

# *Meanwhile...*

*Recent progress and upcoming milestones*

*Citizen Oversight Panel Meeting 10/6/21*



***Recent work and upcoming  
milestones***

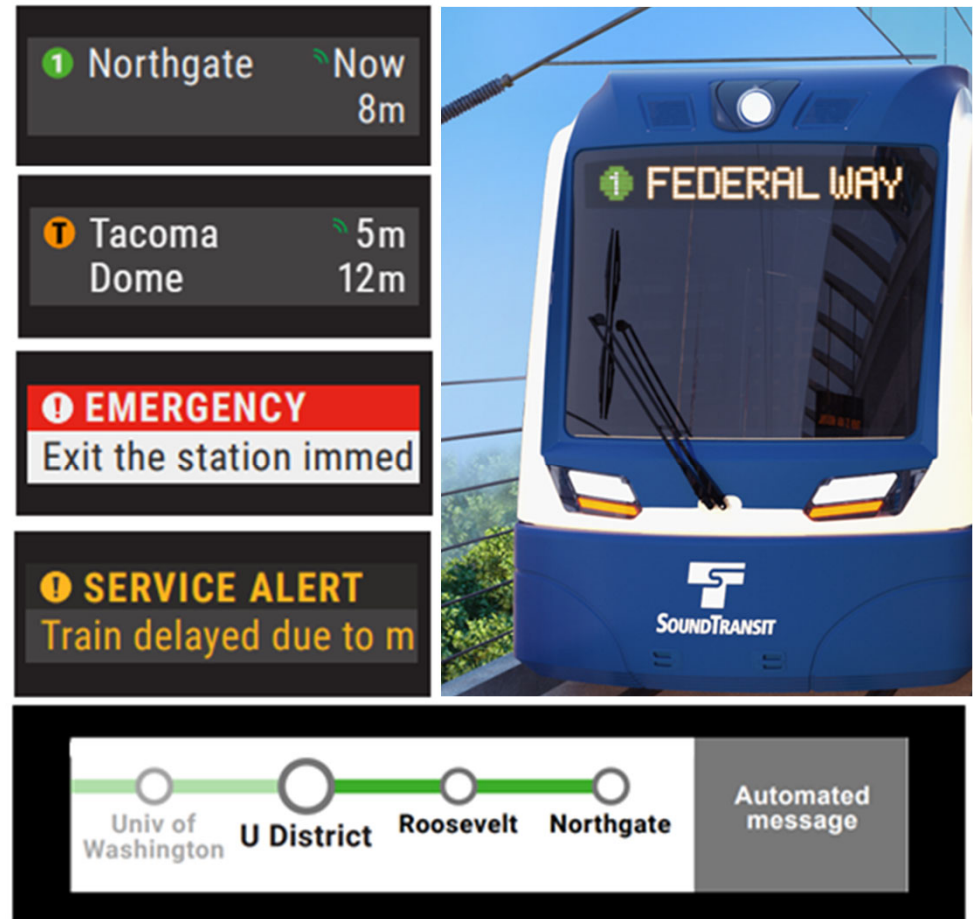
## *New line names introduced this fall*

- Link becomes the **1** Line.
- Tacoma Link becomes the **T** Line.
- Sounder South becomes the **S** Line.
- Sounder North becomes the **N** Line.
- East Link launches as the **2** Line in 2023.
- Stride bus rapid transit lines will be **S1 S2 S3** upon launch.
- Future Link lines will be the **3** and **4** lines.



