

# 11/07/2024 Rider Experience and Operations Committee Meeting Written Public Comment Submissions

## Submissions

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## *Sonia Anderson*

Hello,

I've been riding the light rail from Pioneer square to UW for a year. The homeless outside of the light rail entrance has been appalling. They are doing drugs and leave garbage and human feces behind. I've reported this many times.

I see freeloaders on the train who are in a drug stupor every day. Sometimes a security guard is present but oblivious to the men who are laying all over the seats and onto the floor.

Why aren't these people removed from the train, especially if they cannot prove they paid for the ride? I've seen that happen as well, they are talked with but nothing else happens.

We need to have guards at the entrance where you pay or swipe in, making sure everyone pays and you are clothed properly. The seats occupied by these transients frequently smell horrible and get soiled.

I don't appreciate paying for freeloading and drug addicts who ride the train in order to have a place to sleep. I don't feel safe and obviously it isn't appropriate in many ways- they aren't even paying to be in the train and many times don't even listen to the guards who are requesting they stop laying on the seats, etc. this entire time, every day, I come across malodorous, dirty and drugged people on the train and at the entrances.

Do something about this.  
Sent from my iPhone

## *Eileen*

Hello,

I am a youth, last year, I often found myself stranded in Seattle at night waiting for my bus (the last 311 of the night) to take me home. I would often wait for 45+ minutes for it to never show up.

My questions are

1. Why do buses frequently not show up even when they are not officially canceled?
2. Are there any systems in place to alert riders of unplanned cancellations?
3. Could a policy be introduced to guarantee that the last bus of a route will show up?

Thank you for your consideration and time.

## *Unnamed Commenter*

My daughter and I recently rode the Link light rail for the first time to catch a flight. We rode it from Lynnwood to Seatac on a Friday evening and from Seatac to Northgate on a Monday night. Although we loved the convenient of the light rail, we had some concerns.

In both directions, we saw suspicious behavior from two different individuals. On the way to the airport, a disheveled individual asked another rider to move so he could sit in the seat. He then lied down on the seat with his face down. We suspected he may be under the influence of something. He remained in that position for several stops before he got off the train.

On our return home, we saw another individual in the very back seat doing something strange. He was sprawled across the seat, faced down, with his feet hanging off the seat. He seemed to be reaching for something or doing something. This went on for a few stops until he finally sat up then got off the train.

I understand the light rail is public transportation and that anyone may ride it; however, I feel there were missed opportunities to put in place some checks and balances.

First of all, I don't understand the payment system. Why aren't there any gates or barrier where people can scan their cards before they enter the platform - like every other modern train system? This will prevent nonpaying individuals (besides students) from entering the platform and riding the train.

I was told there were random audits to check if people had paid, but I never saw anyone checking anything. In fact, I felt silly for paying both directions because the setup was such a joke.

I know we cannot screen out bad actors through a payment system alone, but we should put some basic things in place to help riders feel safe and to ensure this very expensive public project serves taxpayers well.

### *Comments received after the meeting's deadline*

*Zak Osman*

Hello And I wonder what will be the service changes in March 2025?