March 2023
Service Change

Board of Directors
December 1, 2022
Status

• Service was temporarily reduced in March 2022 & September 2022 due to staffing shortage and to improve reliability for customers

• Maintaining these changes longer than 12 months requires a Title VI major service change analysis

• Community Transit has published a Title VI major service change analysis that is also in your packet

• Public outreach process started 11/2 and is concluding on 12/1 with a public hearing and Board consideration of service change approval
Cumulative Service Adjustments
To Improve Reliability

March 2022 Service Reductions
• Suspended ~34,000 service hours, reduced frequency on local and commuter routes

September 2022 Service Reductions
• Suspended 8,000 service hours, reduced frequency on commuter routes

March 2023 Service Reductions
• Suspend additional 21,000 service hours, reduced frequency on local & commuter routes, and selected route modifications

• Total new trips to be suspended = 78 per weekday
• Total remaining trips in system = 1,233
• 94% of current trips remain in operation and at a higher level of reliability
Annualized Bus Service Hours
Directly Operated & Contracted

Northgate Launch

Swift Orange Line launch

Reduced service levels requiring Title VI analysis and Public Hearing/Board Action (March ’22 – March ’23)

Planned baseline 2024 service level to meet Link light rail

Annualized Bus Service Hours
Directly Operated & Contracted

[Graph showing service hours over time with specified events and service levels]
Ridership has continued to grow at a slow but steady pace
Ridership & Service Level

Proposed service level accommodates forecasted ridership

We are here
Proposed 2023
Connect to Lynnwood Link, Launch Swift Orange Line
Criteria used in planning service suspensions:

- Remain within Title VI guidelines for distribution of service impacts
- Maintain rural connections
- Adjust weekday service only
- Maintain minimum of 60-minute frequency
- Focus on lowest ridership routes and high frequency routes to reduce rider impact
Services Suspended in March 2022 & September 2022:

Proposal: **maintain these suspensions** for March 2023 Service Change

- Downtown Seattle routes: 37 trips suspended
- Northgate routes: 56 trips suspended
- Local routes: 50 trips suspended

Total = 143 trips (1,311 trips continue to operate)
### Additional Trip Suspensions Proposed for March 2023

- Suspend 78 additional trips
- 1,233 trips continue to operate

<table>
<thead>
<tr>
<th>Route</th>
<th>Trips Suspended</th>
<th>Trips Remaining</th>
<th>Current Headway</th>
<th>Headway Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>101 (Mariner to Aurora Village)</td>
<td>7</td>
<td>66</td>
<td>30 min</td>
<td>+3 min</td>
</tr>
<tr>
<td>105 (Mariner to Bothell)</td>
<td>4</td>
<td>36</td>
<td>30-60 min</td>
<td>+7 min</td>
</tr>
<tr>
<td>115 (McCollum to Aurora Village)</td>
<td>12</td>
<td>48</td>
<td>30 min</td>
<td>+8 min</td>
</tr>
<tr>
<td>116 (Silver Firs to Edmonds)</td>
<td>12</td>
<td>50</td>
<td>30 min</td>
<td>+9 min</td>
</tr>
<tr>
<td>119 (Ash Way to Mountlake Terrace)</td>
<td>1</td>
<td>32</td>
<td>60 min</td>
<td>+2 min</td>
</tr>
<tr>
<td>196 (Ash Way to Edmonds)</td>
<td>17</td>
<td>33</td>
<td>30-60 min</td>
<td>+21 min</td>
</tr>
<tr>
<td>201 (Smokey Point to Lynnwood)</td>
<td>11</td>
<td>51</td>
<td>30 min</td>
<td>+8 min</td>
</tr>
<tr>
<td>202 (Smokey Point to Lynnwood)</td>
<td>11</td>
<td>50</td>
<td>30 min</td>
<td>+8 min</td>
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<tr>
<td>270/271 (Gold Bar to Everett)</td>
<td></td>
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<td></td>
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<tr>
<td>280 (Granite Falls to Everett)</td>
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<td></td>
</tr>
<tr>
<td>412 (Silver Firs to Seattle)</td>
<td>2</td>
<td>10</td>
<td>30 min</td>
<td>+1.5 min</td>
</tr>
</tbody>
</table>

Suspend segment between Everett Station and Seaway.
Summary: Proposed March 2023 Service Change:

- Continue to suspend 143 trips from March 2022 and Sept. 2022 service changes
- Suspend additional 78 trips (6% of current weekday trips)
- Operate 1,233 trips per weekday

Customer Experience:
- Improved service reliability
- Moderate increase in time between trips on affected routes
- Limited segment suspensions to Seaway Transit Center
- Adequate capacity for current ridership
Title VI analysis

• Review of all routes meeting major service change threshold resulted in the identification of the following routes:
  • 402, 410, 412, 413, 416, 417, 422, 425, 435, 810, 821, 860, 871, 880

• As none of the identified routes contained a change to their pathway, the disparate impact/disproportionate burden analysis focused on available capacity

• As no affected route after the changes was using more than 31% of the available capacity at peak ridership, no impact or burden was found
Outreach Results

• Comments being collected on an ongoing basis through December 1 Board hearing

• Current comments received are provided in the packet

• Themes consist of:
  • Concerns over capacity with remaining trips
  • How to connect between Everett Station and Seaway Transit Center
  • Concerns with continuing to make connections between routes
March 2023 Service Change Schedule

In order to meet deadlines for work to accomplish the service change, decision must be made by December 1