



# Crosslake Connection Partner Toolkit

Winter 2026 | System Engagement



## Hello, Crosslake Connection Partners!

The 2 Line's highly anticipated Crosslake Connection between Seattle and the Eastside will transform how we travel around the region for generations to come, and it all **begins Saturday, March 28.**

The remaining section of the East Link Extension crosses Lake Washington via the I-90 floating bridge, and it includes **two new stations at Mercer Island and Judkins Park.**

We know how excited transit users across the region are for this once-in-a-generation milestone, and we can't wait to welcome you aboard on March 28. Festivities will include a ribbon-cutting ceremony, activities, exhibits, entertainment, and prizes at multiple stations throughout the day.

Be sure to bookmark [soundtransit.org/crosslake](https://soundtransit.org/crosslake) and stay tuned for more details on the celebration, coming soon. You can also [sign up for East Link project updates](#) via email or text and follow Sound Transit on [social media](#) for the latest.

Thank you for your support and for sharing these key messages with your communities. **Please feel free to use the following content and links in your communications, including newsletters and social media, from now through March 28.**

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## PROJECT WEBSITE LINKS

**Crosslake Connection Project Page:** <https://www.soundtransit.org/crosslake>

**How to Ride:** <https://www.soundtransit.org/ride-with-us/know-before-you-go/how-to-ride>

**Fares and How to Pay:** <https://www.soundtransit.org/ride-with-us/how-to-pay>

**Ways to Save:** <http://info.myorca.com/save>

**Apply for a Reduced Fare ORCA Card:** <https://reducedfare.kingcounty.gov/en-US/>

## KEY MESSAGES

### Crosslake Connection

- Crosslake Connection opens **March 28, 2026**.
- 2 Line trains will travel between Lynnwood City Center and Downtown Redmond stations via Seattle and Mercer Island.
- 2 Line trains will arrive every 8 minutes at peak time; every 10-15 minutes during off peak.
- Two new stations: Judkins Park and Mercer Island.
- The 1 Line and 2 Line will serve all stations from International District/Chinatown to Lynnwood City Center. Riders may transfer from one Link line to the other at any of these stations.
- Link (1 and 2 Line) adult fare is \$3, regardless of distance traveled.
- \$1 reduced fares are available (LIFT, RRF, etc.)
- Youth 18 and under ride for free (no fare media required).
- [Subscribe to 2 Line service alerts!](#)

### How to Ride

Riding the 2 Line is easy!

- Plan your trip and locate your nearest station with the [Sound Transit Trip Planner](#).
- Once you arrive at your station, check the digital display for the next train's arrival time.
- Before entering the platform, make sure to tap your ORCA card or a credit/debit card on one of the yellow ORCA card readers, or purchase a ride ticket.
- When the train arrives, allow passengers to disembark before boarding.
- Once on board, find a seat or hold onto the handrails if standing.

- Onboard displays will indicate which station the train is approaching next.
- Enjoy your ride!

**Sound Transit Fare Ambassadors will be checking for proof of payment, so have your ORCA card, the last four digits of your credit or debit card, or your ticket ready to show.** If you have a question for our Customer Service team, you can reach them between 8 a.m. and 6 p.m. at **888-889-6368; TTY Relay 711** or reach them via email at [main@soundtransit.org](mailto:main@soundtransit.org).

## How to Pay

There are several ways to pay for your ride on Link:

- **ORCA Card:** The easiest and most convenient method is using an ORCA card, which you can purchase and reload with funds at a ticket machine located at all Link stations, online at [myorca.com](http://myorca.com), or by phone at 888-988-6722. You can also purchase or reload your ORCA card at the [RideStore](#). Simply tap your card on the yellow ORCA card reader at the Link station before boarding your train!
- **Transit Go Ticket App:** You can also use the [Transit Go Ticket](#) app to purchase tickets on your Android or iPhone. The app accepts both credit and debit cards for fare payment. Once purchased, be sure to activate your ticket before you ride.
- **Ticket Machines:** Purchase adult one-way, return, or all-day paper tickets at the vending machines located at all stations or at the [RideStore](#). Ticket machines accept cash, debit, and credit cards.
- **Digital ORCA Card in Google Wallet:** Riders with Android and Wear OS devices can easily add their ORCA cards to their Google Wallet, enabling them to pay for transit, fund their accounts, purchase a pass, view transactions, and see trip history all within the Google Wallet app. Paying for transit with ORCA from Google Wallet is easy: Simply wake your phone screen, tap it on an ORCA card reader, and go!
- **Tap to Pay:** ORCA is launching a new Tap to Pay feature, making transit payments across the Puget Sound region more convenient. With Tap to Pay, adult fare riders can tap their credit or debit card, including digital cards using Apple Pay and Google Pay, to pay for buses or trains. Except for Seattle Center Monorail and Washington State Ferries, all other existing ORCA transit agencies will accept Tap to Pay. Learn more [here](#).
- **Reduced Fares** are available! Apply for a Reduced Fare ORCA LIFT card [here](#).

