

# ***ST Express Service Levels***

**Update on Temporary Service Reductions**

*Rider Experience & Operations Committee*

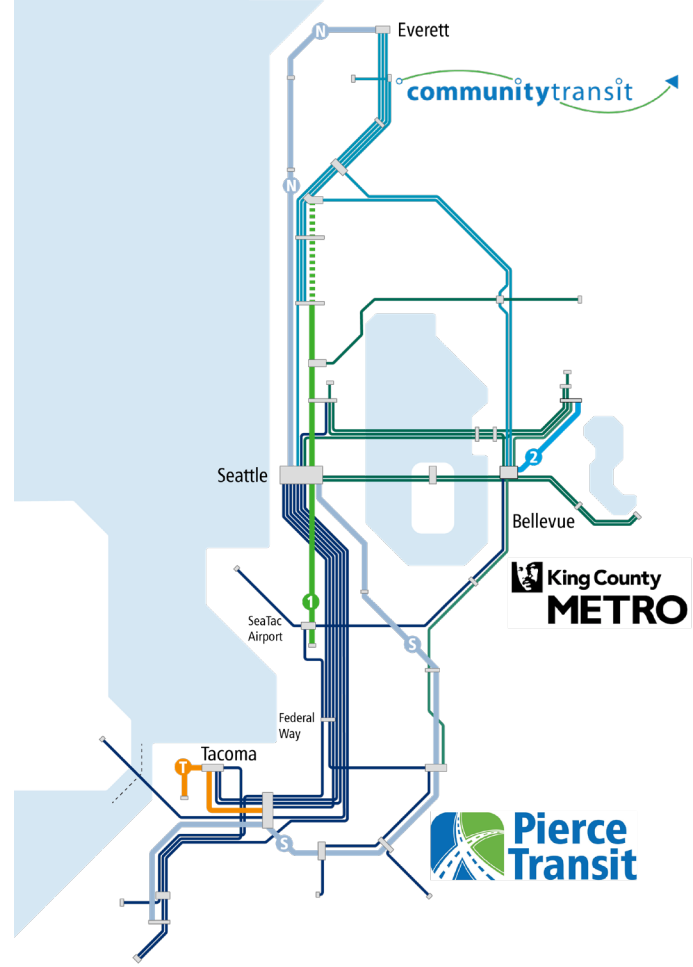
*1/18/2024*

# *Why we are here*

- Provide the details of the temporary ST Express service reductions authorized by Motion No. M2023-113
- Briefing only, no action requested

# Context for service reductions

- Pierce Transit, King County Metro, Community Transit operate ST Express
  - Sound Transit monitors service quality, provides oversight and direction
- Industry-wide workforce challenges since the pandemic caused service reductions across all three operating partners
- Pierce Transit now requires additional service reductions according to revised staffing outlook



# ***Board authorized temporary service reductions***

- Motion No. M2023-113 authorized temporary Major Service Changes on Pierce Transit-operated service of up to a **10%** reduction and established the following priorities:
  - Preserve key regional routes on I-5 and I-405, consistent with future High Capacity Transit Plans
  - Prioritize Board adopted equitable service restoration plans as identified in the 2022 Service Plan
  - Continue to align resources where the most riders are using service
- Changes effective March 2024, remain until the Board adopts the 2025 ST Express Service Plan as Sound Transit continues to monitor service quality



# Authorized major service changes



Key routes identified for preservation



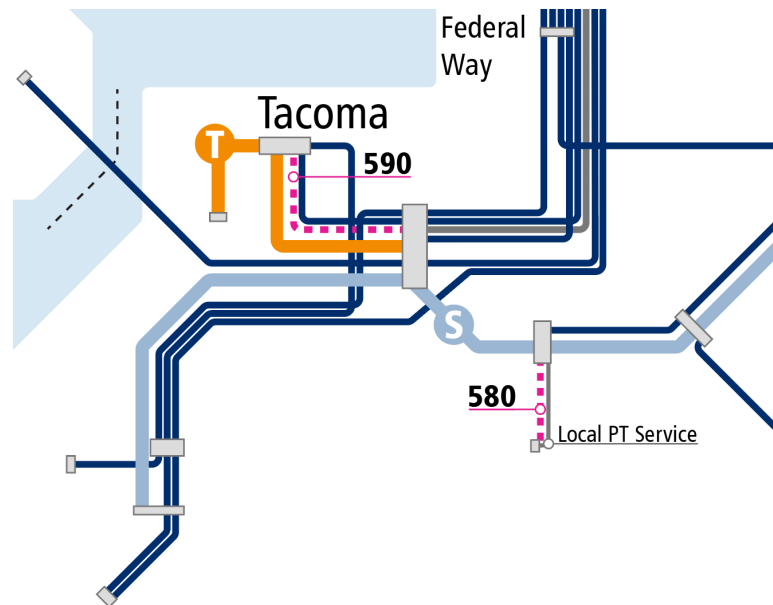
Suspended segments with parallel service

## 590 Tacoma - Seattle

**Suspend downtown Tacoma segment.** Tacoma Link provides alternative service between 10th & Commerce and Tacoma Dome Station

## 580 South Hill - Puyallup

**Suspend service.** Average of 3 riders per trip, parallel Pierce Transit route serves same stops



# Authorized major service changes



Key routes identified for preservation



Suspended segments with parallel service



25% of more reduction in service hours

**590** Suspend ~1/2 weekday trips **Tacoma - Seattle**

Coordinate schedule with **Souder S Line** and **Route 595** between Tacoma Dome and downtown Seattle to provide alternatives



# Authorized minor service changes

**577**

**Federal Way - Seattle**

Suspend all midday trips and most Sunday trips, direct riders to **Route 578**

**578**

**Puyallup - Federal Way  
- Seattle**

Suspend some evening trips, preserve all-day service

**594**

**Lakewood - Seattle**

Suspend some weekday trips and many Sunday trips with low ridership

- Reductions allow for maintaining service on key regional corridors
- Continue to prioritize resources where the most riders are using service



# *Next steps*

- **Q1 2024:** Review revised bus schedules and readiness for March implementation of service changes
- **March 2024:** Propose Phase 2 of the ST Express Service Plan for Board adoption
- **Q4 2024:** Propose 2025 Service Plan for Board adoption
- **Ongoing:** Monitor staffing levels and service quality performance; in consultation with operating partners, determine if more adjustment to service is needed

*Thank you.*



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