Link Ridership

Board Meeting, September 22, 2016
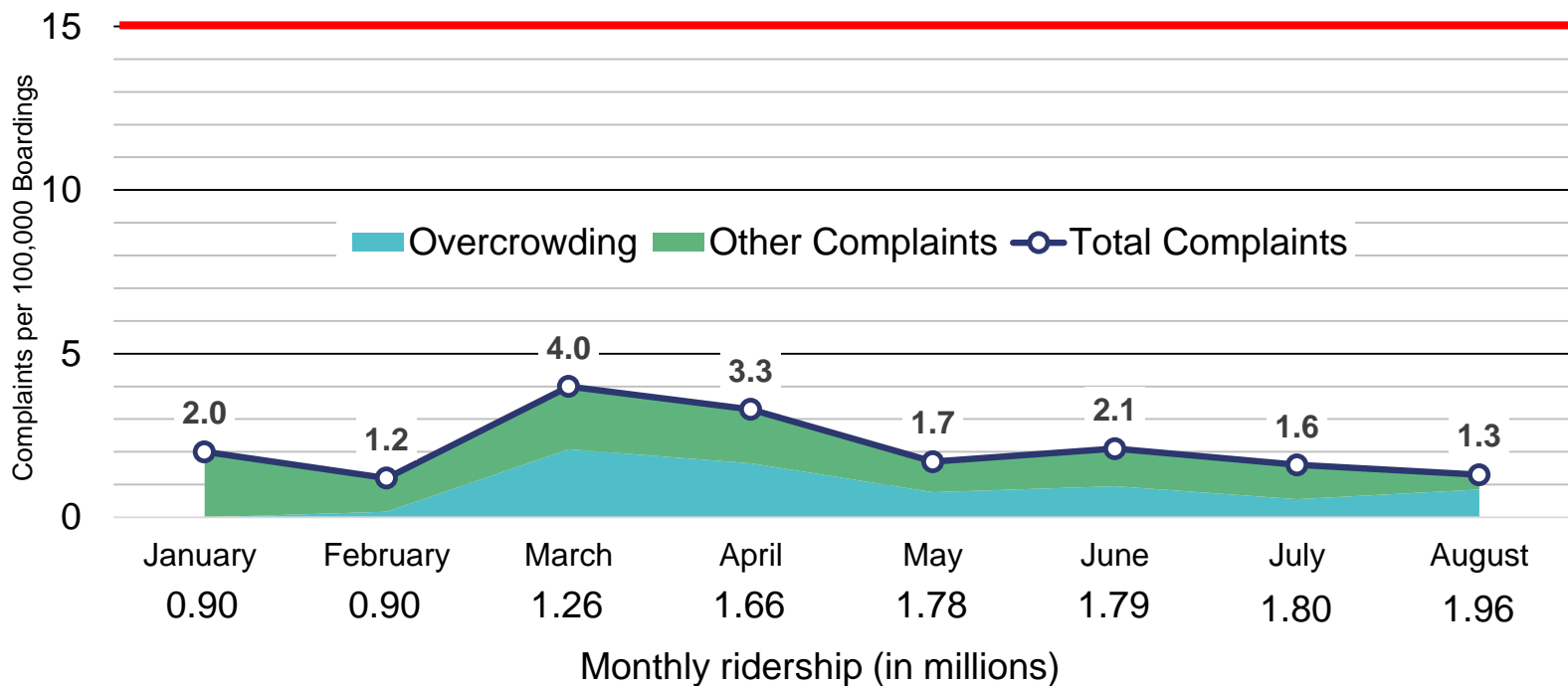
Overview

- Customer Feedback

- Actions Taken

- Link Control Center – System Management

- Anticipating High Ridership

- Recap and Questions

# Customer Feedback: Customer Service Complaints

Rate of Complaints per 100,000 Boardings

Standard <15

Complaints per 100,000 Boardings

Overcrowding   Other Complaints   Total Complaints

January	February	March	April	May	June	July	August
2.0	1.2	4.0	3.3	1.7	2.1	1.6	1.3
0.90	0.90	1.26	1.66	1.78	1.79	1.80	1.96

