



# *Passenger Impact Portfolio Plan*

*Rider Experience and Operations Committee*

*02/01/24*



# ***Why we are here***

- **Upcoming Work Requiring Service Disruption**
  - Rail Replacement & Bond Box Repair
  - EMI Hanger Replacement (Q1 2024)
  - Start 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

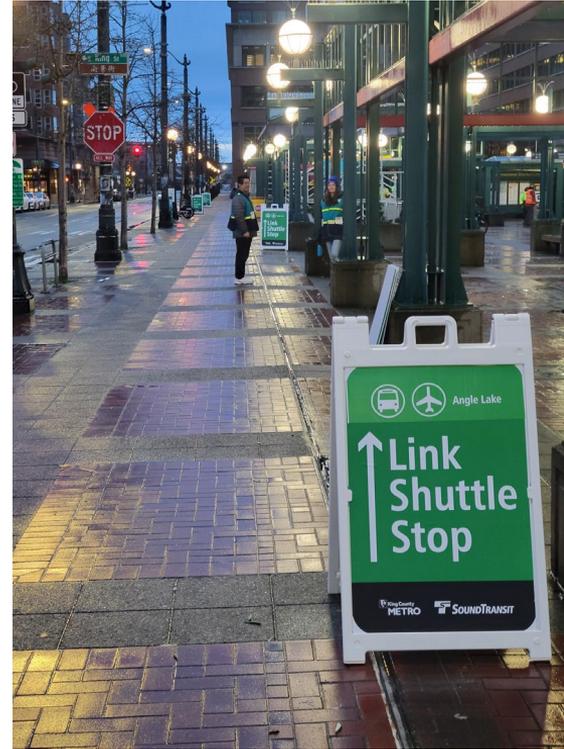
- NB rail has been replaced and repair of all of the 58 bond boxes in the downtown tunnel is nearly complete
- Multiple projects including some SB rail repair are complete or will be finished this weekend
- On-schedule to finish work on Sunday 2/4, with regular service resuming on Monday 2/5



# ***Rail Replacement & Bond Box Repair***

## ***Rail Replacement & Bond Box Repair – Weekend Service***

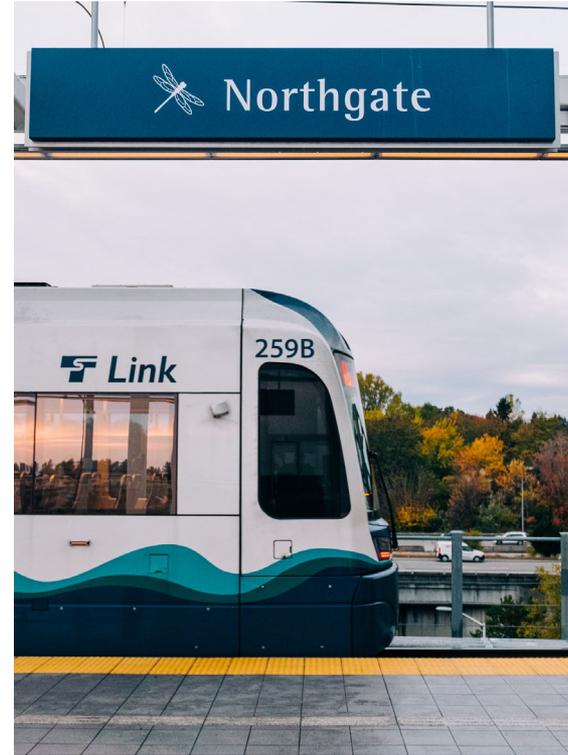
- Trains running every 15-minutes without issue on the north and south ends of the system
- Improved on-street signing in response to customer input, so that passengers can more easily find the stop for their direction
- Improved bus stop announcements on-board



