

TRANSPORTATION BRIEFING

April 21, 2009 1:00pm-2:00pm

Location: Cedarbrook Hotel & Conference Center, SeaTac, WA

Guest Speaker: Andrew Schmid, Sound Transit

AGENDA: LINK LIGHT RAIL

1. When does link light rail start from Tukwila? From SeaTac?

Tukwila International Blvd. Station opens July 18, 2009. SeaTac/Airport Station opens December 2009.

2. How much does it cost per person?

The base fare is \$1.75 per person, + an additional .5 cents per mile. To travel from the airport to Westlake will cost \$2.50.

3. What are the operating hours?

20 hours a day, 6 days a week Monday thru Saturday; there is no service from 1AM-5AM.

Sundays will not be 20 hours; operating hours are from 6am to midnight instead of 5am-1am.

4. What will the experience be like? Is it just like riding a bus?

Train service won't be impacted by street traffic so if the freeways & city streets are congested the train ride will not be. Some people describe the ride as being smoother and quieter than a bus. Some people are surprised by how scenic the trip is.

5. Is there free Wi-Fi on the rail?

No, there is no Wi-Fi service. Passengers can use their iPhones and PDA's but there is no Wi-Fi service provided.

6. How long will the ride take?

30 minutes from SeaTac/Airport Station to International District Station

25 minutes from SeaTac/Airport Station to the U District.

7. Where does the link light rail drop people off at? Once they are downtown how do they get back?

From the Tukwila/International Blvd. station it drops passengers off at the transit tunnel in downtown Seattle or passengers can ride until the U-District.

8. Where does my hotel courtesy shuttle drop people off or pick them up at?

See attached map.

9. If I have a group of convention delegates staying at my hotel and they don't have rental cars is this a service I can promote to them as an affordable/easy way to visit downtown after their meetings are over?

Yes, you could. Things to realize are: you can't buy bulk tickets ahead of time and there is no group discount on train tickets. You might want to mention to groups/guests that the Link Light Rail system is operated by hydro power which is carbon neutral. This is a green way of travel.

10. Who do I contact if my hotel staff or hotel guests have questions?

You can direct staff & guests to the general information line at Sound Transit

Telephone: (206) 398-5000, (800) 201-4900 / TTY Relay 711. As an additional point of contact for your hotel staff Andrew Schmid, Community Relations Outreach phone 206.689.3332 direct or Andrew.schmid@soundtransit.org.

11. What website can I direct people to if they need more information?

www.soundtransit.org

12. Will there be schedules our front desk clerks can pass out to guests?

Yes.

13. How do you buy tickets? Online? In person? Cash/credit?

Online, or in person at the train platform kiosks. You can use cash or credit/debit in person at the kiosks.

***ORCA cards will mostly be used by monthly pass holders at the outset, because the cards themselves cost \$5**

You can use credit/debit online. The kiosks are like a vending machine. A printed receipt is proof of your ticket.

Receipts are date & time stamped. You can not buy them in bulk ahead of time. The tickets are purchased and passengers must board the train within 2 hours of purchase.

*ORCA cards will be available to cash customers at tvms on the platform, but at a cost of \$5 for the card itself

Future plans for a "disposable" card which would be more appropriate for tourists and short term visitors

Have been discussed. For more information on the ORCA card visit www.orcacard.com *

14. What's the boarding process like? Is it one person at a time like on a bus?

It's not like the East Coast Subway system – there are no turnstiles. It's not like a bus where one person at a time boards. The trains have wide doors to allow groups of people to board simultaneously and level boarding. A four car train can hold up to 800 people.

15. What's the seating like? Do the seats face each other in groups or all face the front?

There is mixed seating and standing area. Most riders will probably stand depending on their destination.

16. Is there a poster I can have to hang up in the employee break-room to educate my staff?

Yes, plenty of posters and handbills / trifolds a couple weeks before launch.

17. Can businesses buy advertising space on panels inside or outside of the train?

No, that is not a service available at this time.

18. Are there photos of the Link Light Rail system I can use to produce my own piece I use to promote the service to my guests?

Seattle Southside will work with Sound Transit to try and obtain photos available for download. There may be Restrictions on use for example, photo credits and possible costs may be involved. (This will take time.)

19. Are there copies of Link Light Rail in multiple languages?
Yes, visit the Sound Transit website for a list of the languages.

20. What is the security going to be like?
Sound Transit has worked with local law enforcement to make sure the stations and platforms are well lit. In addition Security cameras are positioned in the trains, stations & platforms. A marked and unmarked security force will be present. Sound Transit has its own armed police force, made up of KC Sheriffs Deputies. ST also has unarmed private security.

21. Can a hotel package a room rate with tickets?
Not at this time.

OTHER INFORMATION

- 200,000 people are expected to ride on opening weekend.
- 45,000 daily passengers are expected to ride daily
- iPhone has a transit application that will automatically update your phone on transit options – just pick a city.
- Google transit is another application that might be a good resource for passengers.