



Passenger Impact Portfolio Plan

Community Oversight Panel

02/14/24



Why we are here

- What is the Passenger Impact Portfolio Plan?
- Event Impact Levels and Examples of Each
- Detailed Discussion of Jan 13 to Feb 4th Service Disruption



Passenger Impact Portfolio Plan

Scope and Current Status of PIPP

The intent of PIPP is to:

- Preserve planned service
- Minimize disruption to passengers and passenger flow
- Create project delivery efficiency

Program Goals

- Coordinate and schedule projects to minimize service impacts
- Integrate this activity as a regular business function

Passenger Impact Portfolio Plan

Scope and Current Status of PIPP

Methodology:

- Passengers are our customers
- Preservation of planned service and urgency to return to full planned service
- Minimal disruption to passengers and passenger flow
- Project delivery efficiency (shared disruptions and mobilizations)

Current Scope of PIPP Program:

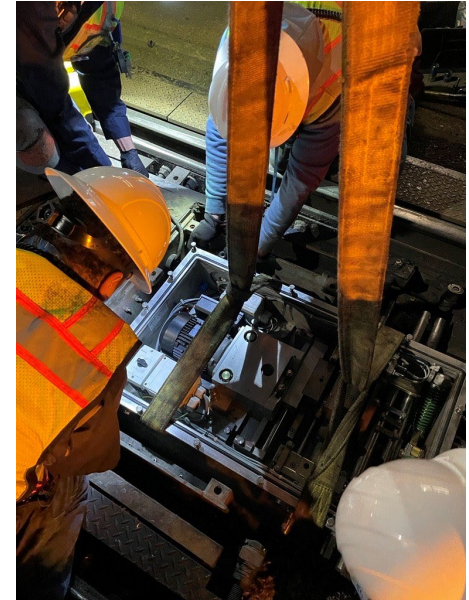
- Starting out with Central Link, including integration of expansion projects
- Plans to add other modes and passenger impacts in the future
 - Sounder & ST Express
 - Facilities such as garages, vertical conveyance, station entrances

Passenger Impact Portfolio Plan

Types of Passenger Disruptions – Impact Levels

Level 0/Level 1 – Low Impact

- Single tracking of two days of less; impacts daytime headways; little headway impact; late night bus bridge
- Single project; tends to be routine maintenance or small projects
- Examples: Switch machine replacement; Rail grinding; WSDOT bridge inspection
- Typically scheduled 2 months or less prior to the event



WSDOT Bridge Inspections

Work completed Sunday, June 4, 2023 (4am to 9am)

WSDOT conducted bridge inspections which required OCS power shutdown in proximity

- *Why this was necessary:* The WSDOT inspection had to be performed during daylight hours.
- *Passenger benefit:* N/A
- *What is the fix:* Routine biannual bridge inspection
- *What is the expected service impact:* Full closure of 4 stations (Stadium to University St). Bus bridging from SODO to Westlake stations



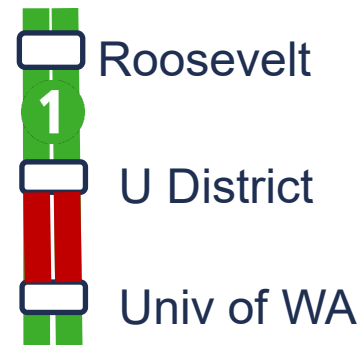
Electromagnetic Cable Hanger Improvements

Work planned for March 9 & 10, 2024 (10pm to 7am)

Project to improve design of hangers on the floating slabs in the tunnel between UW and U-District Stations

- *Why this is necessary:* A safe, temporary solution is in place. This project will complete the permanent repairs.
- *Passenger benefit:* Ensure long term safety and reliability.
- *What is the fix:* New design of plates.
- *Piggyback projects:* U-District Station art electrical work
- *What is the expected service impact:* Nighttime single tracking 10pm to 7am) on Saturday night.