# Work Planned for Q1 2024

## Rail Replacement & Bond Box Repair – Weekday Results

- Trains adhering better to schedule of 26-minute headways downtown due to intensive management
- Headways delays have ranged from 5 to 17 minutes due to a variety of factors
- Recovery from unexpected delay (train operations, accidents, increased dwell time, etc) takes longer than typical due to operating plan



# Passenger Care Planning

## Rail Replacement & Bond Box Repair – Passenger Exp



- Planned Disruption page: [www.soundtransit.org/disruption](http://www.soundtransit.org/disruption)
- Multi-language paid social media and temporary signage have been deployed
- Trip planning tools are up to date with the planned disruption schedule
- Over 700 Staff Ambassador shifts, fare ambassadors and security personnel have provided assistance to affected passengers

## Rider Alert

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

**Servicio al Cliente**  
dịch vụ khách hàng  
Serbiyo sa Customer

**客户服务**  
고객 서비스  
Обслуживание клиентов

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### LIMITED 1 LINE SERVICE

JAN. 13 – FEB. 4

WEEKDAY SERVICE	WEEKEND SERVICE
<p><b>Trains will run every 26 minutes</b> between Northgate–Angle Lake.</p> <p>Trains will run between Northgate–University of Washington, and between Stadium–Angle Lake, for combined service every 13 minutes.</p>	<p><b>Trains will run every 15 minutes</b> between Northgate–Capitol Hill and between SODO–Angle Lake.</p> <p>Bus shuttles every 10-15 minutes will replace trains between Capitol Hill–SODO and service all closed stations.</p>
<p><b>SERVICIO ENTRE SEMANA</b></p> <p>Los trenes circularán cada 26 minutos entre Northgate y Angle Lake.</p> <p>Los trenes circularán entre Northgate y University of Washington, y entre Stadium y Angle Lake en un servicio combinado cada 13 minutos.</p>	<p><b>SERVICIO LOS FINES DE SEMANA</b></p> <p>Los trenes circularán cada 15 minutos entre Northgate y Capitol Hill, y entre SODO y Angle Lake.</p> <p>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><b>工作日服務</b></p> <p>往返于Northgate與Angle Lake的列車每26分鐘一班。</p> <p>往返于Northgate與University of Washington與Stadium與Angle Lake的列車每13分鐘一班。</p> <p>聯合為上述地區提供服務。</p>	<p><b>周末服務</b></p> <p>往返于Northgate與Capitol Hill以及SODO與Angle Lake的列車每15分鐘一班。</p> <p>每10-15分鐘一班的全程穿梭巴士會取代往返于Capitol Hill與SODO的列車，為所有關閉車站提供服務。</p>
<p><b>平日營運服務</b></p> <p>往返於Northgate與Angle Lake之間的列車每26分鐘發出一班。</p> <p>列車行駛於Northgate與University of Washington之間以及Stadium與Angle Lake之間。上述區域合計每13分鐘發出一班車。</p>	<p><b>週末營運服務</b></p> <p>往返於Northgate與Capitol Hill之間以及SODO與Angle Lake之間，每15分鐘發出一班車。</p> <p>每10-15分鐘發出一班的接駁公車將會取代Capitol Hill與SODO之間的列車，為所有停止營運的車站提供服務。</p>
<p><b>DỊCH VỤ NGÀY THƯỜNG</b></p> <p>Các xe lửa sẽ di chuyển giữa Northgate và Angle Lake với tần suất 26 phút một chuyến.</p> <p>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><b>DỊCH VỤ CUỐI TUẦN</b></p> <p>Các xe lửa sẽ di chuyển giữa Northgate - Capitol Hill và giữa SODO - Angle Lake với tần suất 15 phút một chuyến.</p> <p>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>

