days and related regional events.

- The 1 Line and 2 Line operated every eight minutes from 6 a.m. until 1 a.m. on match days, providing combined four-minute service between International District/Chinatown Station and Lynnwood City Center Station. Sound Transit deployed 174 light rail vehicles (cars) across 46 trains, delivering sustained all-day peak service for the first time in agency history.
- T Line trains operated every 12 minutes, with extended evening service connecting with Sounder passengers at Tacoma Dome Station.
- Special Sounder match trains were added and select regularly scheduled trips were adjusted to serve event travel better.
- Sound Transit also prepared for increased demand on ST Express routes, supported by Route 570, a pilot overnight bus connection between SeaTac/Airport Station and downtown Seattle.

To manage crowds and improve accessibility, passengers were directed to different stadium-area stations based on their direction of travel: Pioneer Square from the north, Stadium from the south, and International District/Chinatown from the east and for passengers with reduced mobility.

Additional security personnel, station staff, operators, and Staff Ambassadors helped riders navigate the system, manage platform queues, and make regional connections:

- 3,400 Staff Ambassador shifts supported customers on the system.
- 200 frontline security personnel were deployed on match days.
- 200 operators delivered peak-level service throughout each match day.
- More than 40 colleagues staffed various Emergency Operations Centers (EOCs) for every match, helping ensure coordinated responses and seamless operations.

Together, these efforts provided a safe, welcoming, and reliable passenger experience without major operational issues.

The World Cup period generated record-breaking ridership. Link carried an estimated 5.0 million passengers in June — approximately half a million more than in May — and more than 1.5 million passengers across the six match days. Match day ridership ranged from approximately 197,000 to 309,000 boardings, culminating in a new single-day record of approximately 309,000 boardings on July 6 for the United States–Belgium match.

These results demonstrated the regional transit system's ability to accommodate sustained, high levels of demand. This period also provided valuable lessons for future service planning, major-event operations, partner coordination, crowd management, and customer support.

Note: Ridership figures are preliminary estimates based on available Automatic Passenger Counter data and may be refined as additional data is received and validated.

Pinehurst Station

Scheduled to open on September 30, 2026, Pinehurst Station is located at NE 130th Street between Northgate and Shoreline South/148th stations.

Approved by voters in 2016 and constructed as part of the Lynnwood Link Extension, the station will serve a growing residential area in north Seattle and is projected to support approximately 3,400 daily boardings.

The station will be served by both the 1 Line and 2 Line, with trains arriving every four to six minutes during peak periods. Estimated travel times are 19 minutes to Westlake Station and 57 minutes to SeaTac/Airport Station.

Riders will also be able to connect with the new King County Metro Route 77 (Bitter Lake to University District via Lake City).

Overnight service update

This past March, the Board approved our proposed overnight service network, and we kicked off our pilot Night Bus route between Seattle-Tacoma International Airport (SEA) and downtown Seattle.

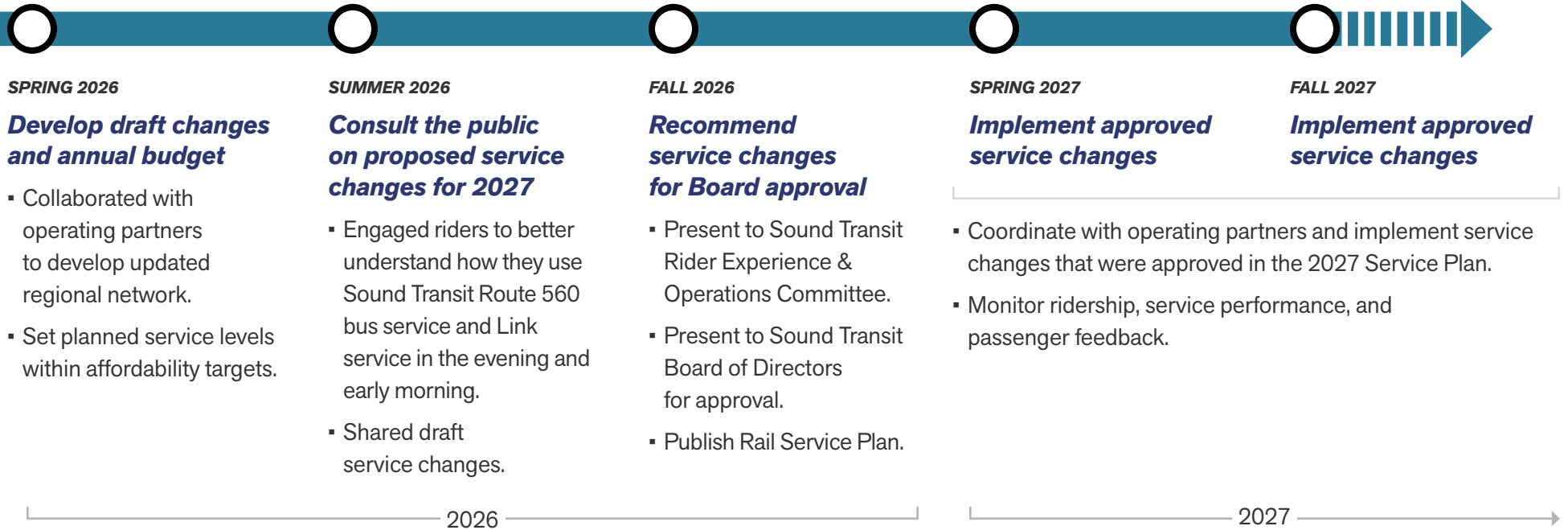
Following this successful pilot, we began new service between downtown Seattle and Redmond via Bellevue (Route 547) and extended service south from Sea-Tac to Tacoma and Lakewood (Route 597).

Since then, we've welcomed hundreds of riders each week, making trips that were not possible before.

In addition to these two routes, we're working with our partners at Community Transit to extend overnight service to Everett, with another route beginning as soon as spring 2027. These routes provide overnight transit options that roughly follow the 1 Line and 2 Line, facilitating new, 24/7 regional mobility.

When overnight service begins operating between Seattle and Everett, riders will have trip options from over two-thirds of Link stations every 30 minutes or better, all day, every day.

Timeline and Board pathway to approval



Proposed service changes

In this section:

- Proposed major service changes
 - Routes 510/512
 - Route 560
- Proposed minor service changes
 - Link 2 Line, and related Night Bus
 - Routes 532/535
 - Route 545

We are proposing changes to Sound Transit services that would:

- Simplify the network.
- Capitalize on regional investments in high-capacity transit.
- Increase the system's resiliency by creating more planned maintenance time.
- Improve regional connections.

The implementation of these proposals is subject to operational capacity at our partner agencies and may be partially implemented or deferred.

Some of the proposed service changes in this plan are major service changes, and some are minor. The major service changes are subject to Board action and Title VI service equity analysis.

Proposed major service changes

- Routes 510/512 service changes
- Route 560 service change

What is a major service change?

Sound Transit Resolution R2022-19 defines a major service change as any single change in service on an individual bus or rail route that would:

- Add or eliminate more than 25% of the route's weekly revenue service hours, and/or
- Permanently move the location of a bus stop by more than a quarter mile, or rail station by more than a half mile, and/or
- Close or eliminate a bus stop or rail station without a replacement of any kind within a quarter mile of bus stops or a half mile of rail stations.

Routes 510/512 service changes

Figure 3 Map of proposed service change for routes 510 and 512



What's happening?

We propose discontinuing service to a limited number of stops in downtown Everett on select trips:

- Southbound early morning Route 510 trips would no longer serve the following stops:
 - Hewitt Ave & Fulton St
 - Hewitt Ave & Lombard Ave
 - Wetmore Ave & Wall St
 - Pacific Ave & Rockefeller Ave
- Northbound late night weekday Route 512 trips would no longer serve the following stops:
 - Pacific Ave & Rockefeller Ave
 - Wetmore Ave & Wall St
 - Hewitt Ave & Lombard Ave
 - Hewitt Ave & Virginia Ave

This change would take effect when the future overnight bus service between Everett and Seattle begins operation. The implementation date has not yet been determined.

Proposed service levels

Table 1 Proposed Route 510 service levels

Route 510	Weekday	Saturday	Sunday
Early AM frequency	15–30	-	-
AM peak frequency	15–20	-	-
Midday frequency	-	-	-
PM peak frequency	20–30	-	-
Evening frequency	-	-	-
Hours of service	Southbound: 4 a.m. to 8:30 a.m. Northbound: 2 p.m. to 6:30 p.m.	No service on Saturday	No service on Sunday

No change to service level is proposed for Route 510.

Table 2 Proposed Route 512 service levels

Route 512	Weekday	Saturday	Sunday
Early AM frequency	15–30	15–30	15–30
AM peak frequency	15	15	15
Midday frequency	15	15	15
PM peak frequency	15	15	15
Evening frequency	15–30	15–30	15–30
Hours of service	4 a.m. to 1 a.m.	4 a.m. to 1 a.m.	4 a.m. to midnight

No change to service level is proposed for Route 512.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

Currently, a limited number of weekday trips serve these downtown Everett stops: two early-weekday morning, southbound Route 510 trips, and six late night northbound Route 512 trips. Due to consistently low ridership and for simplifying service, we propose discontinuing service to these stops and consolidating service at Everett Station. This change would advance the transition of regional connections to Everett Station in advance of the future Everett Link Extension network.

Table 3 Boardings and alightings by stop in downtown Everett (April 2026)

Southbound stop	Average weekday boardings	Average weekday alightings
Hewitt Ave & Fulton St (southbound)	5	3
Hewitt Ave & Virginia Ave (northbound)		
Hewitt Ave & Lombard Ave	0	0
Wetmore Ave & Wall St	4	0
Pacific Ave & Rockefeller Ave	0	0
Total	9	3

What does it mean for passengers?

Passengers currently using these stops would instead board or exit routes 510 and 512 at Everett Station.

Everett Station is located within approximately one-half mile of the affected stops and provides:

- 993 park-and-ride parking spaces
- 28 ADA-accessible parking spaces
- Connections to multiple local and regional transit services

Local routes operated by Everett Transit and Community Transit would continue to provide all-day service in downtown Everett, offering connections to Everett Station and other regional transit hubs.

In the future, when Sound Transit launches overnight bus service between Seattle and Everett, Everett Station would be served 24 hours a day, 7 days a week, further improving access to regional transit during overnight periods.



Public input

Route 510 average daily (weekday) boardings (April 2026): 1,211

Route 512 average daily (weekday) boardings (April 2026): 1,380

OVERALL FINDINGS

- Free-response submissions to the 2027 Service Plan survey included six comments on the proposed Everett stop changes to routes 510 and 512.
- All respondents opposed the proposed changes.
- One respondent reported using the stop once in the past five years.
- Three respondents reported that these stops provide improved access to downtown Everett.



TOP REASON FOR SUPPORT

- N/A



TOP REASON FOR OPPOSITION

- Access to destinations

Title VI

This proposal results in adverse effects because it removes service from select late night trips on the segment of the route between downtown Everett (Hewitt Ave and Fulton St) and Everett Station. At this time of day, there are no trips from other transit agencies that serve these stops.

There are no findings of disparate impact or disproportionate burden, so mitigations are not required.

Route 560 service change

Figure 4 Map of proposed service change for Route 560



What's happening?

Route 560 would no longer serve stops in West Seattle, ending at Burien Transit Center. In turn, frequency between Burien and Bellevue would increase as follows:

- Weekdays: Every 20 minutes (daytime), every 30 minutes (evenings).
- Weekends: Every 30 minutes all day (double current service).

Proposed service levels

Table 4 Proposed Route 560 service levels

Route 560	Weekday	Saturday	Sunday
Early AM frequency	20*	30*	30*
AM peak frequency	20*	30*	30*
Midday frequency	20*	30*	30*
PM peak frequency	20*	30*	30*
Evening frequency	30*	30*	30*
Hours of service	4:45 a.m. to 11:15 p.m.	5:15 a.m. to 11:15 p.m.	5:15 a.m. to 11:15 p.m.

*Service increase

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

We propose this change because the new western end of line at Burien Transit Center would be consistent with the future Stride S1 Line, which will replace Route 560 as soon as 2028.

For trips between Westwood Village and Burien, King County Metro's RapidRide H Line serves all current Route 560 stops in this segment. The H Line runs every 7–15 minutes on weekdays and every 15 minutes on weekends.

Shortening Route 560 also would give us operating resources to increase the frequency of the bus service to 20 minutes for most of the day on weekdays and 30 minutes in the evening and on weekends.

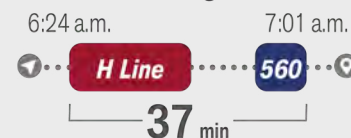
Approximately 12% of total boardings in both directions (westbound and eastbound) occur at West Seattle stops before Burien Transit Center.

What does it mean for passengers?

Passengers could use King County Metro Rapid Ride H Line to travel between Westwood Village and Burien Transit Center. Below is an example of what a trip would look like from Westwood Village to Sea-Tac Airport.

Figure 5 Example journey between Westwood Village and Seattle-Tacoma International Airport on a weekday morning

Westwood Village to SEA International Airport



TRIP DETAILS

H Line

- Westwood Village - Bay 3 6:24
- 19 min - 14 stops
- Burien Transit Center - Bay 4 6:43

Change bays - wait 10 mins

Route 560

- Burien Transit Center - Bay 5 6:53
- 8 min - 1 stop
- Sea-Tac Airport - Bay 2 7:01

OTHER TRIP OPTIONS





Public input

Number of survey responses: 307

Average daily (weekday) boardings (April 2026): 1,548

OVERALL FINDINGS

- Nearly even split between those who oppose or strongly oppose and those who support or strongly support the proposed changes.
 - 45% support or strongly support the proposal.
 - 49% oppose or strongly oppose the proposal.
- More than half reported they would like to see Route 560 run more often on weekdays during the day (before 8 p.m.)
- Multiple respondents mentioned concerns about H Line not starting early enough in the morning. Sound Transit is coordinating with King County Metro on these early morning trips.



TOP REASONS FOR SUPPORT

- Frequency
- Travel times



TOP REASONS FOR OPPOSITION

- Access to destinations
- Transfer times

ADDITIONAL INFORMATION

- In contrast to slightly more opposition from all 560 riders, there are more frequent riders (ride four or more days more week) who support the proposal (56%).
- Approximately two-thirds of respondents only transfer once currently. Approximately half of the respondents who ride Route 560 transfer from Link 1 Line or 2 Line.

Title VI

This proposal results in adverse effects because it removes service from the segment of the route between Burien Transit Center and Westwood Village, which serves West Seattle.

There is a finding of disparate impact, so mitigations are required. Mitigations include increased service frequency on Route 560.

Sound Transit will coordinate the Route 560 schedule with King County Metro's RapidRide H Line, which provides service to the area that Route 560 no longer serves in West Seattle.

Proposed minor service changes

- Link 2 Line, and related Night Bus service changes
- Routes 532/535 service change
- Route 545 service change

What is a minor service change?

Minor changes are not required to be approved by the Board of Directors. Some examples include:

- A stop addition, and/or
- Add or eliminate less than 25% of the route's weekly revenue service hours, and/or
- A stop replacement within ¼ mile, and/or
- Minor schedule changes, including running time adjustments.

This list of examples is not exhaustive. Other minor changes to Sound Transit service may occur in 2027 as part of the biannual service change process.

Link 2 Line, and related Night Bus service changes

What's happening?

We propose ending 2 Line service earlier at night and starting service later in the morning. Night Bus Route 547 (Redmond – Seattle) would extend service to fill service gaps created by changes to the 2 Line schedule.

The proposed changes to 2 Line operating hours include:

- Starting service approximately 25 minutes later in the morning, Monday through Sunday.
- Ending service approximately 15 minutes earlier at night, Monday through Saturday.

Table 5 also details the proposed changes to hours of service for the 2 Line.

Table 5 Proposed changes to 2 Line operating hours by day of the week

Day of the week	2 Line: Current hours of service (approx.)	2 Line: Proposed hours of service (approx.)
Weekday	4 a.m. to 1 a.m.	4:30 a.m. to 12:45 a.m.
Saturday	4 a.m. to 1 a.m.	4:30 a.m. to 12:45 a.m.
Sunday	4:30 a.m. to midnight	5 a.m. to midnight

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

There are no proposed changes to service frequency on the 2 Line. The tables below outline the proposed changes to hours of service for Link 2 Line and the related changes to Night Bus Route 547.

Table 6 Proposed 2 Line service levels

Day of the week	2 Line: Proposed hours of service (approx.)
Weekday	4:30 a.m. to 12:45 a.m.
Saturday	4:30 a.m. to 12:45 a.m.
Sunday	5 a.m. to midnight

Table 7 Proposed Route 547 service levels

Day of the week	Route 547: Service frequency (minutes)	Route 547: Hours of service
Weekday	30	Midnight to 5:20 a.m.
Saturday	30	Midnight to 6:20 a.m.
Sunday	30	11:30 p.m. to 5:20 a.m.

Note: For Route 547, hours of service in the table above end on the subsequent calendar day. For example, Saturday hours of service technically refer to midnight to 6:20 a.m. on Sunday. Similarly, Sunday hours of service refer to 11:30 p.m. on Sunday night to 5:20 a.m. on Monday morning.



Why are we proposing this change?

We know that unplanned disruptions on Link can have a major impact on travel plans. One way to reduce unplanned disruptions is to allocate more time for planned routine maintenance on the Link system. This enables our crews to proactively address problems and resolve issues before they occur. In some areas of our system, we have limited time each night to perform this work, which constrains what crews can complete before service starts the next day.

What does it mean for passengers?

2 Line schedules would start slightly later and end slightly earlier than today. In order to prevent any gaps in service, we would add trips on Route 547 to operate when the 2 Line is not running. Passengers could take Route 547 instead of the 2 Line to make trips in the late evening and early morning.

Route 547 currently operates every 30 minutes from approximately midnight to 4:50 a.m. on weekdays and Saturdays and 10:30 p.m. and 5:50 a.m. on Sundays. Trips would be added to fill in any service gaps on weekdays, Saturdays, and Sundays created by schedule changes to the 2 Line. See Table 7 for more information on proposed Night Bus service levels.

Public input

We engaged with Link riders to understand how people use the system late at night, early in the morning, and on weekends. This section focuses on responses from 2 Line riders. The Engagement Summary Report (Appendix A) provides additional details on the feedback we received from all Link riders.

Number of survey responses: 2,194 respondents rode 2 Line once a week or more.

Average daily weekday boardings for April 2026 (1 Line and 2 Line combined): 162,580

OVERALL FINDINGS

- **Frequent riders:** 48% of respondents reported riding the 2 Line four days a week or more.
- **Quiet hours:** Most people surveyed do not ride light rail after 11:30 p.m. or before 5:30 a.m. once a week or more.
- **Closure concerns:** When asked to rate disruptiveness of closures, a plurality of respondents:
 - Rated more frequent planned Link closures on weekends as “most disruptive” (a 4 or 5 on a scale of 1–5, most to least disruptive).
 - Rated starting service later or ending service earlier (up to 1 hour) as less disruptive.

COMMENT THEMES (1 LINE AND 2 LINE)

- Preserve late-night and early-morning service, especially for airport access.
- Weekend closures are highly disruptive.
- Bus bridges and shuttles are viewed poorly.
- Reliability, frequency, and trust matter most.
- Communication and advance notice need improvement.
- Demand for more service, not less.
- Fare enforcement, safety, and security.

Routes 532/535 service change

Figure 6 Map of proposed service change for routes 532 and 535



What's happening?

We propose adding a new stop for routes 532 and 535 at the future I-405/NE 85th Street Stride bus station in Kirkland.

The new Stride bus rapid transit (BRT) station is expected to open in 2027 as part of the I-405/NE 85th Street Interchange and BRT Station Project.

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

Table 8 Proposed Route 532 service levels

Route 532	Weekday	Saturday	Sunday
Early AM frequency	30–60	-	-
AM peak frequency	15–20	-	-
Midday frequency	-	-	-
PM peak frequency	15–30	-	-
Evening frequency	-	-	-
Hours of service	Southbound: 4 a.m. to 8:30 a.m. Northbound: 2 p.m. to 6:30 p.m.	No service on Saturday	No service on Sunday

No change to service level is proposed for Route 532.

Table 9 Proposed Route 535 service levels

Route 535	Weekday	Saturday	Sunday
Early AM frequency	30	-	-
AM peak frequency	30	30	30
Midday frequency	30	30	30
PM peak frequency	30	30	30
Evening frequency	60	60	60
Hours of service	5 a.m. to 10 p.m.	7 a.m. to 10 p.m.	7 a.m. to 10 p.m.

No change to service level is proposed for Route 535.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.



Why are we proposing this change?

The new I-405/NE 85th Street station is expected to open in 2027 and will be able to accommodate both regional and local bus service. We propose adding a stop for routes 532 and 535 at this location so riders can begin using the new facility as soon as it becomes available.

Adding the stop would allow Sound Transit to make use of new transit infrastructure and improve connections within the corridor before the Stride S2 Line begins service. The proposed change would not alter the existing route alignment and is not expected to meaningfully affect travel times.

What does it mean for passengers?

Passengers would gain a new stop in Kirkland at I-405/NE 85th Street, providing additional opportunities to access routes 532 and 535 and connect with local transit services serving nearby destinations in Kirkland and Redmond.

The Stride S2 Line (Lynnwood–Bellevue) is currently expected to begin service in 2029. Once it opens, it will replace Route 535 and provide more frequent service and faster travel times along the corridor.

Public input

Route 532 average daily (weekday) boardings (April 2026): 865

Route 535 average daily (weekday) boardings (April 2026): 1,762

OVERALL FINDINGS

- Of the comments received regarding routes 532 and 535, two of them made reference to the proposed I-405/NE 85th Street station.
 - Both comments expressed support for serving the location as soon as it becomes available; with one citing possible connection with local route.



Route 545 service change

Figure 7 Map of proposed service change for Route 545





What's happening?

We're proposing adding stops to Downtown Redmond Station on Route 545, replacing stops currently on Redmond Way at NE 166th St.

Note: This proposal is not a major service change subject to Title VI service equity analysis.

Service levels

Table 10 Proposed Route 545 service levels

Route 545	Weekday	Saturday	Sunday
Early AM frequency	10–15	30	30
AM peak frequency	15	30	30
Midday frequency	15	30	30
PM peak frequency	15	30	30
Evening frequency	15–30 60 after 10 p.m.	30	30
Hours of service	4:30 a.m. to midnight	6:15 a.m. to 11:15 p.m.	6:15 a.m. to 11:15 p.m.

No change to service level is proposed for Route 545.

Note: Frequency shown in minutes. Early AM refers to start of service until 6 a.m. AM peak refers to 6 a.m. to 9 a.m. Midday refers to 9 a.m. to 3 p.m. PM peak refers to 3 p.m. to 6 p.m. Evening refers to 6 p.m. until end of service.

Why are we proposing this change?

This change would improve the connection between ST Express buses and 2 Line service.

What does it mean for passengers?

Riders would be able to transfer between Route 545 and the 2 Line at Downtown Redmond Station, rather than needing to walk between the station and stops at Redmond Way. Transferring to other local services at the bus plaza would also be easier.

Public input

Average daily (weekday) boardings (April 2026): 4,691

OVERALL FINDINGS

- Of the comments received regarding Route 545, four of them made reference to the proposed stop changes.
 - 3 support or strongly support the proposal.
 - 1 opposed or strongly opposed the proposal.

TOP REASONS FOR SUPPORT

- Connectivity with other services.