# Passenger Information Management System/ (PIMS) 2022

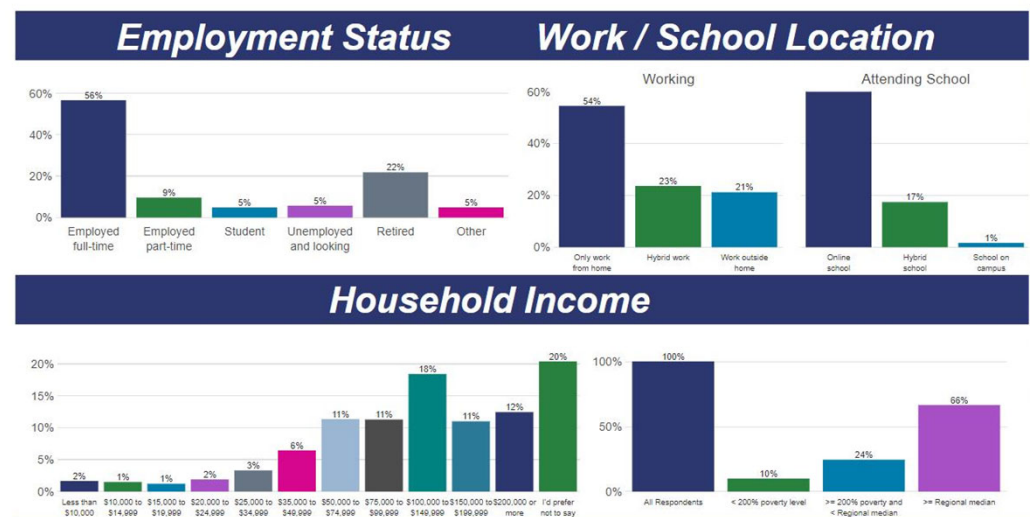
- Line name shield and color indicator in stations and on vehicles.
- Improved real-time arrival predictions.
- Scheduled and ad-hoc service alerts.
- Escalator/elevator outages.



# Data-informed decision making

- Vastly improved passenger metrics now available.
- Regularly tracking ourselves against five categories:
  - Safe, Available, Dependable, Clean, Informed
- Regular reports to Board and public dashboard.

## Employment and Income



# ORCA updates

*Early 2022*

- New ORCA validators installed between Feb.-May
- New TVMs by March
- New website and app in Q1
- More payment options, faster and more responsive technology.



# Sustainability

## December 2020

- Link became the first light rail system to run on 100% clean energy.
- Hydro (Seattle, Tukwila stations)
- Wind energy (SeaTac stations)
- 2020 Sustainability Progress Report to come before Board this fall.



# *Transit-oriented development*

- 2,500 housing units built or planned, 1,500 affordable.
- 614 units opening in 2022 at Roosevelt and First Hill.
- OMF-East development to have 500 units of housing and 400k sq ft of office space.



*Spring District TOD*



# Affordable housing partnership with Amazon

- **\$100 million** to accelerate creation of up to **1,200** new affordable housing units on ST surplus properties near light rail stations.



*Alice Schobe, Global Director, Amazon in the Community  
Peter Rogoff, Sound Transit CEO*

# *Parking management program*

- Preparing to restart SOV/HOV permits as ridership recovers.
- Expanding program scope to include daily parking fees by the time East Link opens.
- Plans underway to bring on new vendor.



# Fare Ambassador Pilot

- Program launch with two Fare Ambassador Supervisors & 11 Fare Ambassadors.
- 2-week training course.

