



Link Ridership

Board Meeting, August 28, 2016



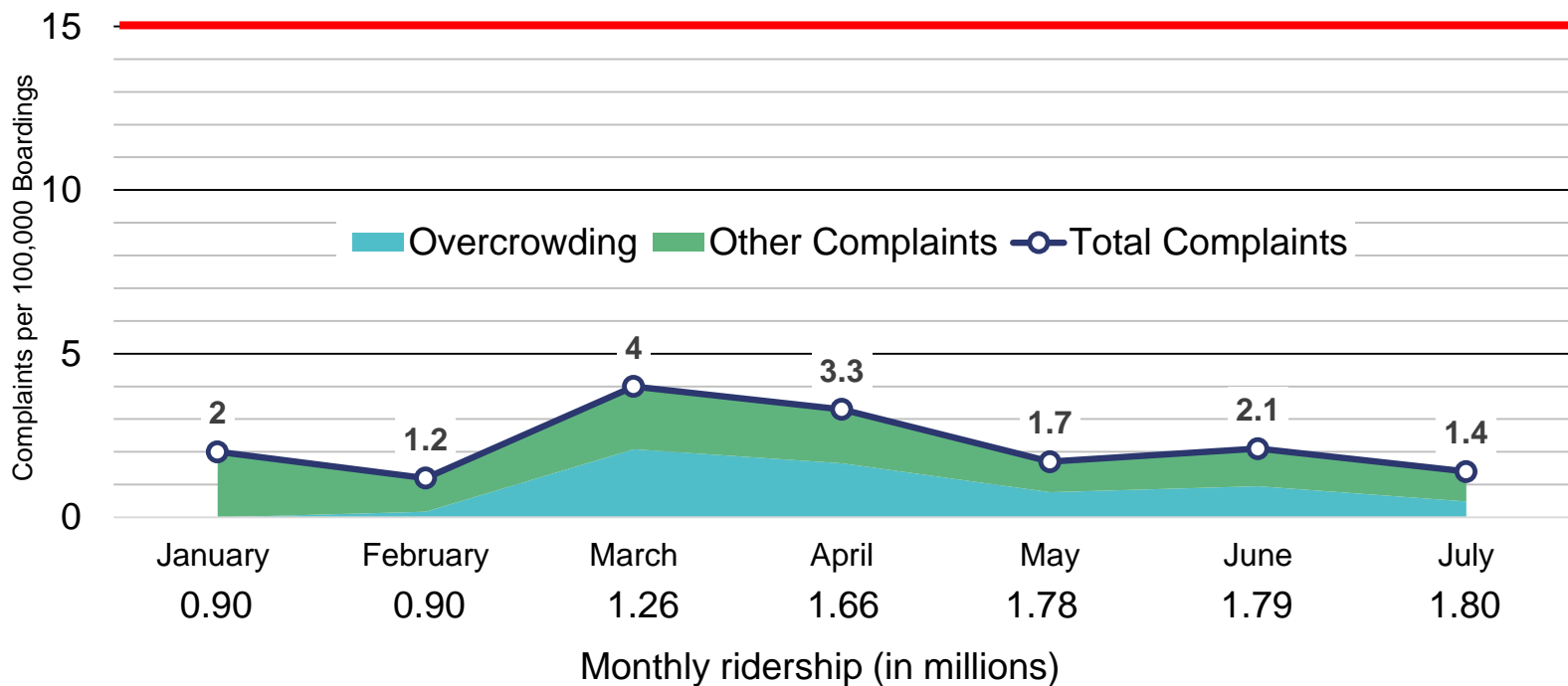
Overview

- Customer Feedback
- Actions Taken
- Link Control Center – System Management
- Anticipating High Ridership
- Recap and Questions

Customer Feedback: Customer Service Complaints

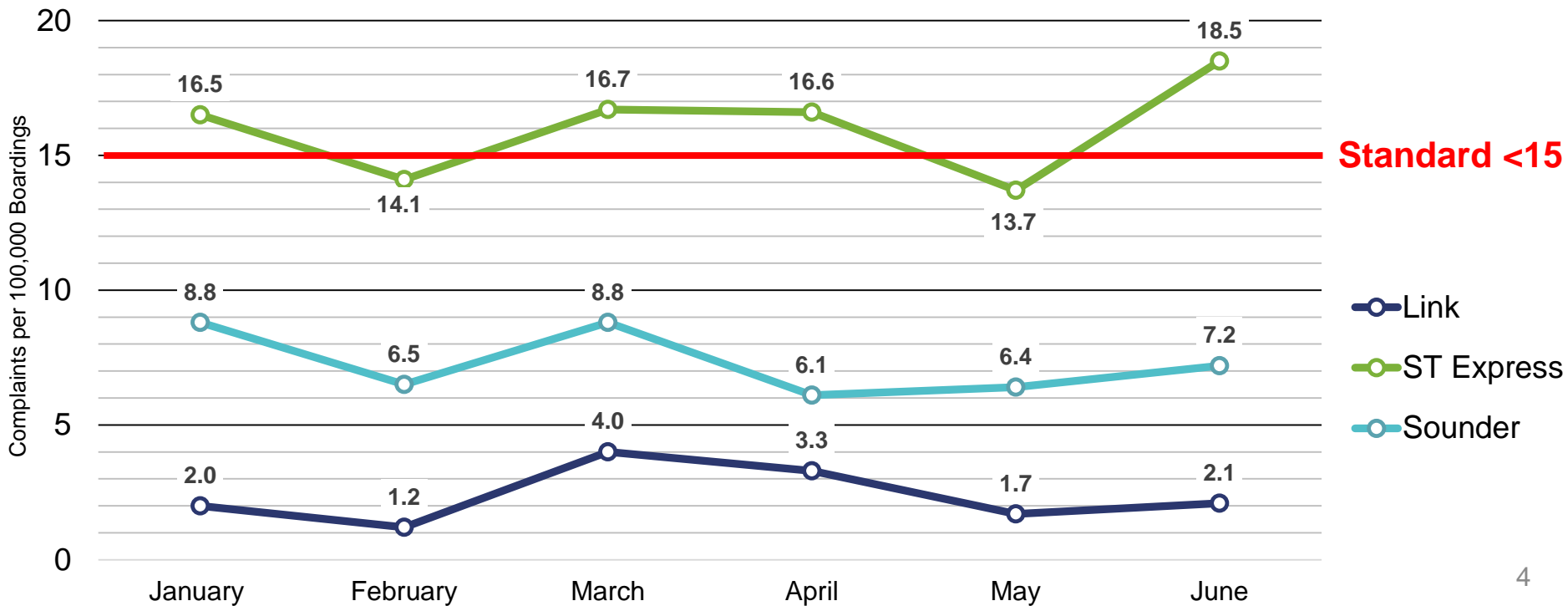
Rate of Complaints per 100,000 Boardings

