

# ***Station Experience Design Guidelines***

*Community Oversight Panel*

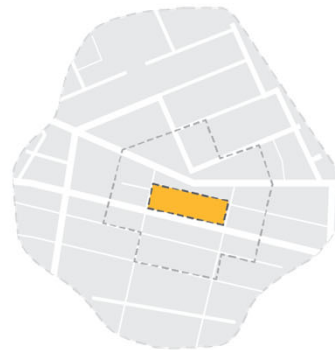
5/11/22



# Briefing

## Future Station Experience Design Guidelines

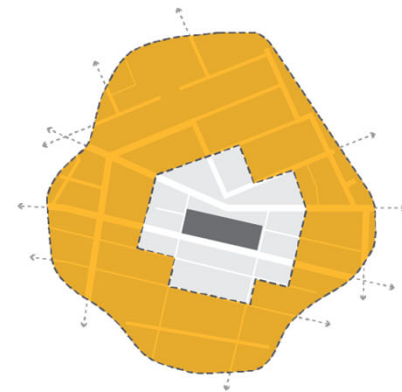
- Defines standards for passenger experience which inform Link station design principles and station environment guidelines



Station



Station context



Station area

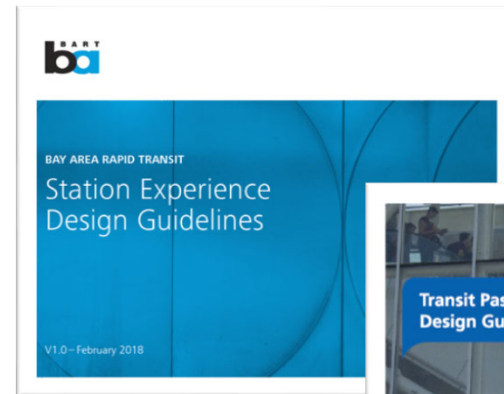
# Purpose

## ST Value of Passenger Focus:

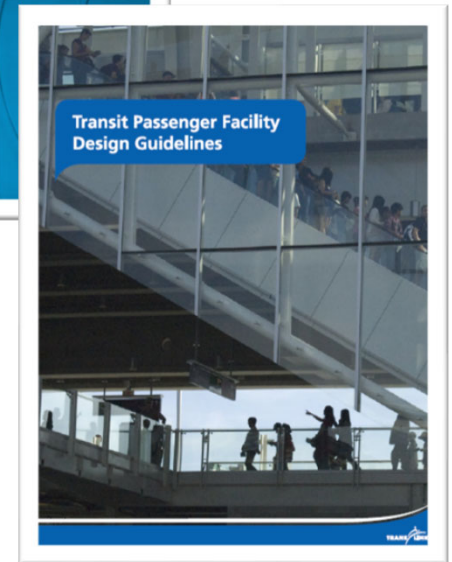
We always start with our passengers' needs and work back from there. They are the focus of everything we do.

## What is it?

An illustrated primer of Link design from the passenger perspective sponsored by Sound Transit CPXO



Examples from  
BART and  
TransLink



# ***Guidelines Focus on Three Key Areas***

CA0

**Passenger Experience:** Defines the passenger experience: passenger attributes, pedestrian flow, access, transit mode integration, etc.

**Link Station Design:** Setting expectations for Link station design and standardization in support of the passenger experience

**Station Environment:** Providing guidelines for station access, urban design, and TOD implementation for a station area which supports the passengers

## Slide 4

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**CA0**

I think a word is missing in the first section.

