

*11/5/2020 Rider Experience and Operations  
Committee Meeting Public Comment  
Submissions*

Submissions

**Jack Whisner** ..... 2

## Jack Whisner

[https://www.soundtransit.org/st\\_sharepoint/download/sites/PRDA/ActiveDocuments/Presentation%20-%202021%20Service%20Plan%20and%20Outreach%20Results%2010-22-20.pdf](https://www.soundtransit.org/st_sharepoint/download/sites/PRDA/ActiveDocuments/Presentation%20-%202021%20Service%20Plan%20and%20Outreach%20Results%2010-22-20.pdf)

ST Boardmembers,

This month, you are expected to set the service levels for Link and bus for fall 2021. Please see enclosed link to a recent staff presentation. It implies there has been a slight reset.

ST is a capital agency with a program in the billions. But ST also has a service element in the millions. CT and Metro are your partner agencies; they are largely service agencies. They are relying on ST to provide robust frequent service around which to restructure their bus networks in 2021 and beyond.

No one can know the pace of the Covid recovery. The virus has its own calendar. Vaccines may be available in 2021. Mask use may become more common. Transit demand may recover faster than staff anticipates. A key is the signal ST sends to its partner agencies and their riders: ST will be there with frequent service in fall 2021. Instead of setting long headways and being ready to add service later, send a message of short headways and reduce service if the pandemic is still emergent.

Before Covid, ST planned on providing the Northgate line with a six-minute peak headway and four-car trains. That is what the partner agencies depend upon. Please provide a six-minute peak Link headway. At off-peak times, please also provide short headway service. Consider a robust service level with headway by period of 6/7/10/7//7 by peaks, midday, evening, Saturday, and Sunday. Please be the spine we intended. If less capacity is needed, the number of LRV per train can be reduced. But keep waits short. Short wait Link could also help with the West Seattle bridge crisis. The SDOT South Lander Street overcrossing is open and SDOT has provided transit priority on the low level bridge. We have spent billions to get Link; let's use it to provide transit mobility or liberty through short waits.

The same is true for the regional express lines that serve as trunk lines; they are the Link of tomorrow.

Route 550 has enough buses to run every six minutes. Please run it more often. How about 6/10/10-15/10//0? It establishes the market for East Link. If the market deserves East Link in 2023, does it not deserve a short wait bus route today?

The same should be true for routes 522 and 545. The SIP suggests Route 522 at 15/15; instead, it should be a 10-minute headway service; its Northshore riders will transfer to and from Link.

Route 545 could meet Link at the UW stadium Link station and avoid the I-5 congestion and have shorter waits.

Please your financial staff about the fiscal tradeoff between service hours today and ST3 program delivery. In a net present value analysis, riders attracted today are worth more than riders attracted

tomorrow due to discounting. It is time to make Link and the regional bus network sing. Please provide robust service in 2021.

Thank you for considering this note.

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