



# ***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***

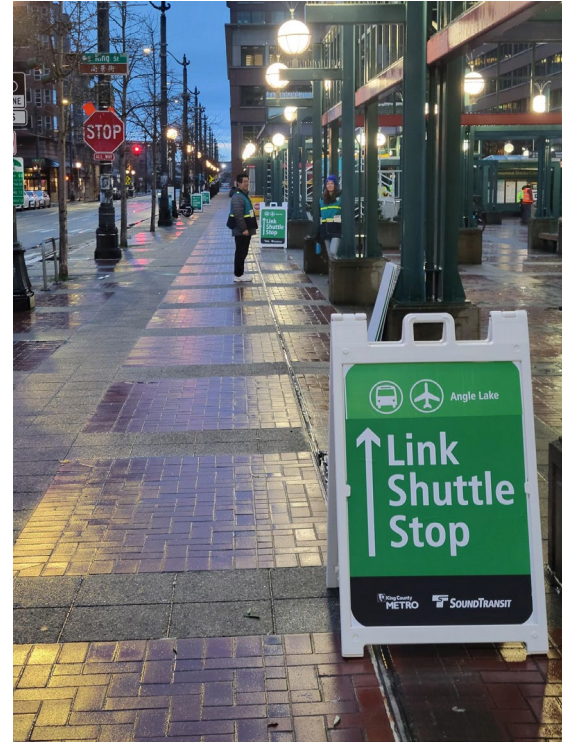
- NB rail has been replaced and repair of all of the 58 bond boxes in the downtown tunnel is nearly complete
- Multiple projects including some SB rail repair are complete or will be finished this weekend
- On-schedule to finish work on Sunday 2/4, with regular service resuming on Monday 2/5



# ***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**

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

Servicio al Cliente  
dịch vụ khách hàng  
Servicio sa Customer  
Обслуживание клиентов

客户服务  
고객 서비스  
Обслуживание клиентов

**LIMITED 1 LINE SERVICE**

**JAN. 13 – FEB. 4**

<b>WEEKDAY SERVICE</b> 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.	<b>WEEKEND SERVICE</b> 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.
<b>SERVICIO ENTRE SEMANA</b> 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.	<b>SERVICIO LOS FINES DE SEMANA</b> 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.
<b>工作日服務</b> 往返于 Northgate 與 Angle Lake 的列車每 26 分鐘一班。 往返于 Northgate 與 University of Washington 以及 Stadium 與 Angle Lake 的列車每 13 分鐘一班。 聯合為這些地區提供服務。	<b>周末服務</b> 往返于 Northgate 與 Capitol Hill 以及 SODO 與 Angle Lake 的列車每 15 分鐘一班。 每 10–15 分鐘一班的穿梭巴士將取代往返于 Capitol Hill 與 SODO 的列車，為所有關閉車站提供服務。
<b>平日營運服務</b> 往返于 Northgate 與 Angle Lake 之間的列車每 26 分鐘發出一班。 往返于 Northgate 與 University of Washington 以及 Stadium 與 Angle Lake 之間的列車每 13 分鐘發出一班。 聯合為這些地區提供服務。	<b>週末營運服務</b> 往返于 Northgate 與 Capitol Hill 以及 SODO 與 Angle Lake 之間的列車每 15 分鐘發出一班。 每 10–15 分鐘發出一班的穿梭巴士將取代往返于 Capitol Hill 與 SODO 之間的列車，為所有關閉車站提供服務。
<b>DỊCH VỤ NGÀY THƯỜNG</b> Các xe lửa sẽ đi chuyển giữa Northgate và Angle Lake với tần suất 26 phút một chuyến. Các xe lửa sẽ đi 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.	<b>DỊCH VỤ CUỐI TUẦN</b> Các xe lửa sẽ đi 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 bị đóng cửa.

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

12/20/2019 10:00 AM



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

## ***EMI Hanger Replacement***

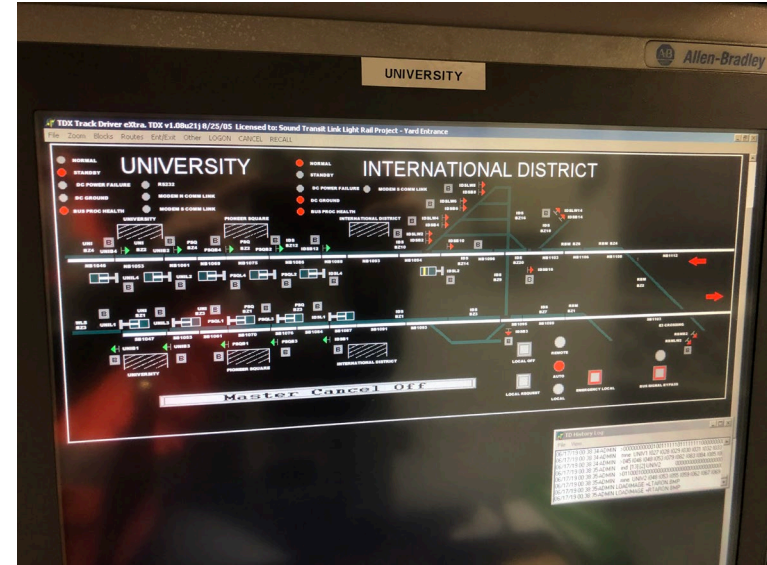
- One night of late-night and early morning single tracking  
Sat night to Sun morning
- Continue EMI replacement  
between University District and  
UW Stations
- Scheduled for March 9 & 10



# 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://soundtransit.org)