to Northgate



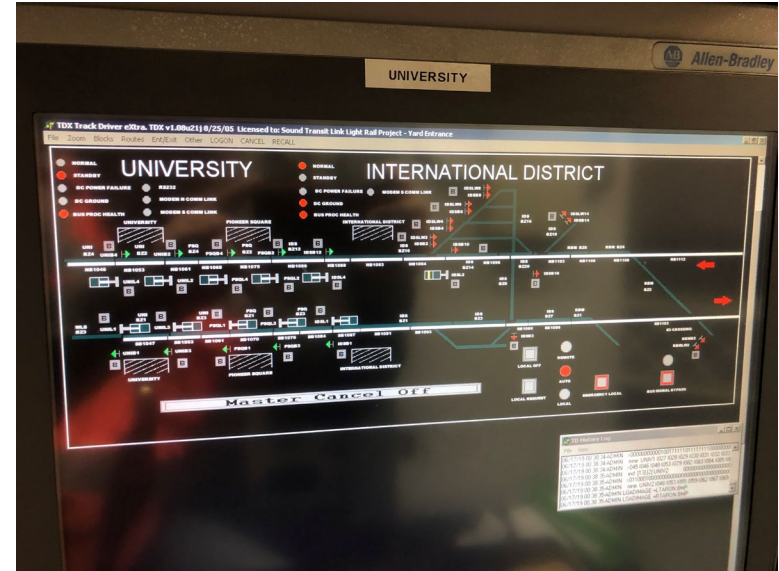
to Angle Lake

Passenger Impact Portfolio Plan

Types of Passenger Disruptions – Impact Levels

Level 2 – Medium Impact

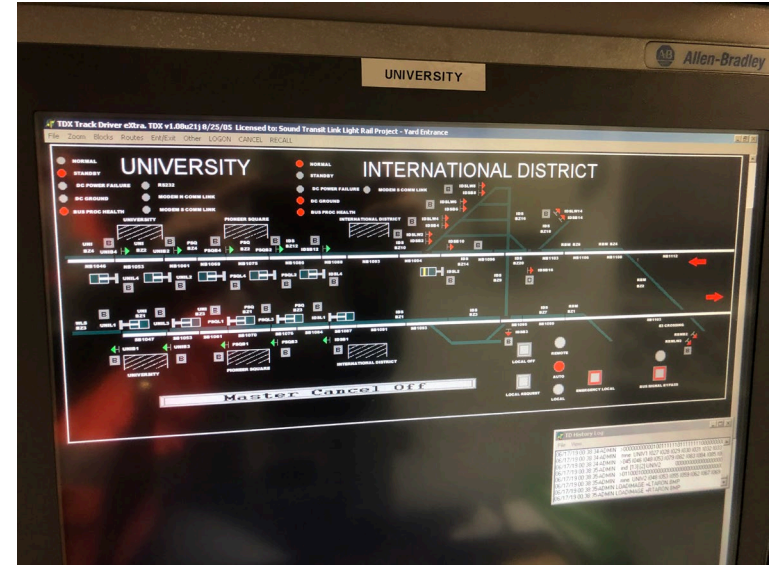
- Single tracking for multiple days or bus bridging
- Multiple projects
- Examples: Eastlink signal tie-in testing in downtown tunnel (June 1 & 2, 2024)
- Scheduled 6 to 8 months in advance



Eastlink signal tie-in testing

Work planned for June 1 & 2, 2024

- *Why this is necessary:* Test the integration of the Eastlink and 1 Line signal systems
- *Passenger benefit:* Continue work towards Eastlink service
- *What is the fix:* NA – new work
- *Piggyback projects:* U-District Station art electrical work
- *What is the expected service impact:* One full closure weekend for signal system testing with live trainsets

