



# *Passenger Impact Program*

*Community Oversight Panel*

*02/12/25*



# Why we are here

- What is the Passenger Impact Program?
- Event Impact Levels and Examples of Each
- Detailed Discussion of Operation Chilly
- Look-ahead to more impacts



# Passenger Impact Program

## Scope and Current Status of PIP

### *The intent of the Passenger Impact Program is to:*

- Preserve planned service
- Minimize disruption to passengers and passenger flow
- Create project delivery efficiency

### *Program Goals*

- Coordinate and schedule projects to minimize service impacts
- Integrate this activity as a regular business function



# *Passenger Impact Program*

## *Scope and Current Status of PIP*

### *Approach:*

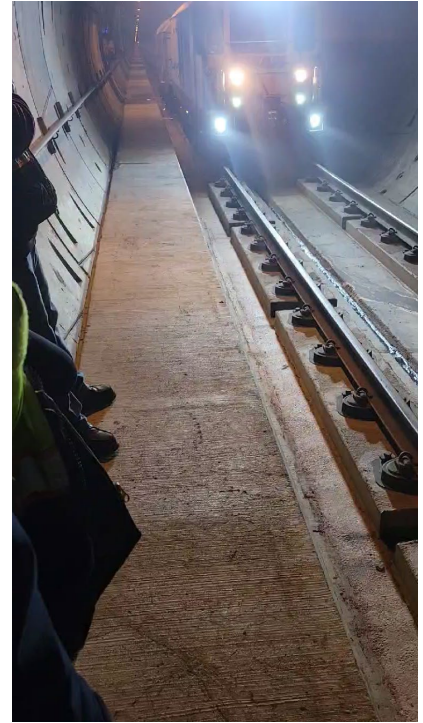
- Passengers are our customers
- Preservation of planned service and urgency to return to full planned service
- Avoid community events (sports, concerts) as much as possible
- Minimal disruption to passengers and passenger flow
- Project delivery efficiency (shared disruptions and mobilizations)

# Passenger Impact Program

## Types of Passenger Disruptions – Impact Levels

### Level 0/Level 1 – Low Impact

- Single tracking of two days or less; impacts daytime headways; little headway impact; late night bus bridge
- Single project; tends to be routine maintenance or small projects
- Examples: Switch machine replacement; Rail grinding; WSDOT bridge inspection
- Typically scheduled 2 months or less prior to the event



# Passenger Impact Program

## Types of Passenger Disruptions – Impact Levels

### Level 2 – Medium Impact

- Single tracking for multiple days or bus bridging
- Multiple projects at one time
- Examples: Pinehurst Station Roofing
- Scheduled 6 to 8 months in advance



# ***Pinehurst Station Roofing (Level 2 Impact)***

***Work ongoing Jan 4 to Feb 27, 2025***

- ***Why this is necessary:***  
*Complete the station roof and allow finish work in the station*
- ***Passenger benefit:*** *Opening stays on schedule*
- ***What is the service impact:*** *8 weeks of single tracking, 7pm to service close*



# Passenger Impact Program

## Types of Passenger Disruptions – Impact Determination

### Level 3 – High Impact

- Weekend shutdown with bus bridging; Extended single tracking longer than 2 day; Multiple projects
- High impact events that could push headways to more than 20 minutes
- Examples: UW OCS Repair
- Scheduled about 8 months in advance