Chazanow, Abby, 2022-02-17T16:17:18.816

**MJ0 0**

Thanks and edits made

Montgomery, Julie, 2022-02-17T22:35:40.683

# ***Supporting Cost Considerations***

## Controlling costs through:

- Standardized passenger experience
- Clear design expectations for early, durable decisions
- Realms of responsibility and guidance for station areas
- Framework for station access

## Ratio of station construction costs to alignment:

- Station finish construction costs vary depending upon configuration - approximately 6%-15% of overall Link capital costs

# *Passenger Experience Design Principles*

# ***Passenger Experience as Basis of Guidelines***

## **Foundational Metrics and Aspirational Attributes**

- Dependable, Safe, Available, Clean and Informed
- Simple, Seamless, Intuitive and Resilient

*We will deliver a transit experience that is dependable, safe, clean and available with informed riders; while striving to create an experience that is simple, seamless and intuitive for our riders.*



## Slide 7

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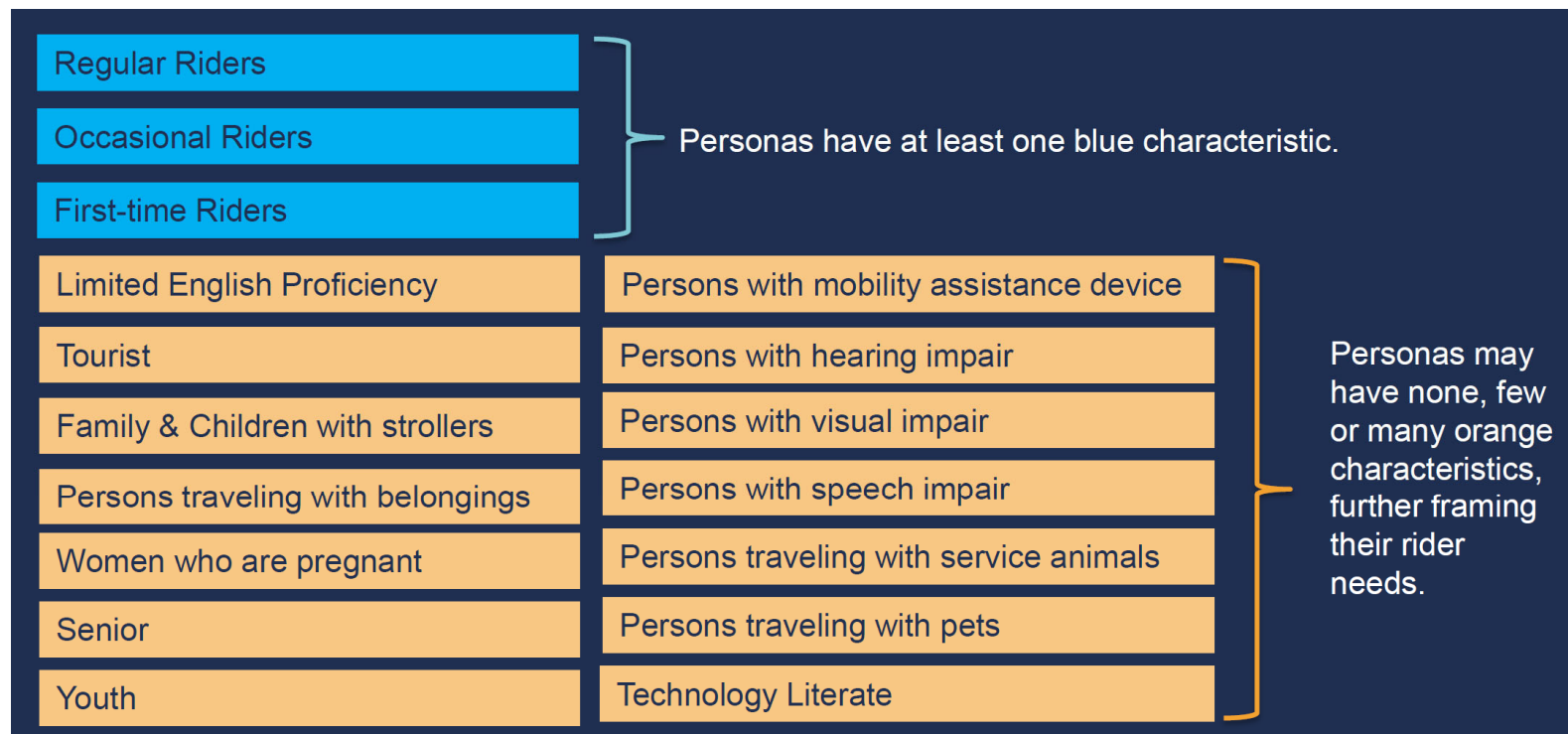
**PK0**

resilient is also a term used in the SEDG and wondering if we want to add that here. I think Danmeyer will appreciate recognition of sustainability/resiliency

