



# *Passenger Impact Program*

*Rider Experience and Operations Committee*

*8/1/24*



# ***Why we are here***

## **Upcoming Work Requiring Service Disruption**

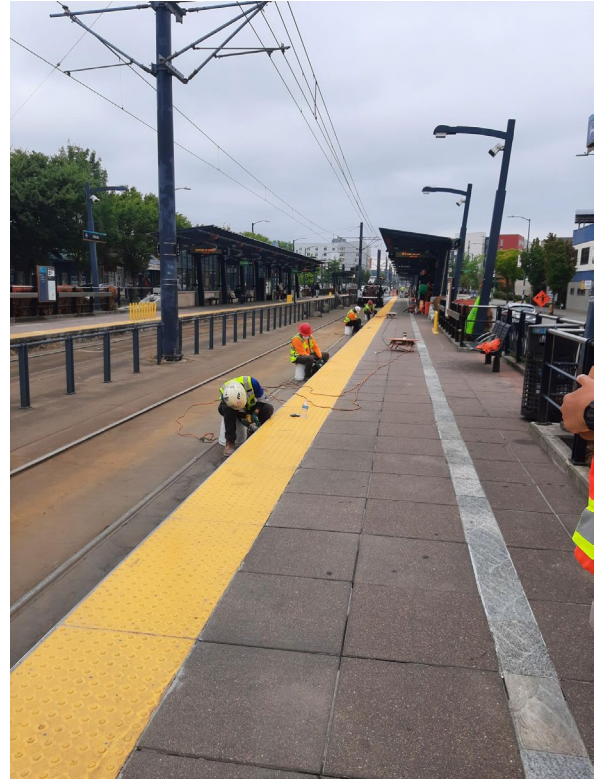
- **Make Up Columbia City Tile Repair (Q3 2024)**
- **2 Line Tie-In and Testing – Phases 1 & 2 (begins Q4 2024)**
- **Program Improvements and STEP Recommendations**

***The purpose of this presentation is for information only. No Board action is expected today.***

# Ongoing Work for 2024

## Columbia City Tile Repair

- **Why this is necessary:** Repair platform tile, rescheduled from June 2 due to weather
- **Passenger benefit:** Safe platform
- **What is the impact:** Tile repair on Sunday August 18<sup>th</sup> to repair tile rescheduled from June 2<sup>nd</sup> due to weather. 10-minute headways between Northgate and Stadium stations, with 20-minute headways in the remainder of the 1-Line



# Work Planned for Q4 2024

## 2 Line Tie-In in Downtown Tunnel – Phase 1

- **Why this is necessary:** Begin work to tie in 2 Line signal system to downtown tunnel and test with live trainsets. This work was postponed from June 21 to 23 2024.
- **Passenger benefit:** 2 Line operations start safely, on schedule.
- **What is the impact:** Full downtown tunnel closure with bus bridge in November 2024.



# Work Planned

## 2 Line Tie-In in Downtown Tunnel – Phase 2

- **Why this is necessary:** Complete work to tie in 2 Line OCS system to downtown tunnel and test with live trainsets. This work was postponed from Q4 2024.
- **Passenger benefit:** 2 Line operations start safely, on schedule.
- **What is the impact:** TBD



# ***Program Planning***

## ***Ongoing Improvements***

### **Major Accomplishments Q2 2024**

- Secured resources to help manage service disruptions
- Complete draft Passenger Impact Program norms and documentation. Expect final workshop and publication in early fall 2024.
- Continuing work to define accountability for:
  - Setting agency targets (KPIs) for service during disruptions (bus and rail)
  - Augmenting high-impact project management processes
  - Ensuring adequate Operations role coverage during event planning and execution



# ***Program Planning***

## ***Ongoing Improvements***

- **Passenger Wait Times:** Identify next options to make wait times shorter and more predictable— **in progress**
- **Resourcing:** Strengthen daily staff coverage for planning and execution, to avoid burnout of individual staff— **in progress**
- **Program Repeatability:** Continue to develop, improve, and adapt standard procedures and templates— **in progress**
- **Program Scalability:** Continue to define roles, communication, and decision-making paths across leadership, staff, contractors, and operating partners, as program size and complexity continue to grow— **in progress**

*Thank you.*



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