Station Experience Design Guidelines
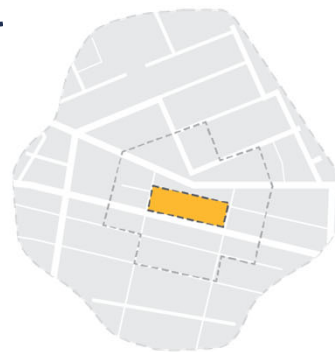
System Expansion Committee

3/10/22

Why we are here

- Briefing on the Station Experience Design Guidelines

- No action is required

Briefing

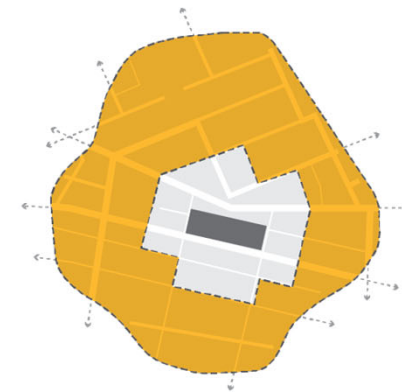## Future Station Experience Design Guidelines

- Defines standards for passenger experience that inform Link station design principles and station environment guidelines
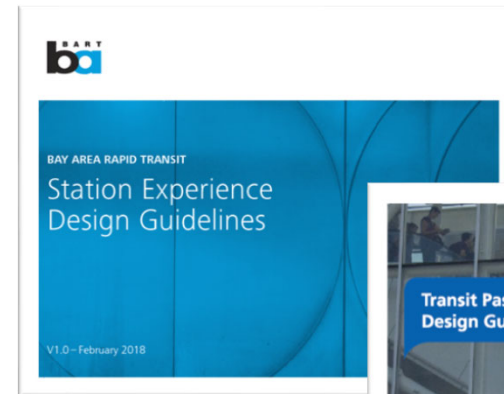
Station

Station context

Station area

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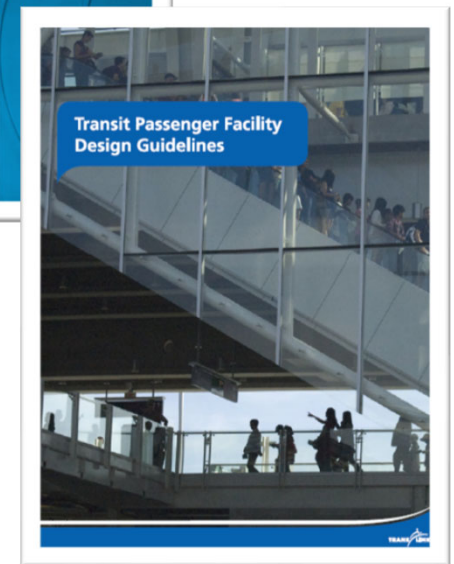
Purpose

ST Value of Passenger Focus

We always start with our passengers' needs and work back from there. They are the focus of everything we do.

What is it?

An illustrated primer of Link design from the passenger perspective sponsored by Sound Transit CPXO

Examples from BART and TransLink

Guidelines Focus on Three Key Areas

Passenger Experience: Define the passenger experience: passenger attributes, pedestrian flow, access, transit integration, etc.

Link Station Design: Set expectations for Link station design and standardization in support of the passenger experience

Station Environment: Providing guidelines for station access, urban design, and TOD implementation for a station area that supports the passengers

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Supporting Cost Considerations

Controlling costs through:

- Standardized passenger experience

- Clear design expectations for early, durable decisions

- Realms of responsibility and guidance for station areas

- Investment framework for station access

Ratio of station construction costs to alignment:

- Station finish construction costs vary depending upon configuration – approximately 6% to 15% of overall Link capital costs

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Passenger Experience Design Principles