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### Transferring to/from a bus

Transferring between the 2 Line and buses is fast and easy with ORCA.

**Simply tap your ORCA card or a credit/debit card before boarding the train and again when boarding the bus.** If you transfer within 2 hours, your original fare will be credited toward the next leg of your journey. Most passengers enjoy completely free transfers with ORCA.

### Transferring Link to Link

Transfers are easy! The 1 Line and 2 Line share platforms and stations from International District to Lynnwood, meaning you can step off one train and onto another.

If you're traveling from South King County to the Eastside, board a Lynnwood-bound 1 Line train and transfer to a Downtown Redmond-bound 2 Line train at International District. The trains will arrive on different platforms, so follow the exit signs to the plaza level to access the Downtown Redmond/Federal Way Downtown platform. From there, be sure to board a 2 Line train. All trains announce themselves audibly and display their end destination on the front of trains.

## SOCIAL MEDIA

### Sound Transit social media channels

Facebook: @soundtransit  
 Instagram: @soundtransit  
 LinkedIn: @sound-transit  
 Bluesky: @sound-transit.bsky.social

### Social media hashtags

- #CrosslakeConnection
- #2Line
- #SoundTransit

### Suggested social media copy

- We are so excited for @soundtransit's upcoming 2 Line Crosslake Connection. Join us at the opening on March 28! #2Line
- Two new stations. Two lines. One system. We're ready to ride the #CrosslakeConnection on March 28!
- Find us exploring the two new @soundtransit 2 Line stations on March 28!
- Ride. Connect. Enjoy. Repeat. The 2 Line Crosslake Connection opens March 28! #2Line
- Team photos from our trip on the new 2 Line #CrosslakeConnection!

## CHAT WITH OUR TEAM IN PERSON

Let your members know they can visit the Sound Transit booth at one of the following events this spring!

Event	Location	Date
<b>City of Bellevue Transportation Fair</b>	450 110th Ave NE, Bellevue, WA 98004 (Bellevue City Hall)	<b>March 5</b>
<b>Symetra Building Transportation Fair</b>	777 108th Ave NE, Bellevue, WA 98004	<b>March 18</b>
<b>Microsoft Campus Connection Day</b>	The Commons, Microsoft Redmond Campus	<b>March 26</b>
<b>EarthFest 2026 @ Bellevue Botanical Garden</b>	12001 Main St, Bellevue, WA 98005	<b>April 18</b>
<b>Earth Market @ Bellevue College</b>	3000 Landerholm Circle SE, Bellevue, WA 98007	<b>April 29</b>

## CONTACT INFORMATION

Interested in learning more about the 2 Line or any of the latest changes? Reach out to our team members with questions. *Please feel free to email any feedback about this toolkit to [arthur.bachus@soundtransit.org](mailto:arthur.bachus@soundtransit.org).*

### System Engagement

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### Public Information Officer/Media Inquiries

Rachelle Cunningham

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**Creative assets: Photo, video, reduced fare fliers**

Sound Transit uses PhotoShelter Digital Asset Management to share creative assets with external partners. All assets for the 2 Line Crosslake Connection project are available [here](#). Logos, style guides, templates, and other brand assets are available [here](#).

- Partners are invited to download any of the assets provided by Sound Transit and use them in their email, social media, newsletter, and blog promotion.
- Use of the assets provided is to be done within Sound Transit brand guidelines. Style and standard guides are available on the Sound Transit website.
- Business information, including terms of use, advertising guidelines, filming, photography and privacy information is available on the Sound Transit website.

