



Passenger Impact Portfolio Plan

Rider Experience and Operations Committee

06/06/24



Why we are here

Upcoming Work Requiring Service Disruption

- Annual Rail Replacement (Q2 & Q3 2024)
- Federal Way Electrical System Tie-In (Q2 2024)
- Start 2 Line Signal System Testing (Q2 2024)
- Complete 2 Line Signal System Testing

Program Improvements and STEP Recommendations

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

Ongoing Work for 2024

Annual Rail Replacement Program

- **Why this is necessary:** Preventative rail maintenance to increase long term rail health.
- **Passenger benefit:** Prevent bigger service impacts if not addressed.
- **What is the service impact:** 15 nights from 5/7 to 7/31, 20-min headways starting at 11pm to end of service (5 minutes longer than usual).



Ongoing Work for 2024

Federal Way Link Extension Power Tie-In to Angle Lake

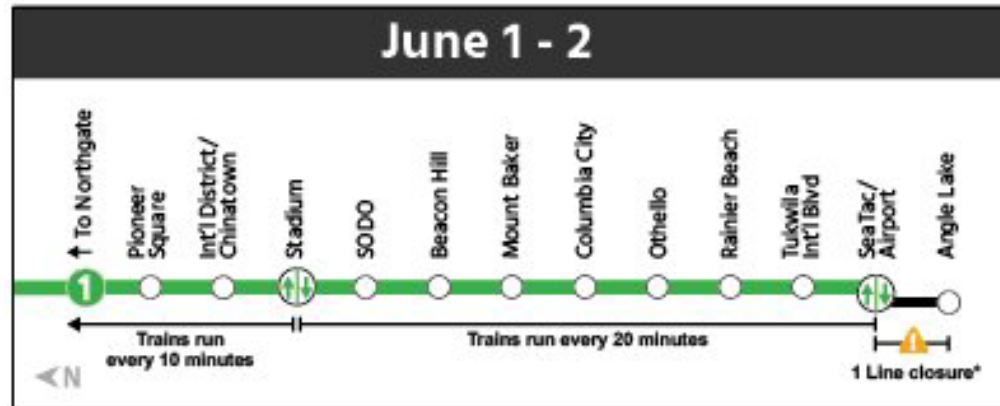
- **Why this is necessary:** Tie Federal Way Link Extension train power into Angle Lake Station prior to Lynnwood Link simulated service.
- **Passenger benefit:** Deliver Federal Way Link Extension on time with fewer impacts to new passengers.



Ongoing Work for 2024

Federal Way Link Extension Power Tie-In to Angle Lake

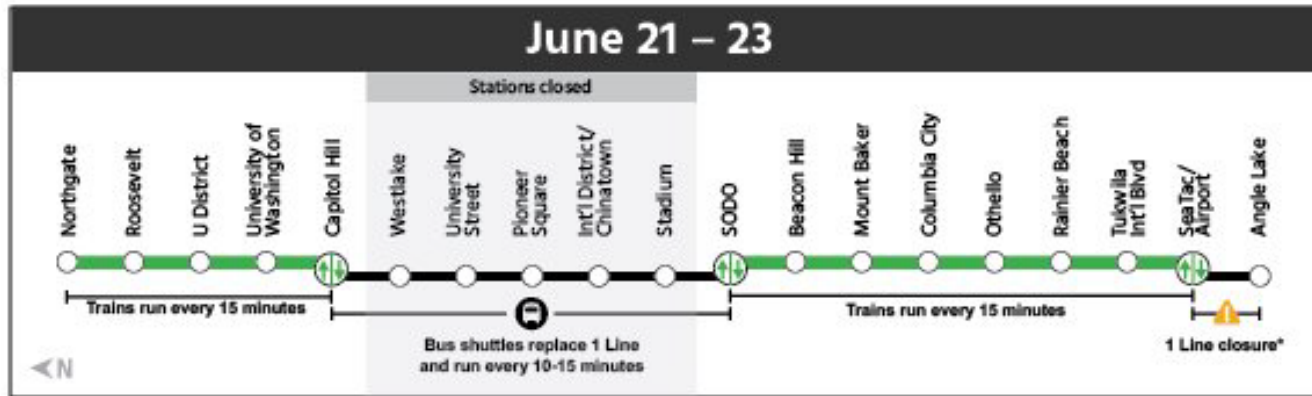
- **What is the impact:** 6 weeks single tracking with shuttle between SeaTac and Angle Lake, and 3 weekend partial station closures. Started May 12 and lasting through June 23. Weekend of June 1 & 2 included work to repair tile at Columbia City Station.



Work Planned for Q2 2024

2 Line Signal Testing in Downtown Tunnel – Phase 1

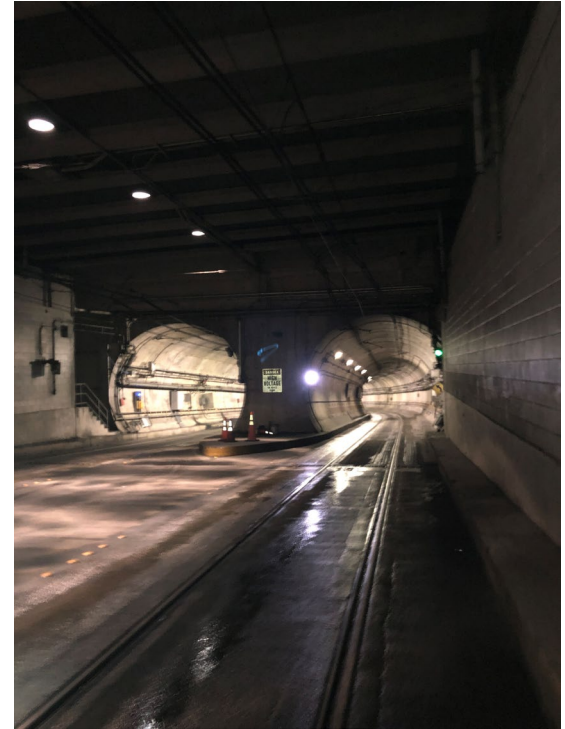
- **What is the impact:** June 21 to 23 downtown tunnel full closure with bus bridging SoDo to Capitol Hill. This will coincide with the final weekend closure for tie-in at Angle Lake Station.



Work Planned for Q2 2024

2 Line Signal Testing in Downtown Tunnel – Phase 1

- **Why this is necessary:** Start work to tie in 2 Line signal system to downtown tunnel and test with live trainsets.
- **Passenger benefit:** 2 Line operations start safely, on schedule.



Work Planned for the Future

2 Line Signal Testing in Downtown Tunnel – Phase 2

- **Why this is necessary:** Complete work to tie in 2 Line signal system to downtown tunnel and test with live trainsets after work between the tunnel and Judkins Park Station is complete.
- **Passenger benefit:** 2 Line operations start safely, on schedule.
- **What is the impact:** Three downtown tunnel full closure weekends with bus bridging SoDo to Capitol Hill.



PIPP Program Planning

Ongoing Improvements – Based on STEP Recommendations

Major Accomplishments Q2 & Q3 2024

- Secured resources to help manage service disruptions
- Started work to complete draft PIPP norms and documentation by late summer in a program management plan
- By July, PIPP Leadership will define accountability for:
 - Setting agency targets (KPIs) for service during disruptions (bus and rail)
 - Ensuring adequate operational coverage during event planning and execution
 - Augmenting high-impact project management processes

PIPP Program Planning

Ongoing Improvements – Based on STEP Recommendations

- **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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