



Passenger Impact Portfolio Plan

Rider Experience and Operations Committee

01/18/24



Why we are here

- Upcoming Work Requiring Service Disruption
 - Rail Replacement & Bond Box Repair
 - EMI Hanger Replacement (Q1 2024)
 - Eastlink Signal System Testing (Q2 2024)

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

- Main objective is to replace NB rail and fix 60 bond boxes in the downtown tunnel
- Event began on January 13
- Multiple projects working simultaneously



Work Planned for Q1 2024

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

Piggyback Projects

- Passenger Information Management System (PIMS) sign and cable upgrades
- PIMS-associated static sign upgrades
- International District Station (IDS) bird mitigation
- Emergency tunnel system (26kV system) maintenance
- Eastlink track panel replacement at Royal Brougham
- Clean artwork at Westlake and IDS
- Communications fiber survey
- SB Rail Repair

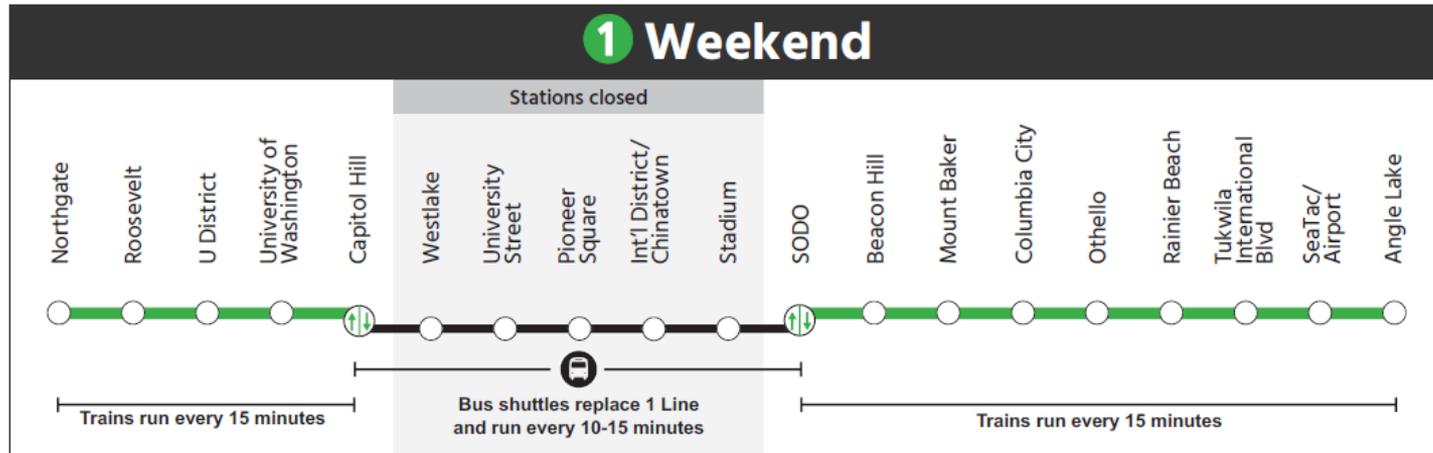


Work Planned for Q1 2024

Rail Replacement & Bond Box Repair – Weekend Plan