## SAMPLE BLOG/NEWSLETTER POST

### Riding the Crosslake Connection: A Quick Guide

It's almost here! The 2 Line Crosslake Connection opens March 28. This is exciting news for our community, with two new stations in Mercer Island and Judkins Park, it'll be easier than ever to get around.

If you are new to Link light rail, here's everything you need to know to start riding.

#### How to Ride

Riding the Link 2 Line is easy! First, we recommend planning your trip and finding your nearest station by using the [Sound Transit Trip Planner](#). Before entering the platform, make sure to tap your ORCA card or a credit/debit card on one of the yellow ORCA card readers, or purchase a ride ticket. At the station, check the electronic display for the arrival time of the next train.

When the train arrives, look at the head sign to confirm if it's a 1 Line or a 2 Line train. After confirming you're taking the correct train for your destination, allow passengers to get off the train before boarding. Once on board, find a seat or hold onto the handrails if you're standing. Onboard displays will indicate which station the train is approaching next. Enjoy your ride!

Sound Transit Fare Ambassadors will be checking for proof of payment, so have your ORCA card, the last four digits of your credit or debit card, or your ticket ready to show. If you have a question for our Customer Service team, you can reach them between 8 a.m. and 6 p.m. at **888-889-6368**; TTY **Relay 711** or reach them via email at [main@soundtransit.org](mailto:main@soundtransit.org).

#### How to Pay

There are several ways to pay for your ride on Link:

1. **ORCA Card:** The easiest and most convenient method is using an ORCA card, which you can purchase and reload with funds at a ticket vending machine located at all Link stations, online at [myorca.com](http://myorca.com), or by phone at 888-988-6722. You can also purchase or reload your ORCA card at the [RideStore](#). Simply tap your card on the yellow ORCA card reader at the Link station before boarding your train!

2. **Transit Go Ticket App:** You can also use the [Transit Go Ticket](#) app to purchase tickets on your Android or iPhone. The app accepts both credit and debit cards for fare payment. Once purchased, be sure to activate your ticket.

3. **Ticket Vending Machines:** Purchase a one-way, return, or all-day ticket at a vending machine located at all stations or at the [RideStore](#). Station ticket vending machines accept cash, debit, and credit cards.

4. **Tap to Pay:** ORCA is launching a new Tap to Pay feature, making transit payments across the Puget Sound region more convenient. With Tap to Pay, adult fare riders can simply tap their credit or debit card, including digital cards using Apple Pay or Google Pay, to pay for buses or trains. Except for Seattle Center Monorail and Washington State Ferries, all existing ORCA transit agencies will accept Tap to Pay. Learn more [here](#).

Sound Transit Fare Ambassadors may request proof of payment, so have your ORCA card, activated Transit Go Ticket pass, paper ticket, or last four digits of your credit or debit card ready to show.

### **Transferring to/from a bus**

Transferring between Link light rail and buses is fast and easy with an ORCA card. Simply tap your ORCA card or a credit/debit card before boarding the train and when boarding the bus. If you transfer within 2 hours, your original fare will be credited toward the next leg of your journey. Most passengers enjoy completely free transfers with ORCA.

### **Transferring between the 1 Line and 2 Line**

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### **Saving with Reduced Fare Programs**

Sound Transit offers several reduced fare programs to save you money on your trip:

1. **ORCA LIFT:** Eligible riders can receive reduced fares through the ORCA LIFT program. To qualify, your household income must be at or below 200% of the federal poverty level. To apply, visit [info.myorca.com/lift](http://info.myorca.com/lift), call the Community Health Access Program at 1-800-756-5437, or visit an [authorized enrollment office](#).

2. **Senior and Disabled Fares:** Seniors (65+) and riders with disabilities are eligible for reduced fares with the Regional Reduced Fare Permit. To apply, visit [info.myorca.com/senior](http://info.myorca.com/senior) or [info.myorca.com/disabled](http://info.myorca.com/disabled). You can also call 888-988-6722, visit the [RideStore](#), or visit any transit customer service office for assistance.

3. **Youth Fares:** Riders aged 18 and under ride transit for free! Youth may apply for a free Youth ORCA card at [info.myorca.com/youth](http://info.myorca.com/youth).

The 2 Line Crosslake Connection is a fantastic addition to our regional transit network. With this guide, you're ready to ride smoothly and affordably. Happy travels on Link!

# 1 AND 2 LINE SIMPLIFIED MAP WITH TRAVEL TIMES



