



# *Passenger Impact Portfolio Plan*

*Rider Experience and Operations Committee*

*12/07/23*



# ***Why we are here***

- Work Planned for Q1 2024
  - Rail Replacement & Bond Box Repair
  - EMI Hanger Replacement
- PIPP Program Development

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

# ***Work Planned for Q1 2024***

## ***Rail Replacement & Bond Box Repair – Jan 13 to Feb 4***

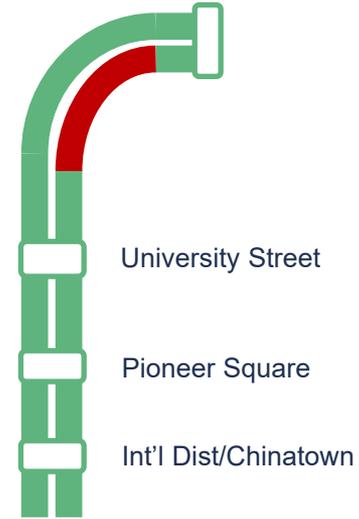
- Bond Box Repair to fix signal boxes embedded in the tracks that were damaged by joint bus-rail operation
- Rail Replacement near Westlake to replace worn rail, resulting in reduced long-term wear on equipment and better passenger experience



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Jan 13 to Feb 4

- Entire northbound tunnel bore closed to allow contractor access and make the bond boxes electrically safe to work
- Southbound bore also closed during the weekends only (full tunnel closure)
- Planning to combine with piggyback projects



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Jan 13 to Feb 4

### Draft Piggyback Project List

- Passenger Information Management System (PIMS) sign and cable upgrades
- PIMS-associated static sign upgrades
- International District Station (IDS) bird mitigation
- Westlake Station ventilation shaft
- Emergency tunnel system (26kV system) maintenance
- Continue Eastlink plinth repairs
- Clean artwork at Westlake and IDS



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Jan 13 to Feb 4

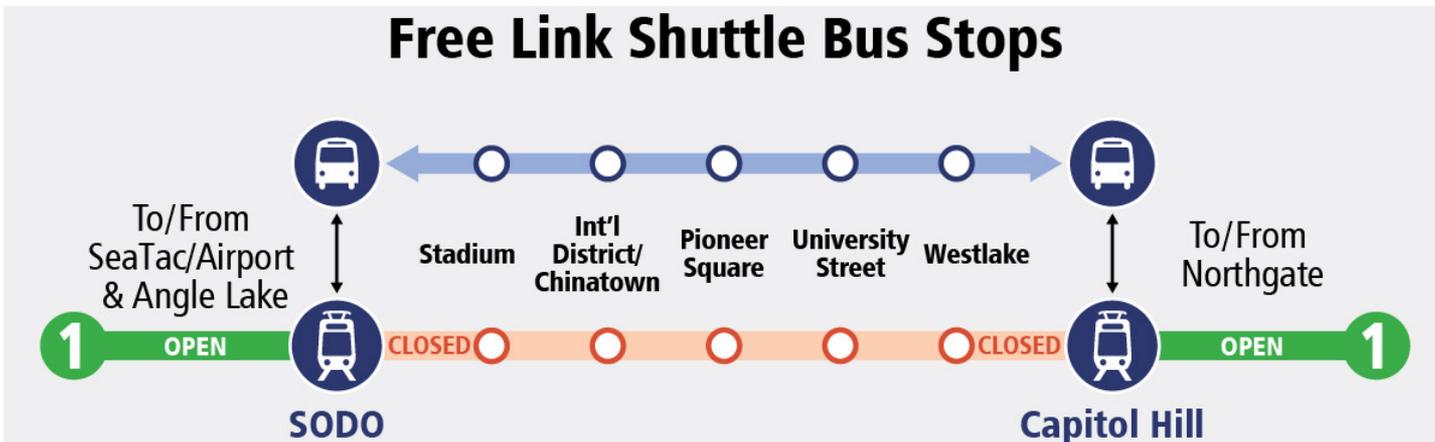
- 23 days of work in early 2024
- Full tunnel closure on four weekends (Cap Hill to SoDo)
- Single-tracking during weekdays



