



Passenger Impact Program

Rider Experience and Operations Committee

9/4/2025



Why we are Here

Passenger Impact Program Update

- Work Completed Since Last Meeting (August 7, 2025)
- Upcoming Service Disruptions
- Rider Communication and Transparency

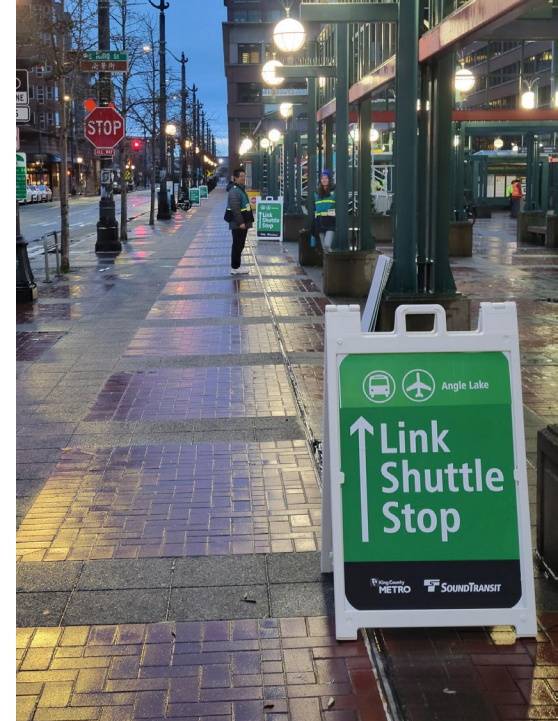
The purpose of this presentation is for information only.

No Board action is expected today.

Work in Q3 2025

Service Disruptions Since August 7th

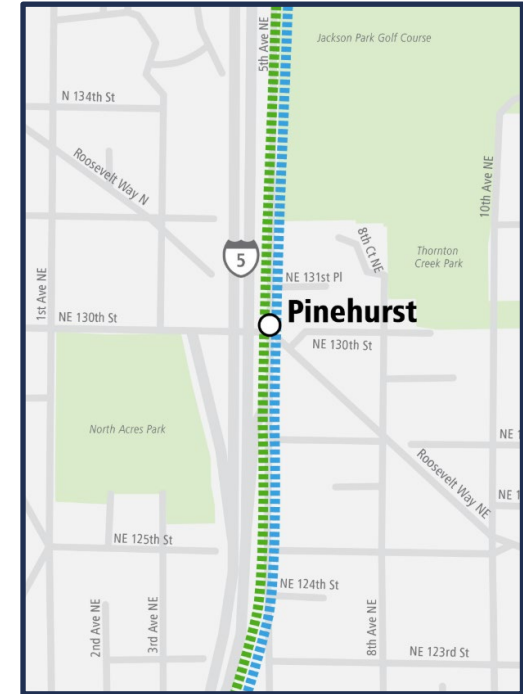
- **Eastlink – Guard Shack Relocation Testing**
 - *Downtown Tunnel Closure, Saturday, August 23 until 1pm*
- **Emergency Frog Replacement**
 - *Single Tracking, Saturday, August 23 (11pm to Close)*
- **Annual Rail Replacement Program**
 - *Single Tracking, September 2 (11pm to Close)*



Work Through Q4 2025

Upcoming Service Disruptions

- **Pinehurst Stairwell Construction (Continues)**
 - *Weekday single tracking continues until November 14*
 - *Up to 12-minute headways, 7pm to close*
- **SCADA Switch Upgrades**
 - *24-hour Beacon Hill Station closure on October 26*
 - *Bus Bridging between Mt. Baker and SoDo Stations*
 - *Shorter disruptions for Capitol Hill and UW Stations to be scheduled*
- **Eastlink – Automatic Train Protection Testing**
 - *Downtown Tunnel Closure for full weekend TBD (November)*
 - *Bus Bridging will be provided*



Rider Communication and Transparency

- **Service alerts:**
 - *Expanding multilingual alerts*
 - *Passenger Information Management System (PIMS) improvements:
More accurate real time arrival count-down information*
- **Field support:**
 - *Increased level of in-person passenger support in the form of Security Officials, ST Staff Ambassadors and Fare Ambassadors responsive to unplanned disruptions*
- **Trust and Transparency:**
 - *Staff are listening to feedback heard from passengers regarding unplanned disruptions, bringing what we hear back to our coordination teams and seeking to understand how we can do better*



Thank you.



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