Pihlstrom, Kerry, 2022-02-16T01:12:18.710

# Understanding Passenger Needs

Designing for the full range of attributes



# *Passenger journey sequence on Link*

*Simplicity As Passengers Move Through Our Stations*



# ***Link Station Design Principles***

# ***Standardization for Consistency and Efficiency***

## **Consistency in**

- Ticketing areas
- All elements of vertical circulation (public stairs, escalator finishes and enclosure, elevator shaft, elevator cab finishes)
- Canopy design
- Lighting type and location
- Ancillary spaces

## **Efficiency in**

- Passenger Flow, Design, Construction, Maintenance and Operations

PKC

## Slide 11

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**PK0**

suggest add bike runnels as that was BM Balducci's comment before  
Pihlstrom, Kerry, 2022-02-16T01:12:53.570

# ***Maintenance is Fundamental to Passenger Experience***

## Designing for Maintenance

- Clean, well-functioning
- Height of equipment access
- Hierarchy of maintenance access
- Limit the height of canopies and ceilings



# Neighborhood Identity

## Customized Elements:

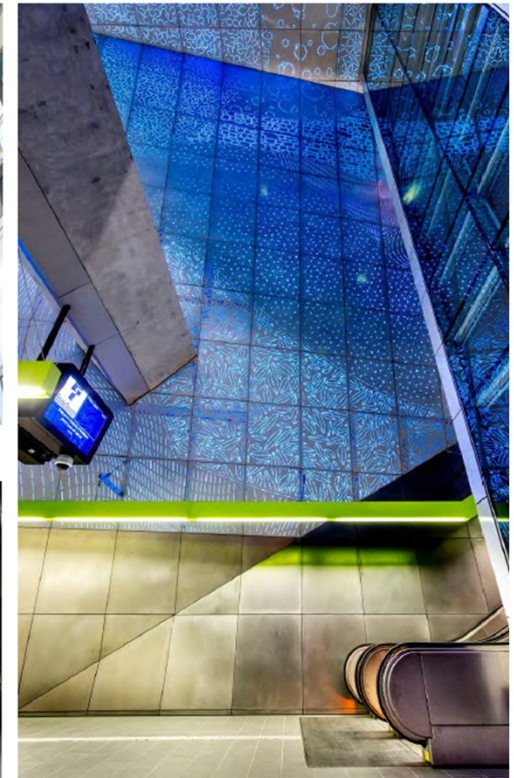
- Public Art integrated with architecture
- Selection of wall and floor finishes in durable, maintainable materials
- Accent color
- Plaza design elements
- Landscape plantings



Community Engagement/Unique Site: The local topography led to a large unique atrium space, which artist Ted Savinar used for his "Molecule of Tukwila" with I love, I remember, I wish sentiments from community members etched into granite platform pavers.



Wayfinding: Artist Clark Wiegman's pair of large-scale sculptures inspired by local history serve as a marker to the station entrance, and a meeting place for passengers. The artist worked with the STart staff and the design to determine placement, and that the plaza was strong enough for the artwork. Electrical accommodations were included in the project design.



Leo Saul Berk, Subterranean, 2016. Aluminum and polycarbonates. Completely covering the walls of this vertical circulation chamber, this artwork creates an immersive environment, mitigating the long descent into the tunnel station. To make the most of a project like this, careful attention should be paid to visual obstructions in the space which could detract from the artwork.