# Work Planned for Q1 2024

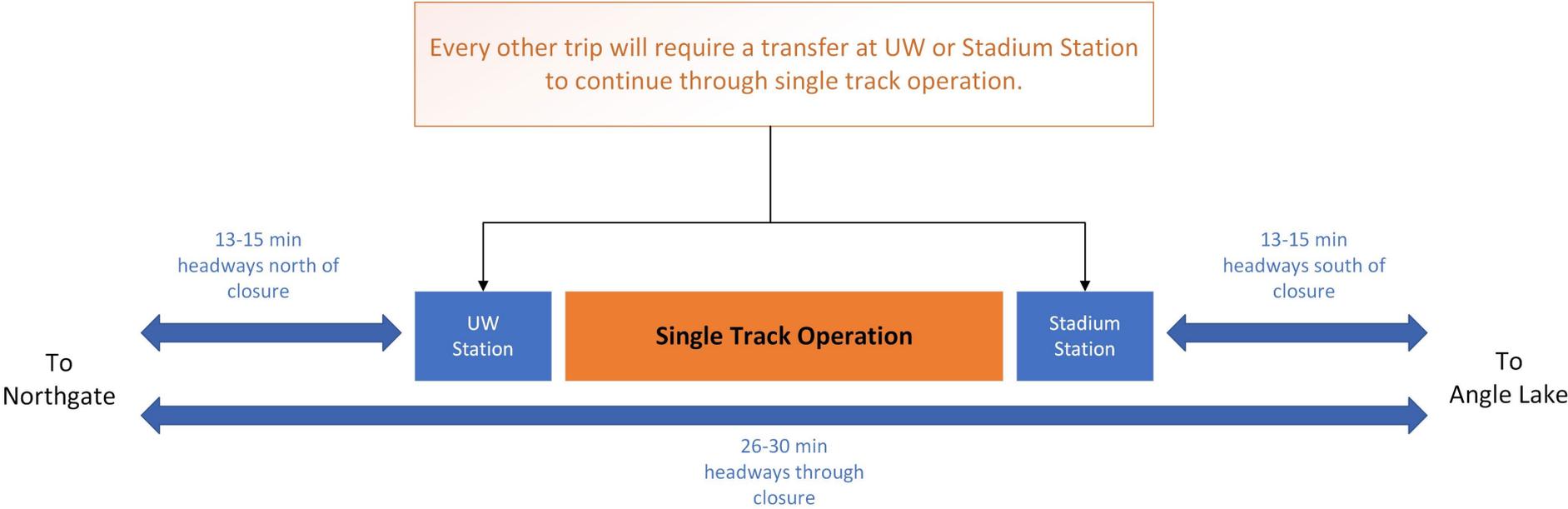
## Rail Replacement & Bond Box Repair – Weekend Plan

- Full closure between Capitol Hill and SODO stations
- Trains running every 10-15 minutes (in green below)
- Link bus shuttles running every 10-15 minutes (in red below)
- Bus bridge committed by King County Metro



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Weekday Plan



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Passenger Care



- Customized Passenger Care Plan, coordinating with partner agencies
- Blog post series communicating to passengers
- Targeting paid social media ads running in multiple languages
- Working 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



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – In-Person Support

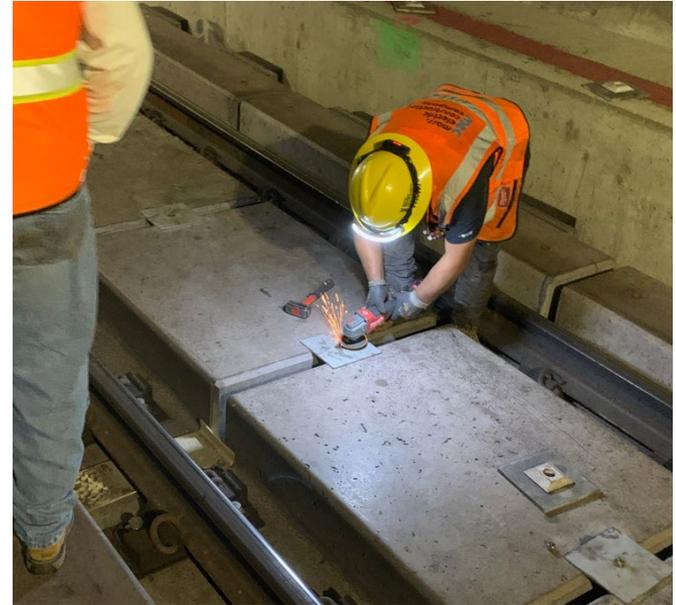
- Over 700 volunteer staff Ambassador shifts at key locations throughout the service disruption
- Comprehensive temp signage
- Platform signage, audio/visual messages, etc. play rotating messages about the disruptions
- Onboard head-signs and operator announcements convey train destination to help riders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



# ***Work Planned for Q1 2024***

## ***EMI Hanger Replacement***

- One night of late-night and early morning single tracking Sat night to Sun morning
- Aiming for late February 2024
- Continue EMI replacement between University District and UW Stations
- Bundle conduit and cable at UDS SB Platform
- Other piggyback projects are being explored



# ***PIPP Program Planning***

## ***Establish program norms and processes***

- Kicked off focused work to integrate PIPP activity as a regular business function with an agencywide and cross-agency team
- First effort = disruption timeline expectations, scalable by severity
- Aim to improve processes and procedures during focused, facilitated workshops in the next few months
- Incorporate lessons learned and ongoing process improvement

# *Next Steps*

- Finalize all aspects of planning for Jan 13th to Feb 4th impact
- Dress rehearsal for in-event coordination
- Continue to plan other Q1 2024 events
- Finalize PIPP event levels and timeline associated with each
- Continue to plan East Link systems tie-in for Q3 2024
- Continue to deliver monthly reporting on service disruptions to REO

*Thank you.*



 [soundtransit.org](https://www.soundtransit.org)