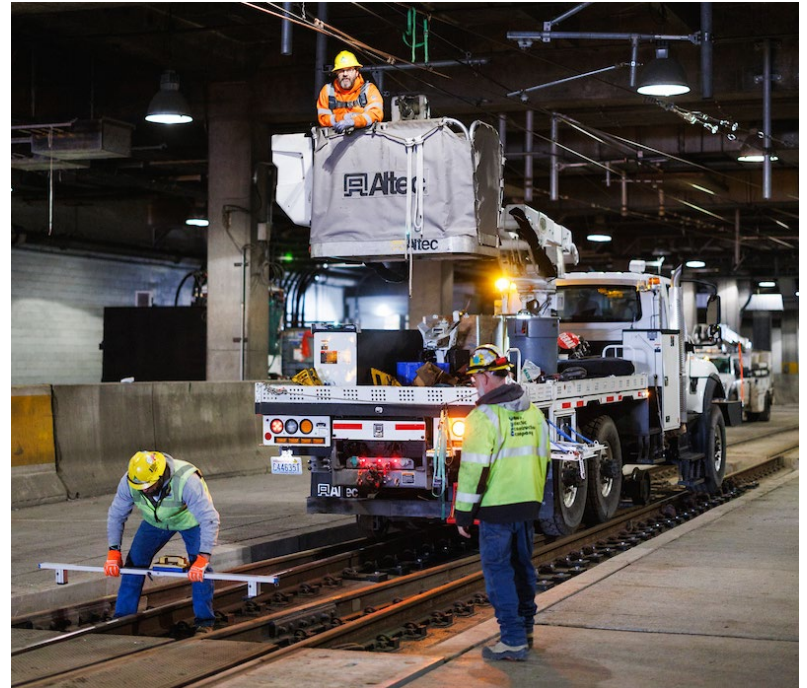




# ***UW Overhead Contact System (Level 3 Impact)***

## ***Work Completed in February, 2025***

- ***Why this was necessary:*** repair a break in the overhead contact system wire; replace wire that was wearing too fast
- ***Passenger benefit:*** slow order is lifted; risk of new break reduced
- ***What is the service impact:*** weekend full closure of UW Station, bus shuttle between Cap Hill and University District Stations

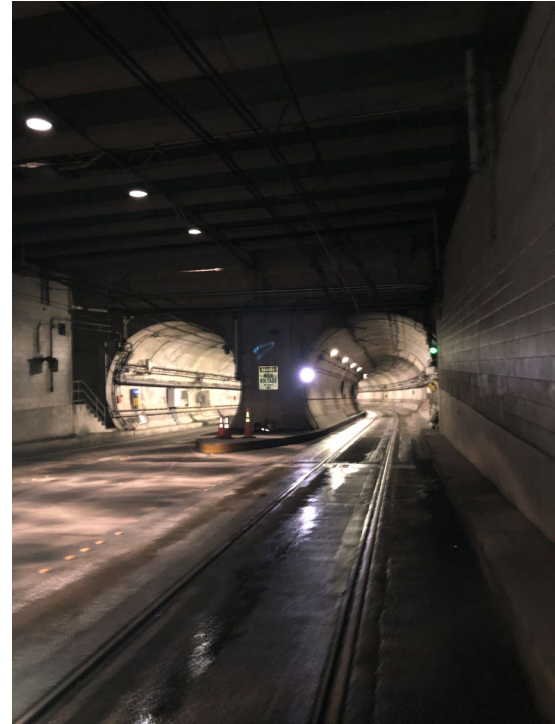


# Passenger Impact Program

## Types of Passenger Disruptions – Impact Determination

### Level 4 – Very High Impact

- Weekend closure that conflicts with one or more major conflicts (Seahawks games)
- Logistically very complex, requiring partnering with local jurisdictions
- Examples: Eastlink Systems tie-in to Downtown Transit Tunnel
- Should be scheduled up to one year in advance



# Eastlink (2 Line) Systems Integration (Level 4)

## Work Underway Nov 8, 2024 to Mar 2, 2025

- *Why this was necessary:* Complete work to tie in 2 Line signal and electrical systems to downtown tunnel and perform full systems integration testing.
- *Passenger benefit:* Eastlink (2 Line) operations start safely and on schedule.
- *What is the service impact:*

Five full closure weekends

- November 8 to 10 – bus bridge Cap Hill to SoDo - complete
- January 10 to 12 – bus bridge Westlake to SoDo - complete
- January 17 to 19 – bus bridge Cap Hill to SoDo - complete
- February 14 to 16 – bus bridge Cap Hill to SoDo
- February 28 to Mar 2 - bus bridge Cap Hill to SoDo



