Connect/2020

Linking the downtown tunnel to the Eastside

January 2019
East Link
Overview

10 stations
14 miles
Opens 2023
Why we are here

• To share draft construction timelines, our operating plan, and our *Connect 2020* communications plan during construction to connect East Link tracks to the downtown tunnel

• To describe service disruptions that will occur

• Seeking feedback only; no Board actions today
Connect 2020 overview

The challenge

- Complete heavy construction while continuing service
- Maintain high safety and security standards
- Manage crowding
Connect 2020 overview

The solution

• Operate service on one track (known as “single-track operations”) while construction takes place on the opposite track

• Operate single-track service from Stadium to Westlake for 10 weeks in early 2020

• Build temporary center platform for riders to transfer at Pioneer Square

• During 3 weekend closures, provide shuttle bus service from Sodo to Westlake
Downtown tunnel track diagram

TO UNIVERSITY OF WASHINGTON

CAPITOL HILL

WESTLAKE UNIVERSITY ST PIONEER SQ INT’L DISTRICT

STADIUM

SODO

WESTLAKE UNIVERSITY ST PIONEER SQ INT’L DISTRICT

SODO

TO ANGLE LAKE
International District track diagram
Northbound closure, January-February
Southbound closure, February-March
Full weekend closures
Connect 2020: Why early 2020?

- Rail-only tunnel
- Remove bus signals, install light rail signals
- Pioneer Square platform construction
- Sound Transit assumes tunnel ownership
- Seahawks Season
- Golden window for single-track operations
- Mariners season
- Summer tourist season
- Northgate testing and commissioning
- Northgate opens
## Connect 2020

### Timeline

1. Rail-only downtown tunnel  
   - March 2019
2. Pre-closure work (signal upgrades, center platform, etc)  
   - Oct-Dec 2019
3. ST assumes tunnel ownership  
   - January 2020
4. Begin single-track service (Stadium to Westlake)  
   - January 2020
5. Switch single-track service from SB to NB track  
   - February 2020
6. Single-track service ends, regular service resumes  
   - March 2020
Connect 2020

Operating plan

• **Service pattern:** two lines
  • University of Washington to Pioneer Square
  • Angle Lake to Pioneer Square

• **Frequency:** 12 minutes

• **Train length:** all 4-car trains

• **Through riders:**
  • Trains will meet at Pioneer Square for riders to transfer between lines
  • Temporary center platform will ease transfers

• **Safety analysis:** A bicycle and excess luggage safety plan is currently being developed
**Connect 2020**

**Customer capacity**

- **Peak:** 23 percent less capacity than today
- **Off-peak:** 11 percent more capacity than today

**Relative capacity during closure**

- **Current**
- **During single-tracking:** +11%, -23%
- **After Northgate**
- **After East Link**

---

17
Connect 2020

Communication plan: timeline and goals

Keep people moving

**PRE-CLOSURE**
March-October 2019

Riders and communities know why this is happening and how to stay informed

**AWARENESS**
Nov-Dec 2019

Riders know their options and plan ahead

**SINGLE TRACKING**
January-March 2020

Riders know what to do and where to go

**RIDER APPRECIATION**
April 2020

Riders feel appreciated and return to riding Link
Connect 2020

Communication themes

**PRE-CLOSURE**
March-October 2019
- We’re investing in the system
- We’re building
- How to stay informed

**AWARENESS**
Nov-Dec 2019
- Plan ahead + travel options
- Know before you go
- No surprises

**SINGLE TRACKING**
January-March 2020
- Expect crowding/delay
- How to transfer
- Plan ahead
- Pardon our dust

**RIDER APPRECIATION**
April 2020
- Thank you
- See you 2021

We’re getting ready for Link expansion!
Key audiences

- Daily Link riders
- Visitors (i.e., passengers boarding at SeaTac)
- Sounder commuters who transfer at IDS
- Riders with accessibility concerns
- Bicycle commuters
- Riders with limited English proficiency
- Occasional riders
- Regional stakeholders
- Neighborhood residents and businesses
Connect 2020

Communications tactics

- Web page
- Stakeholder briefings
- Community outreach
- Construction notices
- One-pager

- Video walkthroughs
- Digital rider guide
- Micro-website
- Channel cards

- Rider alerts - digital
- Staff ambassadors
- Temporary signage: a-boards etc.
- Station domination
- On-board ads

PRE-CLOSURE
March-October 2019

AWARENESS
Nov-Dec 2019

SINGLE TRACKING
January-March 2020

RIDER APPRECIATION
April 2020
Thank you.