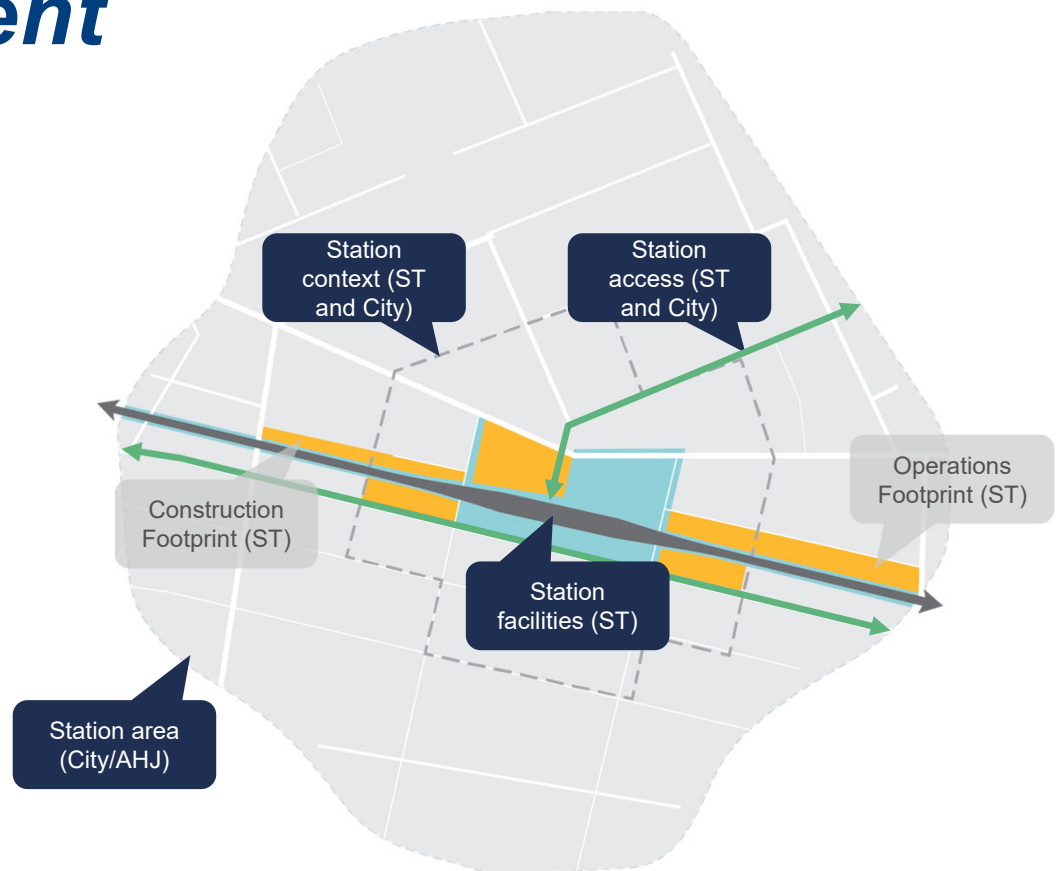


# ***Station Environment Framework***

# Station Environment

## Consists of

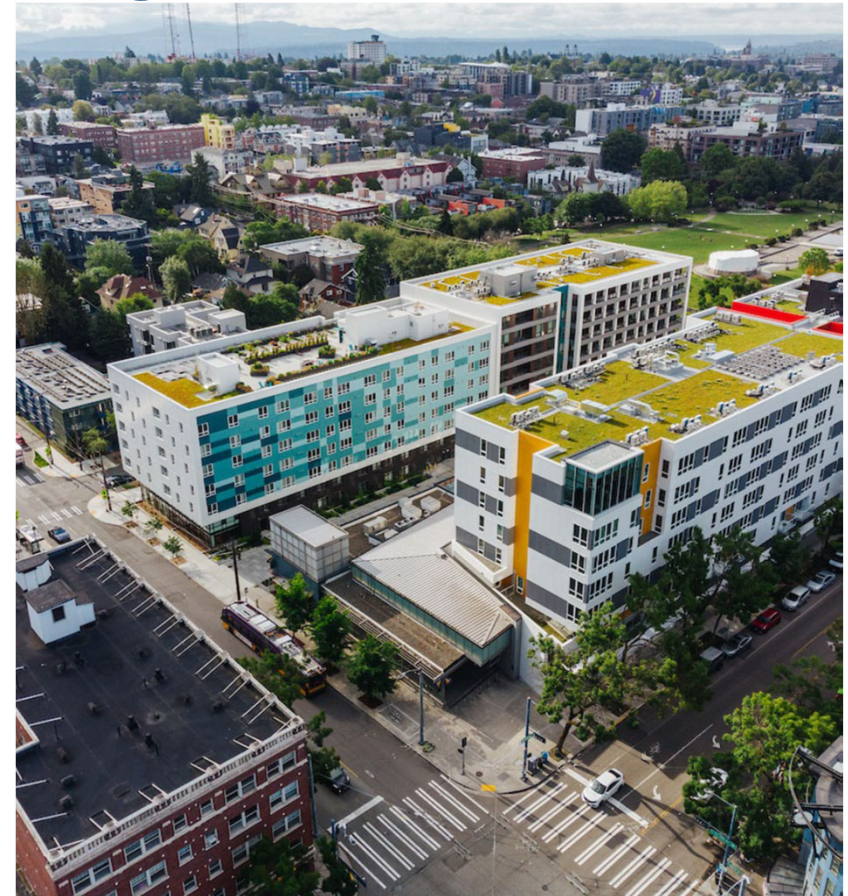
- Station Facility
- Station Context
- Station Access



