



Passenger Impact Program

Rider Experience and Operations Committee

5/1/2025



Why We Are Here

Upcoming Work Requiring Service Disruption

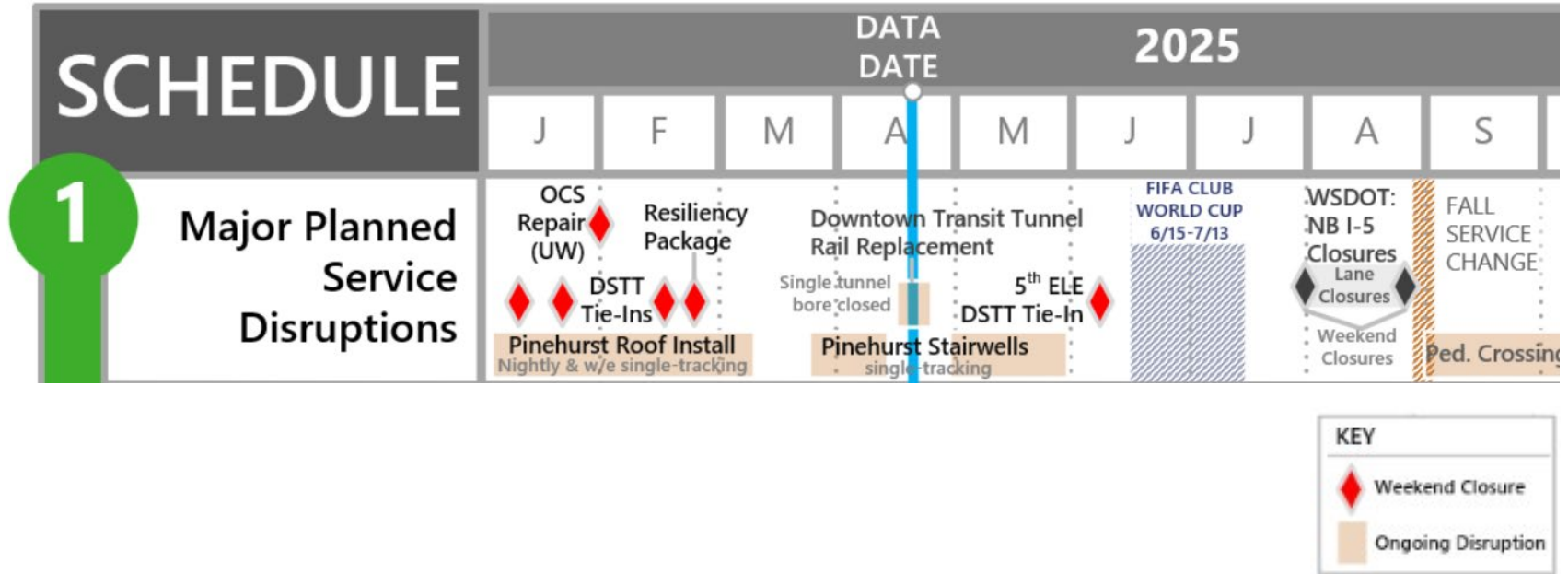
- Downtown Tunnel Rail Replacement (Q2 2025) – complete
- Pinehurst Station Stairwell (Q2 2025)
- Annual Rail Grinding and Rail Replacement (Q2 2025)
- Complete Eastlink Tie-in Work (Q2 2025)

The purpose of this presentation is for information only.

No Board action is expected today.

Work in Q2 2025

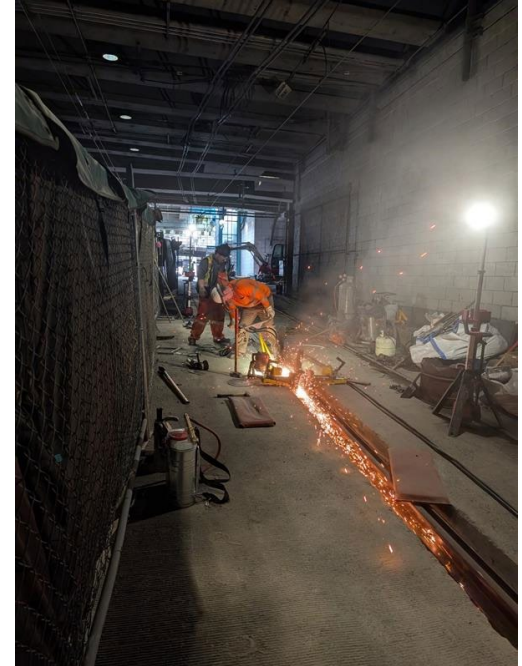
Overview



Work in Q2 2025

Downtown Tunnel Rail Replacement

- **Why this was necessary:** Permanent replacement of a 600' section of rail that had required multiple temporary repairs
- **Passenger benefit:** Eliminate delays experienced when repairing unplanned rail break
- **Resiliency work:** Completed four resiliency projects during the event



Work in Q2 2025

International District Station Rail Replacement

- **What was the outcome?**
 - Work was completed on time, April 23 and service opened on April 24
 - Construction was a success despite some early challenges
 - Passenger impacts were significant, especially downtown
 - Some passengers were unprepared for the event, despite a major comprehensive communication plan to inform them beforehand and install temporary signing
 - Real-time passenger information was a particular source of frustration
 - Downtown “circulator bus” was not highly used, but many passengers did use other local bus services
 - Team will meet with Sound Transit Evolving Practices (STEP) program for a retrospective, to determine specific improvement items

Work in Q2 2025

Pinehurst Station Stairwells

- **Why this is necessary:** Finalize stairwell construction near OCS
- **Passenger benefit:** Complete station access points
- **What is the impact:**
 - April 26 to May 30
 - Weekdays 5:30 pm to close of service
 - Some weekends, avoiding major events
 - Single tracking with 12-minute headways



Work in Q2 2025

Annual Rail Grinding & Replacement

- **Why this is necessary:** Routine annual rail maintenance
- **Passenger benefit:** Prevent disruptions due to breaks and premature wear
- **What is the impact:**
 - Conducted during May and June, 2025
 - Some weekdays 11pm to close of service
 - Single tracking with headways up to 20 minutes



Work in Q2 or Q3 2025

2 Line Downtown Tunnel Signal & Electrical Integration

- **Why this is necessary:** Complete delayed work to tie in 2 Line signal and electrical systems to downtown tunnel and perform full systems integration testing.
- **Passenger benefit:** 2 Line operations start safely and on schedule.
- **What is the impact:**
 - 10pm June 7 to June 8 – bus bridge Cap Hill to SoDo



Next Steps

- Hold Downtown Tunnel Rail replacement retrospective and begin working on recommended improvements
- Complete Pinehurst stairwell service disruption event
- Plan June 7 to 8 Eastlink tie-in service disruption event
- Continue planning impacts for the remainder of 2025 and 2026

Thank you.



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