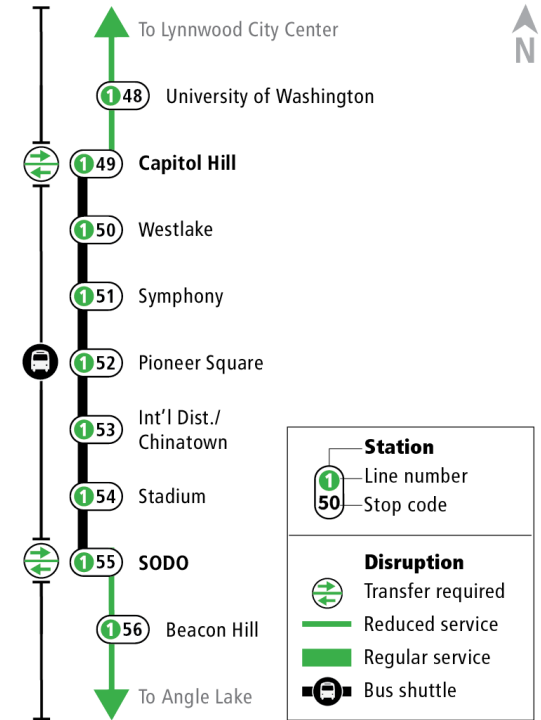
# Eastlink (2 Line) Systems Integration (Level 4)

## Service Impacts

### What was the service impact

Full weekend closure between Cap Hill and SODO

- Link every 12 min
- Buses every 5 to 10 minutes

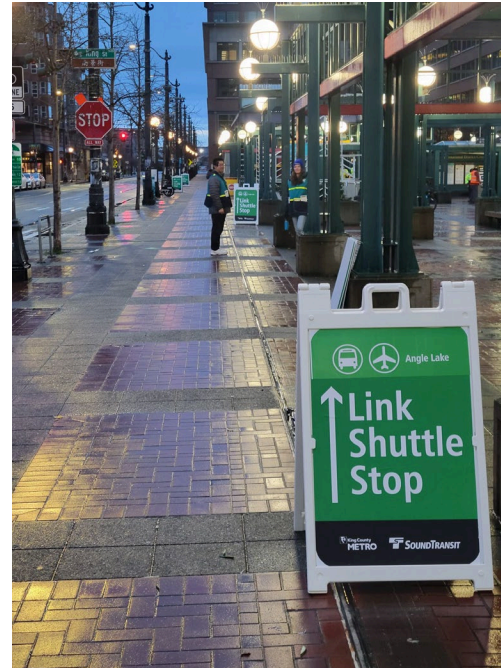


# Passenger Impact Program

## Types of Passenger Disruptions – Impact Determination

### Level 5 – Extraordinary Impact

- Full closure during weekdays; Conflict with exceptional event such as World Cup
- Exceptionally complex or challenging closure
- Examples: Connect 2020; Rail Replacement (Jan 13 to Feb 4, 2024)



# Passenger Impact Program

## Operation Chilly

SCHEDULE	2024						DATA DATE	
	J	A	S	O	N	D	J	F
<b>1</b> Major Planned Service Disruptions								
					OPERATION CHILLY ELE DSTT Tie-In Weekends Pinehurst Station Roof Install	OCS Repair (UW) Nightly & w/e single-track	Full Closure UW-Cap Hill	

# *Operation Chilly – Jan 4 to Feb 27, 2025*

## *Passenger Care Plan*



- Customized Passenger Care Plan, coordinated with partner agencies
- Blog post series communicating to passengers
- Targeted paid social media ads running in multiple languages
- Worked to have accurate transit (GTFS) data and trip planning during reduced service
- Increased stakeholder outreach
  - Accessibility stakeholders
  - Key jurisdiction and organizational stakeholders
  - Impacted businesses, such as those adjacent to the Westlake Station



# Operation Chilly – Jan 4 to Feb 27, 2025

## In-Person Support

- Volunteer staff Ambassador shifts at key locations throughout the service disruption
- Comprehensive temp signage
- Platform signage, audio/visual messages, etc. played rotating messages about the disruptions
- Onboard head-signs and operator announcements conveyed train destination to help riders board the correct train





# Operation Chilly – Jan 4 to Feb 27, 2025

## Passenger Experience



- Staff Ambassador shifts are providing assistance to affected passengers
- Planned Disruption page: [www.soundtransit.org/disruption](http://www.soundtransit.org/disruption)
- Trip planning tools are being kept up to date with the planned disruption schedule
- Multi-language paid social media and temporary signage are being deployed

**JAN 4–FEB 27**

**REDUCED 1 LINE SERVICE**

**JAN 4–FEB 27** 4 DE ENERO – 27 DE FEBRERO 1月4日–2月27日 THÁNG 1 4–THÁNG 2 27

Starting at 5:30 PM, trains will run ~ every 12 minutes.  
A partir de las 17:30, los trenes circularán aproximadamente cada 12 minutos. | 從下午5:30開始,火車大約每12分鐘一班。 | Bắt đầu từ 5:30 chiều, tàu sẽ chạy cách nhau khoảng 12 phút.