# ***Station Environment Typologies***

## Station Land Use Types

- Characterizes Station Environments by the urban form and land use patterns
- Established Urban
- Emergent Urban
- Single Use



# Station Environment Typologies

## Station Access Types\*

- Characterizes Station Environments by the access mode share and other access characteristics
- Walk/Bike/Roll
- Multimodal
- Vehicle



\* References the System Access Implementation Plan



# Support Equitable TOD in Link Station Areas

PK0

- Plan for and support equitable, affordable housing development in ST TOD
- Support opportunities for community services, retail, small businesses and living wage employment
- Right size parking requirements for developments in station areas

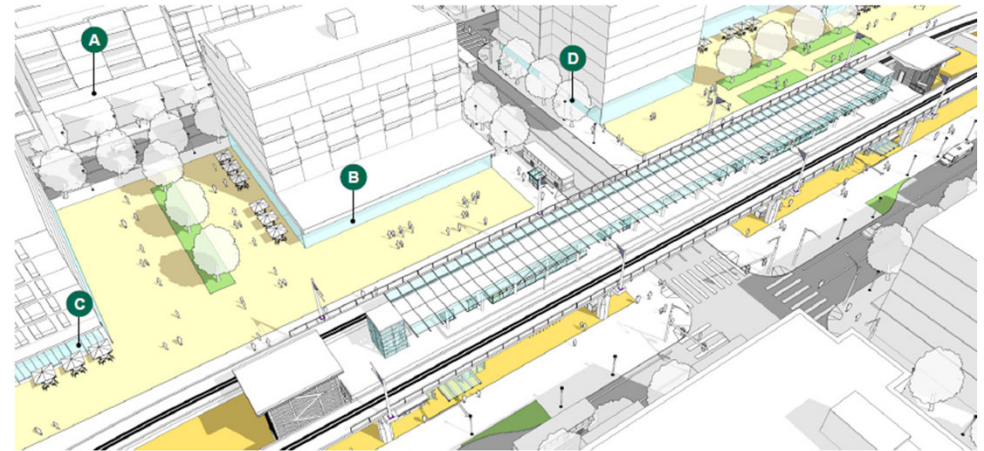


Figure i for 4.5.1 - Diagram depicting guidelines for Equitable TOD



Figure ii for 4.5.1 - The future NE 67th Street and the Cedar Crossing project, offering affordable apartment homes, a community center, courtyard and ground level commercial space.



Figure iii for 4.5.1 - The Centilia Cultural Center is an anchor on the Plaza Roberto Maestas, providing an important community asset adjacent to Beacon Hill Station.

## Slide 18

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**PK0**

suggest update graphic in bottom right corner

Pihlstrom, Kerry, 2022-02-16T01:14:26.977

**MJO 0**

Image updated a second time due to weird PPT/Sharepoint issues

Montgomery, Julie, 2022-02-18T23:44:10.056

*Thank you.*



 *soundtransit.org*