**Fare Ambassadors are here!**

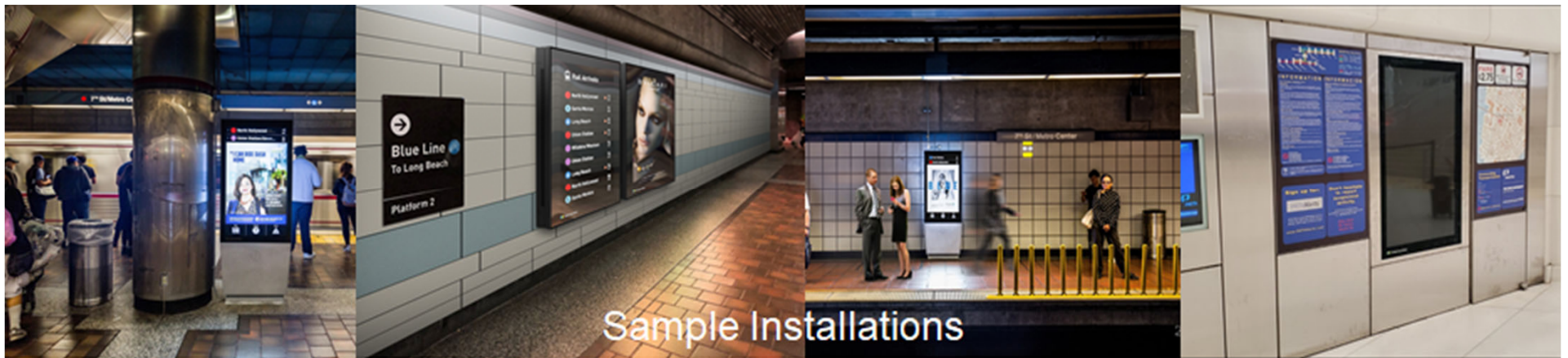
Answering questions. Checking fares. Helping passengers.

Embajadores de tarifas están disponible para ayudar, respondiendo a preguntas y verificando las tarifas.

 [soundtransit.org/farehelp](https://soundtransit.org/farehelp)  
800-201-4900  
800-823-9230 Español



# Digital signage & advertising Launches 2023



# 2022 Service Plan

*Restoring service equitably*



Rethink service to reflect new all-day travel patterns



Prioritize equity as we restore and add more service



Consider rider & community input



Prepare to add more service if ridership increases



Think ahead to changes arriving with future system expansion

# 2022 Service Plan – Sounder & Link

## Sounder

### **S** Line

- Restore pre-pandemic schedule (13 roundtrips) by September.

### **N** Line

- Maintain two weekday roundtrips.

## Link

### **1** Line

- Maintain Northgate service levels (Oct 2021).
- 8 min rush hour, 10 min midday/evening/weekend, 15 min early morning/late night.

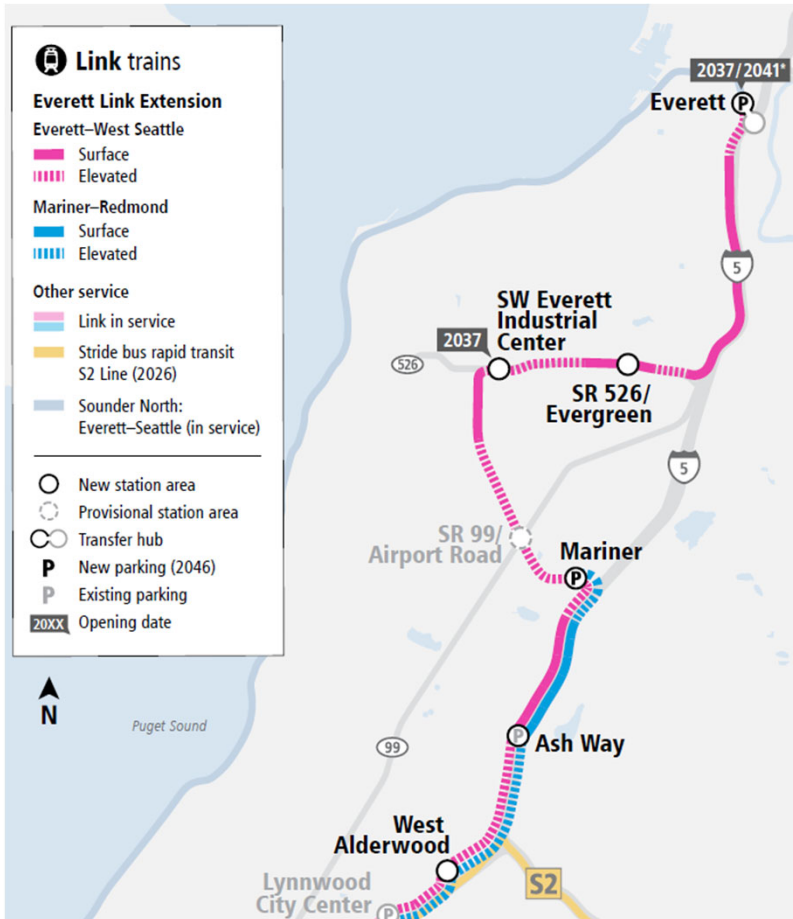
### **T** Line

- Open Hilltop extension and increase frequency to 10 min weekday/Sat and 20 min Sunday.