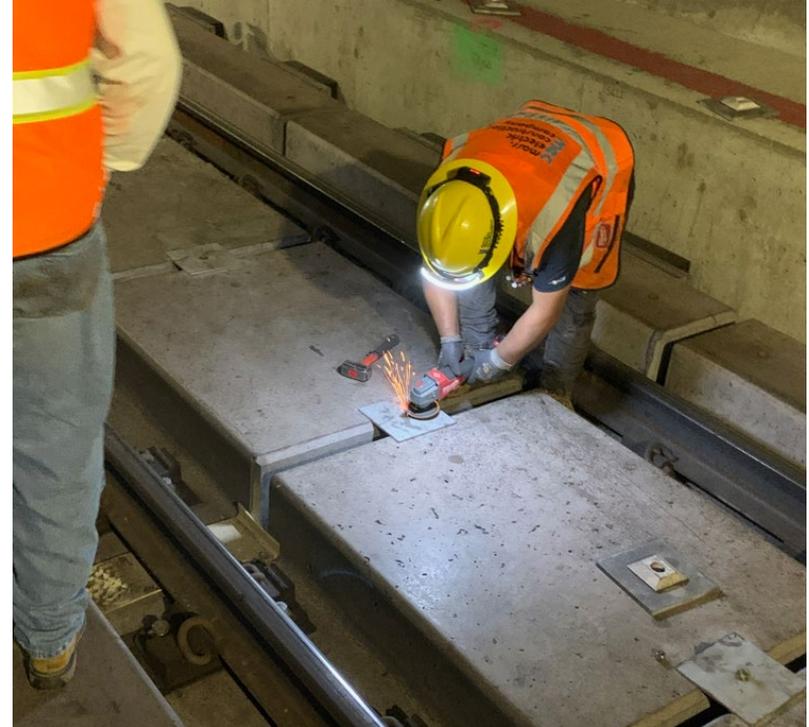
See something wrong? Text/call security (206) 398-5268

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

## ***EMI Hanger Replacement***

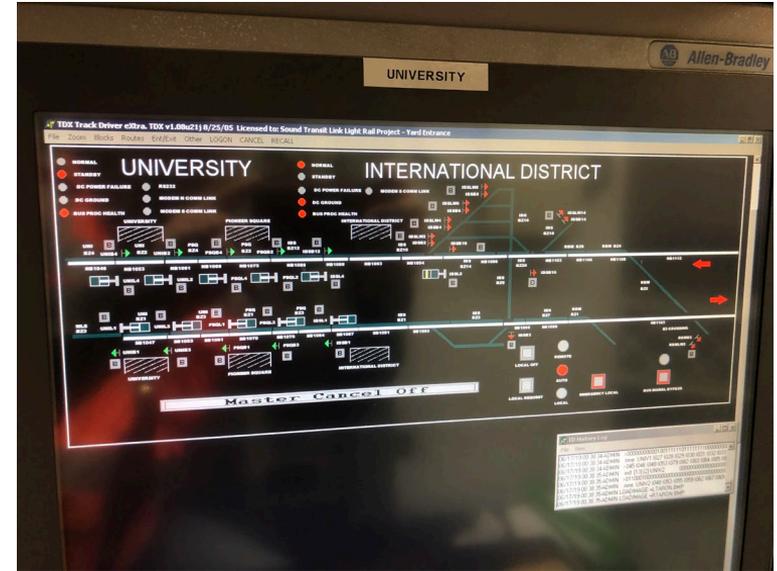
- One night of late-night and early morning single tracking  
Sat night to Sun morning
- Continue EMI replacement  
between University District and  
UW Stations
- Scheduled for March 9 & 10



# Work Planned for Q2 2024

## Start Eastlink Signal Testing in Downtown Tunnel

- One full closure weekend for signal system testing with live trainsets
- Need to complete this work between Lynnwood Link operator training and simulated service
- Scheduled for June 1 & 2
- Avoids UW Commencement and Lynwood Link simulated service
- Additional signal testing work will be needed in late 2024 or early 2025



# ***Next Steps***

- Take care of passengers, while we safely complete the Jan 13th to Feb 4th service impact
- Continue to work on events for the rest of 2024

*Thank you.*



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