TOP REASONS FOR OPPOSITION

- Not specified.

ADDITIONAL INFORMATION

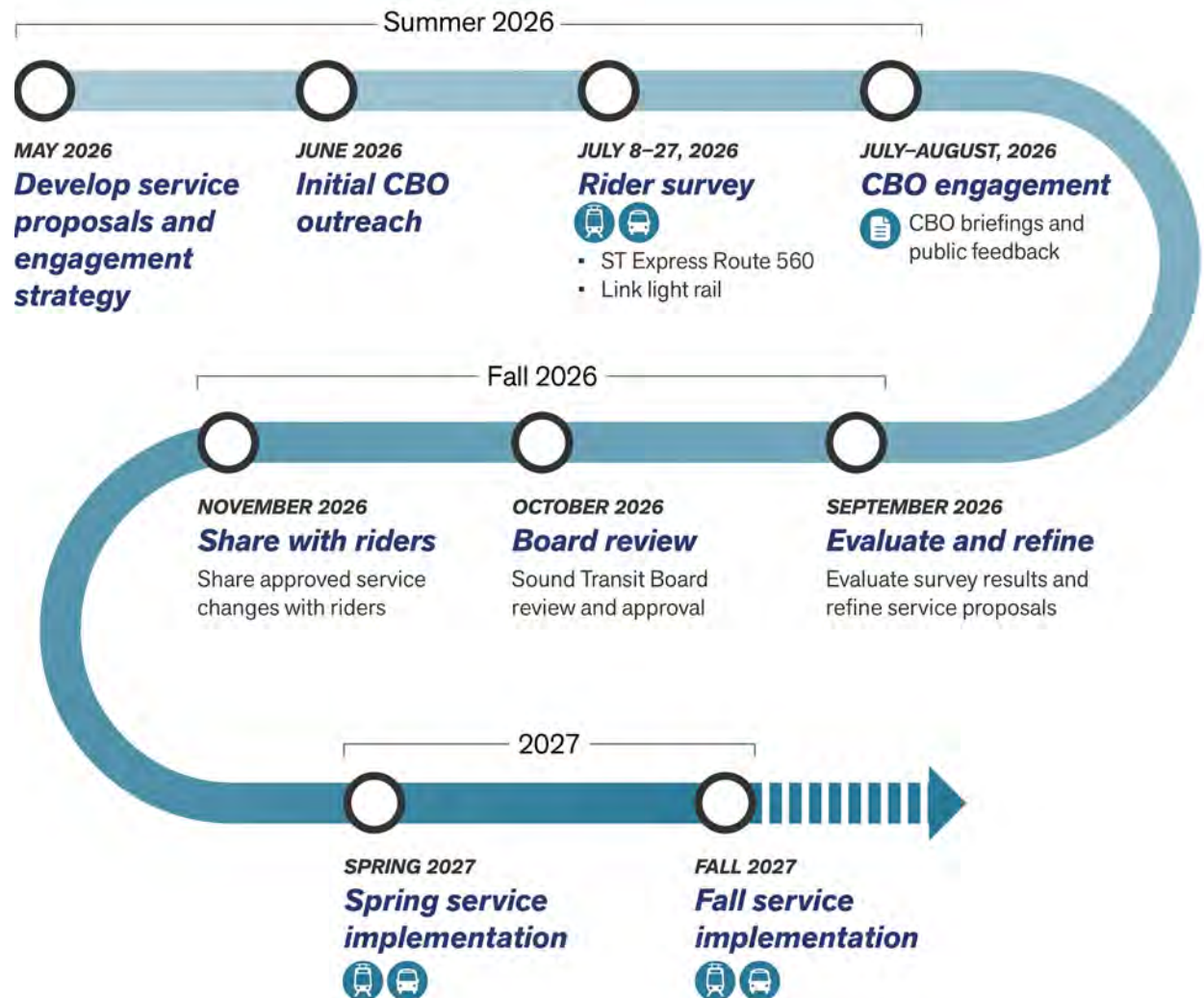
The proposed stops at Downtown Redmond Station are approximately one block from the existing stops on Redmond Way.

Public engagement summary

What is the engagement timeline?

The 2027 Service Plan had one phase of engagement that took place in summer 2026 (see Rider survey and CBO engagement in Engagement Summary Report (Appendix A)).

Figure 8 2027 Service Plan engagement timeline



How did we engage?

In summer 2026 (June–July 2026), the public was informed about the proposed bus and rail changes and were encouraged to take the survey. The following outreach methods were used:

1. Virtual information session (29 total participants).
2. Website updates.
3. Social media posts (paid and organic).
4. Community Based Organization (CBO) engagement.
5. Email alerts.
6. Press release.
7. Rider alerts.
8. Tabling at fairs and festivals.
9. In-person engagement (Sound Transit Ambassadors).

What did we hear?

The rider survey focused on the proposed changes to Route 560 and Link (1 Line and 2 Line). A total of 3,982 surveys were completed.

Key takeaways from the survey included:

1. LINK LIGHT RAIL

- a. Respondents rated “more frequent planned Link closures on weekends” as most disruptive (4 or 5 on a scale of 1–5).
- b. Between morning and night maintenance, there was a slight preference for night.

2. ST EXPRESS ROUTE 560

- a. Nearly even split between those who oppose and those who support the proposed service change.
- b. Supporters cited frequency and travel times as the leading reasons.
- c. Opposers cited access to destinations and transfer times as the leading reason.

Please see each proposal in the Proposed Service Change section of the plan for more information on public input for each route. The full Engagement Summary Report is also shared in Appendix A.



Title VI service equity analysis summary

About this analysis

As part of the annual Service Plan, Sound Transit conducts a service equity analysis to ensure that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration, Sound Transit's 2026–2028 Title VI Program, and the Sound Transit Board of Directors.

The 2027 Service Plan service equity analysis evaluates the potential service changes to ST Express bus and Link light rail service. Consistent with Sound Transit's adopted Disparate Impact and Disproportionate Burden policy (Board Resolution No. R2022-19), a Title VI service equity analysis was completed with two levels of analysis.

- The first level is the individual route or line analysis, which evaluates each major service change on a route-by-route and line-by-line basis.
- The second level is the systemwide analysis, which compares the benefits and impacts to Title VI protected and non-protected populations, as well as low-income and non-low-income populations on all routes and services over multiple years.

What were the results?

The 2027 Service Plan includes proposed major service changes, such as multiple changes to Route 560 (truncation at Burien Transit Center and improved service), and the truncation of routes 510 and 512 at Everett Station (select trips).

Route analysis

The individual route analysis for bus changes did identify a disparate impact on protected populations for the Route 560 change. The systemwide analysis did not identify disparate impacts or disproportionate burdens.

PLANNED MITIGATIONS

Planned mitigations for the disparate impacts on Route 560 (Burien Transit Center to Bellevue Transit Center) include increased service levels, every day of the week. On weekdays, service would improve to every 20 minutes during the day and 30 minutes in the evening from 30 minutes during the day and 60 minutes in the evening. On weekends, service would double, with trips every 30 minutes (instead of 60 minutes). This improved service level is achieved through operating resource savings from the proposed truncation at Burien Transit Center. The route would no longer serve stops between Westwood Village and Burien Transit Center.

Another planned mitigation is schedule coordination with RapidRide H Line, which provides service between Westwood Village and Burien Transit Center, the segment of Route 560 that is proposed for removal. RapidRide H Line's level of service exceeds existing and proposed Route 560 service, with trips every 10 minutes for most of the day of weekdays and every 15 minutes for most of the day on weekends.

Systemwide analysis

The systemwide analysis evaluates service reductions and service additions separately. For service additions, the analysis shows that the distribution of benefits to protected populations and low-income populations exceeds 80% of serviced populations. For service reductions, the adverse impacts to protected populations and low-income populations do not exceed 20% of serviced populations. Therefore, the systemwide analysis did not identify any disparate impacts or disproportionate burdens on protected populations and low-income populations from September 2024 through September 2027.

Summary of results

Table 11 summarizes the results of the Title VI service equity analysis in the 2027 Service Plan. Additional details are included in the full Title VI Service Equity Analysis Report (Appendix B).

Table 11 Major service change analysis summary table

Route	Proposed change	Type of change	Adverse effects	Disparate impact ¹	Disproportionate burden ²
510	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
512	Shorten route to Everett Station. Select trips will no longer serve other stops north of Everett Station in downtown Everett.	Major	Yes	No	No
560	Increase service, shorten route to Burien Transit Center.	Major	Yes	Yes	No

¹ If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disparate impacts. All impact findings were the same for service areas before and after the service change.

² If the service area of a route would change with the proposed service change, the analysis compares the Sound Transit District average to the service area percentages before and after the change to determine if either service area would experience disproportionate burden. All burden findings were the same for service areas before and after the service change.

Table 12 summarizes the demographic statistics of Sound Transit routes and services. Additional details are included in the Title VI Service Equity Analysis

Report (Appendix B). Cells shaded in green exceed the Sound Transit District Average by greater than 5% in the specified category. For example,

Route 594 has a minority population of 50.4%, which is more than 5% greater than the District Average of 44.6%.

Table 12 Title VI protected populations by route (2024)¹

Service category	Route	Minority population	Low-income population	Limited English proficiency (LEP)
ST Express bus	510	42.8%	22.6%	11.7%
ST Express bus	512	39.7%	19.6%	10.7%
ST Express bus	513	45.5%	21.8%	14.9%
ST Express bus	515	43.6%	19.8%	10.4%
ST Express bus	522	34.4%	13.3%	7.6%
ST Express bus	532	45.0%	19.6%	13.7%
ST Express bus	535	42.8%	14.6%	11.4%
ST Express bus	542	52.0%	15.5%	12.7%
ST Express bus	545	52.1%	15.7%	12.0%
ST Express bus	550	53.6%	17.8%	13.2%
ST Express bus	554	52.4%	14.6%	12.0%
ST Express bus	556	50.0%	14.1%	11.9%
ST Express bus	560	55.9%	23.7%	18.2%
ST Express bus	566	57.3%	21.6%	17.7%
ST Express bus	570	62.3%	29.0%	18.8%
ST Express bus	574	55.9%	31.6%	15.4%

Service category	Route	Minority population	Low-income population	Limited English proficiency (LEP)
ST Express bus	577	56.2%	27.4%	14.8%
ST Express bus	578	47.6%	24.9%	12.9%
ST Express bus	580	29.5%	18.6%	5.3%
ST Express bus	586	52.4%	32.6%	13.8%
ST Express bus	590	48.3%	27.1%	8.9%
ST Express bus	592	52.5%	29.6%	10.1%
ST Express bus	594	50.4%	29.9%	9.9%
ST Express bus	595	38.6%	22.3%	6.5%
ST Express bus	596	22.8%	14.0%	3.6%
Sounder train	Sounder North	39.2%	21.5%	11.0%
Sounder train	Sounder South	49.3%	24.7%	12.6%
Link light rail	1 Line	46.8%	20.9%	12.3%
Link light rail	2 Line	42.8%	15.7%	9.7%
Link light rail	T Line	43.6%	25.3%	9.1%
Sound Transit District average	Average	44.6%	19.5%	10.9%

¹ Protected population statistics for routes that have service area changes (routes 510, 512 and 560) reflect the service area after the change.

Next steps

Implementation and monitoring

Following Board review and adoption of the 2027 Service Plan, anticipated in October 2026, we will publish the final 2027 Service Plan.

Over the fall and winter, we will:

- Collaborate with our operating partners to implement ST Express service changes, beginning with the spring 2027 service change.
- Develop and implement a comprehensive communication and engagement plan, to ensure passengers are ready for the changes.

Following implementation, we will monitor ridership and performance to inform future planning efforts.

Enterprise Initiative support

The Enterprise Initiative is a concurrent planning effort to ensure we can deliver the greatest benefits of ST3 within available financial capacity. It has already resulted in an updated System Plan with modified capital and operating plans. On May 28, the Sound Transit Board adopted an updated ST3 System Plan — an action the voter-approved ST3 ballot measure requires if the agency's associated Long-Range Financial Plan is out of balance by more than 5%. The system plan update was informed by technical and financial analyses, feedback from a series of Board workshops and committee meetings, and public input from town halls, community events, and an online survey. No projects were canceled, and all light rail projects will continue to move forward.

To support this initiative, we are currently updating our Service Standards and Performance Measures to guide changes to the network as new high-capacity transit projects open. Using the capital and operating plan assumptions outlined in an updated System Plan, we are preparing a network plan that details how all of Sound Transit's modes will evolve over time as the high-capacity network expands. The network plan will inform the proposals we consider in each annual Service Plan.

What are route profiles and how are they used?

— **RIDERSHIP (TABLES)**

SPAN AND FREQUENCY (CHARTS)

—ROUTE NUMBER AND NAME

STOP-LEVEL RIDERSHIP (MAP)

— OTHER PERFORMANCE STATISTICS

PASSENGER LOAD (CHARTS)

Sound Transit

Routes with route profiles

510 Everett – Seattle	30
512 Everett – Lynnwood	32
513 Seaway – Lynnwood.....	34
522 Woodinville – Roosevelt.....	36
532 Everett – Bellevue.....	38
535 Lynnwood – Bellevue	40
542 Redmond – University District.....	42
545 Redmond – Seattle	44
556 Issaquah – University District.....	46
560 Bellevue – West Seattle.....	48
566 Auburn – Redmond.....	50
574 Lakewood – Sea-Tac Airport.....	52
577 Federal Way – Seattle.....	54
578 Puyallup – Seattle	56
590 Tacoma – Seattle.....	58
592 DuPont – Seattle	60
594 Lakewood – Seattle	62
595 Gig Harbor – Seattle.....	64
596 Sumner – Bonney Lake.....	66

Note that route profiles for Sounder commuter train and Link light rail lines are forthcoming and will be added to this document when complete.

Routes discontinued in August 2026

Route profiles are not available for five routes that were discontinued in 2026 due to redundancy with recently opened Link light rail service or very low ridership. Discontinuation of these five routes had been planned and approved in the 2026 Service Plan.

ROUTE 515 (I-5 NORTH CORRIDOR)

Description: Weekday-only service from Lynnwood to downtown Seattle.

Reason for discontinuing: Duplicative with Link 1 Line and 2 Line.

ROUTE 550 (I-90 CORRIDOR)

Description: Service ran seven days per week from downtown Seattle to Bellevue.

Reason for discontinuing: Duplicative with Link 2 Line.

ROUTE 554 (I-90 CORRIDOR)

Description: Service ran seven days per week from Issaquah to downtown Seattle.

Reason for discontinuing: This market is still served by Route 556 and a transfer to Link 2 Line.

ROUTE 580 (SOUNDER CONNECTOR)

Description: Weekday-only connection from South Hill Park-and-Ride to Puyallup Station (Sounder S Line).

Reason for discontinuing: Averaged seven daily boardings.

ROUTE 586 (I-5 SOUTH CORRIDOR)

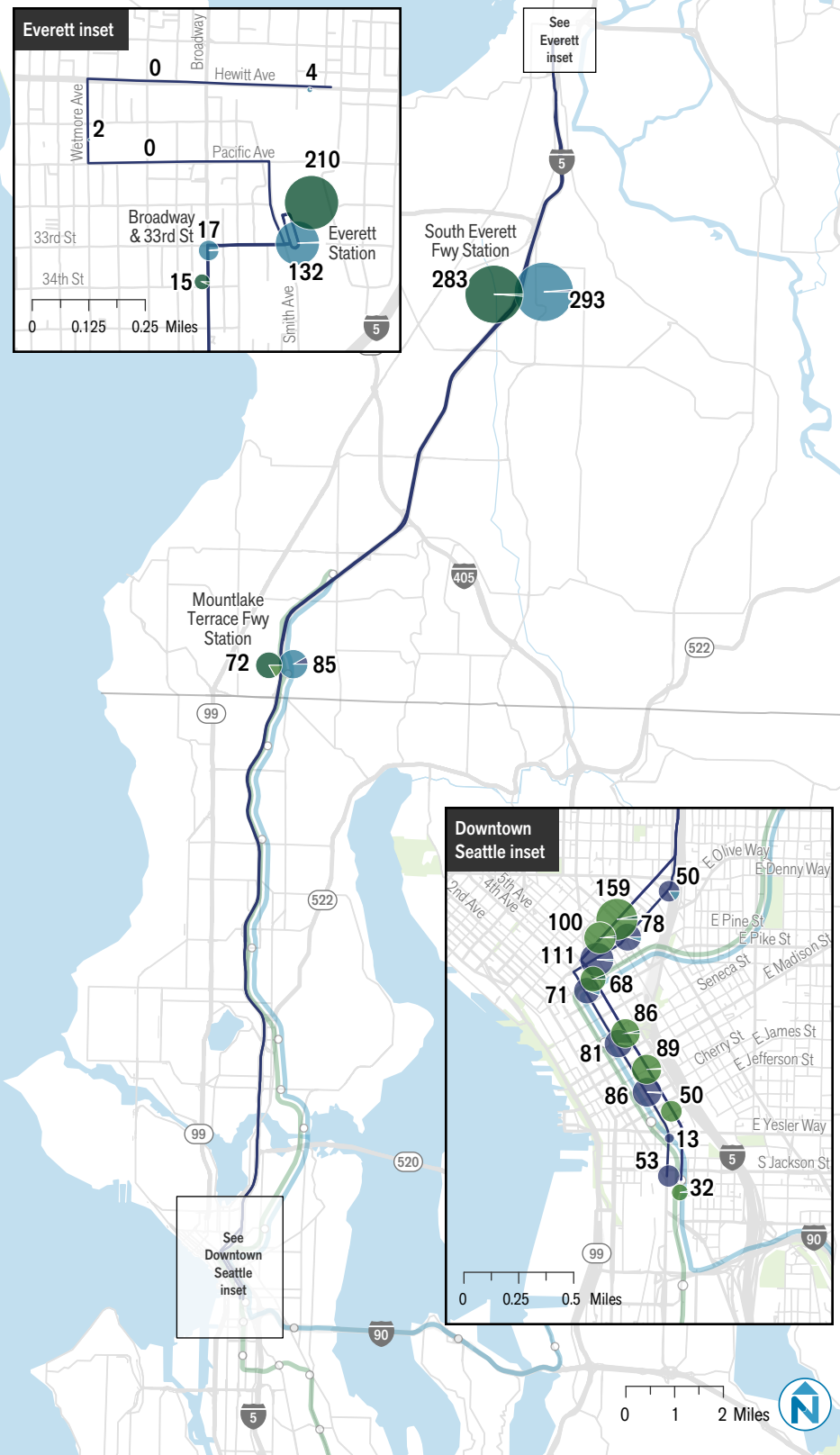
Description: Weekday-only service from Tacoma Dome to University of Washington (UW) Seattle.

Reason for discontinuing: Relatively low productivity and duplicative with several other ST Express routes (routes 590, 594, and 595) and Link 1 Line and 2 Line service.

510 Everett – Seattle

Key takeaways

- In 2025, Route 510 was one of four ST Express routes serving the I-5 North corridor, along with routes 512, 513, and 515 (discontinued August 2026).
- This route provides a direct connection between Everett Station, South Everett Freeway Station, Mountlake Terrace Freeway Station, and downtown Seattle.
- Route 510 provides the only direct connection from Everett to downtown Seattle; all other routes along the I-5 North corridor would require a transfer in Lynnwood before continuing to downtown Seattle.
- Service is directional and peak-oriented, operating in the southbound direction only from 4–9 a.m. and in the northbound direction only from 2–6:30 p.m.
- Route 510 operates on weekdays only. Route 512 provides all-week service on the I-5 North Corridor between Everett Station and Lynnwood City Center Station.
- In 2025, Route 510 had the highest productivity of all ST Express routes on the I-5 North corridor, averaging 36 boardings per trip. The route is one of the highest productivity routes in the ST Express system.
- Ridership is generally consistent throughout the day, with most trips averaging between 20-40 boardings. Boardings are highest at Everett Station, South Everett Freeway Station, and in downtown Seattle.
- In 2025, there were no capacity concerns on this route. On average, all trips had sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 510 exceeded Sound Transit's 85% on-time performance goal with 93% of trips operating on time.
- In 2025, the route received 23 complaints per 100,000 boardings, above Sound Transit's established threshold of 15. Comments were most commonly reporting late or cancelled trips or requesting additional service on the route.



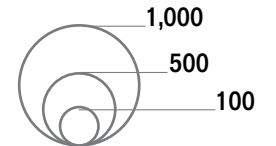
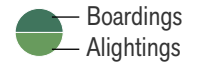
Stop-level ridership

510 Everett – Seattle

NORTHBOUND



SOUTHBOUND

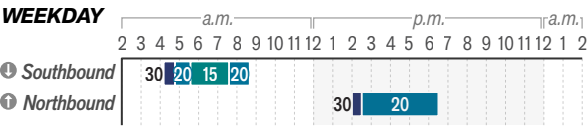


Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 510

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

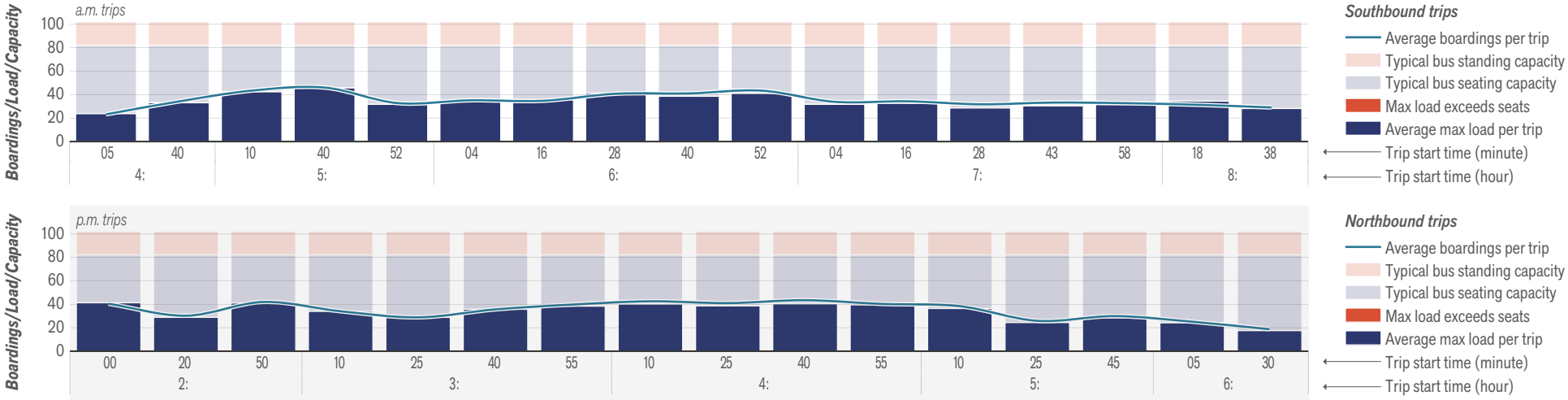
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,028	1,117	1,112
Per revenue hour	30.9	31.8	31.1
Per trip	34	36	37

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

12.6

passenger miles per platform mile

\$8.87

subsidy per boarding

93%

arrivals occur on time (weekdays)

23

complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.

2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.

