

Resolution No. R2026-22

2027 Service Plan

Meeting:	Date:	Type of action:
Rider Experience and Operations Committee	10/01/2026	Recommend to Board
Board	10/22/2026	Final Action

Staff name:	Staff title:
Ed Cobean	Transit Operations Deputy CEO
Marie Olson	Rider Experience and Operations Executive Director
Emily Yasukochi	Service Planning Deputy Executive Director

Proposed action

Adopts the 2027 Service Plan and approves major service changes to ST Express bus routes, and a minor service change to Link light rail 2 Line.

Key features summary

- The 2027 Service Plan proposes the following elements:
 - Eliminates four stop pairs in Downtown Everett. These stops are served on two Route 510 trips in the early morning and six Route 512 trips late at night.
 - Stops removed: Hewitt Ave & Fulton St, Hewitt Ave & Lombard Ave, Wetmore Ave & Wall St, and Pacific Ave & Rockefeller Ave.
 - This change would take place when Night Bus Route 517 (Everett – Seattle) begins service, date to be determined but as soon as Spring 2027.
 - Removes service between Westwood Village and Burien Transit Center on Route 560. Improves service frequency from every 30 minutes to every 20 minutes during the day on weekdays. Improves service frequency from every 60 minutes to every 30 minutes at night on weekdays and on weekends.
 - This change would take place after Stride Bus Rapid Transit construction is completed at Burien Transit Center, expected Fall 2027.
 - Reduces the span of service on Link light rail 2 Line by beginning service approximately 25 minutes later in the morning, Monday through Sunday, and ending approximately 15 minutes earlier at night, Monday through Saturday. This is a minor service change that exceeds the threshold of an administrative change in the Service Standards and requires Board approval.
 - The first westbound train from Redmond to Seattle/Lynnwood would depart at approximately 5:20 a.m. instead of 4:56 a.m.

- The last eastbound train from Westlake to Redmond would depart at approximately 12:09 a.m. instead of 12:25 a.m.
- Additional Night Bus Route 547 (Redmond – Seattle) trips will be deployed to fill service gaps created by the changes to the 2 Line schedule.
- This change would take place in Spring 2027.
- Following Board adoption of the service plan, staff will work to finalize schedules with Sound Transit's operating partners. The Sound Transit passenger experience team will then develop strategies in coordination with partner agencies to communicate with riders, including targeted social media advertisements, in-person outreach, rider alerts onboard and at stops, open houses, and media releases.

Background

Sound Transit evaluates service every year and proposes changes to improve performance, respond to ridership trends, and optimize resources. The annual Service Plan defines the following year's changes to how ST Express, Sounder, and Link will operate considering changes in ridership, operating conditions, and restructures of service in response to new high-capacity transit. The Service Plan is also the vehicle for the Board to approve any "major service changes" as defined by Sound Transit-adopted policy to meet FTA requirements and inform Sound Transit's operating budget.

The 2027 Service Plan proposes changes to our routes that streamline the ST Express network, improve connections to Link light rail and future Stride Bus Rapid Transit (BRT) stations, increase time for critical maintenance work on the Link alignment, and set up ST Express services to transition to Stride BRT in the coming years.

ST Express Routes 510 and 512

In the early morning and late night, 8 of more than 140 daily trips on Routes 510 and 512 serve the four stop pairs proposed for elimination. On average, there are about 10 daily boardings on two southbound morning trips and 5 deboardings on six northbound late-night trips.

The purpose of removing these stops is to simplify service so that all trips operate the same route throughout the day. This makes service easier to understand and more reliable. The change would coincide with the introduction of Night Bus Route 517 (Everett – Seattle), which will terminate at Everett Station and not serve these four stop pairs.

ST Express Route 560

This route will eventually be replaced with Stride BRT (S1 Line) and will terminate at Burien. The proposed change would improve service frequency on Route 560 and move towards the BRT service model and pathway. The portion of the route proposed for elimination is duplicated by King County Metro RapidRide H Line, which operates more frequently and for more hours of the day than Route 560.

Engagement survey results indicated a nearly even split of support for and opposition to the changes. Opposition was primarily from passengers who currently use stops that would be removed. Ridership at these stops accounts for about 12 percent of average daily boardings on Route 560.

