



Passenger Impact Portfolio Plan

Rider Experience and Operations Committee

03/07/24



Why we are here

- Share insights from recent STEP Program retrospective on Jan 13 – Feb 4 service disruption
- Upcoming Work Requiring Service Disruption
 - EMI Hanger Replacement (Q1 2024)
 - Spring Rail Grinding (Q1 & Q2 2024)
 - Start 2 Line Signal Testing in Downtown Tunnel (Q2 2024)

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

PIPP Program Planning

Retrospective – Rail Replacement & Bond Box Repair

Successes

- Delivered all planned projects, including 500 feet of northbound track replacement, 58 bond boxes, and 8 simultaneous State of Good Repair (SOGR) projects.
- Collaborated on timely resolution of unexpected issues and stayed on schedule as a result.

PIPP Program Planning

Retrospective – Rail Replacement & Bond Box Repair

Continuous improvement

- Security presence
- Staff Ambassador presence
- Passenger-facing communications
- On-site signage about service disruption at Link stations and shuttle bus stops

PIPP Program Planning

Retrospective – Rail Replacement & Bond Box Repair

Insights for potential improvements

- **Passenger wait times:** Identify options to make wait times shorter and more predictable
- **Resourcing:** Strengthen daily staff coverage for planning and execution, to avoid burnout of individual staff
- **Program repeatability:** Continue to develop, improve, and adapt standard procedures and templates for frequent re-use
- **Program scalability:** Continue to define roles, communication paths, and decision-making paths across agency staff, agency leadership, program staff, project leadership, contractors, and operating partners, as program size and complexity continue to grow

As our agency's operating footprint continues to grow and our existing system continues to age, we will have a growing need to operate during similar passenger service disruptions with even larger scale, complexity, and coordination.

Work Planned for Q1 2024

EMI Hanger Replacement

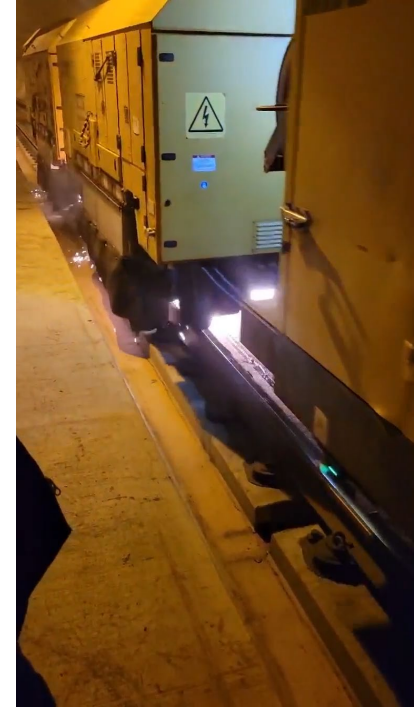
- Saturday, March 9th, 10pm to Sunday, March 10th, 9am
- Single track Northgate to UW Station on SB tracks
- Forced transfer at UW Station
- Complete EMI replacement between University District and UW Stations
- Piggyback work under discussion



Work Planned for Q1 2024

Spring Rail Grinding

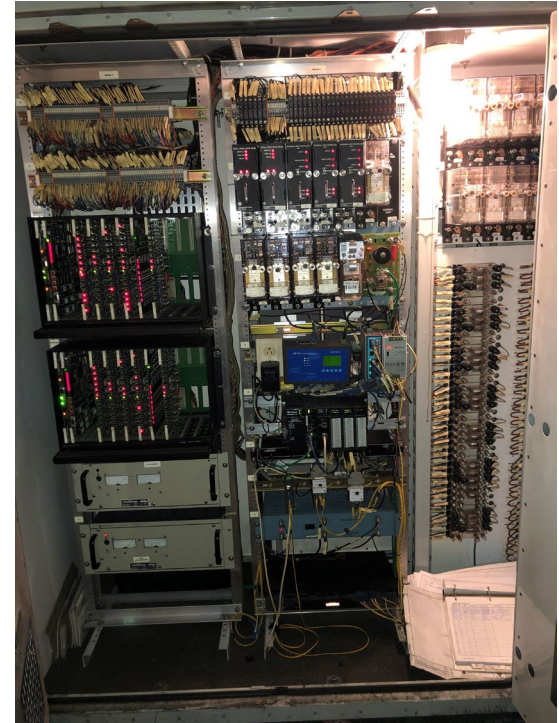
- Service impacts on 12 nights from April 2 to April 17
- 20 minute headways systemwide starting at 11pm (5 minutes longer than usual) until start of service
- Platform closures on 13 additional days, with no headway impacts
- Preventative rail maintenance increases long term rail health by maintaining profile to prevent wear



Work Planned for Q2 2024

Start 2 Line Signal Testing in Downtown Tunnel

- June 1st & 2nd Downtown tunnel full closure
- Bus bridge SoDo to Capitol Hill
- Signal system testing with live trainsets
- Avoids UW Commencement and Lynnwood Link simulated service
- Conflicts with two Mariner's baseball games
- Additional signal testing and OCS integration work will be needed in early 2025



Next Steps

- Develop and implement improvements in response to recent insights from internal STEP Program retrospective
- Continue to work on events for Spring 2024
- Intake disruption requests for the remainder of 2024

Thank you.



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