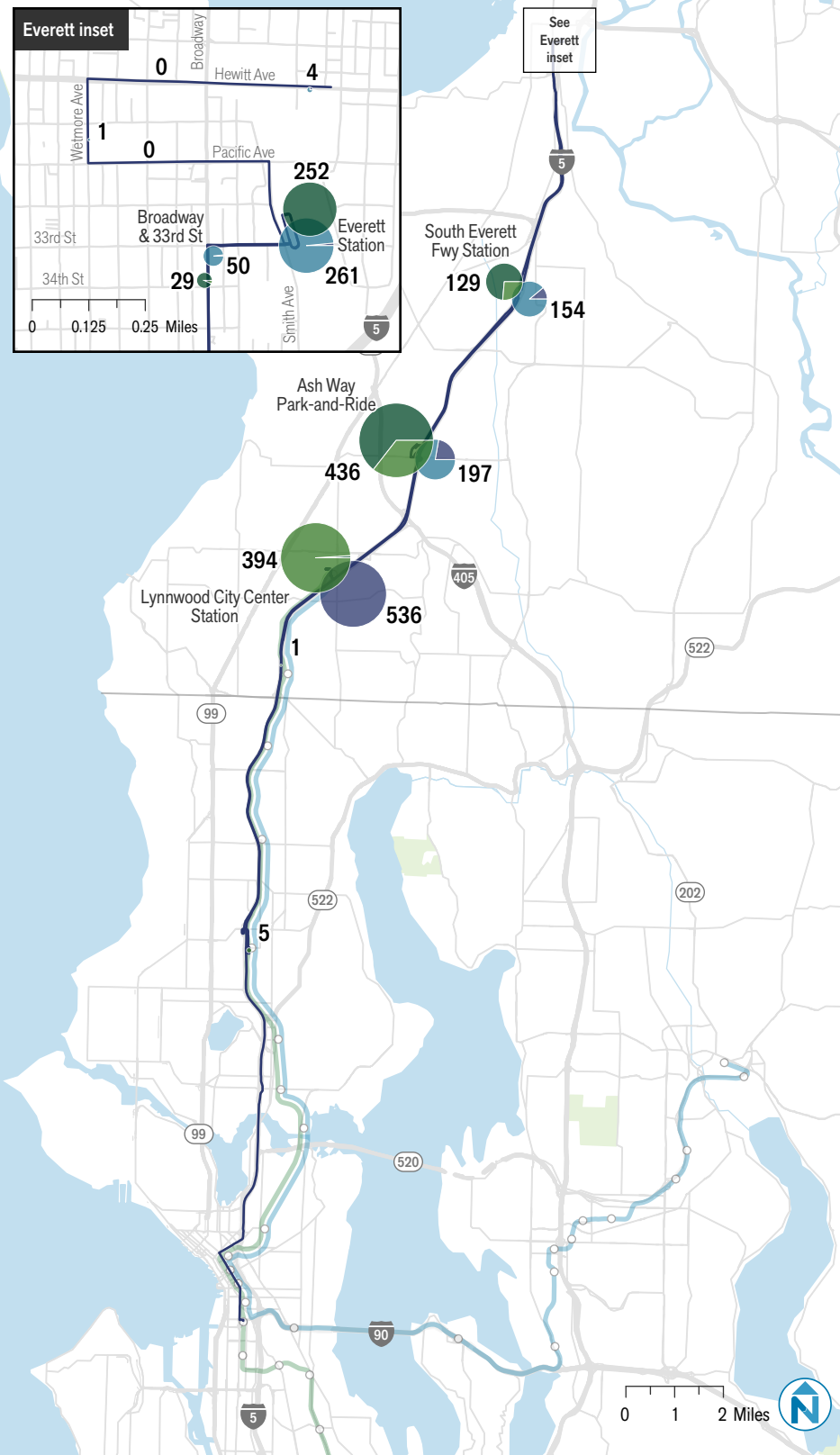
3. Load charts correspond to weekdays from September 2025 through December 2025.

4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

512 Everett – Lynnwood

Key takeaways

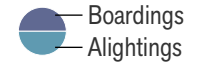
- In 2025, Route 512 was one of four ST Express routes serving the I-5 North corridor, along with routes 510, 513, and 515 (discontinued August 2026).
- Route 512 provides a direct connection between Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, and Lynnwood City Center Station enabling transfer opportunities with Link light rail.
- This route provides all-day, bi-directional service with trips operating every 15-30 minutes from 4 a.m.–1:30 a.m. on weekdays and Saturdays and from 4:30 a.m.–12:30 a.m. on Sundays.
- In 2025, Route 512 was a low productivity route, averaging eight boardings per trip on weekdays.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 512 exceeded Sound Transit's 85% on-time performance goal with 98% of trips operating on time.
- In 2025, the route received five complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most complaints regarded challenges with other passengers' behavior.
- The highest ridership stops are Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, and Lynnwood City Center Station. However, ridership decreased in 2025 after service was truncated from Northgate Station to Lynnwood City Center Station. Low productivity and excess onboard capacity for the route indicate that service levels may be higher than demand warrants. Smaller vehicles and reduced service frequency may improve these metrics.



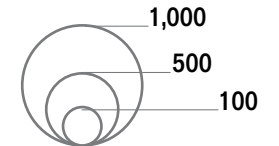
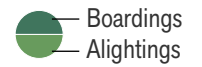
Stop-level ridership

512 Everett – Lynnwood

NORTHBOUND



SOUTHBOUND

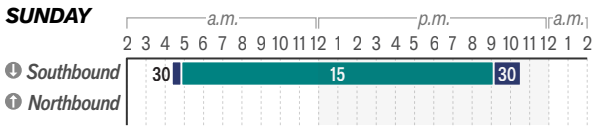
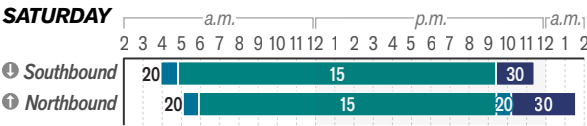
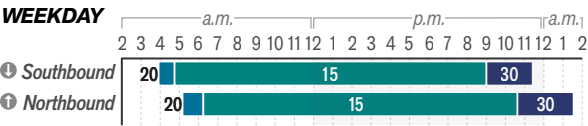


Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 512

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



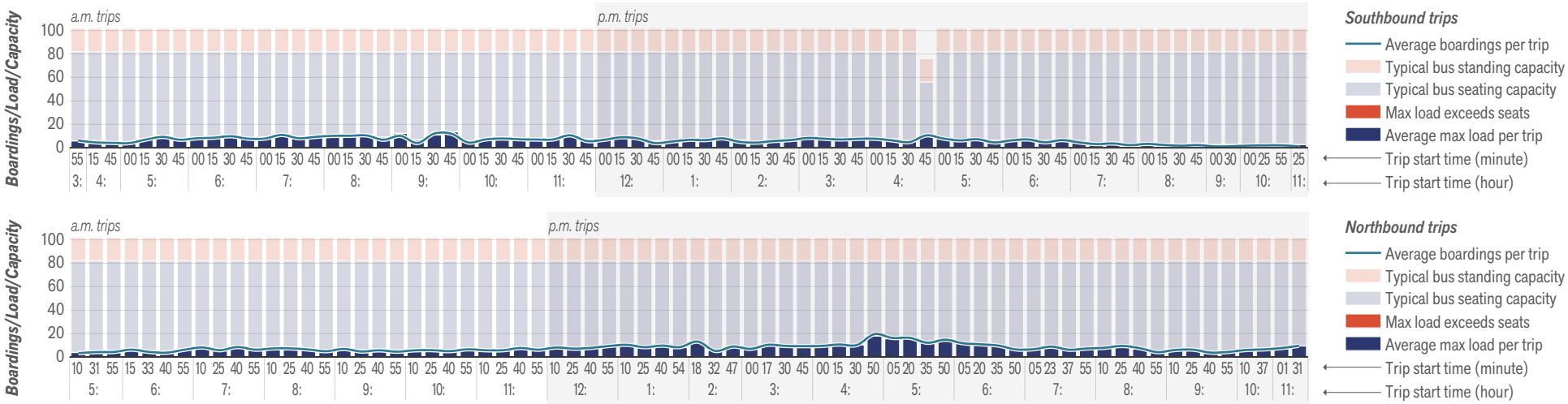
Ridership²

Weekday boardings	2024	2025	2026
Daily average	2,138	1,113	1,137
Per revenue hour	23.9	15.7	17.0
Per trip	16	8	8

Saturday boardings	2024	2025	2026
Daily average	2,068	1,005	909
Per revenue hour	18.6	15.5	14.7
Per trip	12	7	6

Sunday boardings	2024	2025	2026
Daily average	1,701	925	763
Per revenue hour	20.5	14.1	13.8
Per trip	13	6	5

Passenger load³



Other performance statistics⁴

3.6
passenger miles per platform mile

\$22.68
subsidy per boarding

98%
arrivals occur on time (weekdays)

5
complaints per 100,000 boardings

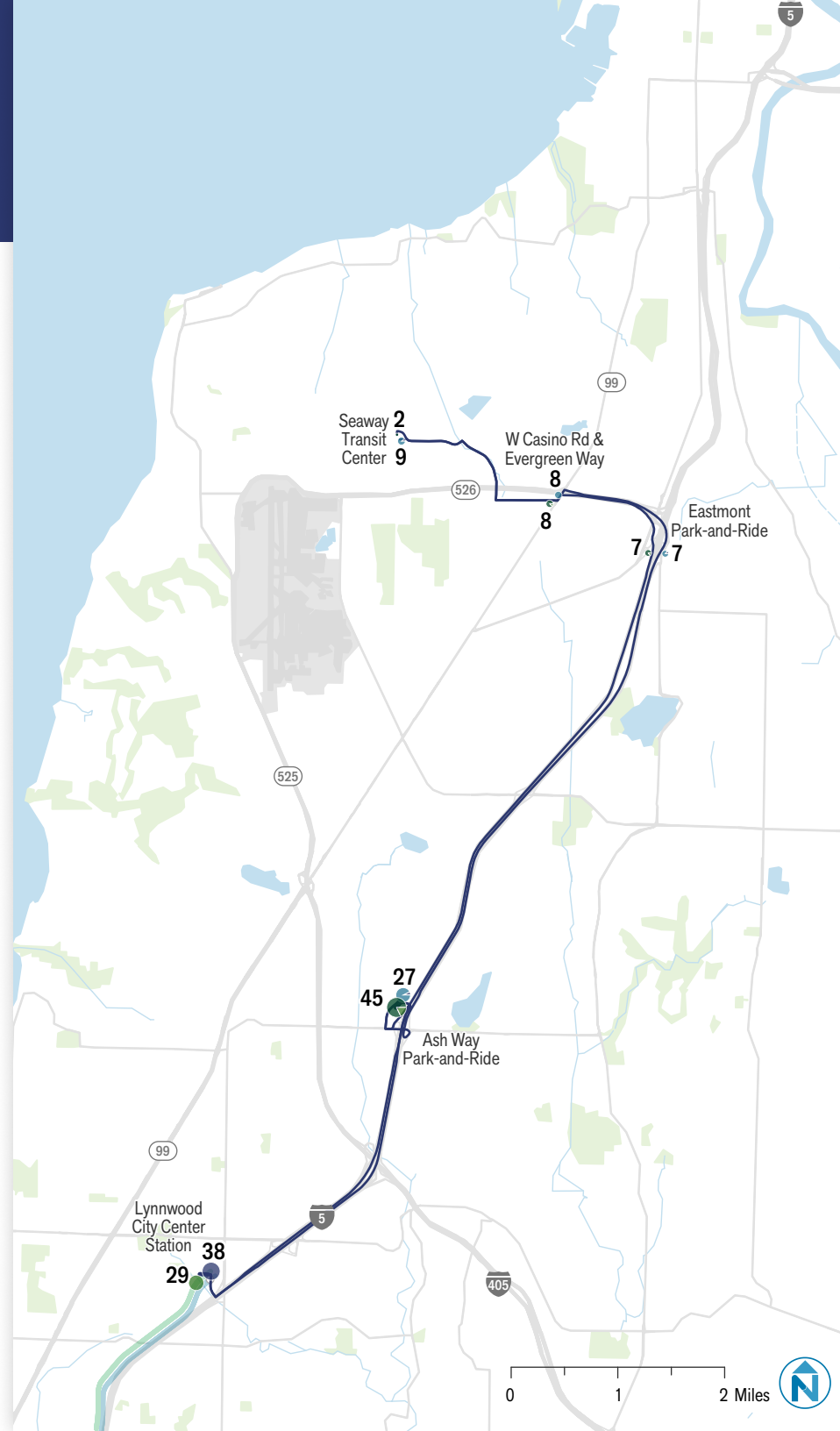
1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

513 Seaway – Lynnwood

Key takeaways

- In 2025, Route 513 was one of four ST Express routes serving the I-5 North corridor, along with routes 510, 512, and 515 (discontinued August 2026).
- This route provides a direct connection between Seaway Transit Center, Ash Way Park-and-Ride, and Lynnwood City Center Station. This service provides additional bus connections to Link light rail from further north in Snohomish County and serves a future light rail station area for the Everett Link Extension.
- Ridership along the route is evenly distributed with the highest ridership at Tacoma Dome Station.
- Ridership is consistently low throughout the day with most boarding and alighting activity concentrated at Ash Way Park-and-Ride and Lynnwood City Center Station. Ridership is generally low between Seaway Transit Center and Eastmont Park-and-Ride. In Fall 2026, service was realigned to operate along Casino Rd in Everett, no longer serving the Eastmont Park-and-Ride.
- Ridership has decreased in 2025 since service was truncated from Northgate Station to Lynnwood City Center Station.
- Route 513 operates on weekdays only.
- In 2025, Route 513 was the lowest performing of Sound Transit's I-5 North corridor routes and overall, in the ST Express system, averaging 75 boardings per weekday and five boardings per trip.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 513 exceeded Sound Transit's 85% on-time performance goal with 98% of trips operating on-time.

Key findings continue below map legend.



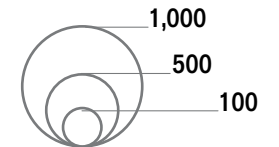
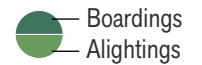
Stop-level ridership

513 Seaway – Lynnwood

NORTHBOUND



SOUTHBOUND



Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

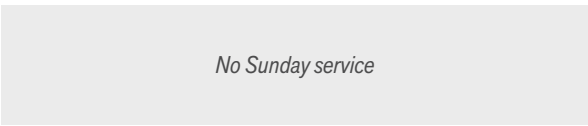
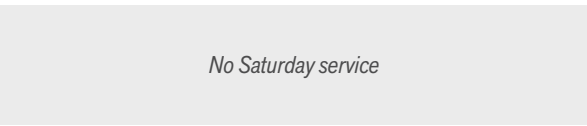
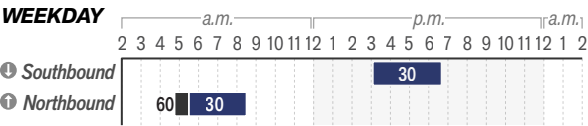
— Route 513

Key findings continued:

- In 2025, the route received 63 complaints per 100,000 boardings, above Sound Transit's established threshold of 15. Most complaints are requesting northbound service in the morning, improvements in service frequency, and restoration of direct service to Seattle.
- This route operates with low productivity and excess capacity on all trips throughout the day. Despite this low performance, Route 513 provides service to high-need populations along the Casino Road corridor.

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes

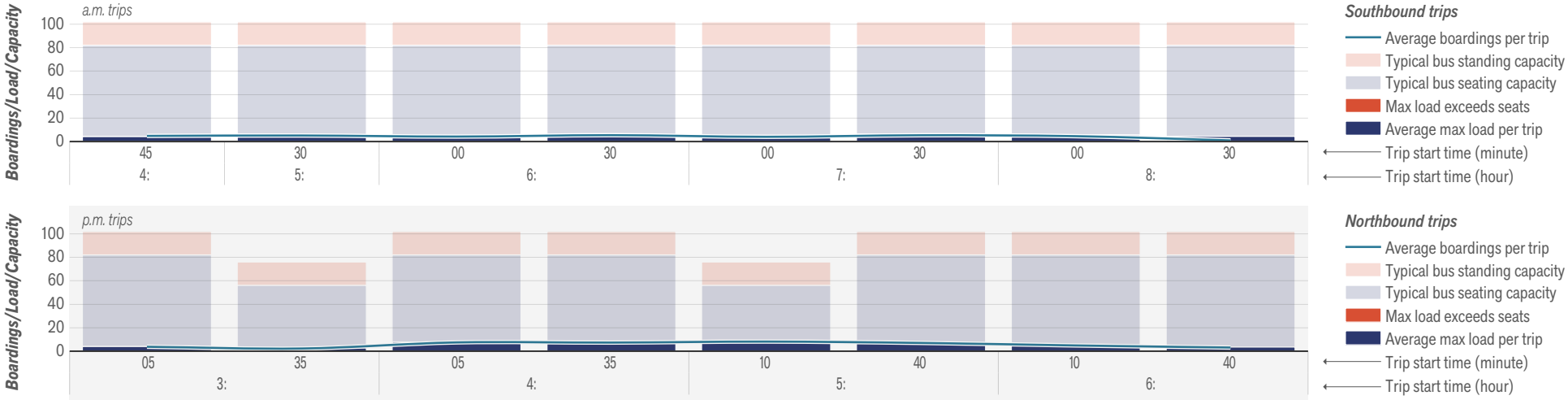


Ridership²

Weekday boardings	2024	2025	2026
Daily average	249	75	93
Per revenue hour	16.9	7.7	8.4
Per trip	15	5	6



Passenger load³



Other performance statistics⁴

1.4

passenger miles per platform mile

\$46.39

subsidy per boarding

98%

arrivals occur on time (weekdays)

63

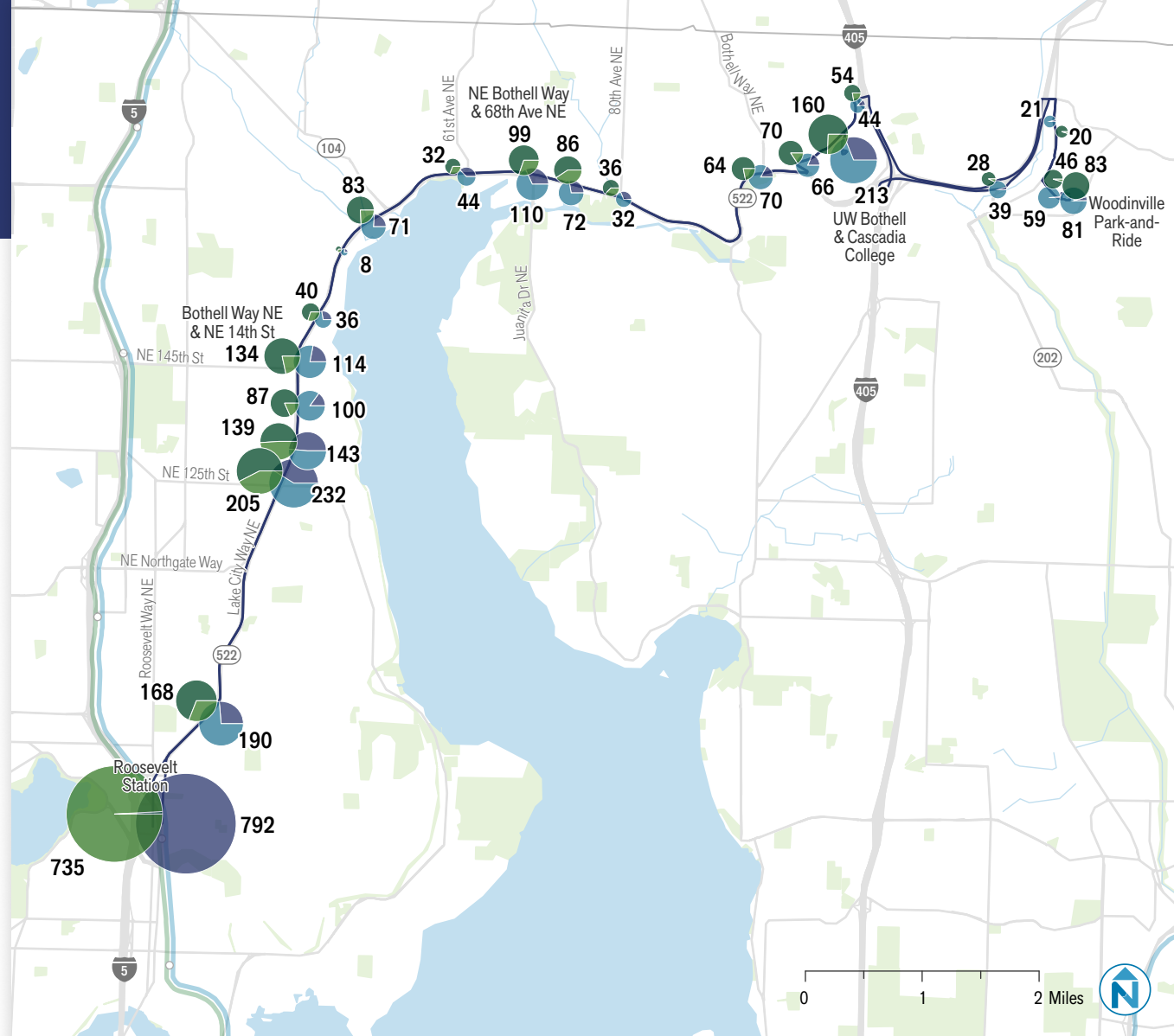
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

522 Woodinville – Roosevelt

Key takeaways

- In 2025, Route 522 provided a connection between Roosevelt Station, Seattle's Lake City neighborhood, the Cities of Lake Forest Park, Kenmore, Bothell, and Woodinville, and direct service to the University of Washington Bothell and the Woodinville Park-and-Ride.
- In 2025, Route 522 was the only route operating on the SR 522 corridor in the ST Express system.
- Route 522 provides frequent, all-day, bi-directional service with most trips operating every 15 minutes. Early morning and late evening trips operate every 20-30 minutes, all week.
- In 2025, Route 522 was among the highest ridership routes in the ST Express system, averaging 2,239 boardings per weekday. The route averaged 16 boardings per trip on weekdays, making it a below average productivity route in the ST Express system.
- The highest ridership stops served by Route 522 in 2025 included Roosevelt Station, Maple Leaf Village, Lake City, and UW Bothell. This suggests connecting neighborhoods in Northeast Seattle, Bothell, and Woodinville to Link light rail is a key market for Route 522.
- Travel times for most passengers may be improved by truncating service to provide connections to Link light rail in further north in Shoreline. In Fall 2026, Route 522 was truncated to Shoreline South Station to reflect the future Stride S3 alignment.
- Ridership on Route 522 is relatively consistent throughout the day with a notable peak in the westbound direction between 4–5 p.m.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 522 exceeded Sound Transit's 85% on-time performance goal with 87% of trips operating on-time.
- In 2025, the route received nine complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were regarding on-time performance issues and operator behavior concerns.