Link 2 Line

The purpose of changes to the 2 Line span of service is to provide more time for maintenance activities during the overnight period when Link is not operating. This change would add at least 40 minutes per night to the 2 Line overnight maintenance window east of International District/Chinatown Station, an increase of 28 percent to the existing maintenance window. Passengers who use trips or portions of trips proposed for removal could use additional service on Night Bus Route 547 (Redmond – Seattle).

In the engagement survey, respondents were asked to rate how disruptive various types of closures are. A plurality of respondents rated more frequent planned Link closures on weekends as most disruptive and rated starting service later or ending service earlier (up to one hour) as less disruptive.

Fiscal information

The 2027 Service Plan is funded by the transit mode budgets for each operating service – Link, Sounder, ST Express, and Tacoma Link. Those budgets are included in the 2027 Budget scheduled for Board consideration in November 2026. Budget authority will be granted with the adoption of the 2027 Budget, subject to any changes made by the Board.

The Proposed Budget for each mode is shown below (in thousands).

Modal Budget	2027 Proposed Budget (\$000's)
Link	\$587,106
Sounder	\$121,770
ST Express	\$205,909
Tacoma Link	\$27,008
Total	\$941,793

Disadvantaged and small business participation

Not applicable to this action.

Title VI compliance

Routes	Major Service Change	Title VI Protected Populations	Analysis Results	Mitigations
510	Eliminate stops in Downtown Everett.	Minority Population: ST District average: 44.6% Existing Route 510: 42.8% New Route 510: 42.8% Low Income: ST District average: 19.5% Existing Route 510: 22.6% New Route 510: 22.6% LEP: ST District average: 11.3% Existing Route 510: 11.7% New Route 510 11.7%	- No disparate impact - No disproportionate burden	n/a

512	Eliminate stops in Downtown Everett.	Minority Population: ST District average: 44.6% Existing Route 512: 39.7% New route 512: 39.7% Low Income: ST District average: 19.5% Existing 512 service area: 19.6% New Route 512: 19.6% LEP: ST District average: 11.3% Existing Route 512: 10.7% New Route 512: 10.7%	- No disparate impact - No disproportionate burden	n/a
560	- Discontinue service between Westwood Village and Burien Transit Center. - Improve service frequency between Burien Transit Center and Bellevue TC weekdays and weekends.	Minority Population: ST District average: 44.6% Existing Route 560: 55.7% New Route 560: 55.9% Low Income: ST District average: 19.5% Existing Route 560: 23.3% New Route 560: 23.7% LEP: ST District average: 11.3% Existing Route 560: 17.9% New Route 560: 18.2%	- Disparate impact - No disproportionate burden	- Improved service frequency on all day types. - Schedule coordination with RapidRide H Line, which provides more frequent replacement service between Westwood Village and Burien Transit Center.

Public involvement

In July 2026, the project team conducted public engagement on draft 2027 Annual Service Plan proposals. The Annual Service Plan website was updated with a survey to collect public feedback about our ST Express service change proposals and how various approaches to Link maintenance could affect riders. The website text and survey were available in English, Spanish, Vietnamese, Korean, Tagalog, Chinese (Traditional), and Chinese (Simplified). The survey received a total of 3,982 responses between July 8 and 29.

Sound Transit deployed both paid and organic social media content to amplify information about the 2027 Service Plan service change proposals. Content was shared in the languages listed above.

Sound Transit partnered with community-based organizations (CBOs) to drive community participation in the survey. The team partnered with eight CBOs to conduct inclusive, multilingual outreach to gather feedback. Through CBO led engagement, marketing, and recruitment, this phase of outreach reached hundreds of residents across our service area. The outreach built on previous findings and centered CBO partnerships as the foundation for culturally responsive engagement. CBO partners expanded Sound Transit's reach by sharing information through their networks and communication channels. Together, they created accessible spaces for community dialogue and provided clear information about the proposed service changes. This plan prioritized geographic and language alignment to ensure outreach efforts were relevant, targeted, and equitable. The CBOs included White Center Community Development Association, El Centro de la Raza, Centro Cultural Mexicano, Hopelink, Mother Africa, The Federal Way Black Collective, Filipino Community Seattle, and Morning Star Korean Cultural Center.