Monthly ridership (in millions)

3

Customer Feedback: Customer Service Complaints

Rate of Complaints per 100,000 Boardings
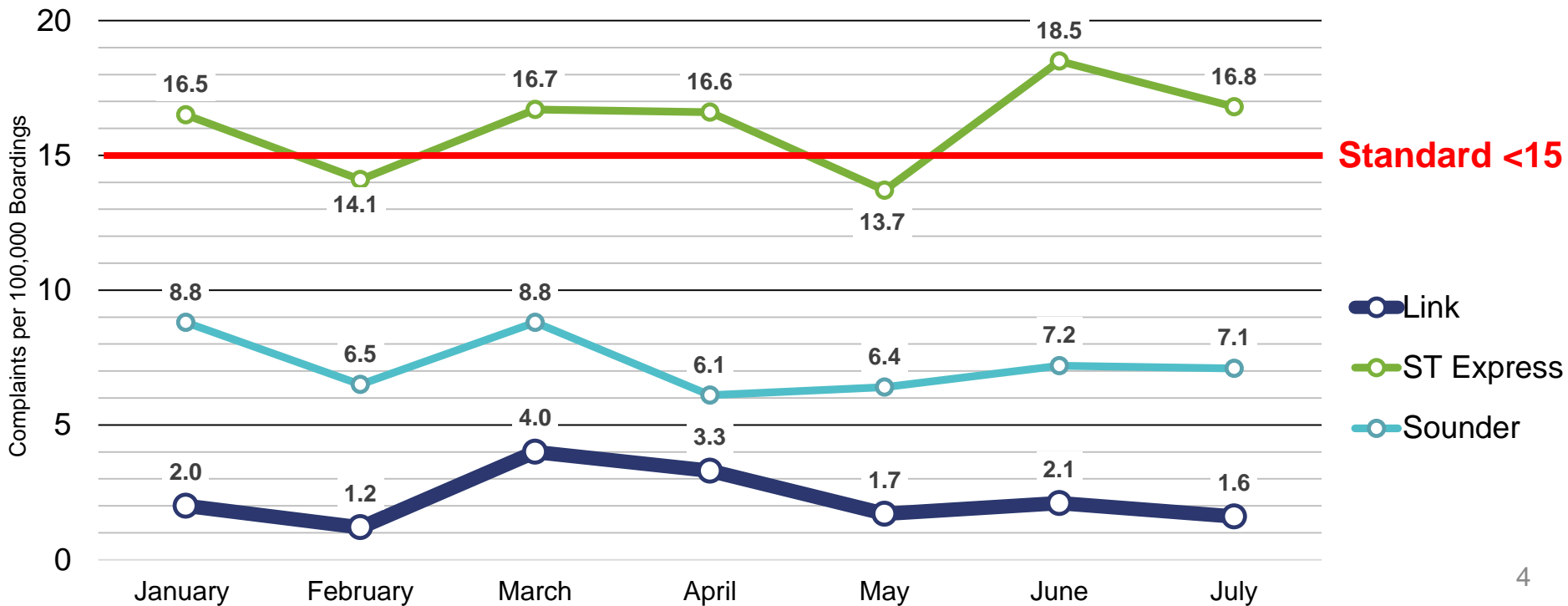
Customer Feedback: What we are hearing on Twitter

