

Sumner Tunnel: Main Takeaways

- **Service improvements** are key to providing the **reliable service** needed by riders.
- New ferry service was **appreciated** by the riders.
- Intentional and robust **communication** on multiple platforms assisted all travelers
- There were **fewer trips** taken in the region overall.
- Fare mitigations were appreciated by riders (satisfaction grew) but did **not induce the ridership expected** by other fare-free initiatives.
- While parking usage increased, not all of those were transit-trips.
- The ridership **did not persist on transit** after the Sumner reopened.

