

## **Sound Transit Citizen Oversight Panel Meeting Summary April 4, 2019**

**COP Members Present:** Fred Auch, Annette Bailes, Kevin Brannon, Chris Karnes, Sharon Grader, Scott Lampe, Dan Parker, James Peyton, Bill Roach, Marie Rogers, Larry Sauv , Paul Thompson

**COP Members Absent:** Phil Lovell

Others Present: Shelly Brown, Kathy Albert, other Agency staff, members of the public

### **Discussion with Deputy Chief Executive Officer**

Kimberly Farley, Deputy Chief Executive Officer (CEO), discussed her extensive experience managing and delivering mega-projects and her vision for her role at Sound Transit. Ms. Farley was hired by CEO Peter Rogoff in June 2018, and will work with Deputy CEO Mike Harbor until his planned retirement in late 2019. Ms. Farley noted that she had been interested in joining Sound Transit for several years, as she considered transitioning from a decade as Director of Operations for the Alaska Way Viaduct Replacement Project. Ms. Farley, who has a bachelor of science degree in engineering geology and a juris doctorate, has been involved in many of the Washington State Department of Transportation's (WSDOT) mega-projects in addition to the Alaska Way Viaduct, including the Tacoma Narrows bridge and I-520 bridge replacement projects and the I-405 program. Subsequent to her work with WSDOT, Ms. Farley provided key consultant support to a major hydroelectric project in Chile and to the Tappan Zee bridge replacement project in New York City.

Ms. Farley oversees Sound Transit's capital and operating programs. She noted that the Agency has added 100 new staff members in the past six months, and expects to reach 1,000 employees by the end of April 2019. A new five-year strategic plan is underway to help deal with the rapid pace of change. Core values have been identified as collaboration, customer focus, inclusion and respect, safety, integrity and quality.

Ms. Farley noted that Sound Transit is particularly good at attracting and retaining top talent. The Agency's mission, benefits and atmosphere contribute to the quality and longevity of its workforce. Ms. Farley identified existing enterprise systems as her biggest concern at this point, noting that she found them more siloed and manual, and therefore less scalable, than she had expected. State of the art enterprise systems are fundamental to delivery of ST3.

### **Rider Experience**

Russ Arnold, Chief Customer Experience Officer, gave an overview of his work since he became Sound Transit's first Customer Experience Officer a little over a year ago. The Agency's current annual survey of rider experience measures efficiency through farebox recovery and passengers per trip. Service delivery is measured through on-time performance, preventable accidents, scheduled trips operated and customer complaints. On-time performance data compiled in December 2018 shows that ST Express and Tacoma Link services were slightly above target, while Link and Sounder services were slightly less than target. Link elevators uptimes were three and a half percent below target; Link escalators were about seven percent below target.

In the future, enhanced performance reporting will include additional measures to determine whether riders are experiencing the service they expect. Baseline system performance, new rider experience metrics and actionable improvement goals will create more visibility and insight, as articulated in a

proposed rider experience vision: “We will deliver a transit experience that is dependable, safe, clean and available with informed riders; while striving to create an experience that is simple, seamless and intuitive for our riders.”

## **Discussion**

Panel members found the presentations very informative, noting the impressive credentials of Ms. Farley and Mr. Arnold.

The summary of the March 21, 2019, COP meeting was approved.

## **Member Reports**

Larry Sauvé reported that he had ridden a bus to the COP meeting and hadn’t experienced major delays on Second or Third Avenues in spite of the recent closure of the Downtown Seattle Transit Tunnel (DSTT) to buses.

Paul Thompson noted that Amazon’s plans to relocate numerous jobs from Seattle to facilities near the Bellevue Downtown light rail station will add to the economic development benefits of East Link.

Chris Karnes reported that the Tacoma Dome Link extension project has advanced to Level 2 screening in the environmental impact statement process. The City of Tacoma has adopted a resolution to support a hybrid alternative along Pacific Avenue.

Sharon Grader reported that she had attended a recent Sound Transit meeting regarding additional parking and access improvements for the Edmonds station. The meeting was held in the Edmonds Library and had very few participants, perhaps because comments could also be submitted via an online survey.

Kevin Brannon reported that new policy guidance enacted following the partial federal government shutdown in January 2019, prohibited volunteer activities during duty hours. Kevin’s objections to the policy were overruled and he therefore announced his resignation from the COP.

Marie Rogers noted echoed Larry Sauvé’s comments regarding the relative ease of the transition of buses from the DSTT.

Focus areas were discussed and revised as follows:

## **2019 Focus Areas**

- Adequacy and appropriateness of system access to stations
- Ridership on Sounder North
- Social equity
- Awareness of emerging technologies and their impacts
- Labor costs and labor supply

- Publicizing of peer comparison data
- Asset management
- Reliability and availability of federal, state, local and third party funding sources
- Customer Experience

Next Meeting: April 18, 2019, Northgate Link Tour 8:00 – Noon beginning in the Santa Fe Room at Union Station