

# *2023 Service Plan*

*Rider Experience and Operations Committee*

*10/19/22*



# *Why we are here*

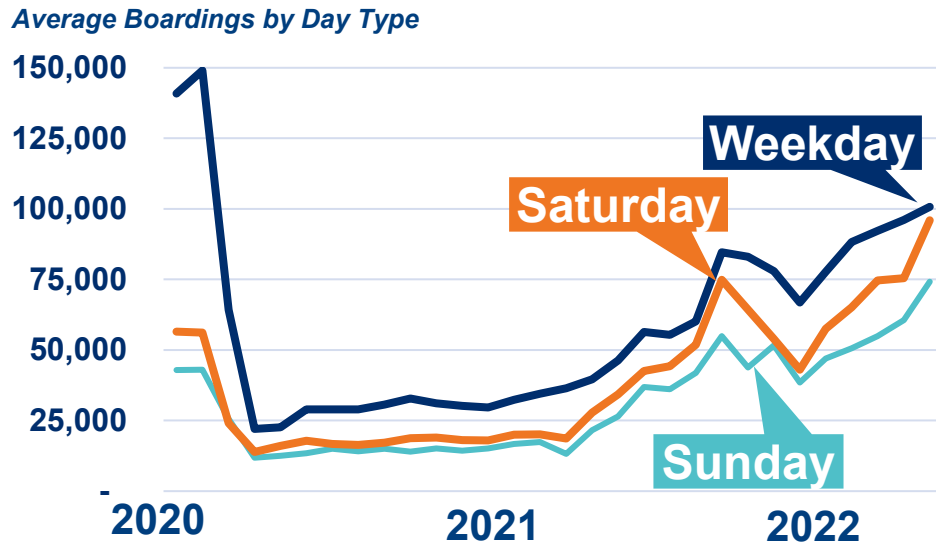
- Summary of current service delivery performance
- Overview of draft 2023 service plan and public feedback
- Proposed formalization of major service changes
- Request recommendation of major service changes to the full Board for approval

# *2022 Service Plan approach*

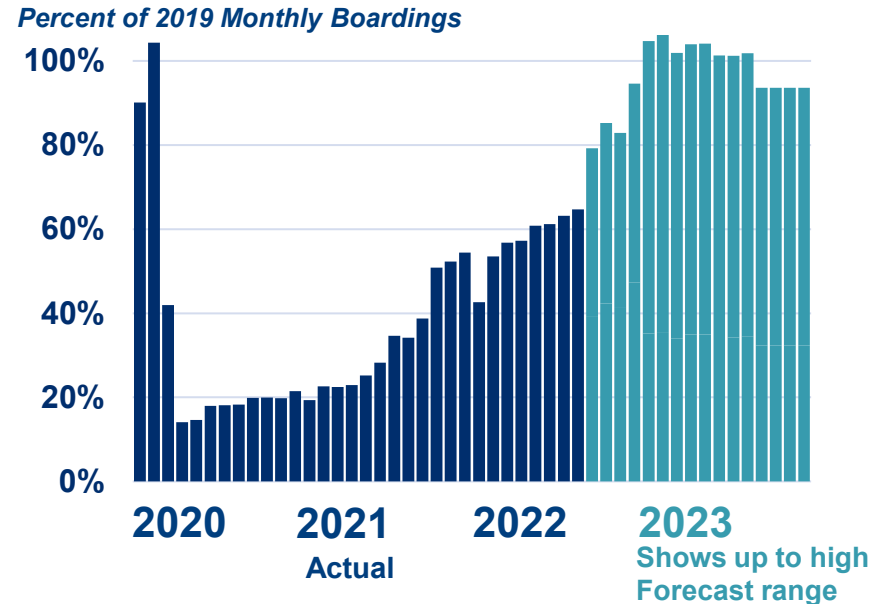
- Prioritize improvements in S. King and Pierce County to improve service equity
- Prioritize all-day frequency and use limited operator resources by delaying restoration of certain peak-oriented ST Express routes
- Board resolution approved major service restorations, budgeted for increased service levels, and flexible implementation

# Riders continue to return to transit

Growth rate faster on weekends as riders use transit for non-commute trips



Modest system-wide ridership growth anticipated in 2023



# *ST Express service delivery*

- Planned 2022 service improvements in South King and Pierce County delayed
- Emergency reductions began in Nov 2021 and continued across the system throughout year
- Now operating at approximately 90% of budgeted service levels across all three partners
- Board policy requires adoption of emergency reductions after one year

# *Rail modes delivering planned service*

## Continue current service levels in 2023

**1** **Link** operating with a mix of 3 & 4-car trains (8 min peak; 10 min midday, evening, weekends; 15 min early morning/late evening)

**S** **Souder South** restored to full service of 13 roundtrips

**N** **Souder North** remains at 2 roundtrips

## Improved service levels in 2023

**T** When **Tacoma Link** Hilltop extension opens, increase frequency to 10 min weekday & Saturday and 20 min Sunday

# Major service changes

Route	Approved Service Levels in 2022 Service Plan	Reduced Service Levels requiring formalization
<b>Frequency Changes</b>		
<b>566</b> (Auburn-Redmond)	15 min peak	20-40 min peak
<b>590</b> (Tacoma-Seattle)	8 min peak, 15 min midday	10 min peak, 30 min midday
<b>592</b> (DuPont-Seattle)	20 min peak	30 min peak
<b>Alignment Changes &amp; Frequency Changes</b>		
<b>580</b> (Puyallup Sounder Connector)	12 trips replaced with PT Route 400 & discontinue low ridership Lakewood-South Hill segment	

# Title VI equity analysis

Analysis Level	Results	Mitigations
<b>Individual Route</b> <i>Reviews each major service change individually</i>	Equity findings identified on each proposed change	<b>Completed:</b> Moved route between partners to avoid further reductions & restored S Line trips early <b>In-progress:</b> Recruit and train new operators to allow service restoration
<b>Systemwide (New)</b> <i>Compares benefits and impacts over multiple years</i>	No findings identified	None required



# Outreach results

- Online open house, survey and in-person at transit hubs, included materials in multiple languages
- Unpredictable trip cancellations, longer travel times are frustrating for riders
- Rider priorities for future service restoration:
  - 44% peak hour service
  - 56% off-peak and weekend

 **318** survey responses

# ***2023 Service Plan actions***

- Board resolution reaffirms commitment to service equity in South Corridor
- Approves major service reductions until restorations can occur
- 2023 budget allows for some restoration of service as staffing allows
- Working closely with partners to monitor trends as they recruit and train new operators

# *Addressing operator staffing*

- Regional challenge reflecting national trends
- Will take up to two years to reach required staffing levels
- Variety of job-related factors are driving challenges in recruitment and retention
- We are meeting with partners monthly to review effectiveness of current recruitment strategies
- ST Operations is continuing to provide oversight and collaboration to support partner recruitment efforts

# Next Steps

- Request recommendation of major service changes & the 2023 Service Plan to the full Board for approval
- Publish Final 2023 Service Plan
- Board adoption of 2023 budget funds service levels
- Ongoing – Continue to work with our partners and respond to emerging conditions, and restore and expand service as conditions allow

*Thank you.*



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