Might need another car on the link that gets to Int'l station at 7:45
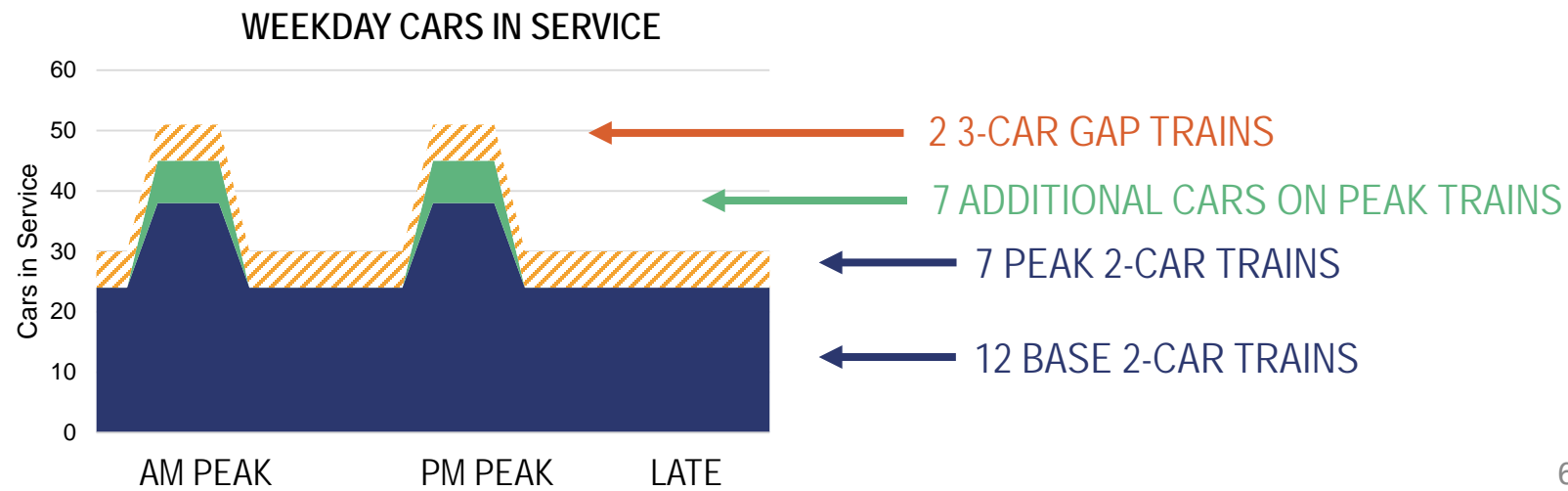@soundtransit

@SoundTransit please add more cars, stat

Let's see how many packed to capacity trains go by tonight I can't get on
@soundtransit

5

Actions Taken

- **Seven** additional cars added during peak, for a total of seven 3-car trains
- All **three-car** trains on weekends
- Rider education campaign on vehicles, blog posts, social media

WEEKDAY CARS IN SERVICE

2 3-CAR GAP TRAINS

7 ADDITIONAL CARS ON PEAK TRAINS

7 PEAK 2-CAR TRAINS

12 BASE 2-CAR TRAINS

6

Link Control Center

- Controllers manage the system with input from train location displays, platform cameras, and operator/supervisor reports

- Within minutes controllers can respond by deploying gap trains, extending peak service frequencies, or maintaining 3-car trains after peak
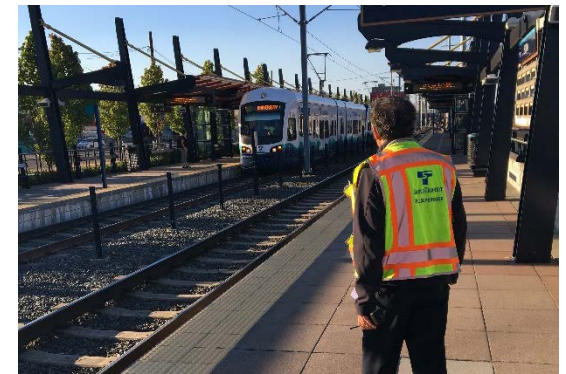
Anticipating High Ridership

- Plan and prepare for special events
- Deploy extra vehicles and use gap trains to clear platforms
- Rider alerts

Recap and Questions

- Overcrowding due to special events and system anomalies such as accidents or tunnel delays
- **Seven** additional cars operate in peak with Angle Lake pre-revenue
- **Three-car** trains operate all weekend
- Proactive real-time management of capacity to respond to anticipated and unanticipated demand
- Active communication campaign