

*10/02/2025 Rider Experience and
Operations Committee Meeting Written
Public Comment Submissions*

Submissions

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Jonathan Nehrbass

With the relatively recent arrival of the Lynnwood Light Rail Station, there is a large contingent of Boeing employees that live in and around Seattle that could better utilize the light rail system if regular scheduled transportation options were available between the northern terminus of the light rail line and the Seaway Transit Center. The current Sound Transit Route 513 bus route is an ideal end-to-end route for such individuals, but unfortunately that route only runs in the opposite direction of what would be useful for commuters needing to go northbound during the morning commute, and southbound during the afternoon/evening commute.

Please consider running Route 513 as a bi-directional route during the weekday commute hours to reach this untapped group of riders that could start taking advantage of useful public transit options until the light rail system expands further northbound (currently not expected to be complete for another 15 years).

Thank you for your consideration,
Jonathan Nehrbass

Gilliane Grayye

To Whom It May Concern,

Today I exited the Link light rail at the Lynnwood station and found that all restrooms on the main floor were closed, as well as the ones across the street at the bus stops. Staff told me the only option was to ride one stop back to Mountlake Terrace to use the facilities. This was during heavy passenger traffic related to the Seahawks game.

Closing every restroom at a major station during peak use creates serious health and safety concerns. Riders include families with children, seniors, and those with medical conditions. Washington law (RCW 70.54.400) already acknowledges the need for restroom access for people with medical needs. Seattle requires restroom availability during large events, and Sound Transit's own public restroom policy and design standards call for restrooms at high-use stations like Lynnwood to remain open during operating hours with proper security and maintenance.

It appears the Lynnwood facilities were closed despite being designed and funded as part of Sound Transit's restroom policy. If restrooms can be locked during the busiest travel times, that undermines the purpose of providing them at all.

I am requesting a clear explanation for the closures and what steps will be taken to ensure reliable restroom access at Lynnwood and other high-traffic stations moving forward.

Thank you for your attention. I look forward to your response.

Sincerely,

Gilliane Grayye

Anna

Dear members of the Rider Experience and Operations Committee:

I am writing to voice my extreme displeasure with service on the 1 line, particularly from the Capitol Hill station and particularly on Monday mornings. I need to take the 1 line from Capitol Hill to Rainier Beach around 5:30/5:45am on Mondays to get to a 6:30am work meeting at the solar power company where I work. Service disruptions have made me late or absent from these meetings on June 30, July 28, August 18, September 22. As a result my manager marked me as unreliable in my recent performance evaluation, citing my “decision to get to work by Light Rail.” I do not have a car, nor can I afford to buy one. I want to commute by Light Rail! I love riding the train! But I hate that its unreliability has made me “unreliable” in the eyes of my boss.

Please do whatever you can to decrease or eliminate these service disruptions.

Service disruptions also affect my life outside of work. This past Saturday, September 27, around 5:40pm I was trapped in the train underground in the tunnel between Capitol Hill and Westlake. Since there was a Sounders and Mariners game, I was in good company, shoulder to shoulder and cheek to cheek with a horde of other passengers. The train had to do a hard restart and the lights went out for one minute. This is completely unacceptable. How embarrassing for our transit system, especially for sports fans who may only occasionally ride the train.

Please help our Light Rail system and improve rider experiences—and trust.

Thank you,

Anna