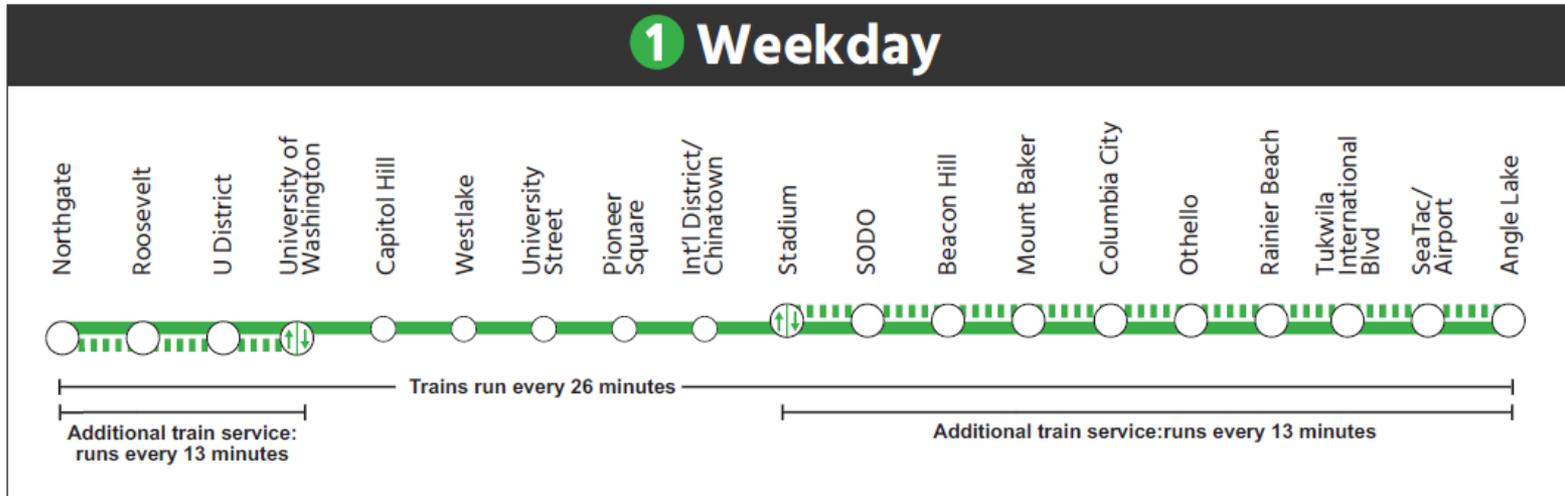
- Full closure between Capitol Hill and SODO stations
- Trains running every 15 minutes
- Link bus shuttles running every 10-15 minutes
- Snow routes are in place



Work Planned for Q1 2024

Rail Replacement & Bond Box Repair – Weekday Plan

- Trains depart terminus stations every **13 minutes**
- Every other train on the north and south will terminate at UWS or Stadium
- Through trains between Cap Hill and IDS stations every **26 minutes**



Passenger Care Planning

Rail Replacement & Bond Box Repair – Passenger Exp



- Over 700 Staff Ambassador shifts will provide assistance to affected passengers
- Planned Disruption page: www.soundtransit.org/disruption
- Trip planning tools are up to date with the planned disruption schedule
- Multi-language paid social media and temporary signage have been deployed

Rider Alert

? **Passenger Care**
8 a.m.–6 p.m. Monday–Friday
888-889-6368 / TTY 711

Servicio al Cliente
dịch vụ khách hàng
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Обслуживание клиентов