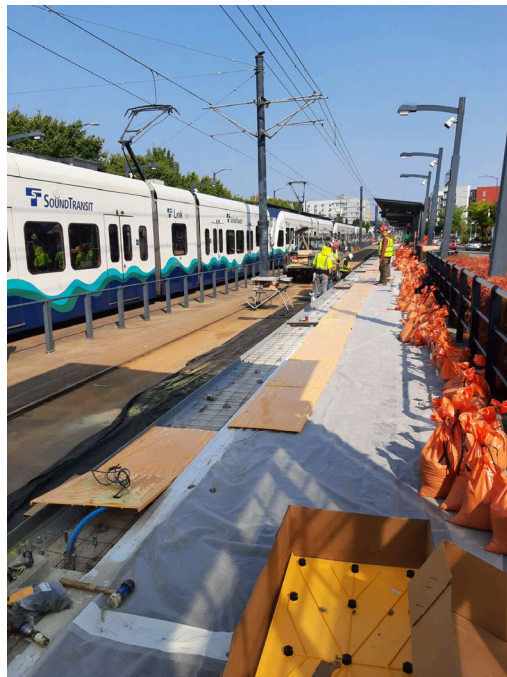


Passenger Impact Portfolio Plan

Types of Passenger Disruptions – Impact Determination

Level 3 – High Impact

- Weekend shutdown with bus bridging; Extended single tracking longer than 2 day; Multiple projects
- High impact events that could push headways to more than 20 minutes
- Examples: Tile Repair (Sept/Oct 2023)
- Scheduled about 8 months in advance



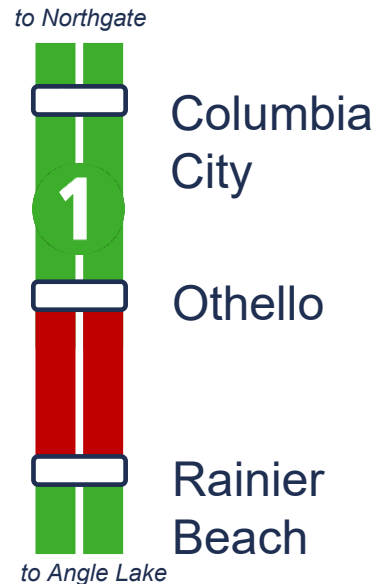
Othello and Rainier Beach platform repairs

Work Completed in September and October, 2023



Similar work as that completed in Columbia City in 2022. New tiles will last longer and be easier to maintain.

- **Why this was necessary:** failing tiles and underlying concrete were a trip/fall hazard and were not ADA-compliant
- **Passenger benefit:** renewed platforms that are safer and have a longer service life

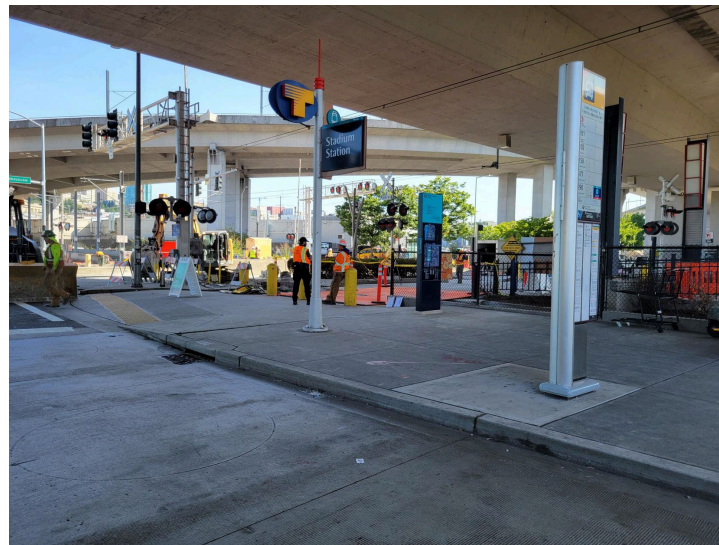


Passenger Impact Portfolio Plan

Types of Passenger Disruptions – Impact Determination

Level 4 – Very High Impact

- Weekend closure that conflicts with one or more major conflicts (Seahawks games)
- Logistically very complex, requiring partnering with local jurisdictions
- Examples: Royal Brougham (August 2023)
- Should be scheduled up to one year in advance



Royal Brougham grade crossing repair

Work Completed August 13 to 20, 2023

- *Why this was necessary:* ground under the rail was sinking due to unstable soil and moisture; slow operations during rain and increasing risk of de-rail. Needed to be done during dry weather.
- *Passenger benefit:* Safer system, with faster operations
- *What was the fix:* Installed subsurface drains at the crossing to collect and remove rainwater. The track and road crossing surface were then restored.
- *Piggyback projects:* Multiple projects completed at the same time



Royal Brougham Grade Crossing Repair

Passenger Impacts

What was the service impact on the weekend?

- Full weekend closure between Cap Hill and SODO
- Link every 15 min; Buses every 10 minutes
- Impacted Seahawks game attendees

What was the service impact on the weekdays?

