



Passenger Impact Portfolio Plan

Rider Experience and Operations Committee

10/05/23



Why we are here

- Passenger Impact Portfolio Plan
- Othello & Rainier Beach Station Platform Rehab Recap
- Work planned in Q4 2023
- Work planned in Q1 2024

The purpose of this presentation is for information only. No Board action is expected today.

Passenger Impact Portfolio Plan

PROGRAM GOALS

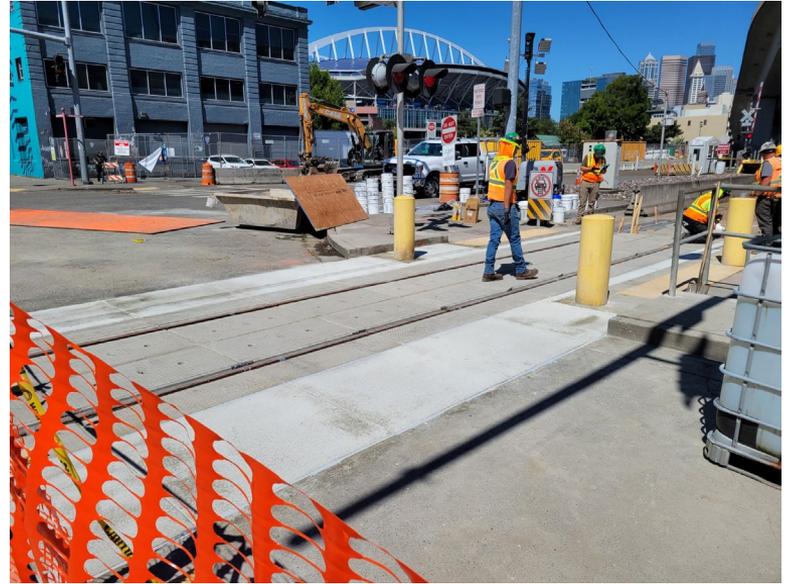
- Coordinate and schedule projects to minimize service impacts
- Integrate this activity as a regular business function

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)

Othello & Rainier Beach Station Platform Rehab Closure Recap

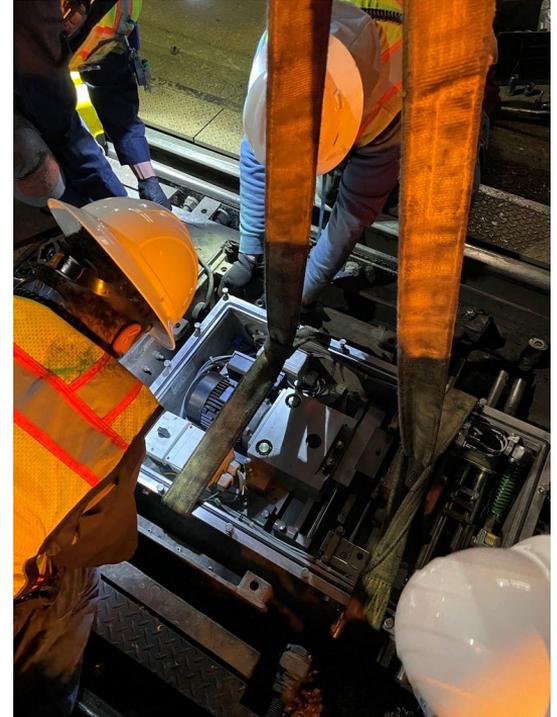
- Platform rehabilitation work was executed as planned
- Despite short weather delay, opened to passengers 2 days early
- Actual headways experienced by passengers were slightly longer than predicted (15 versus 12 min)
- Multiple projects shared the closure



Work Planned for Q4 2023

Continued Switch Machine Repairs

- 3 Monday nights – now planned for Nov '23
- Night-time single tracking, starting at 10pm or 11pm depending on location
- Platform closures at Beacon Hill, Mt. Baker, Columbia City, Othello, Rainier Beach Stations
- 25-minute headways systemwide



Work Planned for Q1 2024

Bond Box Repair and Possible Rail Replacement

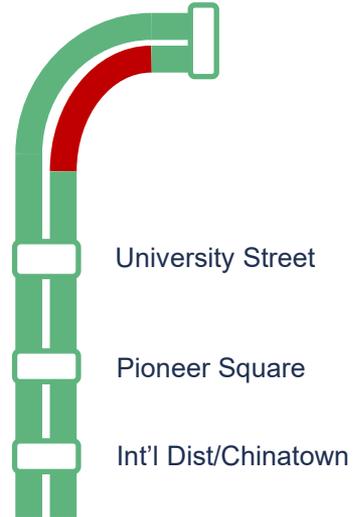
- Bond Box Repair to fix signal boxes embedded in the tracks that were damaged by joint bus-rail operation Platform
- Rail Replacement near Westlake is being investigated to replace worn rail, resulting in reduced long-term wear on equipment and better passenger experience



Work Planned for Q1 2024

Bond Box Repair and Possible Rail Replacement

- Entire northbound tunnel bore closed to allow contractor access and make the bond boxes electrically safe to work
- Working with operations to produce the least-impactful operating plan, and with the contractor to reduce the total duration of the work
- Combine with other piggyback project such as Eastlink plinth repair and PIMS VMS replacement



Next Steps

- Continue coordination of downtown tunnel single tracking closures for safety repairs (Bond Box Repairs and Rail Replacement) and for East Link systems tie-in
- Deliver monthly reporting on service disruptions to REO
- Continue development of a permanent office around the Passenger Impact Portfolio Plan to integrate this activity as a regular function

Thank you.



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