# 2022 Service Plan – ST Express

## *Prioritizing equity in service*

- Focus on achieving service parity across the region.
- Increase Tacoma & Federal Way corridor service to every 15 mins all-day including weekends to match service levels on routes serving East King, North King and Snohomish Counties.
- Respond to continued growth in the South Corridor and recent ridership trends.
- Launching public engagement sooner than past service plans



## Everett Link Extension and OMF North

- Kicked off alternatives development with interagency group in the spring.
- Launching early scoping and public engagement this fall.



# ***Becoming an anti-racist organization***

## ***Proposed Anti-Racist Strategy***

- Engaged more than 500 employees in developing this effort.

## ***Building a culture of inclusion***

- Ten diverse, employee-led groups.
- Implicit bias trainings required of all employees.
- Special training for people leaders.

## ***Racial Equity Tools***

- Five pilot projects applying toolkits to projects.

## ***Disadvantaged Business Enterprise (DBE) Strategy & Goal***

Board update coming later this year.

# Portfolio Services Office

## *PSO Accountability*

- Provide **core services**, including agencywide **tools, systems, processes**, and **oversight**.
- Establish accessible **standards and guidelines** (engineering authority, project controls, project management).
- Ensure that project teams have **adequate resources**.

## *Implementing realignment*

- PSO as lead, closely collaborating with other depts.
- Incorporating Triunity's cost-control recommendations.
- Seeking additional revenue and financial capacity.

# ***Strategic Business Services***

## ***Continuous Process Improvement***

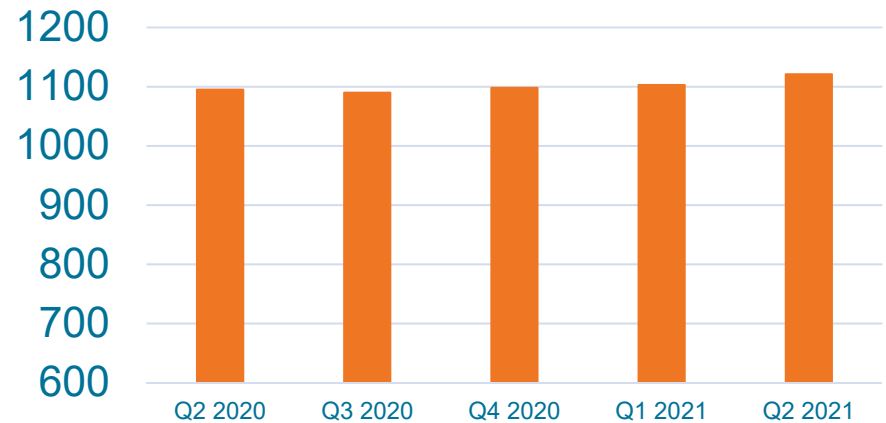
- Improving processes such as General Engineering Contracting, work orders, permitting with other jurisdictions.
- Developing processes for new PSO office.
- Developing standard and simple templates for policies, procedures, manuals and charters.
- Improved Records Management, including electronic signature paths, tagging systems and storage.

# Staffing update

## Maintained FTE level by redeploying staff

- Only 5 new FTEs over past 12 months.
- Significant internal moves to fill needed positions.
- Talent Connect program with temporary assignments and development opportunities for current staff.

### Full-time employees



Q2 2021 FTE increase for operations positions related to system expansion openings

*Thank you.*



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