

*8/1/2024 Rider Experience and Operations  
Committee Meeting Written Public  
Comment Submissions*

Submissions

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## *John Slyfield*

Dear board members,

I ride link daily to get to work. Over the last month there have been literally dozens of disruptions that have affected not only my commute but the commutes of many others. These are supposedly due to mechanical power or track blockages but not much details are given about these.

I wonder how many board members have taken any transit services in the last thirty days. I'm fed up with the level of service you've provided and the lack of communication given in alerts. I feel more could be done given the number of disruptions we've had to communicate what's being done to prevent these from happening in the future. This is unacceptable and must be fixed.

This includes all the problems on the Martin Luther King, Junior Way South segment of the line as well.

Those with cars will drive if these disruptions continue and those without will continue to suffer. Why should we even have to pay fare if you're not delivering the service we deserve? I do pay fares even when service sucks but it's frustrating.

Signed

A frustrated rider John Slyfield