- Link headways: 15 minutes with a forced transfer at Pioneer Square Station (both platforms open)
- Riders will take 11-12 minutes to transfer, including the time needed to cross mezzanine



Passenger Impact Portfolio Plan

Types of Passenger Disruptions – Impact Determination

Level 5 – Extraordinary Impact

- Full closure during weekdays; Conflict with exceptional event such as World Cup
- Exceptionally complex or challenging closure
- Examples: Connect 2020; Rail Replacement (Jan 13 to Feb 4, 2024)



Rail Replacement & Bond Box Repair

Work Completed Jan 13 to Feb 4, 2024

Why was this necessary:

- Bond Box Repair to fix signal boxes embedded in the tracks that were damaged by joint bus-rail operation
- Rail Replacement near Westlake to replace worn rail, resulting in reduced long-term wear on equipment and better passenger experience

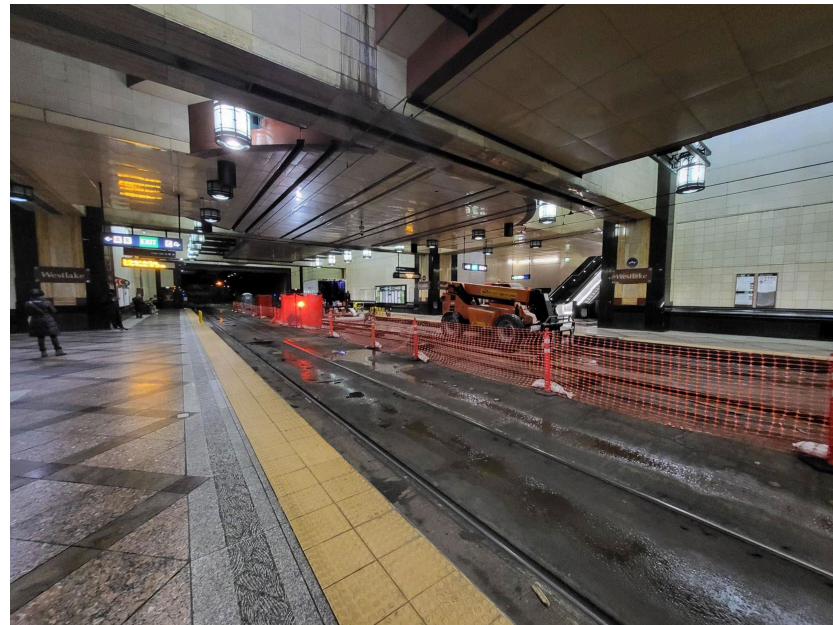


Rail Replacement & Bond Box Repair

Work Completed Jan 13 to Feb 4, 2024

Piggyback Projects

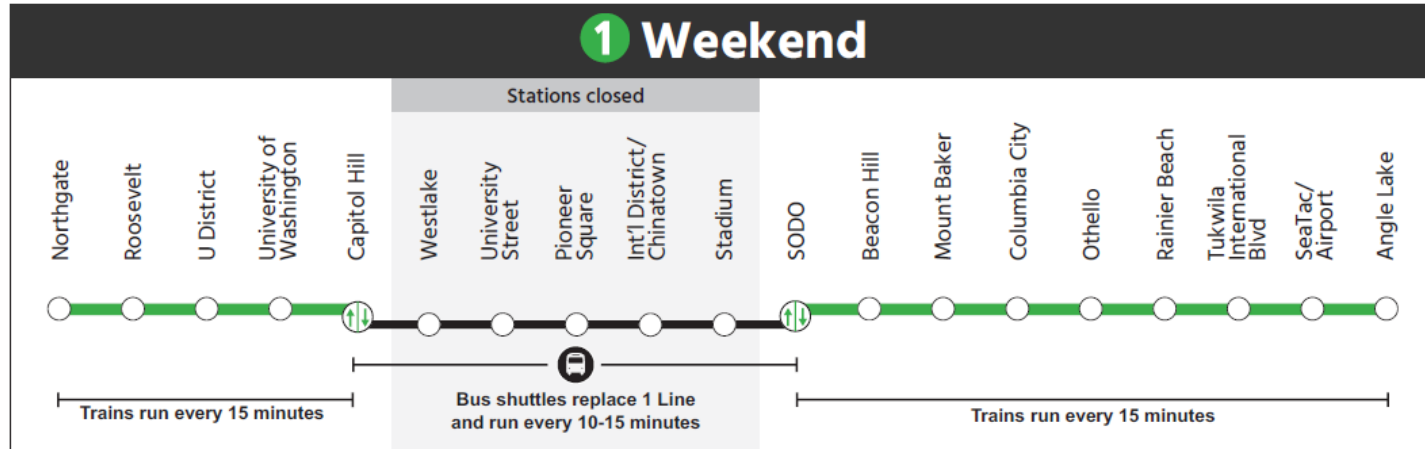
- Passenger Information Management System (PIMS) sign and cable upgrades
- PIMS-associated static sign upgrades
- International District Station (IDS) bird mitigation
- Emergency tunnel system (26kV system) maintenance
- Eastlink track panel replacement at Royal Brougham
- Clean artwork at Westlake and IDS
- Communications fiber survey
- SB Rail Repair



