

2022 Service Plan

Rider Experience & Operations Committee

7/1/21

Why we are here

2022 Service Plan

- Overview of 2022 Service Plan process
- Overview of **draft** major service changes
- Today's presentation is informational only

2022 Service Context

What we know & assume

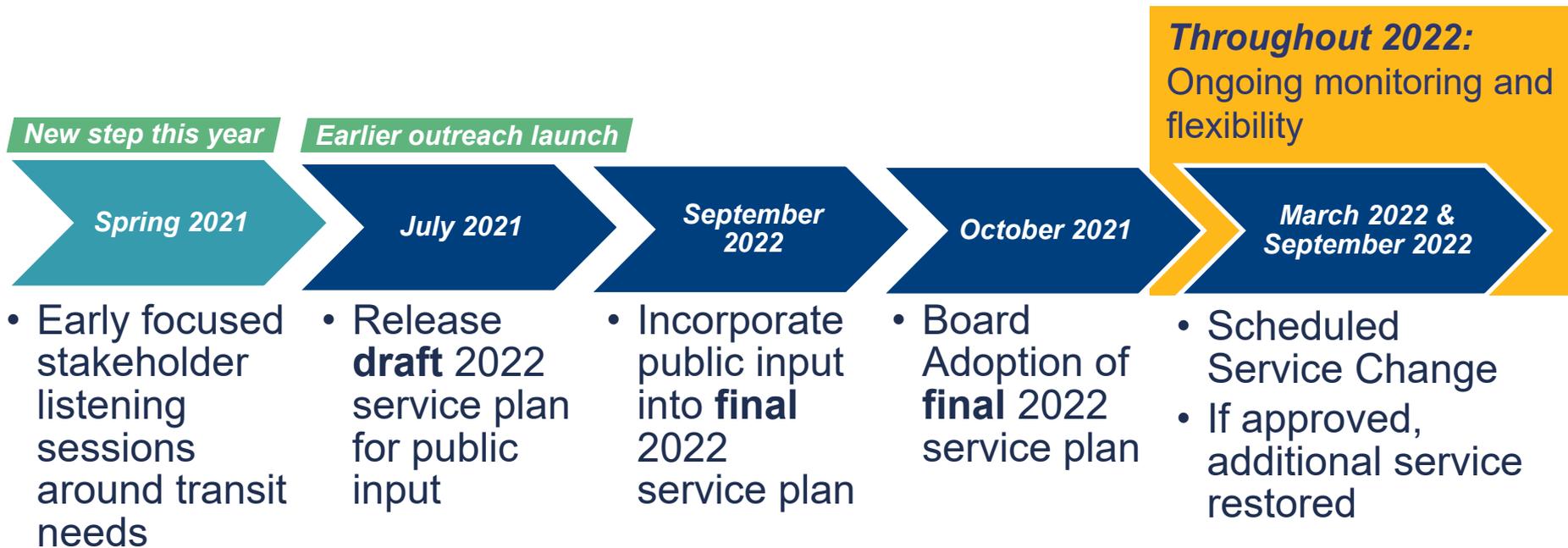
- Ridership will increase significantly as the region re-opens and recovers
- We are already seeing a slight uptick in ridership
- Regional focus on all-day, all-week service
- Onboard social distancing capacities will be lifted in July 2021
- Tacoma Link Hilltop Extension opens mid-2022

What we don't know

- How ridership will compare to pre-pandemic levels
- How hybrid work will impact peak hour commute patterns

2022 Service Plan timeline

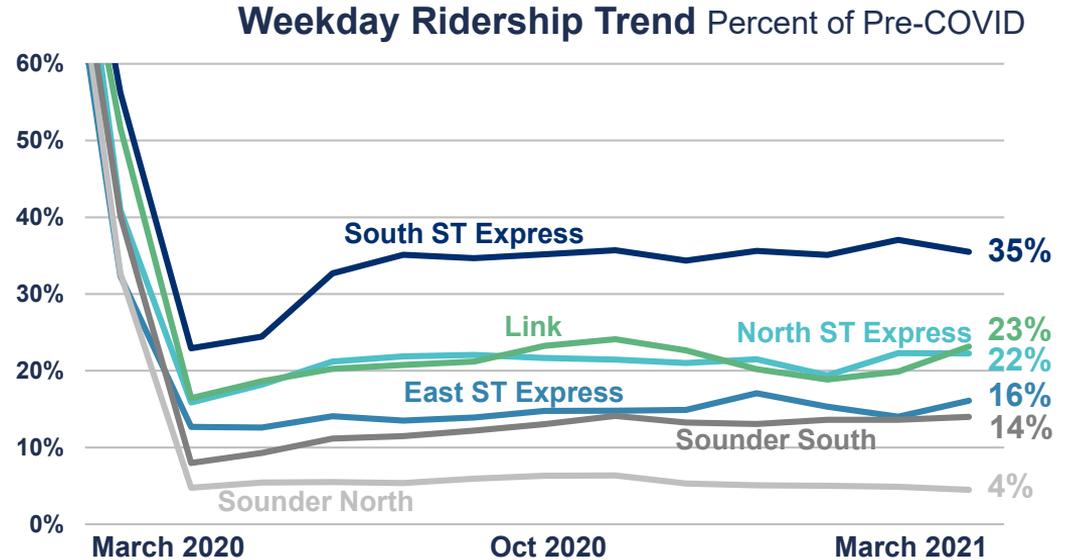
Current phase: preparing for public input on draft



Ridership patterns during the pandemic

New travel patterns inform design for 2022 service

- Ridership decline mainly during rush hour
- ST Express routes serving South King and Pierce County had larger percentages who continued to ride
- Ridership is returning more spread out throughout the day