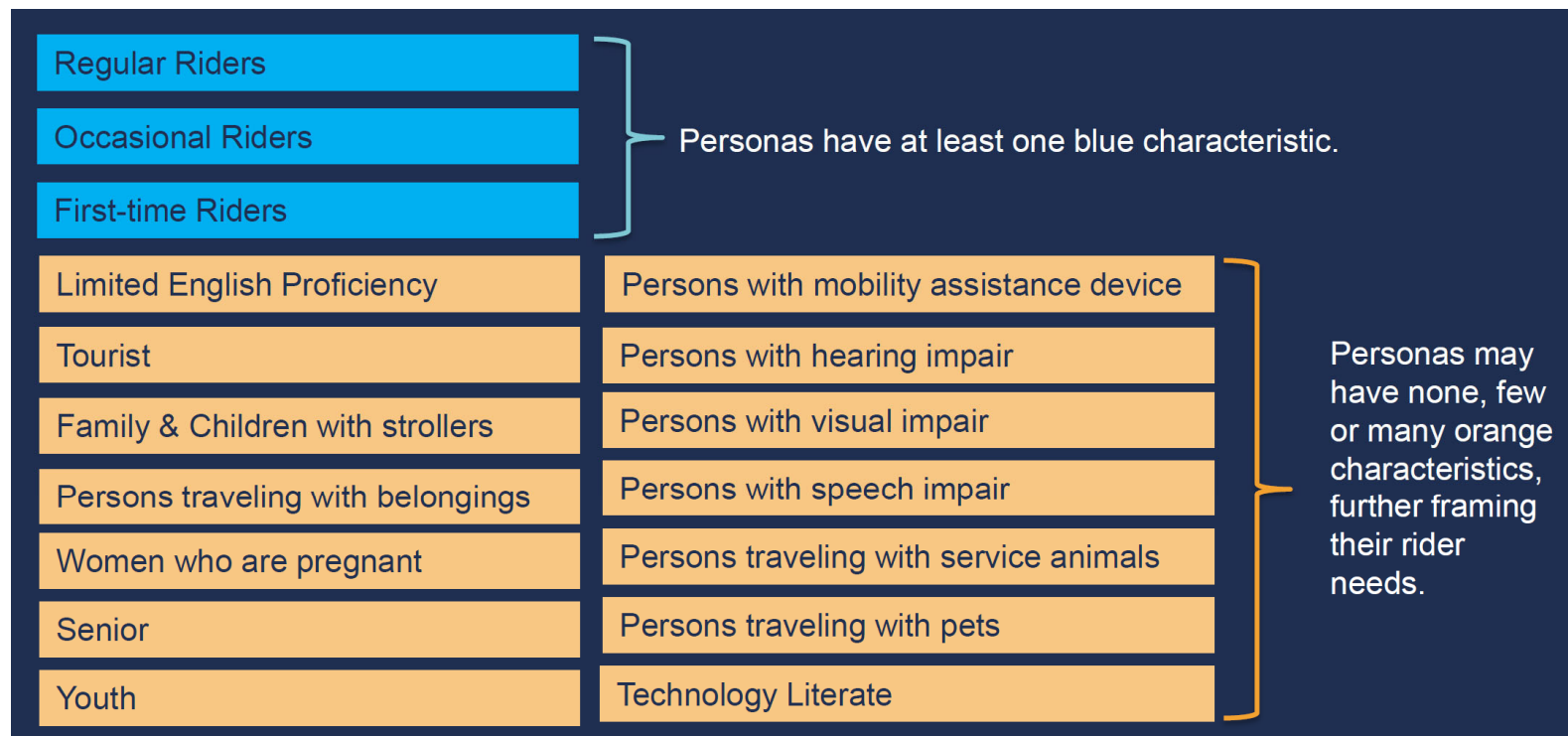# Passenger Experience as Basis of Guidelines