Rail Replacement & Bond Box Repair Weekend Service Plan



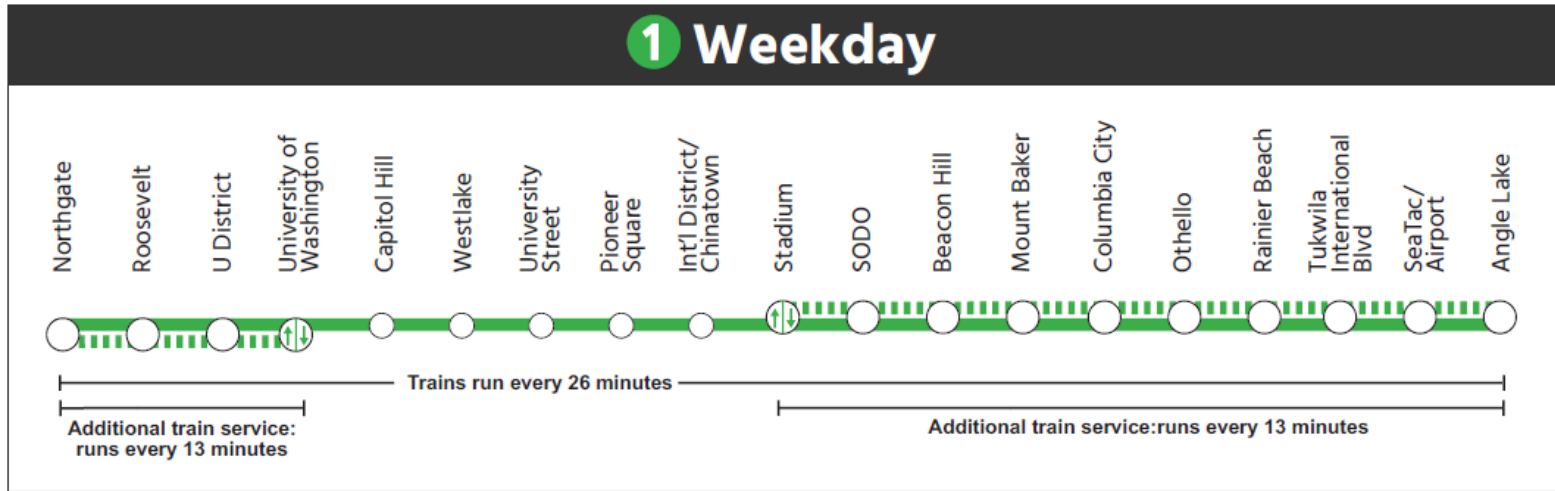
- Full closure between Capitol Hill and SODO stations
- Trains run every 15 minutes
- Link bus shuttles ran every 10-15 minutes
- Snow routes were in place



Royal Brougham Grade Crossing Repair

Weekday Service Plan

- Trains departed terminus stations every **13 minute**
- Every other train on the north and south terminated at UWS or Stadium
- Through trains between Cap Hill and IDS stations every **26 minutes**



Rail Replacement & Bond Box Repair

Passenger Care Plan



- Customized Passenger Care Plan, coordinated with partner agencies
- Blog post series communicating to passengers
- Targeted paid social media ads running in multiple languages
- Worked to have accurate transit (GTFS) data and trip planning during reduced service
- Increased stakeholder outreach
 - Accessibility stakeholders
 - Key jurisdiction and organizational stakeholders
 - Impacted businesses, such as those adjacent to the Westlake Station