客户服务
고객 서비스
Обслуживание клиентов

LIMITED 1 LINE SERVICE

JAN. 13 – FEB. 4

WEEKDAY SERVICE	WEEKEND SERVICE
<p>Trains will run every 26 minutes between Northgate–Angle Lake. Trains will run between Northgate–University of Washington, and between Stadium–Angle Lake, for combined service every 13 minutes.</p>	<p>Trains will run every 15 minutes between Northgate–Capitol Hill and between SODO–Angle Lake. Bus shuttles every 10–15 minutes will replace trains between Capitol Hill–SODO and service all closed stations.</p>
<p>SERVICIO ENTRE SEMANA Los trenes circularán cada 26 minutos entre Northgate y Angle Lake. Los trenes circularán entre Northgate y University of Washington, y entre Stadium y Angle Lake en un servicio combinado cada 13 minutos.</p>	<p>SERVICIO LOS FINES DE SEMANA Los trenes circularán cada 15 minutos entre Northgate y Capitol Hill, y entre SODO y Angle Lake. Los trenes de Capitol Hill a SODO serán reemplazados por autobuses de enlace en periodos de 10 a 15 minutos y darán servicio a todas las estaciones cerradas.</p>
<p>工作日服務 往返于Northgate和Angle Lake的列車每26分鐘一班。往返于Northgate和University of Washington以及Stadium和Angle Lake的列車每13分鐘一班。聯合為這些地區提供服務。</p>	<p>周末服務 往返于Northgate和Capitol Hill以及SODO和Angle Lake的列車每15分鐘一班。每10-15分鐘一班的穿梭巴士會取代往返于Capitol Hill和SODO的列車，為所有關閉車站提供服務。</p>
<p>平日營運服務 往返於Northgate和Angle Lake之間的列車每26分鐘發出一班。列車行經於Northgate和University of Washington之間以及Stadium和Angle Lake之間之區域每13分鐘發出一班車。</p>	<p>週末營運服務 往返於Northgate和Capitol Hill之間以及SODO和Angle Lake之間，每15分鐘發出一班車。每10-15分鐘發出一班的穿梭巴士將會取代Capitol Hill與SODO之間的列車，並為所有已關閉的車站提供服務。</p>
<p>DỊCH VỤ NGÀY THƯỜNG Các xe lửa sẽ di chuyển giữa Northgate và Angle Lake với tần suất 26 phút một chuyến. Các xe lửa sẽ di chuyển giữa Northgate – Đại Học Washington và giữa Stadium – Angle Lake với dịch vụ kết hợp cùng tần suất 13 phút một chuyến ở những khu vực này.</p>	<p>DỊCH VỤ CUỐI TUẦN Các xe lửa sẽ di chuyển giữa Northgate – Capitol Hill và giữa SODO – Angle Lake với tần suất 15 phút một chuyến. Xe buýt đưa đón với tần suất 10 – 15 phút một chuyến sẽ thay thế các chuyến xe lửa giữa Capitol Hill – SODO và phục vụ tất cả các trạm đã đóng cửa.</p>

See something wrong? Text/call security (206) 398-5268

Work Planned for Q1 2024

EMI Hanger Replacement

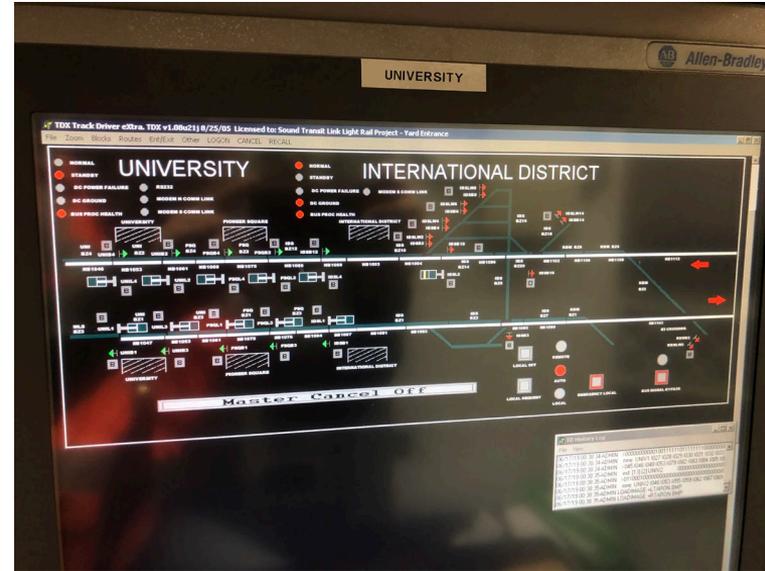
- One night of late-night and early morning single tracking Sat night to Sun morning
- Currently scheduled for March 9 & 10
- Continue EMI replacement between University District and UW Stations
- Bundle conduit and cable at UDS SB Platform
- Piggyback projects include PIMS sign replacement and art electrical work



Work Planned for Q2 2024

Eastlink Signal Testing in Downtown Tunnel

- One full closure weekend for signal system testing with live trainsets
- Currently expected in June 2024
- Aiming to complete this work between Lynnwood Link operator training and simulated service
- Additional signal testing work will be needed in late 2024 or early 2025



Next Steps

- Take care of passengers, while we safely operate and deliver projects during the Jan 13th to Feb 4th service impact
- Create a detailed plan for EMI Hanger work in March
- Continue to plan Q2 to Q4 2024 events, including Eastlink signal testing in the downtown tunnel
- Continue to deliver monthly reporting on service disruptions to REO

Thank you.



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