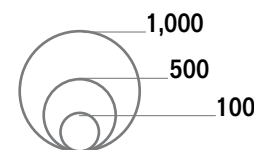
Stop-level ridership

522 Woodinville – Roosevelt

WESTBOUND



EASTBOUND

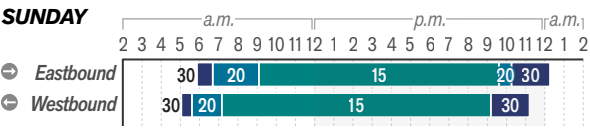
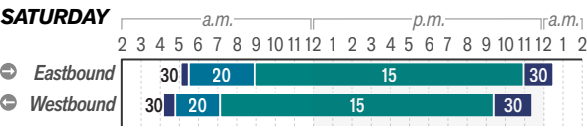
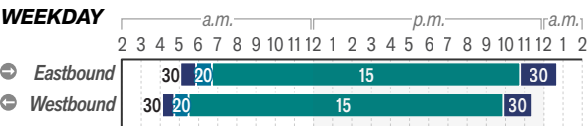


Route 522

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



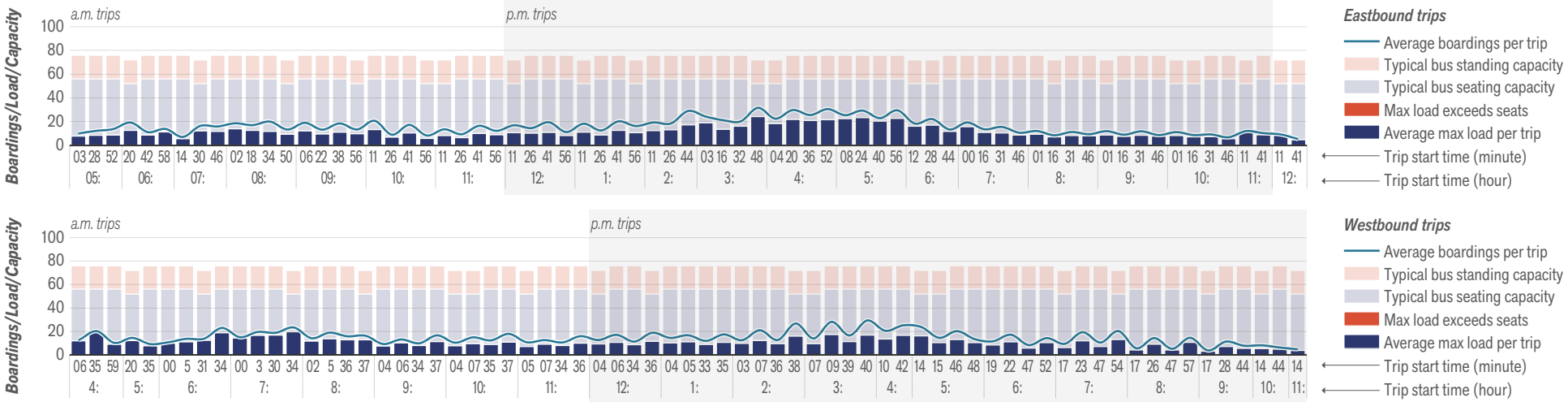
Ridership²

Weekday boardings	2024	2025	2026
Daily average	2,152	2,238	2,347
Per revenue hour	13.8	14.6	15.5
Per trip	15	16	17

Saturday boardings	2024	2025	2026
Daily average	2,123	2,139	2,278
Per revenue hour	14.7	14.6	16.0
Per trip	16	15	16

Sunday boardings	2024	2025	2026
Daily average	1,679	1,713	1,822
Per revenue hour	12.1	12.5	13.4
Per trip	13	13	14

Passenger load³



Other performance statistics⁴

4.7
passenger miles per platform mile

\$24.62
subsidy per boarding

87%
arrivals occur on time (weekdays)

9
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025. Average max load values per trip for the westbound departures at 5:30 a.m., 5:35 a.m., 4:10 p.m., and 4:42 p.m. are each averages of two trips that depart at the same time from Woodinville Park-and-Ride and UW Bothell respectively (resulting in eight total trips, not four).
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

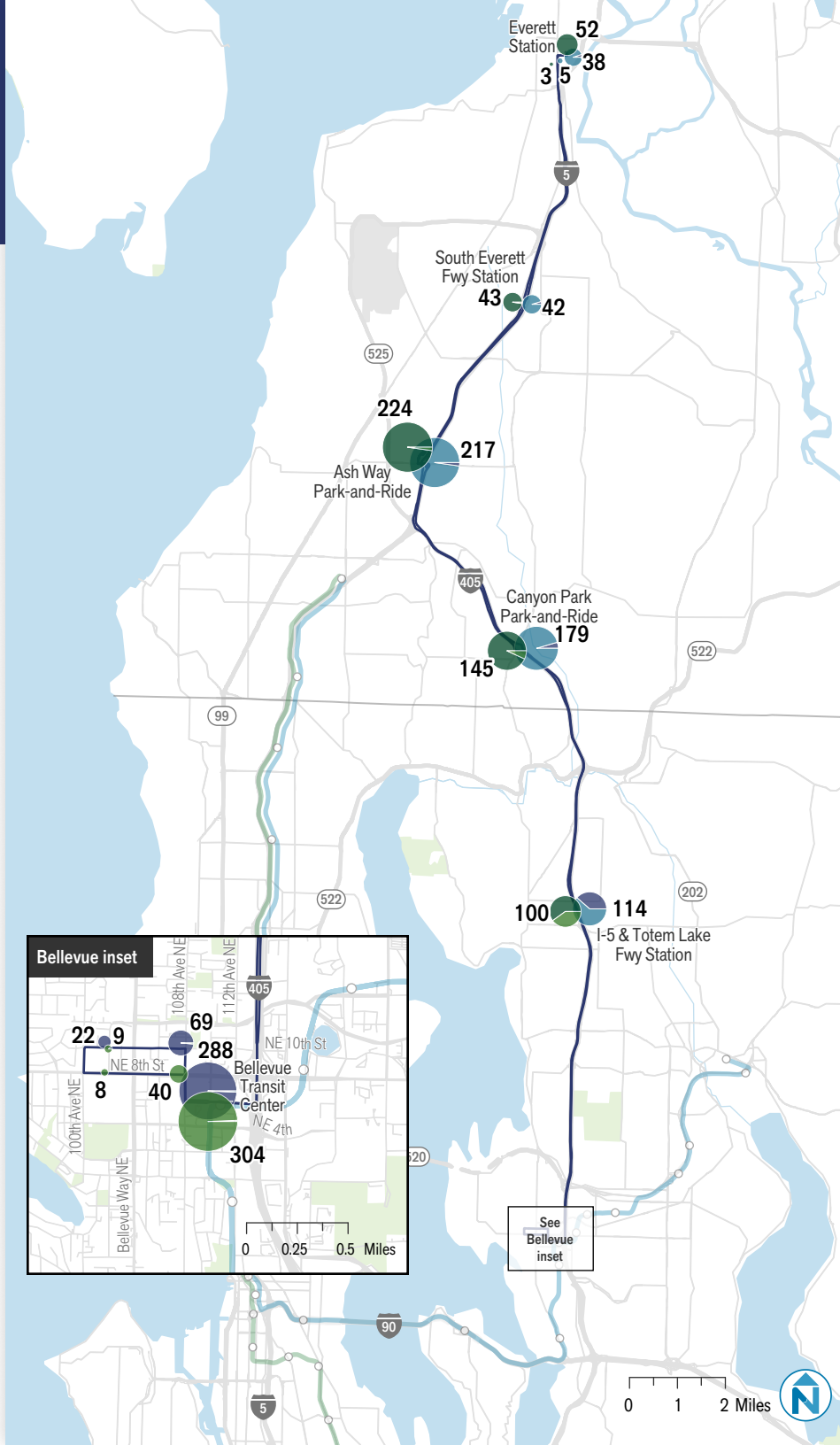
2027 Service Plan Draft

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532 Everett – Bellevue

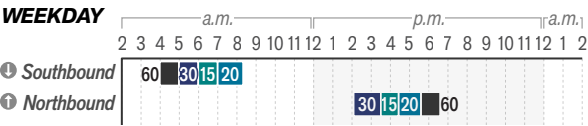
Key takeaways

- Route 532 provides a connection between Everett Station, South Everett Freeway Station, Ash Way Park-and-Ride, Canyon Park Freeway Station, Totem Lake Freeway Station, and Bellevue Transit Center in downtown Bellevue.
- In 2025, Route 532 was one of two routes providing service on the I-405 North corridor, along with Route 535. However, Route 532 is the only direct ST Express route between Everett and Bellevue.
- Route 532 provides weekday-only, peak-directional service, operating southbound from 4–8 a.m. and northbound from 2–6:30 p.m. The route operates with inconsistent frequencies throughout the day, ranging from every 15 minutes to every hour.
- While Route 532 operates on weekdays only, Route 535 provided six-day-per-week service in 2025 on much of the corridor between Bellevue and Lynnwood (and Route 535 added Sunday service in August 2026), but it does not serve Ash Way Park-and-Ride, South Everett Freeway Station, or Everett Station.
- Route 532 was a high productivity route in 2025, averaging 38 boardings per trip on weekdays.
- Ridership is highest in the southern portion of the alignment, between Ash Way Park-and-Ride and downtown Bellevue. Ridership is generally consistent across trips.
- In 2025, Route 532 exceeded Sound Transit's 85% on-time performance goal with 97% of trips operating on-time.
- In 2025, the route received 15 complaints per 100,000 boardings, exactly in line with Sound Transit's established threshold of 15. Most comments concerned deviations around the Bellevue Transit Center, on-time performance challenges, and requesting additional service.
- Ridership levels on the last morning trip and first afternoon trip suggest potential unmet demand for midday service.



Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

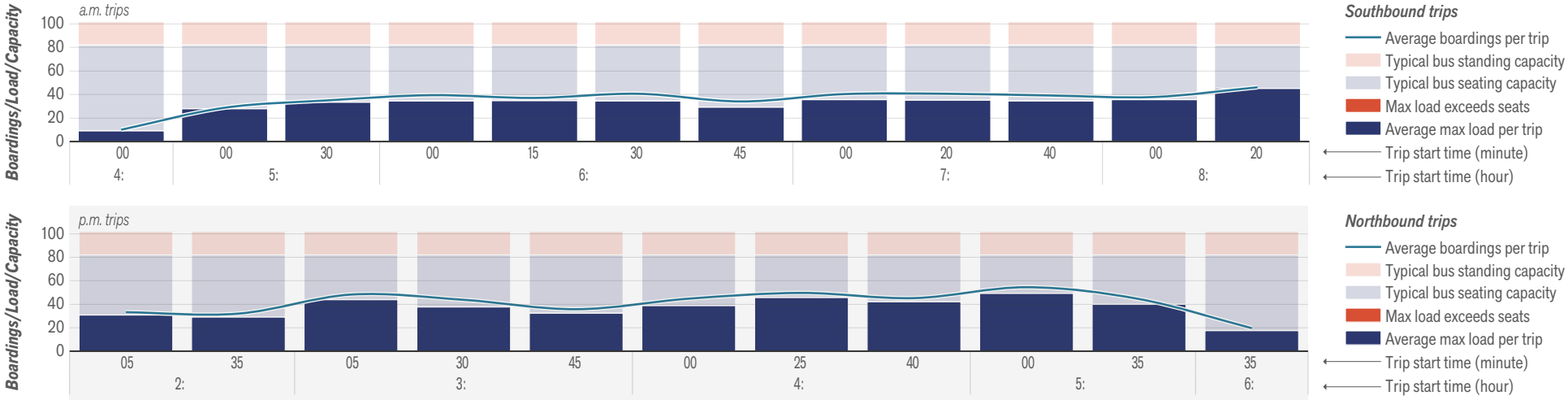
Ridership²

Weekday boardings	2024	2025	2026
Daily average	703	843	884
Per revenue hour	30.3	31.9	31.9
Per trip	35	38	39

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

**10.9**
passenger miles per platform mile

**\$9.15**
subsidy per boarding

**97%**
arrivals occur on time (weekdays)

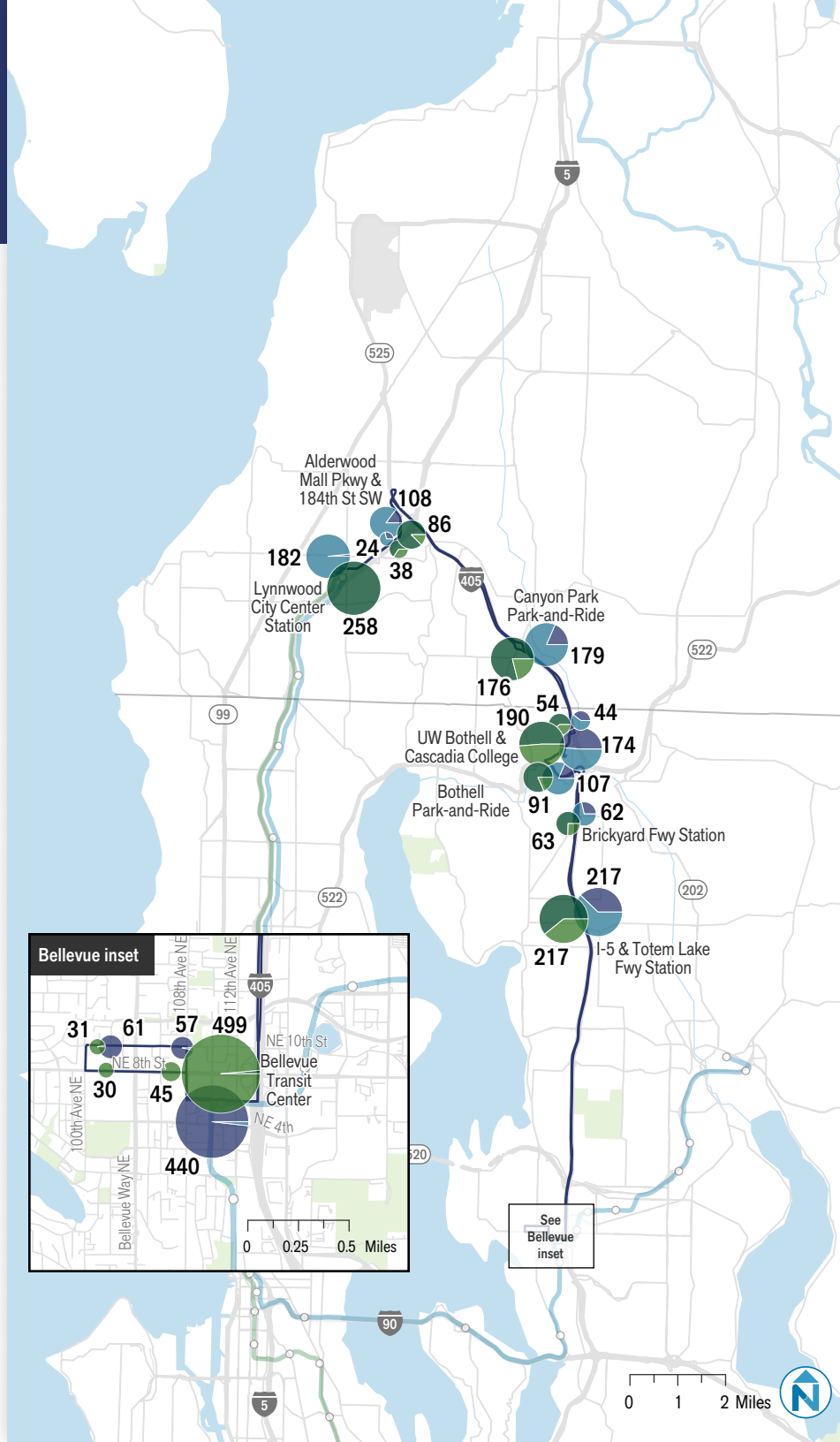
**15**
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

535 Lynnwood – Bellevue

Key takeaways

- Route 535 provides a connection between Lynnwood City Center Station, Alderwood Mall, Canyon Park Freeway Station, UW Bothell, Bothell Park-and-Ride, Brickyard Freeway Station, Totem Lake Freeway Station, and Bellevue Transit Center in downtown Bellevue.
- In 2025, Route 535 was one of two routes providing service in the I-405 North corridor, along with Route 532.
- Route 535 provides all-day, bi-directional service with most trips operating every 30 minutes from 5 a.m.–10:30 p.m. on weekdays and every hour from 7 a.m.–10 p.m. on Saturdays. In 2025, there was no Sunday service offered on Route 535.
- Beginning in Fall 2026, service frequency was improved to operate every 30 minutes on Saturdays and on Sundays.
- Route 535 was an above average productivity route in 2025, averaging 28 boardings per trip on weekdays.
- Ridership activity is generally consistent across the corridor but is highest southbound in the mornings and northbound in the afternoons, indicating Route 535 is commonly used for commute trips into downtown Bellevue and to connect with other services in Bothell and Woodinville.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 535 exceeded Sound Transit's 85% on-time performance goal with 99% of trips operating on-time.
- In 2025, the route received 12 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were reporting on-time performance challenges, specifically, early departures.



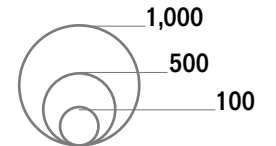
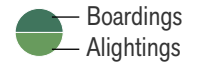
Stop-level ridership

535 Lynnwood – Bellevue

NORTHBOUND



SOUTHBOUND

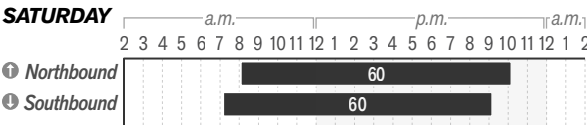
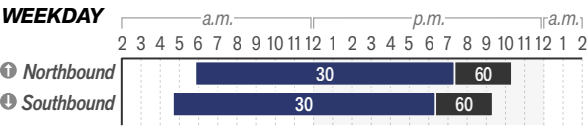


Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 535

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Sunday service before August 2026

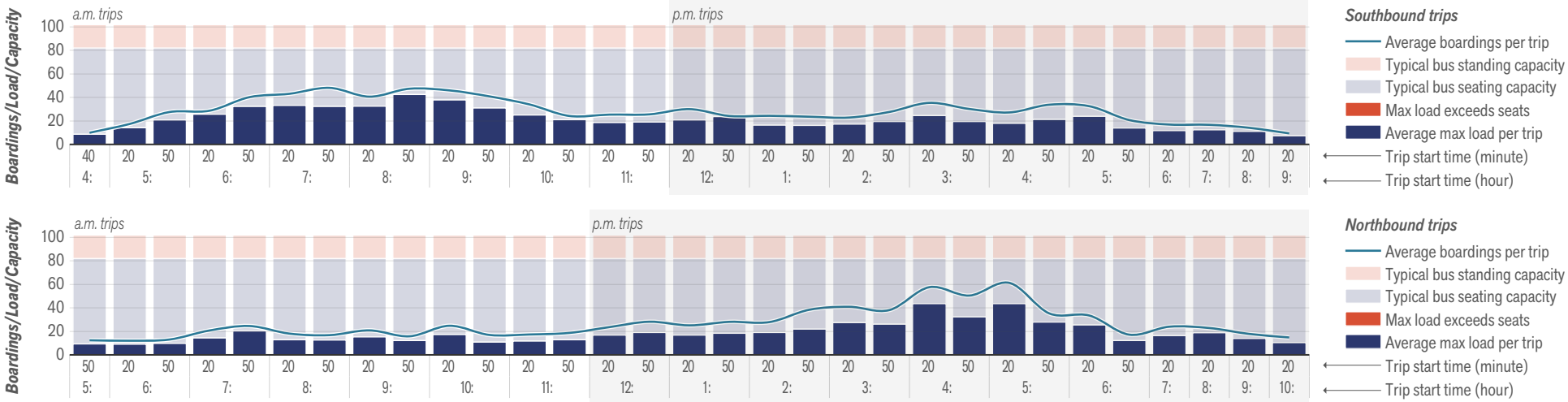
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,593	1,710	1,648
Per revenue hour	26.8	28.3	27.0
Per trip	26	28	27

Saturday boardings	2024	2025	2026
Daily average	596	609	419
Per revenue hour	13.6	22.5	14.7
Per trip	20	21	14

No Sunday service before August 2026

Passenger load³



Other performance statistics⁴

10.0
passenger miles per platform mile

\$11.58
subsidy per boarding

99%
arrivals occur on time (weekdays)

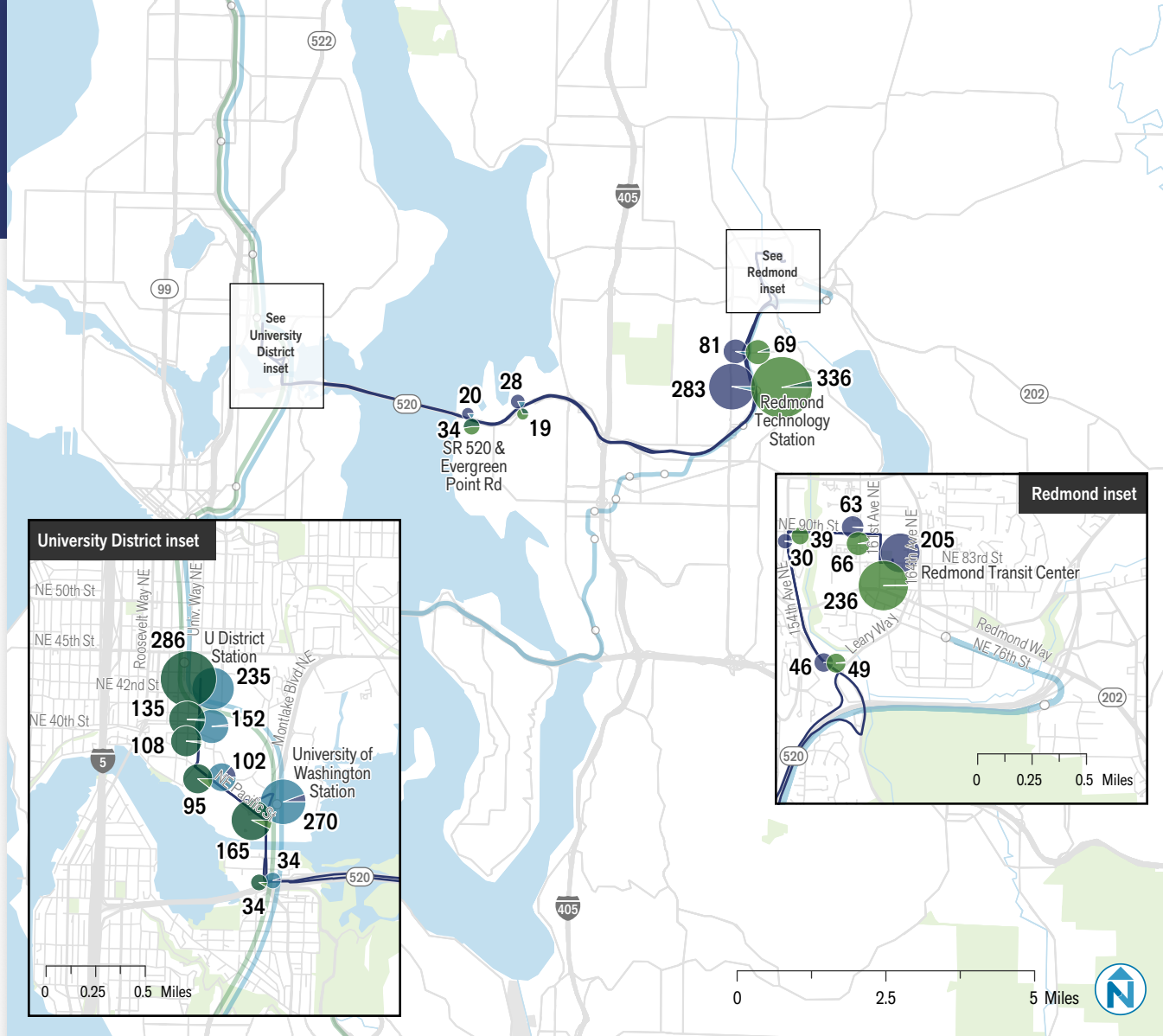
12
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

542 Redmond – University District

Key takeaways

- Route 542 provides a direct connection between Redmond Transit Center, Redmond Technology Station adjacent to the Microsoft Redmond Campus, and UW Seattle via SR 520.
- In 2025, Route 542 was one of two routes operating on the SR 520 corridor, including Route 545.
- This route operates all-day, all-week, bi-directional service. On weekdays, the route operates every 20-30 minutes from 5:30 a.m.–11 p.m. Route 542 also operates every 30-60 minutes from 6 a.m.–10 p.m. on Saturdays and Sundays.
- Route 542 was an average productivity route in 2025, averaging 19 boardings per trip on weekdays.
- Ridership is highest at the Redmond Transit Center, Redmond Technology Station, and UW Seattle campus.
- This route connects two key regional employment and population centers. As a result, ridership activity is bi-directional and peak-oriented. There are notable peaks in ridership in the morning and afternoon in both the eastbound and westbound directions.
- On average, trips have sufficient onboard capacity, however we have observed crowding during peak trips, particularly between May and August.
- In 2025, Route 542 exceeded Sound Transit's 85% on-time performance goal with 88% of trips operating on-time.
- In 2025, the route received 11 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were regarding on-time performance and missed trips.