Our strategy for restoring service in 2022



**Rethink
service to
reflect new
all-day travel
patterns**



**Prioritize
equity
as we restore
and add more
service**



**Consider rider
& community
input**



**Prepare to
add more
service if
ridership
increases**



**Think ahead
to changes
arriving with
future system
expansion**

Initial 2022 Service Design for Rail

Link

- Maintain Northgate service levels (Oct 2021)
 - **8** min rush hour
 - **10** min midday, evenings, weekends
 - **15** min early morning/late evening

Sounder

- Sounder South: increase back to full service (13 roundtrips) by September
- Sounder North: maintain two roundtrips

Tacoma Link

- Open Tacoma Link Hilltop Extension with slight increase in frequency (every 10 min weekdays/Saturdays and every 20 min on Sundays)

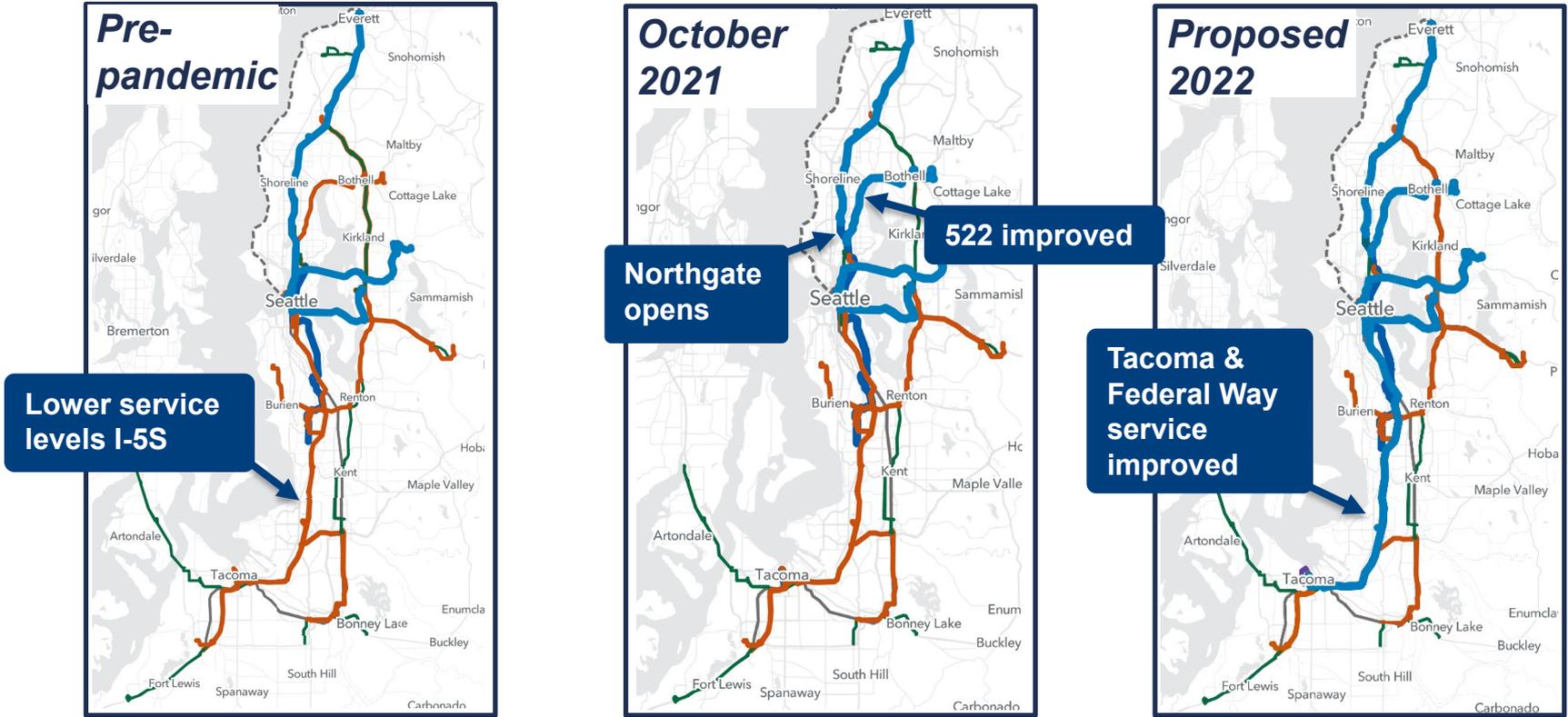
Initial 2022 Service Design ST Express

Opportunity to prioritize equity in service

- Focus on achieving service parity across the region
- Increase Tacoma & Federal Way service to every 15 minutes all-day including weekends to match service levels on routes serving East King, North King and Snohomish Counties
- Responds to continued growth in the South Corridor and recent ridership trends
- Federally required Title VI equity analysis included in outreach materials

Initial 2022 Service Design ST Express

— 15 min or better — 30 min — Peak only



Tactics for Engagement

Hear how proposed changes impact passengers

- Use multiple phases to allow space for input to shape the final plan
- Targeted community briefings and interviews
- Multilingual printed passenger notices
- Online open house and survey available in multiple languages
- Ethnic and local media buy and targeted social media
- Stakeholder share kits with translated posters, fact sheets and social media assets

Next Steps

- **July** – Begin outreach, post online survey for public comment on draft 2022 Service Plan
- **August/September** – Incorporate input from public outreach, revise 2022 Service Plan
- **October** – Board adoption of major service changes
- **December** – 2022 Final Service Plan published, Board adoption of 2022 budget including funding for service levels
- Ongoing – Monitoring of ridership trends and flexibility as needed

Thank you.



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