



January 16, 2019

Mr. Carl Cole  
City Manager  
City of SeaTac  
4800 South 188th Street  
SeaTac, WA 98188

RE: Letter of Understanding – Sound Transit Operations and Maintenance Commitments in SeaTac

Dear Mr. Cole:

Sound Transit has worked for many years with the City of SeaTac to plan, build and operate Link light rail within the city to serve SeaTac residents and visitors. I appreciate the partnership our agencies have formed over the years. Most recently, thanks are due to you, your staff, and your City Council for working collaboratively with the Sound Transit project team to develop the Federal Way Link Extension, which will begin construction in 2020.

Successfully operating the light rail system is just as important as delivering the expanded system voters have approved. I appreciate the City’s insights on how Sound Transit may improve our operations and communications after construction. This Letter of Understanding outlines how Sound Transit staff will immediately undertake the following actions to improve our ongoing coordination with the City of SeaTac and Link light rail operations and maintenance.

- **Prompt operations & maintenance activities:** Sound Transit staff will respond promptly to notifications from the City when facilities require maintenance or repair. Within two business days of notification from the City or from the public, Sound Transit staff (or contractors) will assess the situation, establish a timeline for repairs, communicate the anticipated timeline to City staff, and post on-site notification informing customers of the out-of-service equipment and its anticipated timeline for repair. Sound Transit will make repairs or take other actions to restore function or cleanliness of facilities as soon as is practicable. Please know that we have already established an alert system to communicate to subscribers all repairs affecting the availability of ADA services.

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**Peter M. Rogoff**

- **SeaTac Link Operations & Maintenance Point of Contact:** I appreciate your request for a single point of contact at Sound Transit for operational issues, concerns and questions. At this time Jefferson Rose, Community Outreach Specialist, will be that point of contact for the City and community. You may reach Jefferson by email at [jefferson.rose@soundtransit.org](mailto:jefferson.rose@soundtransit.org), or by phone at 206-370-5568. As appropriate, Jefferson will provide updates on relevant maintenance activities and respond to questions about existing system operations. Sound Transit will maintain a single point of contract and will advise the City as the individual changes. Please identify the appropriate counterpart on City staff with whom Jefferson should correspond.
- **Ongoing Customer Communications:** For general community questions or concerns, Sound Transit Customer Service is available by telephone at 1-888-889-6368 as a means for the public to communicate any observed or other concerns about transit operations and maintenance and for current information on system status. Sound Transit Security is available at all hours at 206-398-5268 for concerns about system security.

I am certain that Sound Transit staff will do their utmost to fulfill the commitments I have outlined here. However, if the City has any ongoing or unresolved concerns, please contact Rhonda Carter, Chief of Staff on my Executive Leadership Team at [rhonda.carter@soundtransit.org](mailto:rhonda.carter@soundtransit.org). I appreciate the suggestions you have made to improve communications and coordination with Sound Transit on operations and maintenance issues within the City of SeaTac.

Please sign below to indicate your receipt of this Letter of Understanding and your support of these commitments. The Parties recognize and agree that this Letter of Understanding is not intended as a binding contract but will serve to memorialize Sound Transit's commitments and to provide transparency to the City regarding how its concerns will be addressed. We are committed to strengthening our partnership with the City of SeaTac, and I look forward to breaking ground with you as we build south from Angle Lake Station in 2020.

Sincerely,



Peter M. Rogoff  
Chief Executive Officer

Accepted and Approved by:



Name

CITY MANAGER

Title