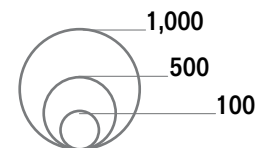
Stop-level ridership

542 Redmond – University District

WESTBOUND



EASTBOUND

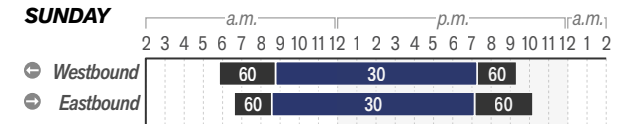
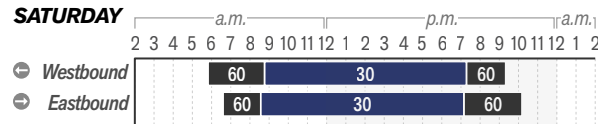
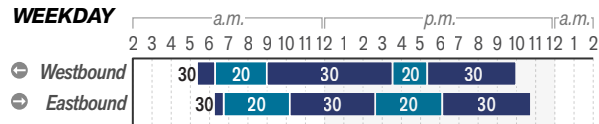


Route 542

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



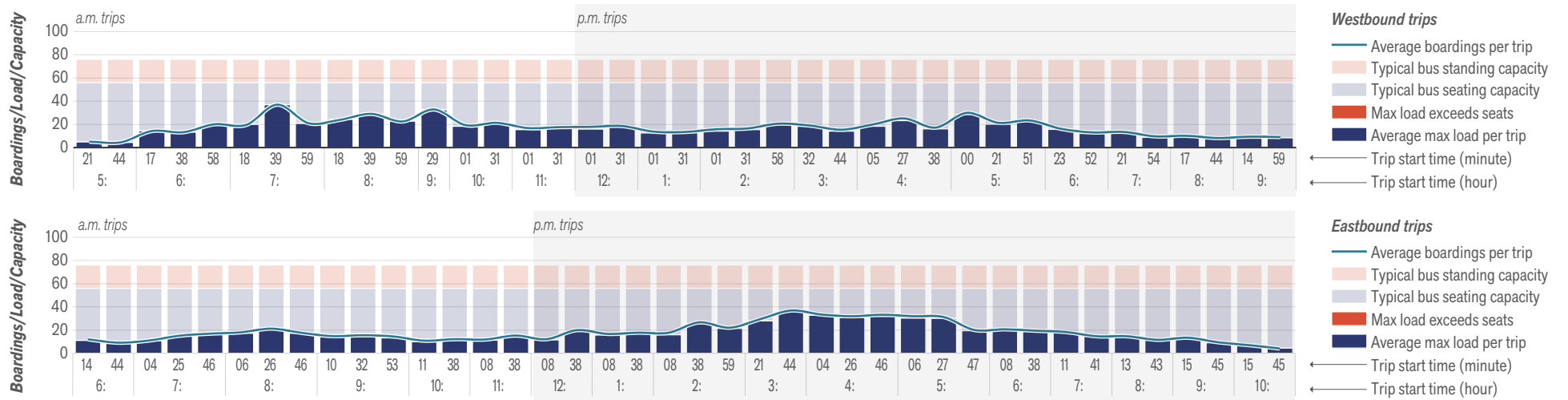
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,293	1,508	1,595
Per revenue hour	18.3	21.7	23.1
Per trip	16	19	20

Saturday boardings	2024	2025	2026
Daily average	563	671	674
Per revenue hour	11.9	14.6	149.3
Per trip	11	12	13

Sunday boardings	2024	2025	2026
Daily average	411	489	538
Per revenue hour	8.8	10.6	12.0
Per trip	8	9	10

Passenger load³



Other performance statistics⁴



1. Span and frequency are based on July 2026 schedules.

2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.

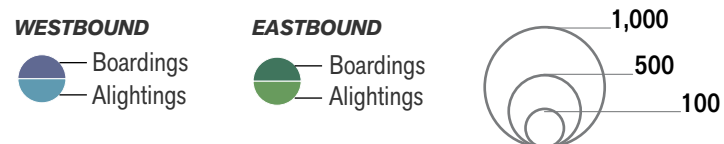
3. Load charts correspond to weekdays from September 2025 through December 2025.

4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

Key takeaways

-
- The map displays the distribution of 100+ bird species across Washington State. The main map shows a network of roads and water bodies, with species counts indicated by pie charts at various locations. Two insets provide detailed views of specific areas:
- Redmond inset:** Shows a cluster of pie charts with counts including 61, 203, 527, 291, 151, 122, 243, 184, 131, 446, 199, 93, 127, and 122. A scale bar indicates 0 to 0.5 miles.
 - Downtown Seattle inset:** Shows a cluster of pie charts with counts including 535, 443, 86, 367, 657, 328, 190, 117, 292, 486, 173, 376, 775, 482, 497, 101, 25, and 125. A scale bar indicates 0 to 0.5 miles.
- The main map includes a scale bar at the bottom right showing distances up to 5 miles. A north arrow is located in the bottom right corner.

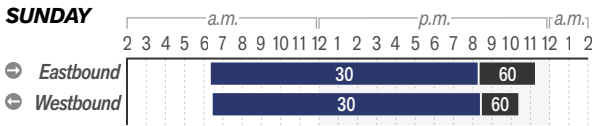
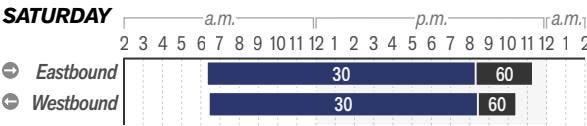
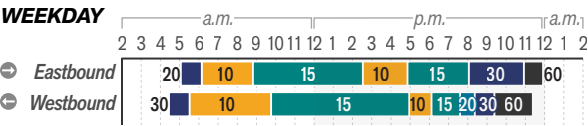
545 Redmond – Seattle



46

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



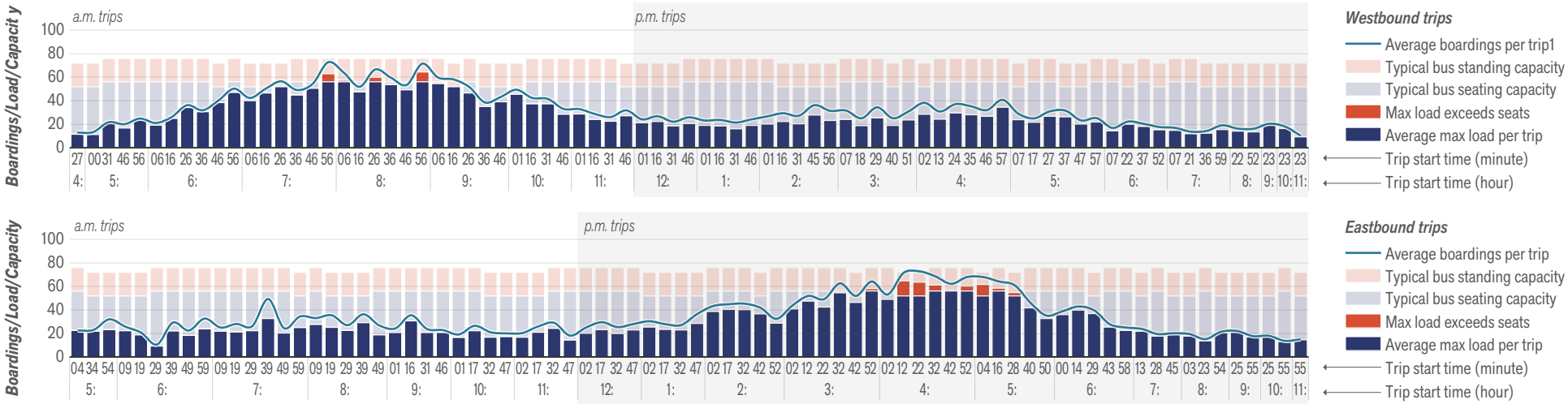
Ridership²

Weekday boardings	2024	2025	2026
Daily average	4,600	5,425	4,645
Per revenue hour	23.3	28.0	24.2
Per trip	30	35	30

Saturday boardings	2024	2025	2026
Daily average	1,691	1,875	1,451
Per revenue hour	22.9	25.1	20.3
Per trip	28	30	23

Sunday boardings	2024	2025	2026
Daily average	1,321	1,392	1,140
Per revenue hour	18.7	20.0	16.6
Per trip	22	23	18

Passenger load³



Other performance statistics⁴

17.2
passenger miles per platform mile

\$11.47
subsidy per boarding

89%
arrivals occur on time (weekdays)

12
complaints per 100,000 boardings

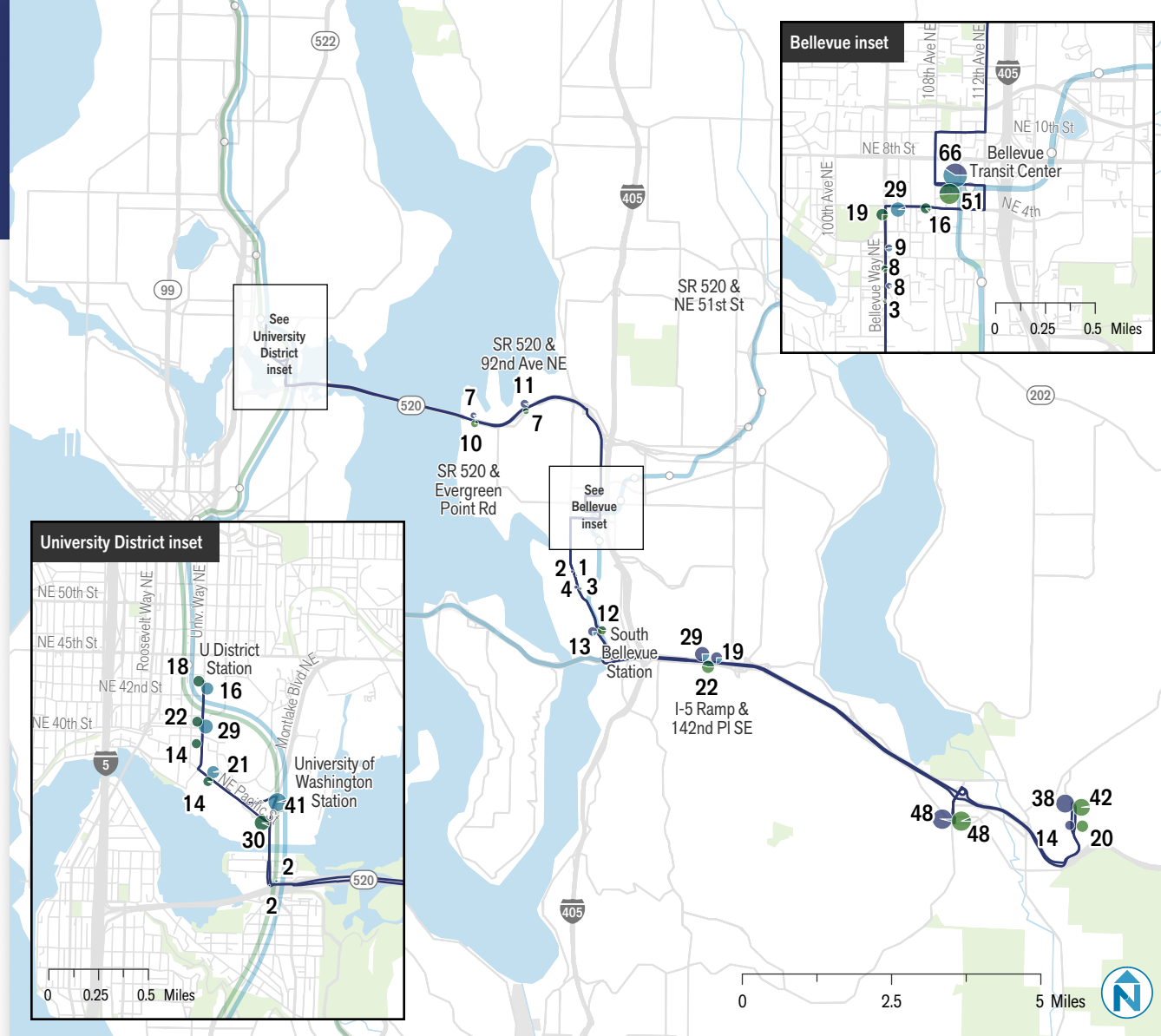
1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

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556 Issaquah – University District

Key takeaways

- In 2025, Route 556 was one of three ST Express routes operating on the I-90 corridor, including routes 550 and 554 (both of which were discontinued in August 2026).
- In 2025, Route 556 provided a direct connection between Issaquah Highlands Park-and-Ride, Issaquah Transit Center, South Bellevue Station, Bellevue Transit Center, and UW Seattle. Starting August 2026, Route 556 was shortened and no longer serves stops north of Bellevue Transit Center including UW Seattle.
- In 2025, the route provided peak-oriented, directional service on weekdays only, operating westbound service from 5–9 a.m. and eastbound service from 3–6:30 p.m. Most trips operated approximately every 30 minutes. Starting August 2026, the route began operating seven day per week, all-day service and was improved to have trips every 15 minutes for most of the day.
- Ridership is generally consistent across trips and is relatively evenly distributed across stops with the highest ridership activity occurring at the Issaquah Highlands Park-and-Ride, Issaquah Transit Center, Bellevue Transit Center, and University of Washington Station.
- There was no Saturday or Sunday service offered on Route 556 prior to August 2025. The route now operates all week.
- Route 556 was an average productivity route in 2025, averaging 20 boardings per trip on weekdays.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 556 operated 70% of trips on-time, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 30 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges.



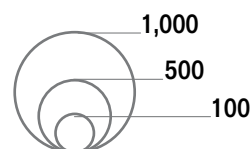
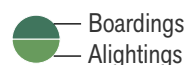
Stop-level ridership

556 Issaquah – University District

WESTBOUND



EASTBOUND

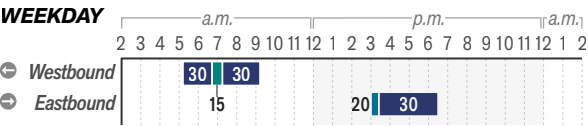


Route 556

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service before August 2026

No Sunday service before August 2026

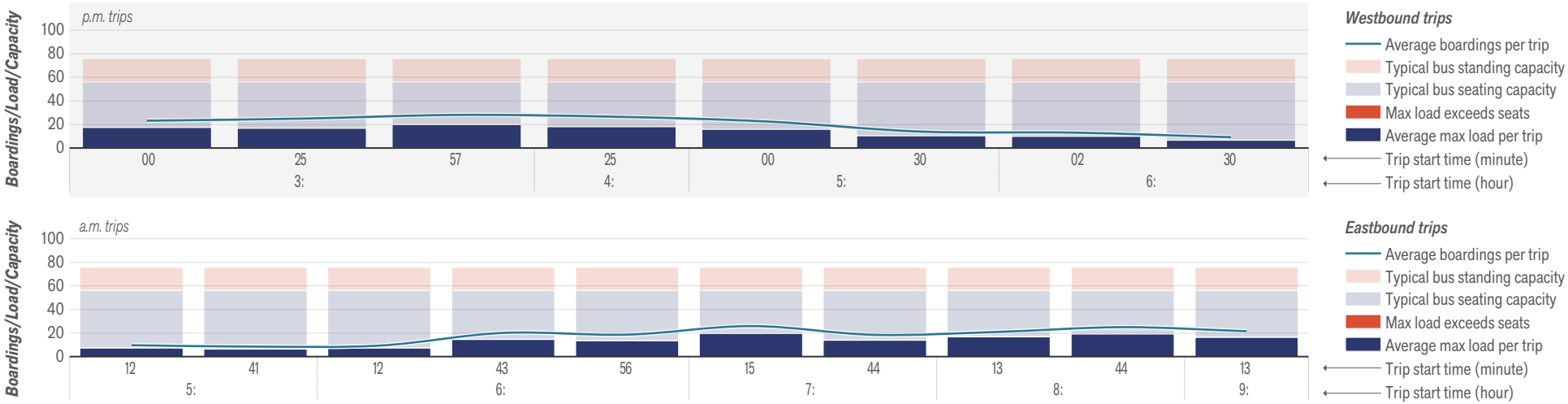
Ridership²

Weekday boardings	2024	2025	2026
Daily average	326	353	348
Per revenue hour	14.0	15.5	15.3
Per trip	18	20	19

No Saturday service before August 2026

No Sunday service before August 2026

Passenger load³



Other performance statistics⁴

4.6
passenger miles per platform mile

\$21.42
subsidy per boarding

70%
arrivals occur on time (weekdays)

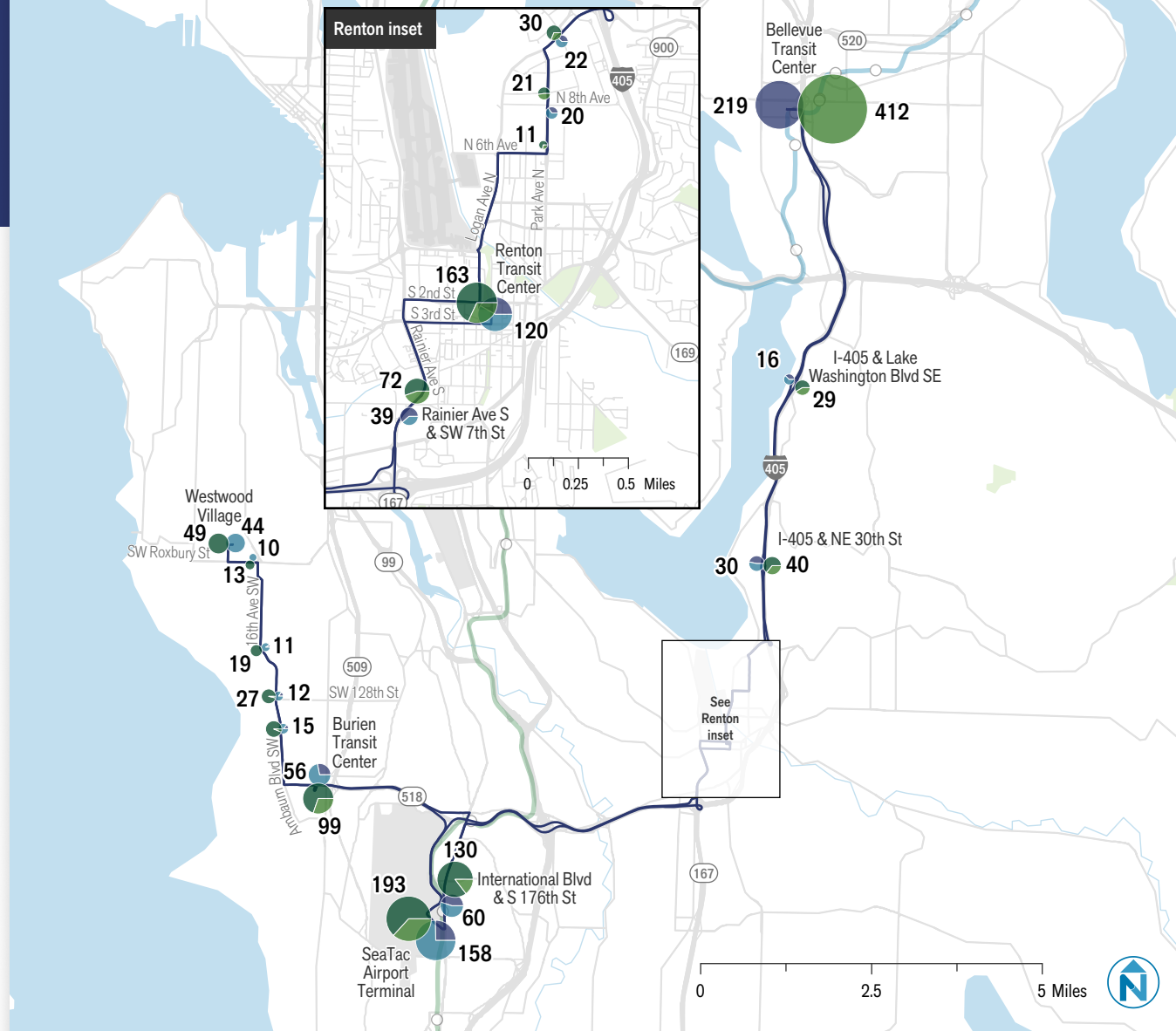
30
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules. In August 2026, Saturday and Sunday service were added and frequency increased to buses every 15 minutes in both directions between 6 a.m. and 8 p.m., seven days a week.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

560 Bellevue – West Seattle

Key takeaways

- Route 560 provides direct connections between Bellevue Transit Center, Newport Hills Freeway Station, Kenndale Freeway Station, Renton Transit Center, SeaTac/Airport Station, Burien Transit Center, and Westwood Village shopping center near White Center.
- In 2025, Route 560 was one of two routes providing service on the I-405 South corridor, including Route 566.
- The highest ridership stops along the route include Bellevue Transit Center, SEA International Airport, and Renton Transit Center.
- The route operates all-day, all-week, bi-directional service. On weekdays, Route 560 operates every 30 minutes from 4:30 a.m.–8 p.m. and hourly from 8–11 p.m. The route also operates hourly on Saturdays and Sundays from 5 a.m.–11 p.m.
- In 2025, Route 560 was an average productivity route in the ST Express system, averaging 20 boardings per trip on weekdays.
- Ridership is generally consistent across trips but is notably lower in mornings heading westbound. This may be related to flight schedules and employee shift times at SEA International Airport.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- In 2025, Route 560 operated 70% of trips on-time, below Sound Transit's performance threshold of 85% on-time. On-time performance challenges were most significant on I-405 and the SEA International Airport terminal, where traffic congestion varies considerably throughout the day.
- In 2025, the route received 21 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning temporary stop and service deviation challenges, on-time performance challenges, requesting additional trips, and operator behavior concerns.