**FRIDAYS & WEEKENDS**

**JAN 10–12** 10–12 DE ENERO 1月10日至12日 NGÀY 10–12 THÁNG 1

Shuttle buses replace train service between Westlake and SODO.  
Los autobuses lanzadera reemplazan el servicio de tren entre Westlake y SODO. | 穿梭巴士將取代 WESTLAKE 和 SODO 之間的火車服務。 | Xe buýt đưa đón sẽ thay thế dịch vụ tàu hỏa giữa WESTLAKE và SODO.

**JAN 17–19** 17–19 DE ENERO 1月17日至19日 NGÀY 17–19 THÁNG 1

**FEB 14–16** 14–16 DE FEBRERO 2月14日至16日 NGÀY 14–16 THÁNG 2

**FEB 21–23** 21–23 DE FEBRERO 2月21日至23日 NGÀY 21–23 THÁNG 2

Shuttle buses replace train service between Capitol Hill and SODO.  
Los autobuses lanzadera reemplazan el servicio de tren entre Capitol Hill y SODO. | 穿梭巴士將取代 CAPITOL HILL 和 SODO 之間的火車服務。 | Xe buýt đưa đón sẽ thay thế dịch vụ tàu hỏa giữa CAPITOL HILL và SODO.

**FEB 1–2** 1–2 DE FEBRERO 2月1日至2日 NGÀY 1-2 THÁNG 2

Shuttle buses replace train service between U District and Capitol Hill.  
Los autobuses lanzadera reemplazan el servicio de tren entre U District y Capitol Hill. | 穿梭巴士將取代 U DISTRICT 和 CAPITOL HILL 之間的火車服務。 | Xe buýt đưa đón sẽ thay thế dịch vụ tàu hỏa giữa U DISTRICT và CAPITOL HILL.

Dates and times are subject to change. For more information, visit [soundtransit.org/disruption](http://soundtransit.org/disruption).

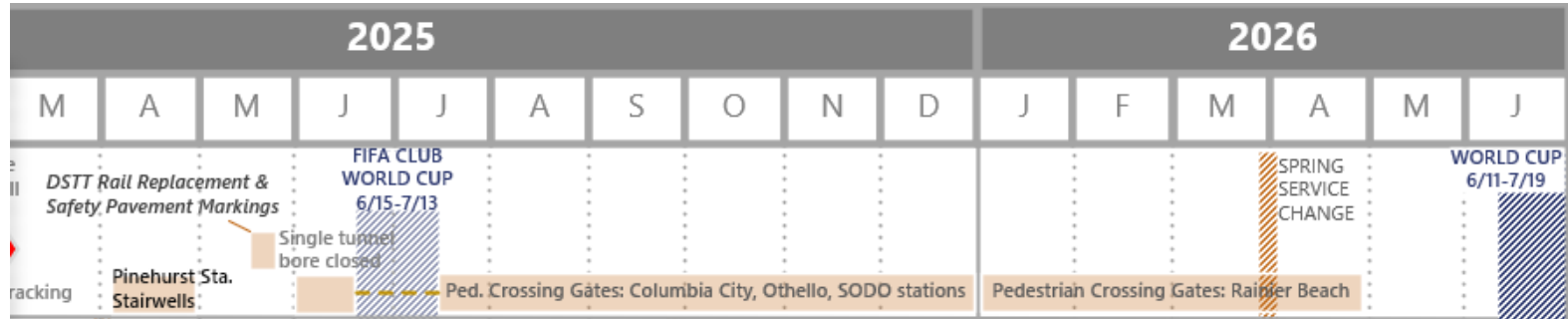
**Passenger Care** Servicio al Cliente 客戶服務  
8a.m.–6p.m. Monday–Friday 888-889-6348 / TTY 711  
dịch vụ khách hàng 24 giờ 7 ngày  
Service to Customer Обслуживание клиентов

2025.01.02 16:03

# PIP Program Planning

## Continue Work to Better Serve Passengers

- Look ahead to 2026 and beyond (projects still pending)



- Improve processes and procedures around this type of closure, using standardized tools
- Focused on goals of improving project delivery, operations and passenger care during disruptions

*Thank you.*



 [soundtransit.org](https://www.soundtransit.org)