Standard <15



Customer Feedback: Customer Service Complaints

Rate of Complaints per 100,000 Boardings



Customer Feedback: What we are hearing on Twitter

Might need another car on the link that gets to Int'l station at 7:45
@soundtransit



← ↻ 3 ❤️ 3 ⋮

@SoundTransit please add more cars, stat



← ↻ 1 ❤️ ⋮

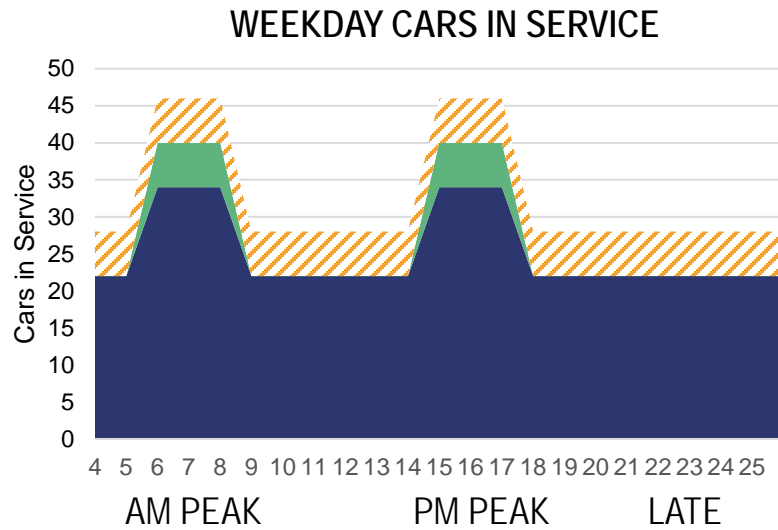
Let's see how many packed to capacity trains go by tonight I can't get on
@soundtransit



← ↻ 1 ❤️ 1 ⋮

Actions Taken

- **Six** additional cars added during peak hours, for a total of six 3-car trains
- All **three-car** trains on weekends
- Rider education campaign on vehicles, blog posts, social media



Customer Feedback: Response to 3-car Trains



I'm on a 3 car @SoundTransit train. Dreams do come true!



1



2



Looks like @SoundTransit is doing #3carSaturdays on the regular now



2



@oranv Great to see that @soundtransit is adding more train cars to reduce overcrowding and meet light rail demand.



@SoundTransit @skotterbutt 3-car trains during Mariners games are a major help. Platform was completely full.



3



Link Control Center

- Controllers manage the system with input from train location displays, platform cameras, and operator/supervisor reports
- Within minutes controllers can respond by deploying gap trains, extending peak service frequencies, or maintaining 3-car trains after peak



Anticipating High Ridership

- Plan and prepare for special events
 - Examples of upcoming event days with very high ridership:
 - Seahawks, Mariners, Sounders
 - Saturday, September 17 (Sounders, Husky Football, Mariners, State Fair)
 - Friday, September 30 (Mariners closing weekend, Husky Football)
- Deploy extra vehicles and use gap trains to clear platforms
- Rider alerts
- Pre-planned crowd control measures and customer support street teams

Recap and Questions

- Continue to monitor complaints related to special events and system anomalies such as accidents or tunnel delays
- **Six** additional cars operate in peak, seven with Angle Lake opening
- **Three**-car trains operate all weekend
- Proactive real-time management of capacity to respond to anticipated and unanticipated demand
- Active communication campaign

A close-up, low-angle shot of a white and blue Sound Transit bus. The bus features a large, stylized wave graphic in shades of blue and teal. The top half of the bus is white with several dark, rectangular windows. The bottom half is blue with more windows and a large white graphic that partially reads "OUNDER". A dark horizontal band is overlaid across the middle of the image, containing the Sound Transit logo and the slogan "RIDE THE WAVE".

 **SOUNDTRANSIT**
RIDE THE WAVE