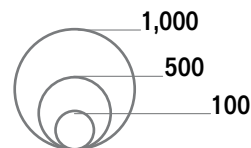
Stop-level ridership

560 Bellevue – West Seattle

WESTBOUND



EASTBOUND

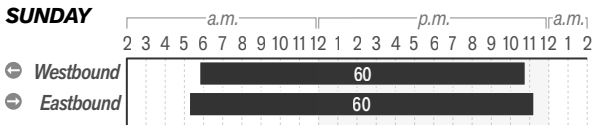
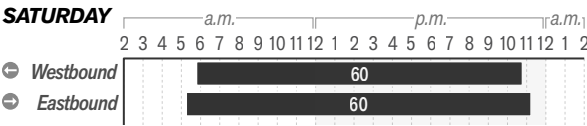
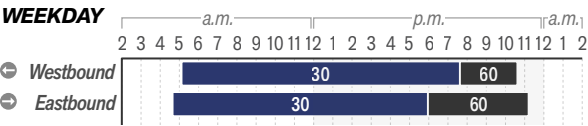


Route 560

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



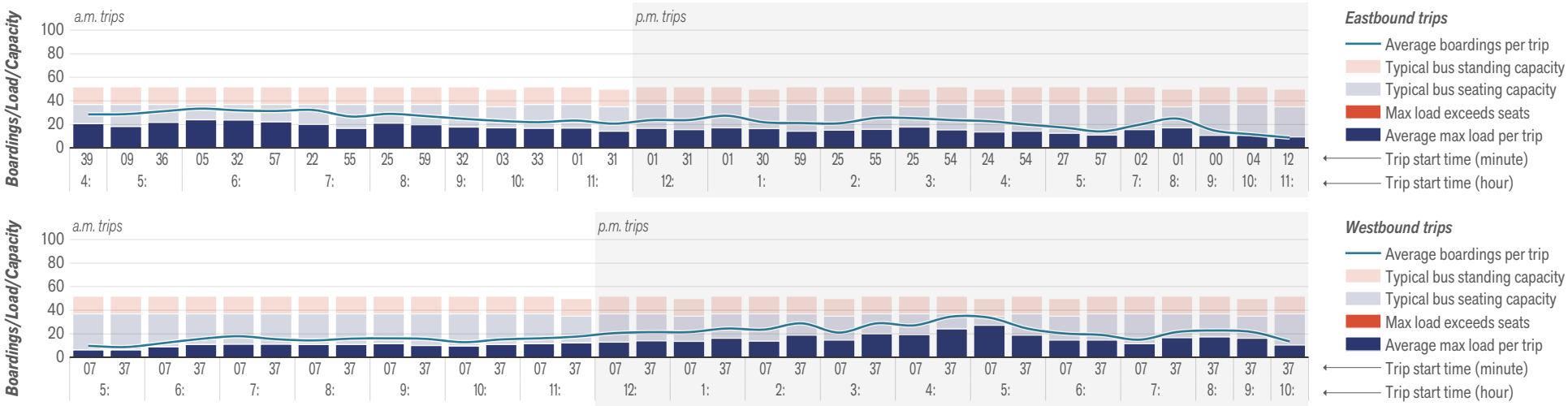
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,212	1,310	1,483
Per revenue hour	11.8	12.4	14.1
Per trip	18	20	23

Saturday boardings	2024	2025	2026
Daily average	705	713	795
Per revenue hour	12.4	12.2	13.4
Per trip	19	19	22

Sunday boardings	2024	2025	2026
Daily average	639	650	730
Per revenue hour	11.2	11.6	12.6
Per trip	17	18	20

Passenger load³



Other performance statistics⁴

4.6
passenger miles per platform mile

\$28.54
subsidy per boarding

70%
arrivals occur on time (weekdays)

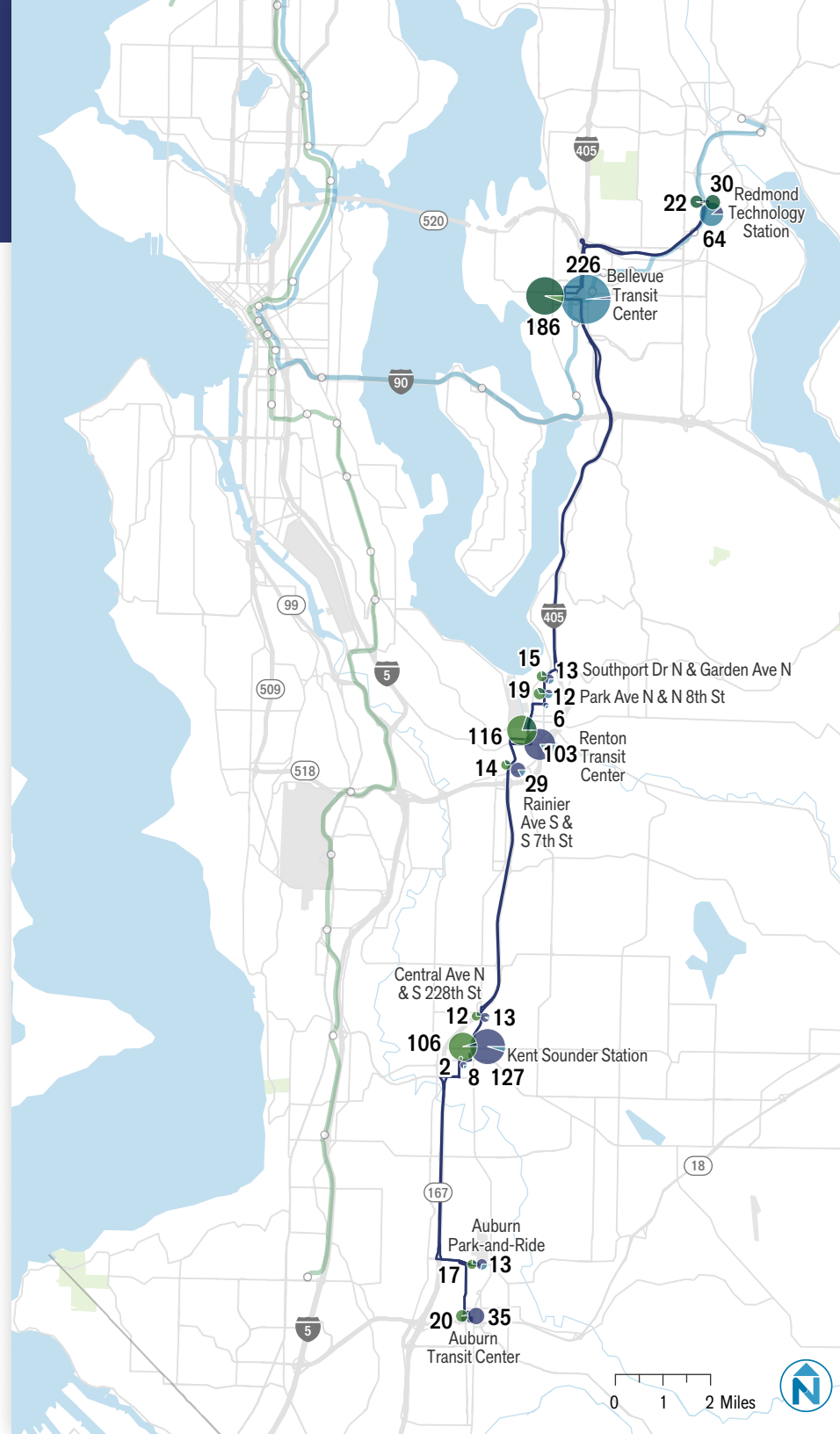
21
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

566 Auburn – Redmond

Key takeaways

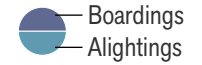
- Route 566 provides a direct connection between Redmond Technology Station, Bellevue Transit Center, Renton Transit Center, Kent Sounder Station, Auburn Park-and-Ride, and Auburn Transit Center.
- In 2025, Route 566 was one of two routes providing service on the I-405 South corridor between Bellevue and Renton, including Route 560.
- The highest ridership activity along the route occurs at Bellevue Transit Center, Renton Transit Center, and Kent Sounder Station.
- Route 566 operates peak-oriented, directional service on weekdays only. The route provides northbound service from 5–10 a.m. and southbound service from 1:30–6:30 p.m. There is no Saturday or Sunday service offered on Route 566.
- This was an average productivity route in 2025, averaging 23 boardings per trip on weekdays.
- Ridership is generally low throughout the day but peaks in the in the northbound direction around 5:30 a.m. and in the southbound direction around 4–5 p.m. This pattern suggests the route is being used for commuting purposes into downtown Bellevue.
- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 566 operated 70% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 35 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges and requesting more frequent, bi-directional service.



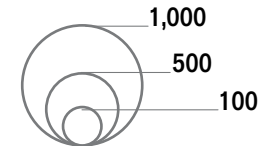
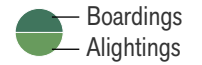
Stop-level ridership

566 Auburn – Redmond

NORTHBOUND



SOUTHBOUND

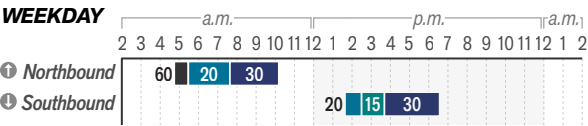


Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 566

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

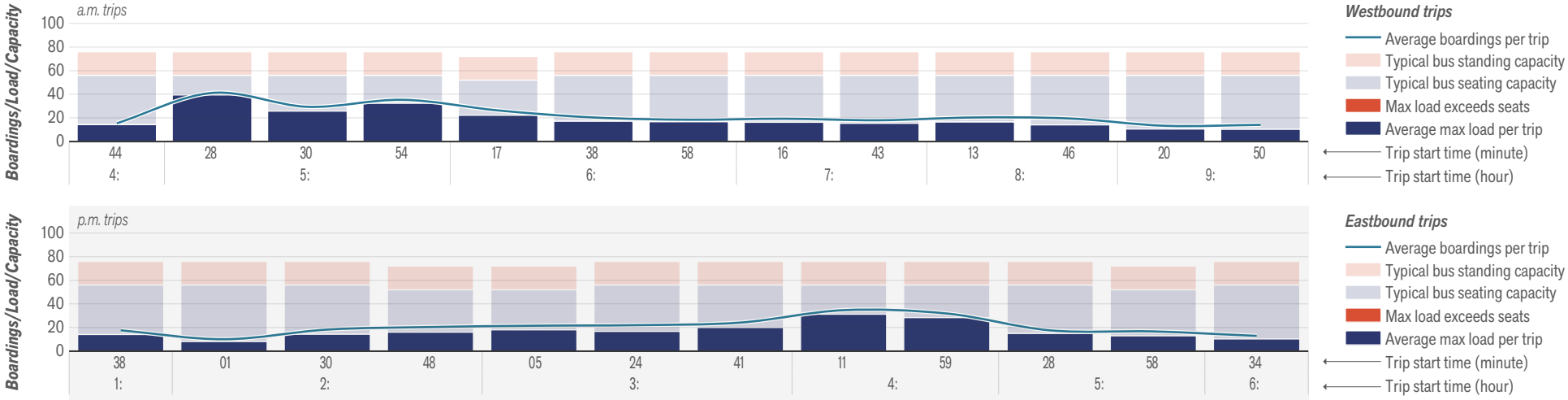
Ridership²

Weekday boardings	2024	2025	2026
Daily average	558	565	543
Per revenue hour	12.7	13.4	13.1
Per trip	23	23	22

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

5.1

passenger miles per platform mile

\$25.83

subsidy per boarding

70%

arrivals occur on time (weekdays)

35

complaints per 100,000 boardings

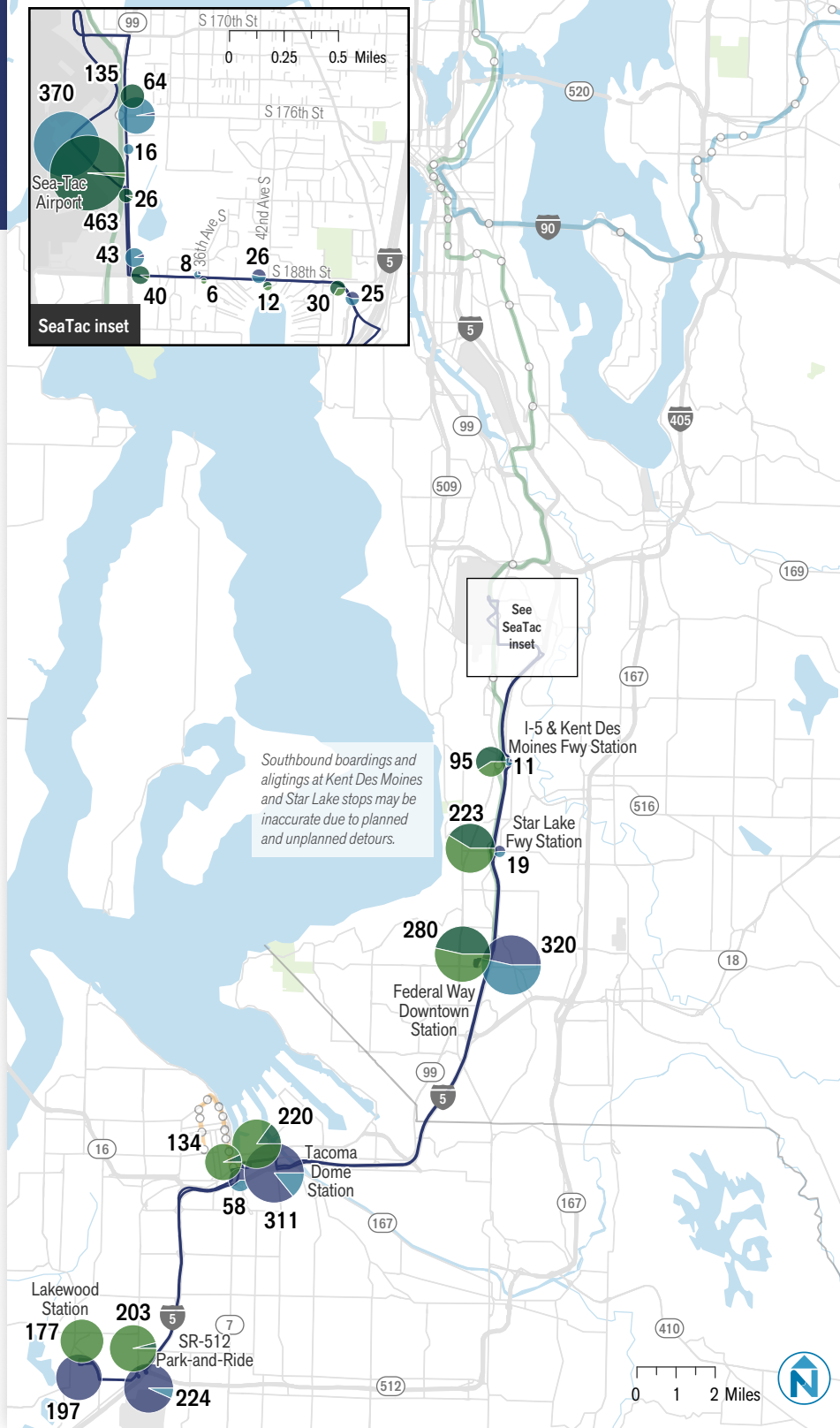
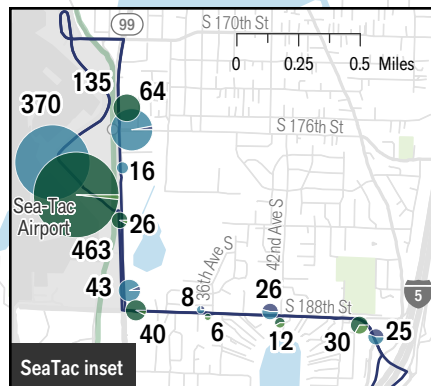
1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

574 Lakewood – Sea-Tac Airport

Key takeaways

- In 2025, Route 574 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 586 (discontinued August 2026), 590, 592, 594, and 595.
- Route 574 provided a direct connection between Lakewood Transit Center, SR-512 Park-and-Ride, Tacoma Dome Station, Federal Way Downtown Station, Star Lake Freeway Station, Kent-Des Moines Freeway Station, and SeaTac/Airport Station. As of August 2026, the route serves Lakewood Station, SR-512 Park-and-Ride, Tacoma Dome Station, and Federal Way Downtown Station.
- Ridership along the route was highest in Lakewood, at Tacoma Dome Station, Federal Way Downtown Station, Star Lake Freeway Station, SEA International Airport, and SeaTac/Airport Station.
- In 2025, The route provided all-day, bi-directional service with most trips operating every 30 minutes on weekdays from 2 a.m.–12:30 a.m. On Saturdays and Sundays, Route 574 operates every 30-60 minutes from 2 a.m.–12:30 a.m. As of August 2026, the route operates between approximately 4 a.m. and 1 a.m. When Link (and Route 574) are not running, new Route 597 provides service between Lakewood Station and downtown Seattle via Sea-Tac.
- In August 2026, Route 574 was shortened to Federal Way and the frequency was increased to 15 minutes for most of the day, on all day types. The Lakewood Transit Center Stop was also replaced by Lakewood Station to accommodate local service growth at Lakewood Transit Center.
- Route 574 is an above average productivity route, averaging 26 boardings per trip on weekdays.
- Boarding and alighting patterns suggest ridership was relatively bi-directional to and from Federal Way, suggesting a mix of passengers from Lakewood and Tacoma travel both to Federal Way and through to SEA International Airport, while passengers from Federal Way travel both northbound and southbound.
- Ridership is generally consistent throughout the day with some small peaks occurring in the midday period, which may be related to flight schedules and shift times at SEA International Airport.

Key findings continue below map legend.



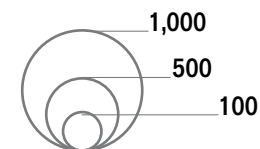
Stop-level ridership

574 Lakewood – Sea-Tac Airport

NORTHBOUND



SOUTHBOUND



Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

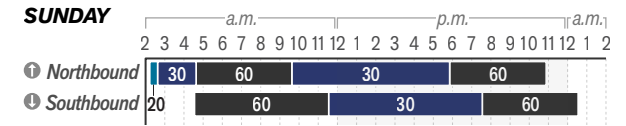
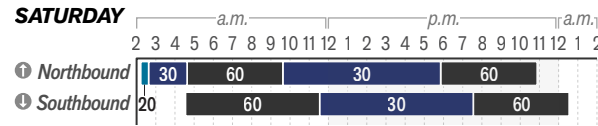
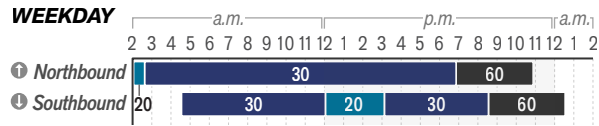
Route 574

Key findings continued:

- In 2025, there were no capacity concerns on this route. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 574 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time. On-time performance issues are most significant at the SEA International Airport terminal and on I-5 between Federal Way and Star Lake.
- In 2025, the route received 16 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments expressed frustration at on-time performance challenges, and requested larger vehicles to accommodate luggage.

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



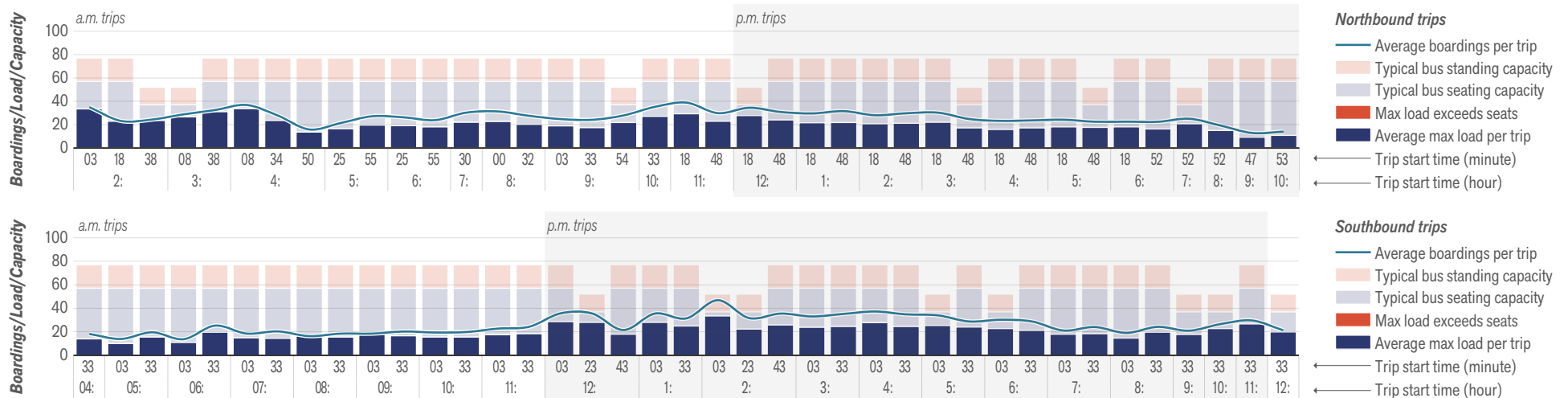
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,826	1,999	1,978
Per revenue hour	14.0	15.6	15.6
Per trip	24	26	25

Saturday boardings	2024	2025	2026
Daily average	1,261	1,427	1,418
Per revenue hour	15.3	17.4	17.3
Per trip	21	24	23

Sunday boardings	2024	2025	2026
Daily average	1,113	1,294	1,277
Per revenue hour	13.2	15.6	15.5
Per trip	18	21	21

Passenger load³



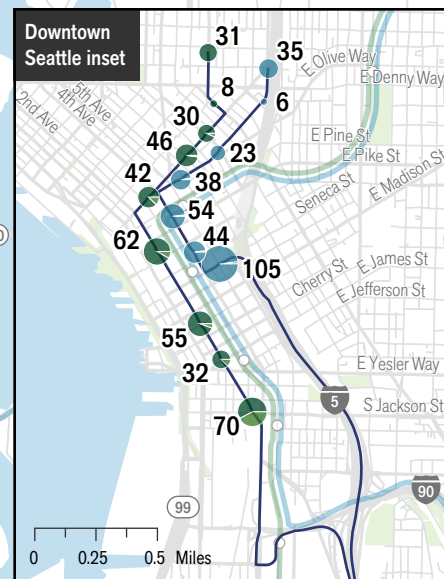
Other performance statistics⁴

	9.6		\$21.94		77%		16
	passenger miles per platform mile		subsidy per boarding		arrivals occur on time (weekdays)		complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules. In August 2026, frequency increased to buses every 15 minutes in both directions between 6 a.m. and 6 p.m., seven days a week.
 2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
 3. Load charts correspond to weekdays from September 2025 through December 2025.
 4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

Key takeaways

- Key findings continue below map legend.



577 Federal Way – Seattle

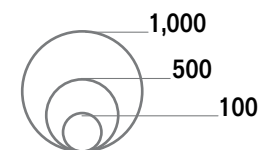


Boardings

Alightings



Boardings
Alightings



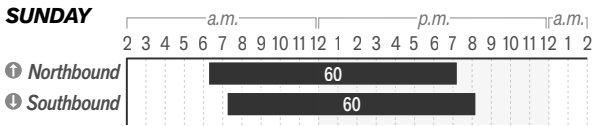
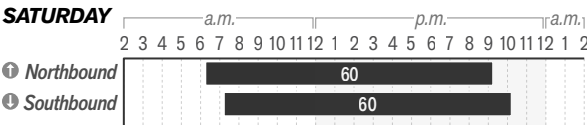
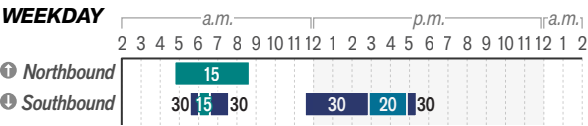
Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 577

- In 2025, the route received 15 complaints per 100,000 boardings, exactly in line with Sound Transit's established threshold of 15. Most comments were regarding passenger behavior and fare evasion concerns.

