2021 Service Plan
Summary of Outreach
10/1/2020
Agenda

- COVID-19 impact on ridership and service outlook
- Overview of 2021 Service Plan
- Summary of Outreach
COVID-19 related ridership changes

March 2020-YTD Weekday Estimated Ridership

- March 2: 160,000
- April: 22,000
- June: 28,000
- August: 29,500

Thousands
Planning 2021 Service

What we’re assuming

• Pandemic impacts will most likely continue through 2021
• Decline in revenue and ridership requires $23 million cost savings in purchased transportation services
• Flexibility is key: if ridership returns, Sound Transit will need to add service

What we don’t know

• How ridership may change throughout the year
• How social distancing needs will change
• When major employers and schools will return in-person
Restructure service with Northgate Link opening

- 3 New Link Stations
- ST Express routing changes to feed expanded Link system brings increased reliability, regional access
**Proposed 2021 service levels**

**Link** – 8 min peak, 15 min off-peak/weekend, 30 late night

**Sounder** – 9 roundtrips in South, 2 roundtrips in North

**Tacoma Link** – continue full service

**ST Express** – restore some trips & continue some route suspensions

**Weekday Trips**

- **Link**
  - Spring 2020
  - Fall 2020
  - 2021

- **Sounder**
  - Spring 2020
  - Fall 2020
  - 2021

- **ST Express Peak Routes**
  - Spring 2020
  - Fall 2020
  - 2021

- **ST Express All Day Routes**
  - Spring 2020
  - Fall 2020
  - 2021

- **ST Express**
  - Spring 2020
  - Fall 2020
  - 2021
Outreach Strategies for 2021 Service Plan

Service Plan Project Page
• Description & reason for change
• Benefits & trade-offs for riders
• Draft Title VI analysis
• Survey translated into top 6 languages

Awareness Building
• Ethnic media buys
• SMS/rider alerts
• Media, social media & community newsletters,
• Translations and language line
Outreach Results for 2021 Service Plan

**Large number of responses**

- 10 times more responses than for a typical service plan
- Currently processing results to understand changing travel patterns and where passengers need service the most
- Will brief Board on themes we heard and how we incorporated input
Timeline

- **October** – Incorporate input from public outreach, revise 2021 Service Plan
- **November** – Board adoption of final service plan
- **Ongoing** – Monitoring of ridership trends and flexibility as needed
Thank you.