Foundational Metrics and Aspirational Attributes

- Dependable, Safe, Available, Clean and Informed

- Simple, Seamless, Intuitive and Resilient

> *We will deliver a transit experience that is dependable, safe, clean and available with informed riders; while striving to create an experience that is simple, seamless and intuitive for our riders.*
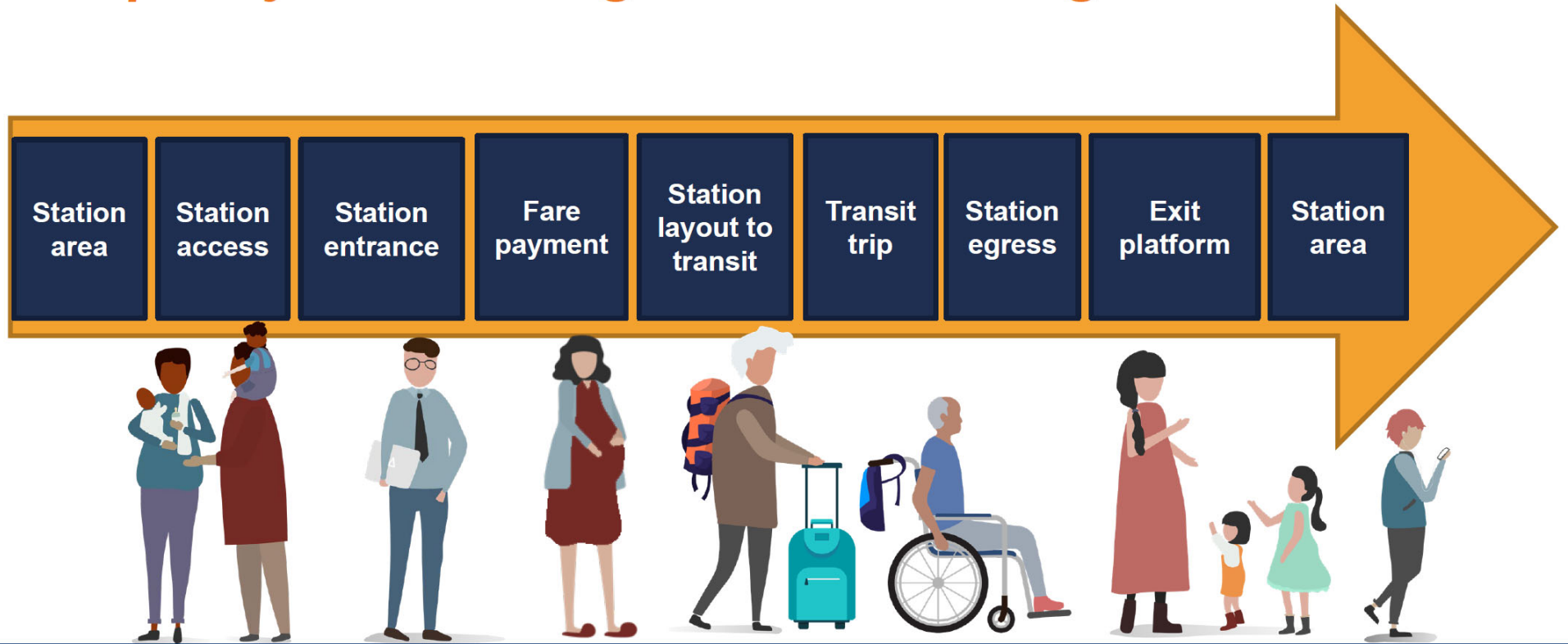
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Understanding Passenger Needs

Designing for the full range of attributes

Regular Riders	
Occasional Riders	Personas have at least one blue characteristic.
First-time Riders	

Limited English Proficiency	Persons with mobility assistance device
Tourist	Persons with hearing impair
Family & Children with strollers	Persons with visual impair
Persons traveling with belongings	Persons with speech impair
Women who are pregnant	Persons traveling with service animals
Senior	Persons traveling with pets
Youth	Technology Literate

Personas may have none, few or many orange characteristics, further framing their rider needs.

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Passenger journey sequence on Link
Simplicity As Passengers Move Through Our Stations

Station area	Station access	Station entrance	Fare payment	Station layout to transit	Transit trip	Station egress	Exit platform	Station area

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Link Station Design Principles

Standardization for Consistency and Efficiency

Consistency in

- Ticketing areas
- All elements of vertical circulation (public stairs, escalator finishes and enclosure, elevator shaft, elevator cab finishes)
- Canopy design
- Lighting type and location
- Ancillary spaces

Efficiency in

- Passenger Flow, Design, Construction, Maintenance and Operations

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Maintenance is Fundamental to Passenger Experience

Designing for Maintenance

- Clean, well-functioning

- Height of equipment access

- Hierarchy of maintenance access

- Limit the height of canopies and ceilings

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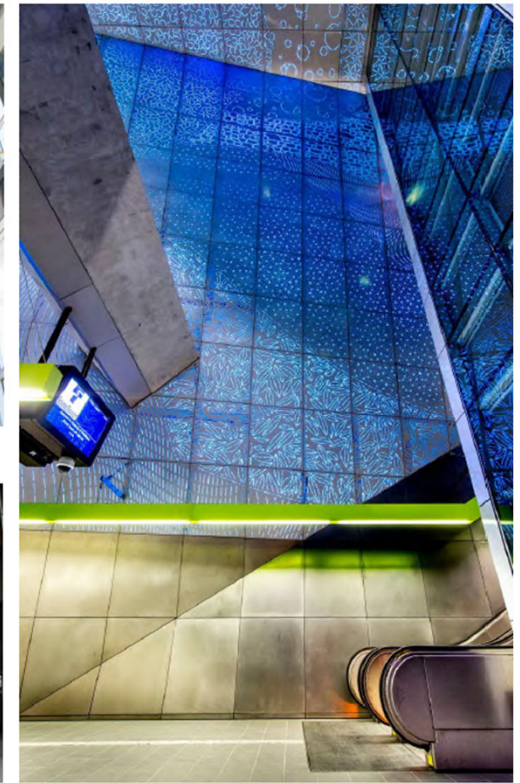
Neighborhood Identity

Customized Elements

- Public Art integrated with architecture

- Selection of wall and floor finishes in durable, maintainable materials

- Accent color

- Plaza design elements

- Landscape plantings

Community Engagement/Unique Site: The local topography led to a large unique atrium space, which artist Tad Savinar used for his "Molecule of Tukwila" with I love, I remember, I wish sentiments from community members etched into granite platform pavers.