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



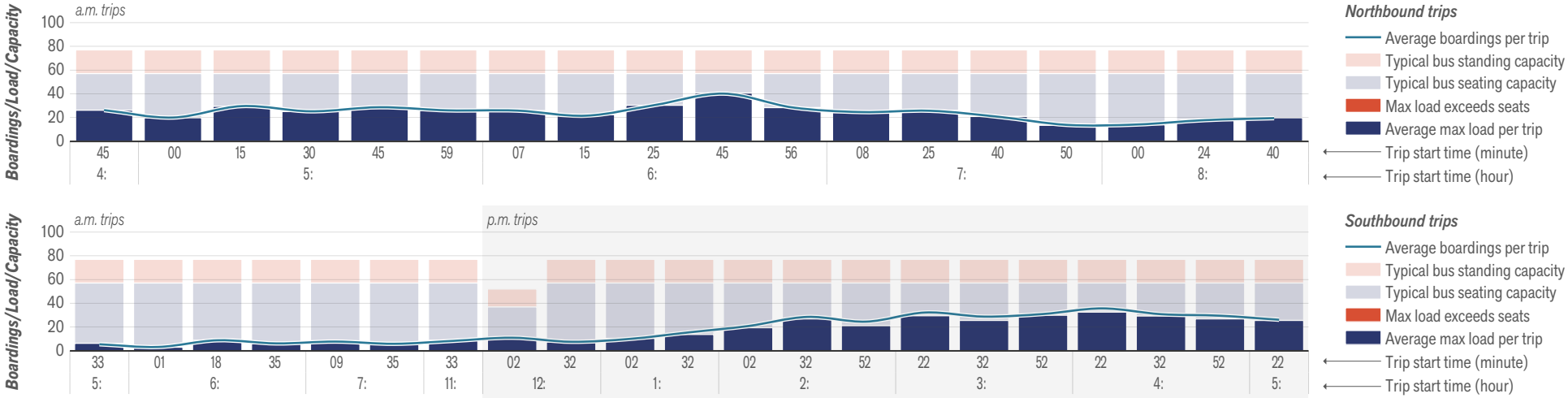
Ridership²

Weekday boardings	2024	2025	2026
Daily average	697	783	736
Per revenue hour	18.7	19.2	17.4
Per trip	20	21	19

Saturday boardings	2024	2025	2026
Daily average	415	447	381
Per revenue hour	13.7	13.3	11.0
Per trip	13	14	12

Sunday boardings	2024	2025	2026
Daily average	84	251	273
Per revenue hour	13.1	12.2	9.9
Per trip	12	12	10

Passenger load³



Other performance statistics⁴

8.6
passenger miles per platform mile

\$18.66
subsidy per boarding

82%
arrivals occur on time (weekdays)

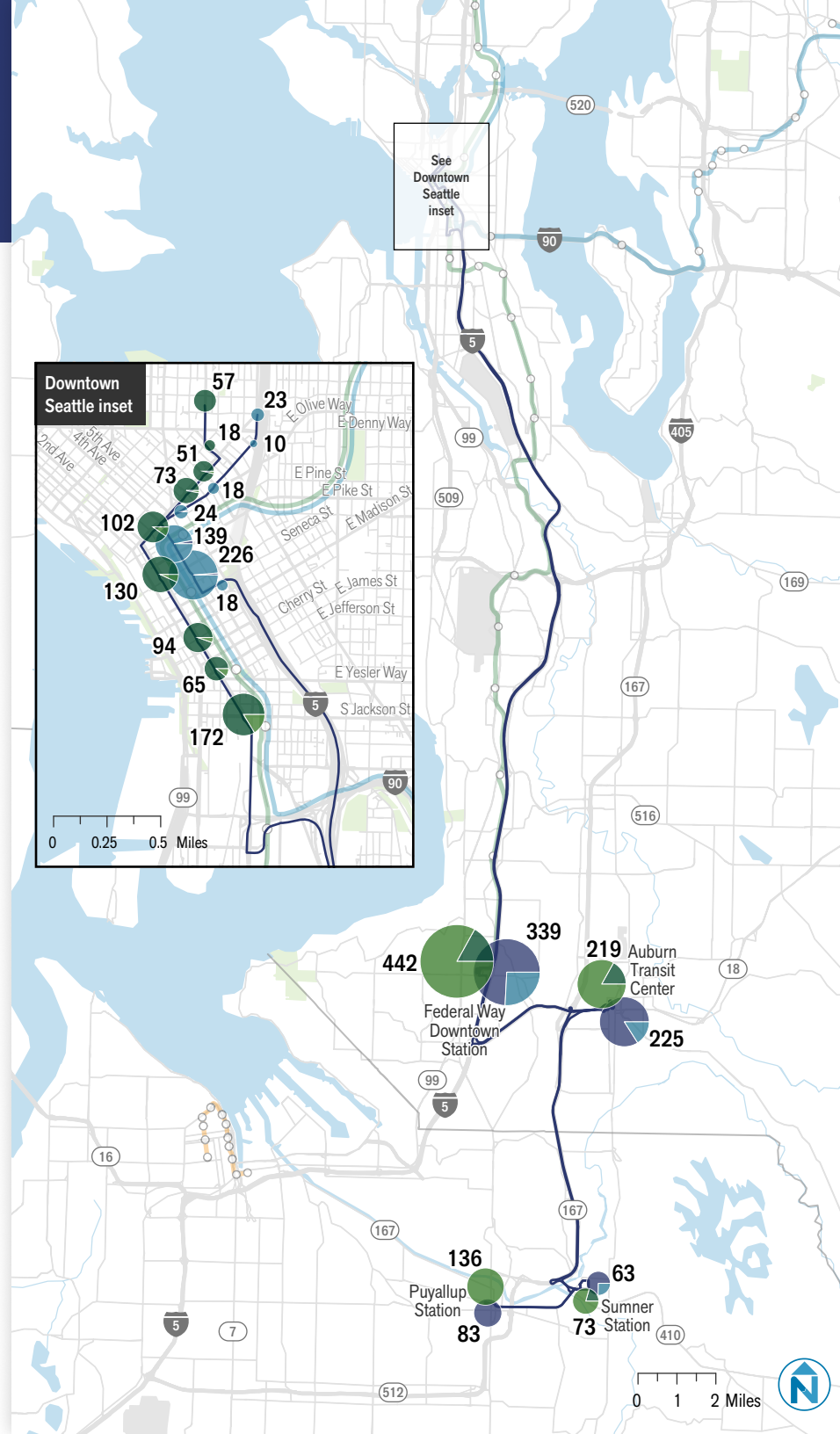
15
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026. Also, note that service on Sundays was reduced for part of 2024 due to operator shortages.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

578 Puyallup – Seattle

Key takeaways

- Route 578 provides direct connections between Puyallup Station, Sumner Station, Auburn Station, Federal Way Downtown Station, and downtown Seattle.
- In 2025, Route 578 was one of two routes providing service on the I-5 South corridor in King County, including Route 577.
- Route 578 provides all-day, all-week, bi-directional service. On weekdays, most trips operate every 30 minutes from 5 a.m.–11 p.m. On Saturdays and Sundays, trips operate hourly from 6 a.m.–11 p.m.
- Routes 577 and 578 combine to provide all-week, all-day, bi-directional service between Seattle and Federal Way.
- In 2025, this was an above average productivity route, averaging 28 boardings per trip on weekdays. Most of the ridership activity on the route occurs in Auburn and Federal Way.
- Ridership is generally consistent throughout the day, though southbound ridership tends to be lower in the morning compared to other times of day.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 578 operated 74% of trips on time in 2025, below Sound Transit's performance threshold of 85% on time. Most of the on-time performance challenges occurred on the I-5 corridor between Federal Way and Seattle.
- In 2025, the route received 11 complaints per 100,000 boardings, below Sound Transit's established threshold of 15. Most comments were requesting a larger vehicle, voicing operator behavior concerns, or regarding on-time performance challenges.



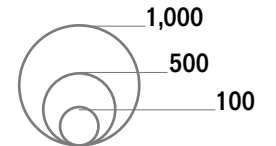
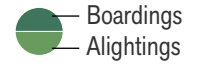
Stop-level ridership

578 Puyallup – Seattle

NORTHBOUND



SOUTHBOUND

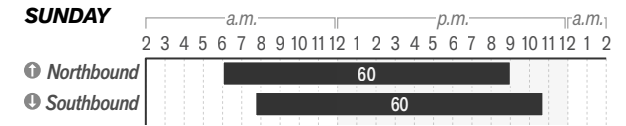
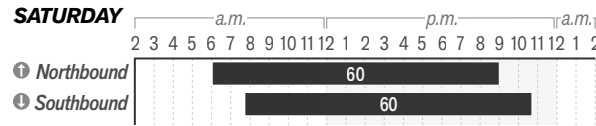
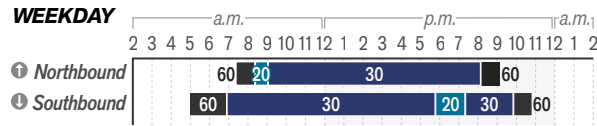


Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 578

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



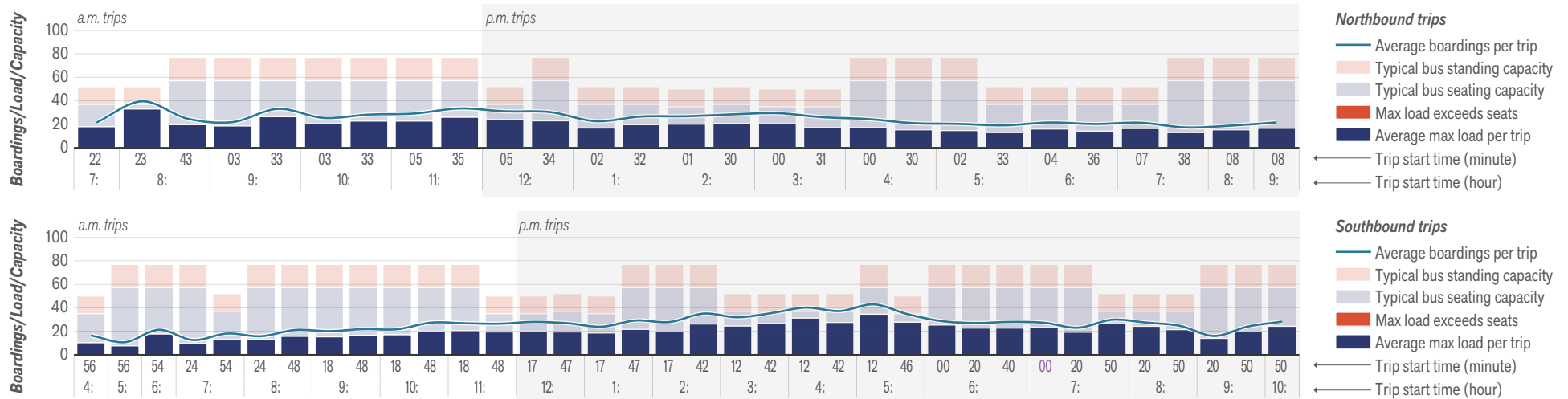
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,573	1,624	1,420
Per revenue hour	13.2	13.7	12.0
Per trip	26	28	23

Saturday boardings	2024	2025	2026
Daily average	974	1,009	894
Per revenue hour	17.9	17.3	15.2
Per trip	31	32	28

Sunday boardings	2024	2025	2026
Daily average	961	892	764
Per revenue hour	17.5	15.4	12.8
Per trip	30	29	24

Passenger load³



Other performance statistics⁴



1. Span and frequency are based on July 2026 schedules.

2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.

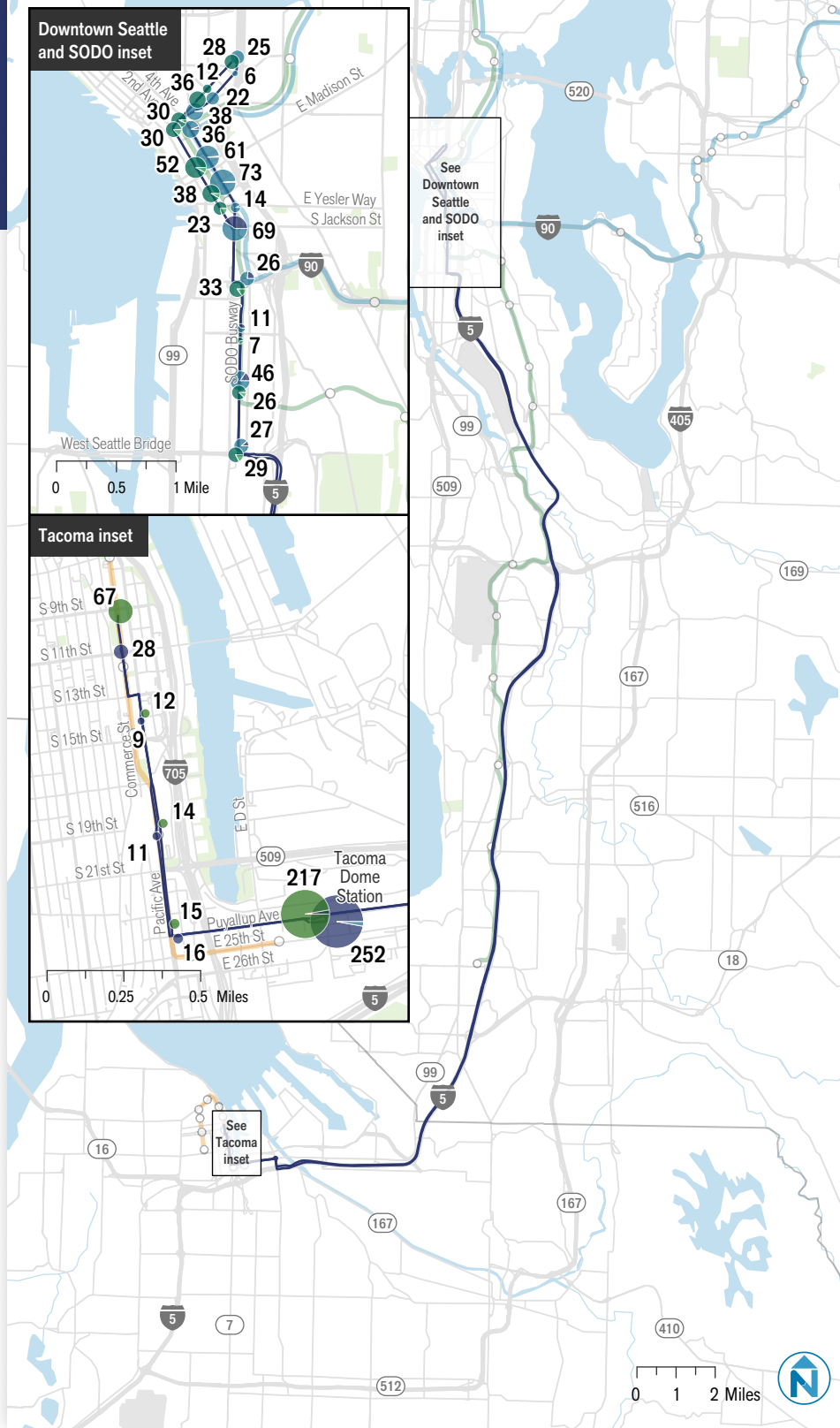
3. Load charts correspond to weekdays from September 2025 through December 2025.

4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

590 Tacoma – Seattle

Key takeaways

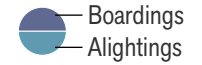
- In 2025, Route 590 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 592, 594, and 595.
- Route 590 provides direct service between downtown Tacoma, Tacoma Dome Station, and downtown Seattle.
- Route 590 operates primarily as a peak-only, directional route. The route provides weekday-only service in the northbound direction from 4–9 a.m. with trips every 10-20 minutes. Route 590 also provides two southbound trips at 7 a.m. and 7:30 a.m. However, southbound service is operated more consistently in the afternoon with trips every 10-15 minutes from 2:30–6:30 p.m.
- Ridership fluctuates throughout the day with most trips averaging 10-30 boardings. Slight peaking in the late morning in the northbound direction indicates there may be demand for additional morning service after 9 a.m. Ridership is highest at Tacoma Dome Station and is relatively evenly distributed across other stops in Tacoma and downtown Seattle.
- There is no Saturday or Sunday service offered on this route.
- In 2025, Route 590 was an average productivity route, averaging 19 boardings per trip on weekdays.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 590 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 22 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were concerning on-time performance challenges and requesting additional service.



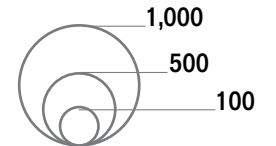
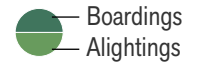
Stop-level ridership

590 Tacoma – Seattle

NORTHBOUND



SOUTHBOUND



Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 590

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

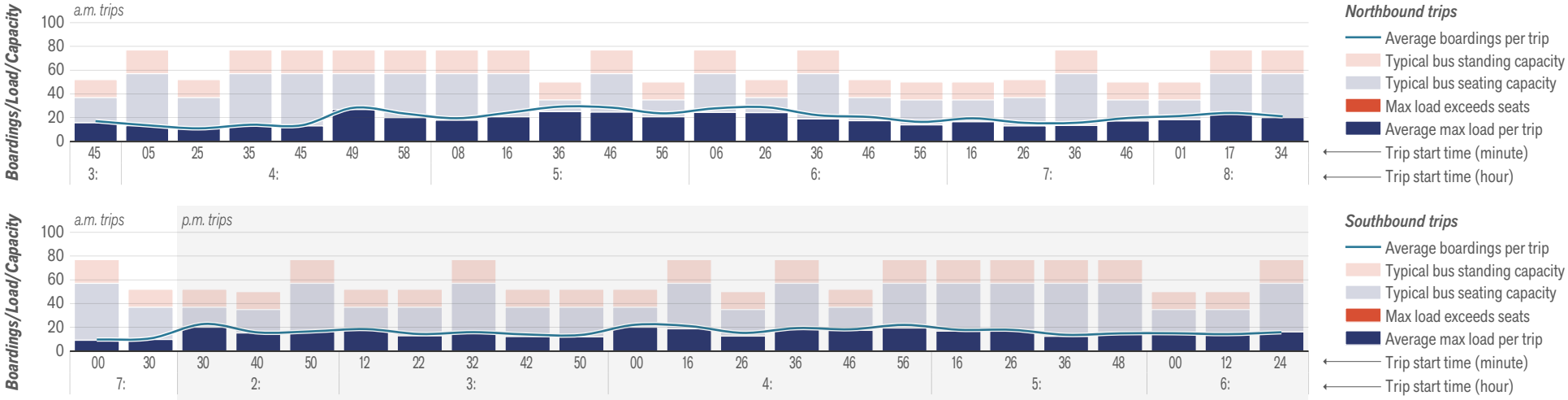
Ridership²

Weekday boardings	2024	2025	2026
Daily average	665	801	925
Per revenue hour	15.1	12.9	12.8
Per trip	22	19	20

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

10.0
passenger miles per platform mile

\$26.36
subsidy per boarding

77%
arrivals occur on time (weekdays)

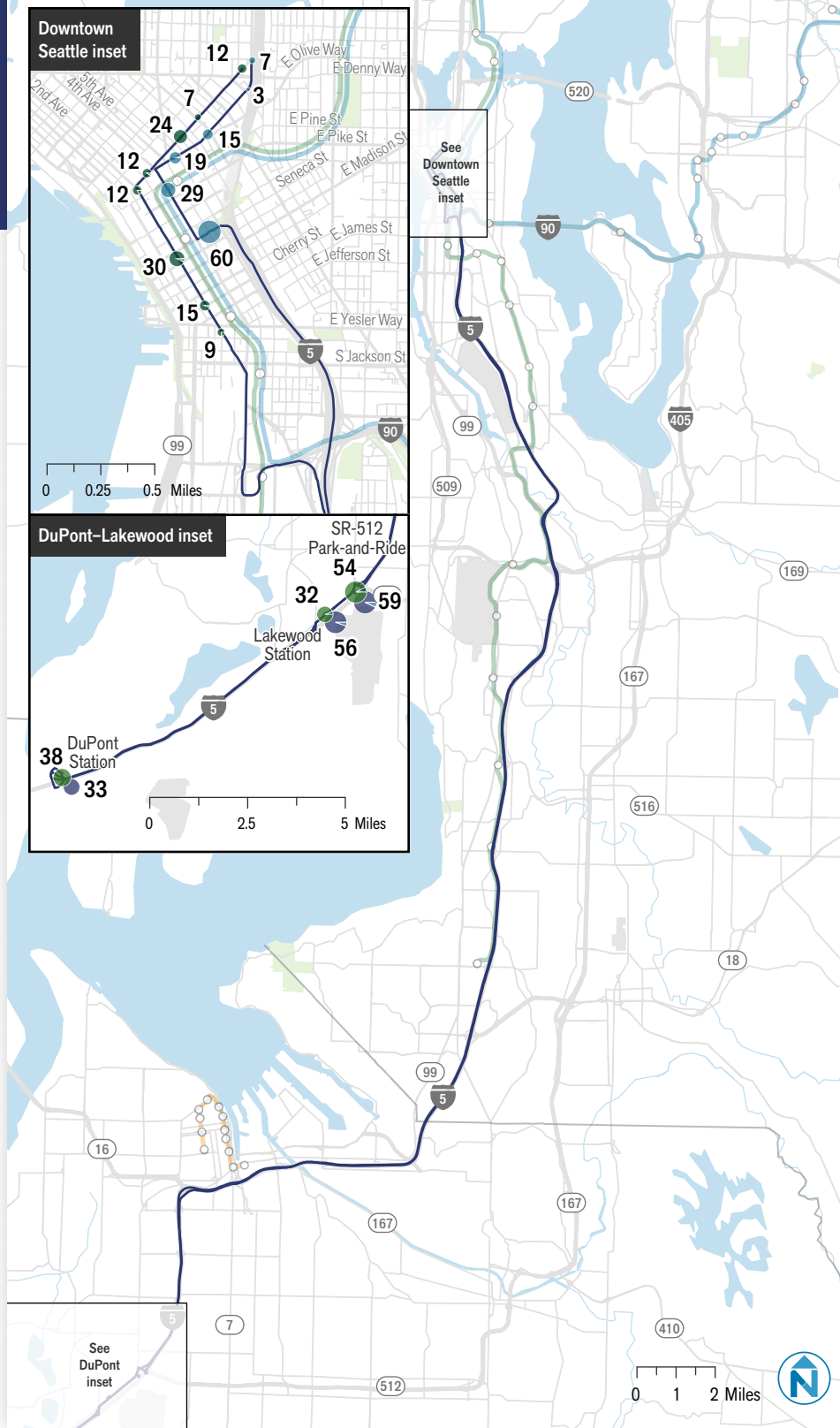
22
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026. Also, note that service on was reduced for part of 2024 and 2025 due to operator shortages.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

592 DuPont – Seattle

Key takeaways

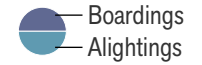
- In 2025, Route 592 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 590, 594, and 595.
- Route 592 provides a direct connection between DuPont Station, Lakewood Station, SR-512 Park-and-Ride, and downtown Seattle.
- The route provides peak-oriented, directional service on weekdays only. Trips operate every 20-30 minutes in the northbound direction from 4–8 a.m. and every 30 minutes in the southbound direction from 2–6 p.m. Route 592 operates on weekdays only.
- In 2025, Route 592 was a below average productivity route, averaging 16 boardings per trip on weekdays.
- Ridership is evenly distributed across stops.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 592 operated 85% of trips on-time in 2025, in line with Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 33 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding on-time performance challenges.