Rail Replacement & Bond Box Repair

In-Person Support

- Over 700 volunteer staff Ambassador shifts at key locations throughout the service disruption
- Comprehensive temp signage
- Platform signage, audio/visual messages, etc. played rotating messages about the disruptions
- Onboard head-signs and operator announcements conveyed train destination to help riders board the correct train



Rail Replacement & Bond Box Repair Passenger Experience



- Over 700 Staff Ambassador shifts provided assistance to affected passengers
- Planned Disruption page: www.soundtransit.org/disruption
- Trip planning tools were kept up to date with the planned disruption schedule
- Multi-language paid social media and temporary signage were deployed

Rider Alert

Passenger Care
8 a.m.–6 p.m. Monday–Friday
888-889-6368 / TTY 711

Servicio al Cliente
dịch vụ khách hàng
Serbisyo sa Customer
Обслуживание клиентов

客户服务
고객 서비스

LIMITED 1 LINE SERVICE

JAN. 13 – FEB. 4

WEEKDAY SERVICE Trains will run every 26 minutes between Northgate–Angle Lake. Trains will run between Northgate–University of Washington, and between Stadium–Angle Lake, for combined service every 13 minutes.	WEEKEND SERVICE Trains will run every 15 minutes between Northgate–Capitol Hill and between SODO–Angle Lake. Bus shuttles every 10–15 minutes will replace trains between Capitol Hill–SODO and service all closed stations.
SERVICIO ENTRE SEMANA Los trenes circularán cada 26 minutos entre Northgate y Angle Lake. Los trenes circularán entre Northgate y University of Washington, y entre Stadium y Angle Lake en un servicio combinado cada 13 minutos.	SERVICIO LOS FINES DE SEMANA Los trenes circularán cada 15 minutos entre Northgate y Capitol Hill, y entre SODO y Angle Lake. Los trenes de Capitol Hill a SODO serán reemplazados por autobuses de enlace en periodos de 10 a 15 minutos y darán servicio a todas las estaciones cerradas.
工作日服務 往返于Northgate與Angle Lake的列車每26分鐘一班。 往返于Northgate與University of Washington與往返于Stadium與Angle Lake的列車每13分鐘一班。 聯合為這些地區提供服務。	周末服務 往返于Northgate與Capitol Hill與往返于SODO與Angle Lake的列車每15分鐘一班。 每10–15分鐘一班的穿梭巴士將取代往返于Capitol Hill與SODO的列車，為所有關閉車站提供服務。
平日營運服務 行駛於Northgate與Angle Lake之間的列車每26分鐘發出一班。 行駛於Northgate與University of Washington之間以及Stadium與Angle Lake之間，上述區域合計每13分鐘發出一班車。	週末營運服務 行駛於Northgate與Capitol Hill之間以及SODO與Angle Lake之間，每15分鐘發出一班車。 每10–15分鐘發出一班的穿梭巴士將取代Capitol Hill與SODO之間的列車，為所有停止營運的車站提供服務。
DỊCH VỤ NGÀY THƯỜNG Các xe lửa sẽ đi chuyển giữa Northgate và Angle Lake với tần suất 26 phút một chuyến. Các xe lửa sẽ đi chuyển giữa Northgate – Đại Học Washington và giữa Stadium – Angle Lake với dịch vụ kết hợp cùng tần suất 13 phút một chuyến ở những khu vực này.	DỊCH VỤ CUỐI TUẦN Các xe lửa sẽ đi chuyển giữa Northgate – Capitol Hill và giữa SODO – Angle Lake với tần suất 15 phút một chuyến. Xe buýt đưa đón với tần suất 10 – 15 phút một chuyến sẽ thay thế các chuyến xe lửa giữa Capitol Hill – SODO và phục vụ tất cả các trạm đã đóng cửa.

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PHOTO: SOUNDTTRANSIT

PIPP Program Planning

Continue Work to Better Serve Passengers

- Work between now and spring 2024 to integrate PIPP activity as a regular business function
- The goal is to improve processes and procedures around this type of closure, using standardized tools
- Focused on goals of improving project delivery, operations and passenger care during disruptions

Thank you.



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