Wayfinding: Artist Clark Wiegman's pair of large-scale sculptures inspired by local history serve as a marker to the station entrance, and a meeting place for passengers. The artist worked with the STart staff and the design to determine placement, and that the plaza was strong enough for the artwork. Electrical accommodations were included in the project design.
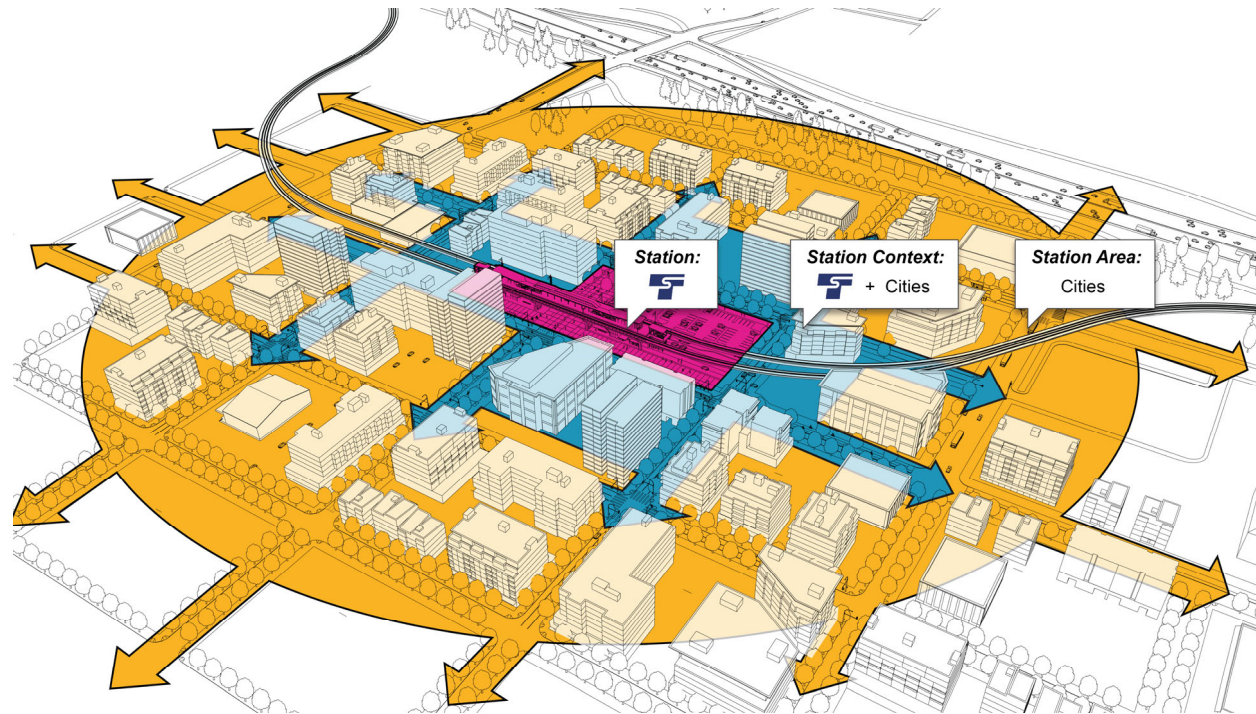

Leo Saul Berk, Subterranium, 2016. Aluminum and polycarbonate. Completely covering the walls of this vertical circulation chamber, this artwork creates an immersive environment, mitigating the long descent into the tunnel station. To make the most of a project like this, careful attention should be paid to visual obstructions in the space which could detract from the artwork.