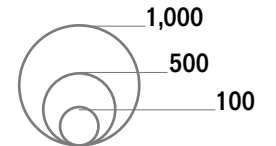
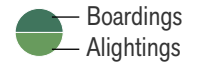
Stop-level ridership

592 DuPont – Seattle

NORTHBOUND



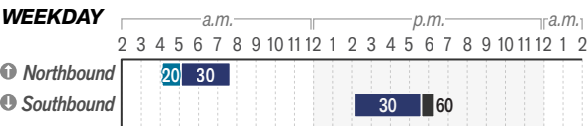
SOUTHBOUND



Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 592

Span and frequency¹



Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes

No Saturday service

No Sunday service

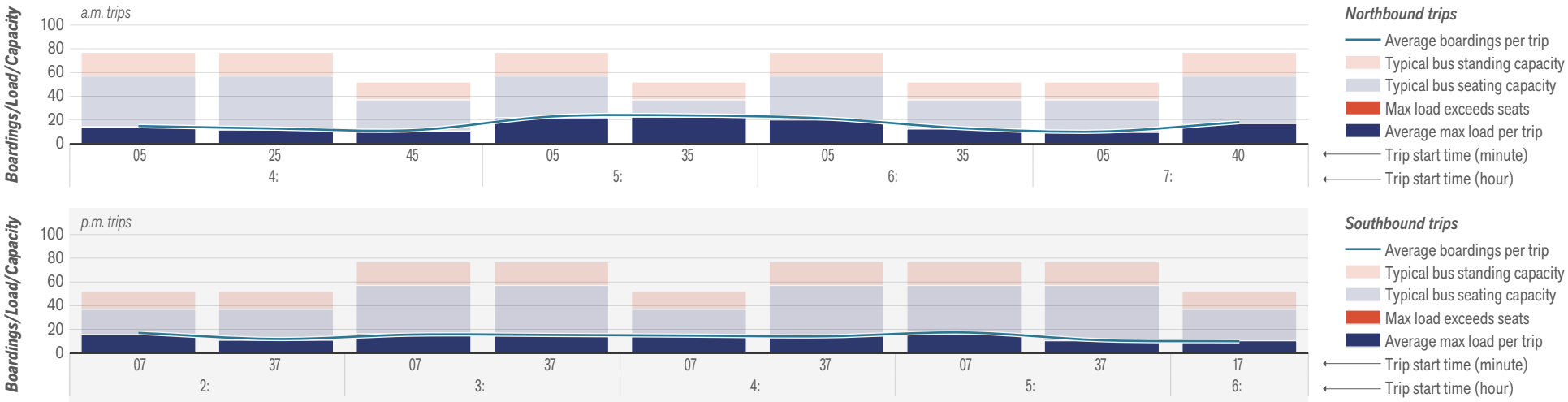
Ridership²

Weekday boardings	2024	2025	2026
Daily average	260	284	299
Per revenue hour	7.4	7.9	8.5
Per trip	14	16	17

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

8.2
passenger miles per platform mile

\$44.35
subsidy per boarding

85%
arrivals occur on time (weekdays)

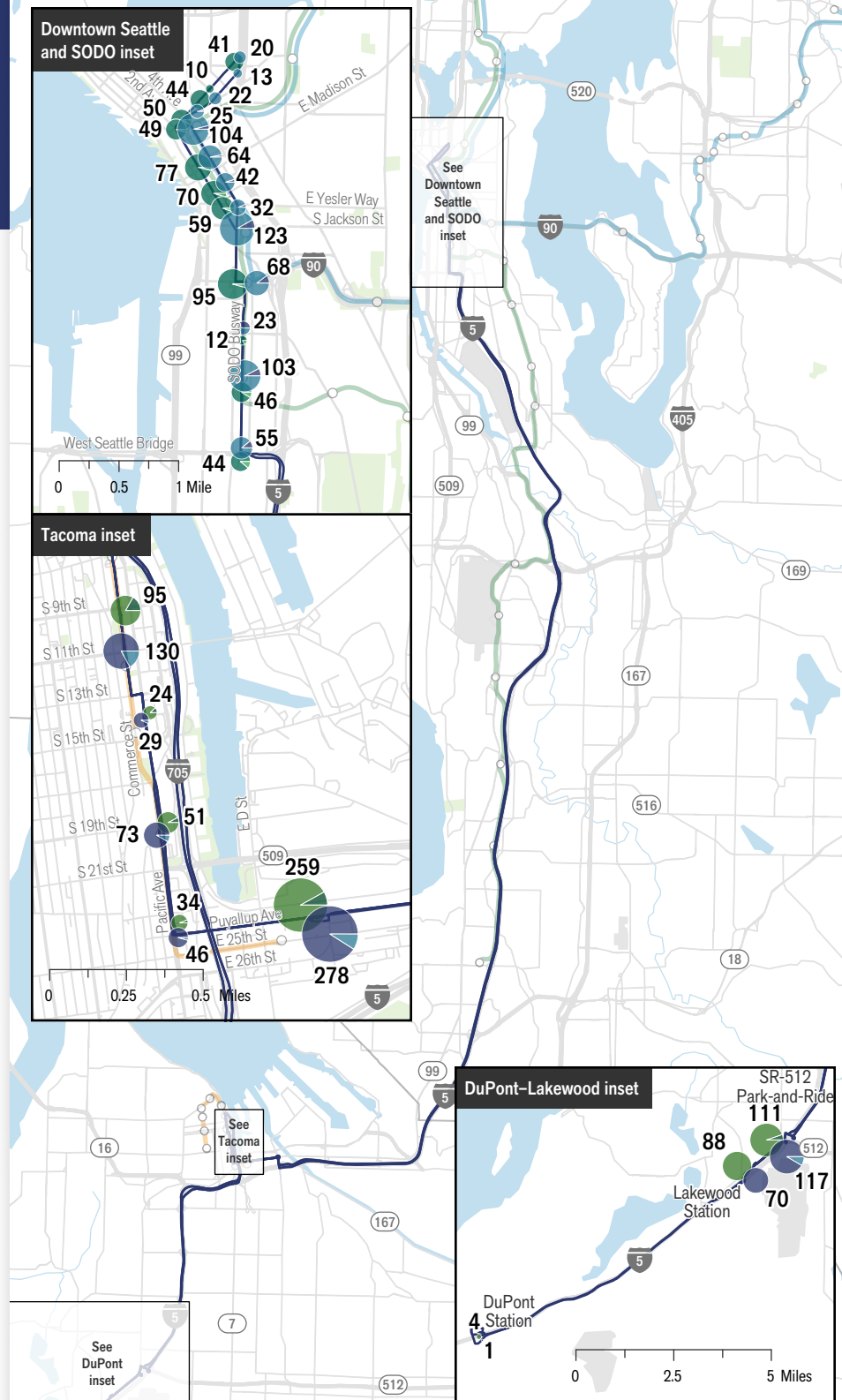
33
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

594 Lakewood – Seattle

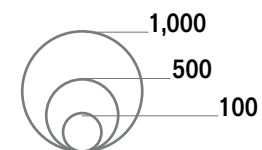
Key takeaways

- In 2025, Route 594 was one of six routes providing service on the I-5 South corridor through Pierce County, including routes 574, 586 (discontinued August 2026), 590, 592, and 595.
- Route 594 provides a direct connection between Lakewood Station, SR-512 Park-and-Ride, downtown Tacoma, Tacoma Dome Station, and downtown Seattle.
- This route generally provides all-day, bi-directional service with a slight gap in southbound service on weekday afternoons, while Route 590 provides additional peak trips between Seattle and Tacoma. Trips operate every 20-30 minutes on weekdays from 5:30 a.m.–4 p.m. and from 6:30 p.m.–midnight in the northbound direction and from 8:30 a.m.–10:30 p.m. in the southbound direction.
- Ridership is generally consistent throughout the mornings, midday, and early afternoon on Route 594. However, demand appears to decrease after 5 p.m. in both directions, though these trips still average about 20 boardings. Ridership is low at Dupont Station and is generally evenly distributed throughout Tacoma and downtown Seattle with high ridership at Tacoma Dome Station, Lakewood Station, and SR-512 Park-and-Ride.
- Service operates more consistently on Saturdays and Sundays with most trips operating every 30 minutes from 5 a.m.–midnight.
- In 2025, this route was an average productivity route in the ST Express system, averaging 24 boardings per trip on weekdays.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand, though complaints about overcrowding indicate that some trips were over capacity.
- Route 594 operated 80% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 18 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding overcrowding, requesting larger vehicles, on-time performance challenges, and missed stops.



Stop-level ridership

594 Lakewood – Seattle

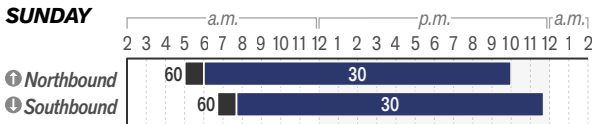
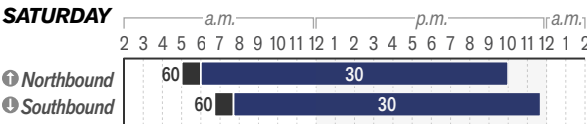
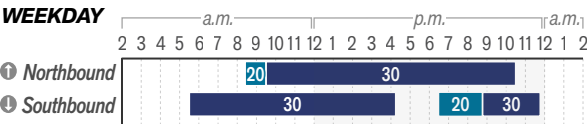
NORTHBOUND**SOUTHBOUND**

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Route 594

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



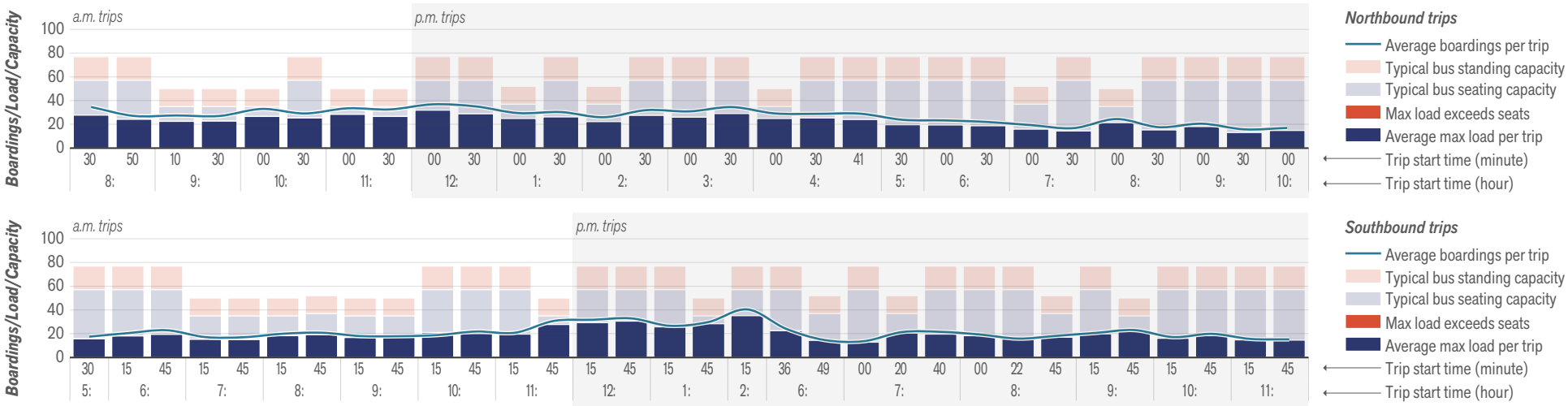
Ridership²

Weekday boardings	2024	2025	2026
Daily average	1,320	1,448	1,486
Per revenue hour	11.6	12.7	12.8
Per trip	25	24	24

Saturday boardings	2024	2025	2026
Daily average	1,621	1,811	1,885
Per revenue hour	13.8	14.6	15.0
Per trip	23	27	28

Sunday boardings	2024	2025	2026
Daily average	1,334	1,484	1,487
Per revenue hour	12.0	12.4	11.7
Per trip	22	23	22

Passenger load³



Other performance statistics⁴

14.3
passenger miles per platform mile

\$27.08
subsidy per boarding

80%
arrivals occur on time (weekdays)

18
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

Key takeaways

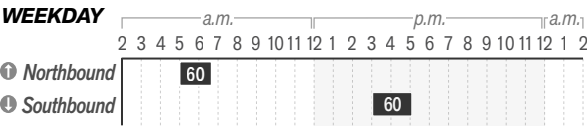
- ## 66 Sound Transit



— Route 595

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

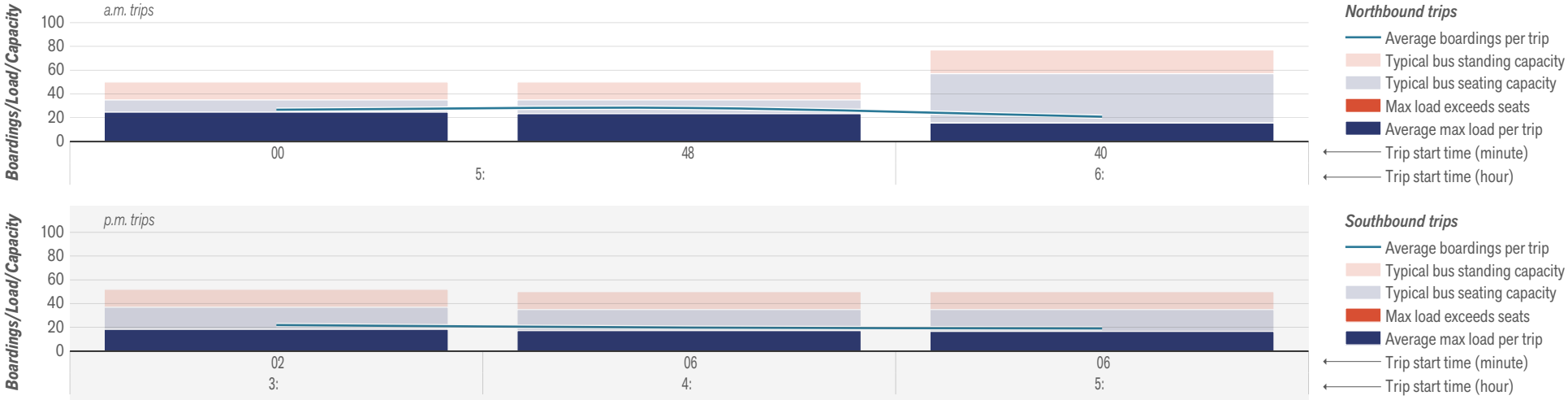
Ridership²

Weekday boardings	2024	2025	2026
Daily average	166	147	146
Per revenue hour	12.7	11.0	11.1
Per trip	28	24	24

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

9.7

passenger miles per platform mile

\$31.20

subsidy per boarding

78%

arrivals occur on time (weekdays)

56

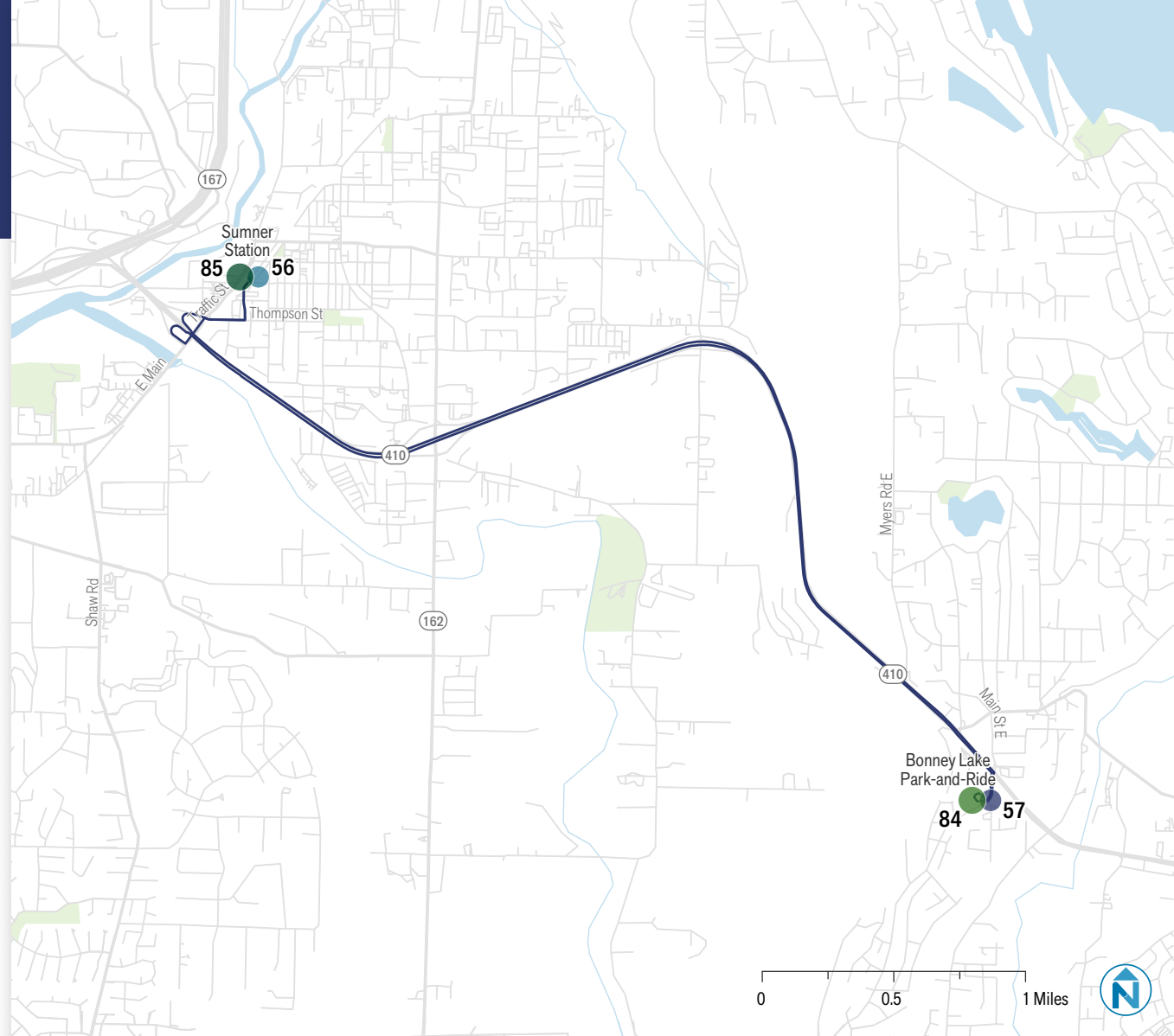
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.

596 Sumner – Bonney Lake

Key takeaways

- Route 596 is a Sounder Connector route providing a connection between the Bonney Lake Park-and-Ride and Sumner Station.
- This route provides peak-oriented, directional service, operating to Sumner Station every 20-30 minutes on weekday mornings from 5–8 a.m. and to Bonney Lake Park-and-Ride every 20-30 minutes on weekday afternoons from 3–7 p.m. Route 596 is timed to meet Sounder northbound departures in the morning and southbound arrivals in the afternoon. The route does not provide service on Saturdays or Sundays.
- In 2025, Route 596 was a low productivity route, averaging 10 boardings per trip on weekdays.
- Ridership is generally low throughout the day and consistent across trips.
- There were no capacity concerns on this route in 2025. On average, all trips have sufficient onboard capacity to accommodate observed demand.
- Route 596 operated 77% of trips on-time in 2025, below Sound Transit's performance threshold of 85% on-time.
- In 2025, the route received 16 complaints per 100,000 boardings, exceeding Sound Transit's established threshold of 15. Most comments were regarding on-time performance challenges, missed connections with Sounder, and requests for additional trips.



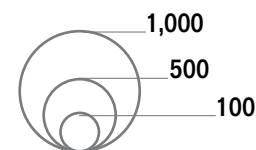
Stop-level ridership

596 Sumner – Bonney Lake

WESTBOUND



EASTBOUND

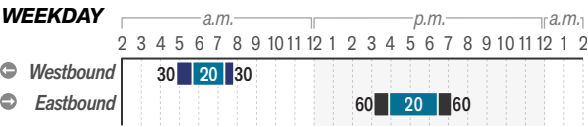


Route 596

Label corresponds to combined boardings and alightings (weekday average, 2025 calendar year)

Span and frequency¹

Buses approximately every: 10 minutes or less 15 minutes 20 minutes 30 minutes 60 minutes



No Saturday service

No Sunday service

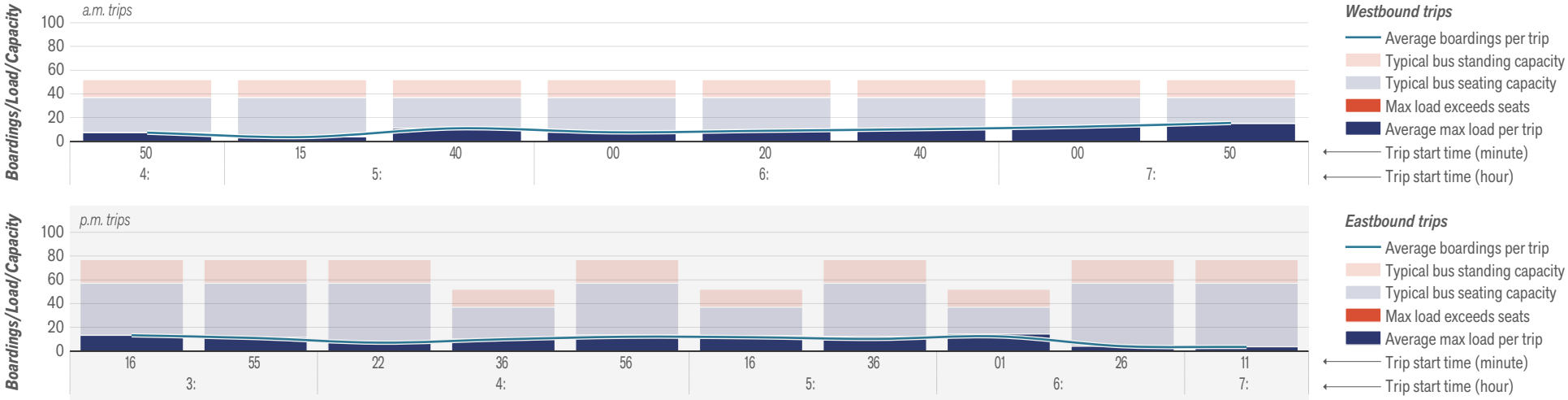
Ridership²

Weekday boardings	2024	2025	2026
Daily average	154	172	122
Per revenue hour	20.5	23.4	15.4
Per trip	7	10	7

No Saturday service

No Sunday service

Passenger load³



Other performance statistics⁴

2.5
passenger miles per platform mile

\$14.22
subsidy per boarding

77%
arrivals occur on time (weekdays)

16
complaints per 100,000 boardings

1. Span and frequency are based on July 2026 schedules.
2. For 2026, daily average boardings and boardings per revenue hour correspond to January 2026 through May 2026. Boardings per revenue hour correspond to January 2026 through April 2026.
3. Load charts correspond to weekdays from September 2025 through December 2025.
4. Statistics correspond to the 2025 calendar year (all days of the week), except for percent of arrivals that occur on time, which is for weekdays only during the 2025 calendar year.





Appendices

Appendix A: Engagement Summary Report

Appendix B: Title VI Service Equity Analysis Report

September 23, 2026