

November 26, 2021
Link Incident:
Update on
Agency Response

Rider Experience and Operations Committee

6/2/22



Why are we here?

- Update on agency's response and action plans

Agency response to incident and audit

- Develop action plan to address the findings - **Complete**
- Establish Executive Oversight Team with King County Metro and begin quarterly reporting – **Complete**
- Implement fixes and process improvements to avoid train disablements – **Ongoing**
- Improve communications processes and procedures – **Ongoing**

Maintaining Track Clearance

Track clearance

Actions since 11/26:

- ✓ Field cut all protruding rods along the Northgate segment and raised the trainline cables on Series 2 vehicles.
- ✓ Adjusted vehicle clearance requirements for testing of new alignments, applied these requirements to East Link and Hilltop.
- ✓ Analyzed and addressed earlier failures to cut the rods during construction. [NEW]
- ✓ Verified Series 1 and Series 2 vehicles have proper clearance along the trackway. [NEW]

Track clearance

Ongoing work

- ❑ Improve quality assurance and verification processes prior to testing and operations on new alignments.
- ❑ Review high-risk and non-standard design elements throughout the operating system.
- ❑ Analyze trainline cable design for Series 2 vehicles and explore change options for long-term trainline cable support. [NEW]
- ❑ In coordination with King County Metro, improve processes and procedures for the escalation and logging of safety issues. [NEW]

*Improving
Communications*

Improving communications

Actions since 11/26:

- ✓ Issued guidance to train operator to prioritize communications with passengers of disabled trains.
- ✓ Reinforced existing protocols for expedited staff dispatch, prompt staging of rescue trains and bus bridge implementation.
- ✓ Ensured that Link Control Center staff are trained and have working remote access to station intercoms, with tests prior to large events.
- ✓ Secured staffing commitments for high-ridership events.

Improving communications

Ongoing work:

- ❑ Review and reinforce protocols for verifying intercom functionality before any Link vehicle is put in service.
- ❑ Add train signage promoting subscriptions to agency rider alerts (website and text/email subscriptions).
- ❑ Co-locate Sound Transit passenger communications staff and King County Metro Rail staff in a new Link Control Center.
- ❑ Implement new Passenger Information Management System (PIMS) to enable better station communications.

Improving communications

Ongoing work

- ❑ Implement new passenger alerts system. [NEW]
- ❑ Study options for improved signage and audio messages at stations and onboard trains. [NEW]
- ❑ Explore opportunities to improve the utilization of agency's social media channels for communication during incidents. [NEW]

Safety Oversight and Agency Readiness

Safety oversight

Ongoing work:

- ❑ Improve and expand our tabletop exercises to better incorporate passenger communications elements.
- ❑ Procure technology and develop protocols for rapid, reliable staff notifications and positive verification that staff are responding.
- ❑ Working with KCM to improve and revise staff training program and processes and procedures that guide emergency responses, focusing on clarifying roles and responsibilities. [NEW]
- ❑ Verify critical systems work, especially before big events. [NEW]

Next steps

- ❑ Continue to work on corrective action plan implementation, closing out items with the State Safety Oversight team at WSDOT.
- ❑ Report back to REO Committee in the fall.

Thank you.



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