In addition to paid CBO partnerships, Sound Transit invited businesses to amplify the Service Plan proposal information voluntarily. Targeting key businesses that employ people who work late night or early morning shifts supported engaging the desired audiences. These partnerships were voluntary and unpaid. Sound Transit leveraged existing relationships and targeted employers whose employees were most likely to be impacted by the proposed changes.

Additionally, the Engagement team dispatched ST staff Ambassadors to key locations along Route 560 in July. Locations included Bellevue Transit Center, Burien Transit Center, SeaTac Airport Terminal, and Westwood Village. Ambassadors were tasked with informing riders about the 2027 Service Plan proposals and the opportunity for the public to share feedback through the survey.

A public hearing on the 2027 Service Plan was scheduled for October 1, 2026.

Time constraints

Delaying approval of the 2027 Service Plan past November 19, 2026 may impact the ability to implement service changes by the Spring 2027 Service Change date.

Environmental review – KH 9/14/26

Legal review – AJP 9/24/26

Resolution No. R2026-22

A RESOLUTION of the Board of the Central Puget Sound Regional Transit Authority adopting the 2027 Service Plan, which includes approving major service changes to ST Express bus routes, and a minor service change to the Link light rail 2 Line.

WHEREAS, the Central Puget Sound Regional Transit Authority, commonly known as Sound Transit, was formed under chapters 81.104 and 81.112 of the Revised Code of Washington (RCW) for the Pierce, King, and Snohomish Counties region by action of their respective county councils pursuant to RCW 81.112.030; and

WHEREAS, Sound Transit is authorized to plan, construct, and permanently operate a high-capacity system of transportation infrastructure and services to meet regional public transportation needs in the Central Puget Sound region; and

WHEREAS, in general elections held within the Sound Transit district on November 5, 1996, November 4, 2008, and November 8, 2016, voters approved local funding to implement a regional high-capacity transportation system for the Central Puget Sound region; and

WHEREAS, express bus, commuter rail and light rail service will be implemented in phases, providing a program for route implementation and service increases over time which meet the commitments in Sound Move, Sound Transit 2, and Sound Transit 3; and

WHEREAS, changes to routes would streamline the ST Express network, improve connections to Link light rail and future Stride Bus Rapid Transit (BRT) stations, increase time for critical maintenance work on the Link alignment, and set up ST Express services to transition to Stride BRT in the coming years; and

WHEREAS, removing low ridership stops on Sound Transit Express Routes 510 and 512 in downtown Everett would make service easier to understand and more reliable and the proposed changes to Sound Transit Express Route 560 would improve service frequency and move towards the Stride service model; and

WHEREAS the proposed reduction in 2 Line service will provide more time for maintenance activities during the overnight period when Link is not operating; and

WHEREAS, public outreach on the draft service changes took place between July 8, and July 29, 2026 to collect public feedback and learn about rider priorities for service restoration; and

WHEREAS, a public hearing was held on the proposed 2027 Service Plan to receive comment from members of the public on October 1, 2026; and

WHEREAS, the proposed service changes included in the 2027 Service Plan are consistent with the proposed 2027 Agency Budget and Long-Range Financial Plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Central Puget Sound Regional Transit Authority that the 2027 Service Plan is adopted, and the chief executive officer is authorized to implement the 2027 service changes included in the plan as described below:

Spring 2027

Sound Transit Express Routes 510 and 512: Remove the following stop pairs in downtown Everett: Hewitt Ave & Fulton St, Hewitt Ave & Lombard St, Wetmore Ave & Wall St, and Pacific Ave & Rockefeller Ave, beginning when night bus service between Everett and Seattle is implemented.

2 Line (Downtown Redmond Station to South Bellevue Station): Reduce the span of service by beginning service approximately 25 minutes later in the morning Monday through Sunday and ending approximately 15 minutes earlier at night Monday through Saturday.

Fall 2027

Sound Transit Express Route 560: Remove service between Westwood Village and Burien Transit Center, improve service frequency from every 30 minutes to every 20 minutes during the day on weekdays, and improve service frequency from every 60 minutes to every 30 minutes on weekends and at night on weekdays, beginning when construction is completed at Burien Transit Center.

ADOPTED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

Dave Somers
Board Chair

Attest:

Kathryn Flores
Board Administrator