Station Environment Framework

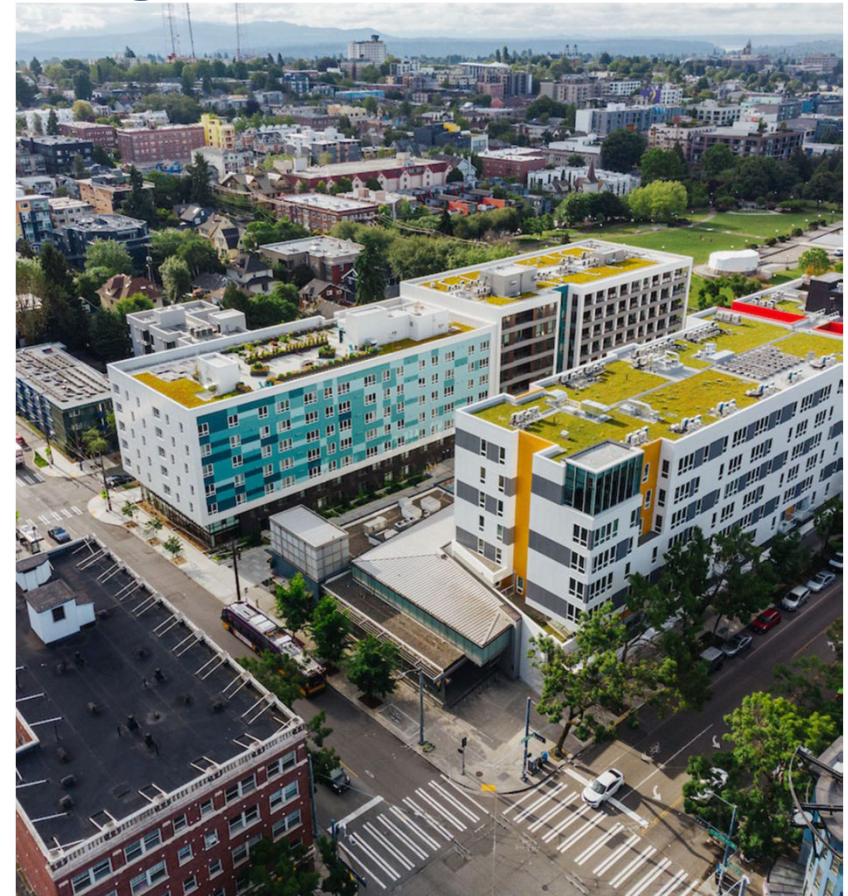# Station Environment

Consists of

- Station Facility
- Station Context
- Station Access

Station Environment Typologies

Station Land Use Types

- Characterizes Station Environments by the urban form and land use patterns in the surrounding area

- Established Urban

- Emergent Urban

- Single Use

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Station Environment Typologies

Station Access Types*

- Characterizes Station Environments by the access mode share and other access characteristics

- Walk/Bike/Roll

- Multimodal

- Auto

References the System Access Implementation Plan

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Support Equitable TOD in Link Station Areas

- Plan for and support equitable, affordable housing development in agency TOD

- Support opportunities for community services, retail, small businesses and living wage employment

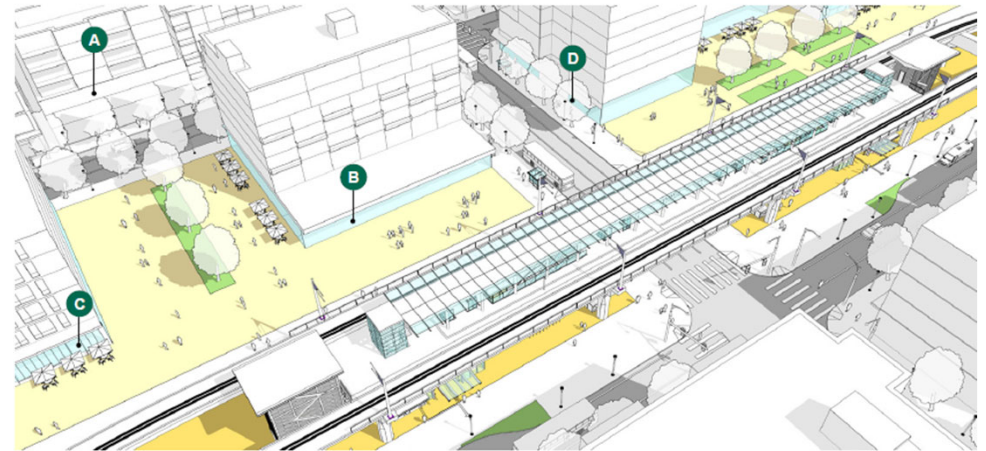- Right size parking requirements for developments in station areas

Figure i for 4.5.1 - Diagram depicting guidelines for Equitable TOD

Figure ii for 4.5.1 - The future NE 67th Street and the Cedar Crossing project, offering affordable apartment homes, a community center, courtyard and ground level commercial space.

Figure iii for 4.5.1 - The Centilia Cultural Center is an anchor on the Plaza Roberto Maestas, providing an important community asset adjacent to Beacon Hill Station.

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Thank you.

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