

Sound Transit Citizen Oversight Panel Virtual Meeting Summary March 5, 2020

COP Members Present: Jan Berlin, Scott Lampe, Dan Parker, James Peyton, Bill Roach, Larry Sauvé, Joe Scorcio

COP Members Absent: Fred Auch, Hally Bert, Brett Johnson, Helen Parker, Daniel Santon, Paul Thompson

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

Sustainability

- Amy Shatzkin, Deputy Director of Sustainability

Amy Shatzkin discussed Sound Transit's Sustainability Plan, which supports the Agency's core mission of connecting more people to more places efficiently, affordably, reliably, and in an environmentally friendly manner. In addition to supporting the natural environment, sustainability is also a tool to protect and enhance people, the planet, and prosperity.

People – The long term goal is to implement social equity as an Agency value that, among others, would enhance the use of property designated for parking, create affordable home ownership opportunities, meet or exceed workforce diversity goals for construction contractors, and increase retention of apprentices in the region. In order to assist in meeting these goals, Jackie Martinez-Vasquez, Chief Equal Employment, Equity and Inclusion Officer, and Leslie Jones, Chief Small Business Development and Labor Compliance Officer, provide frequent input on race and equity standards and disadvantaged business enterprise (DBE) hiring targets to address racial equity in the Agency's capital projects.

Planet – The long term goal is to enhance ecosystem functions by achieving carbon free operations, reducing water use, meeting the highest EPA standards for construction equipment, planning projects for LEED Platinum certification, and establishing corridor-specific resource conservation goals.

Prosperity – The long term goal is to build resilience to climate change and natural or manmade disasters by completing a tri-county Threat Hazard Identification Risk Analysis and a Hazard and Mitigation and Response Plan, increasing staff awareness and preparedness for critical emergency events, updating the Climate Adaption Strategy, and conducting a Climate Change Vulnerability Assessment.

Connect 2020

- Marie Olson, Executive Operations Director – Transit Expansion
- Sandee Ditt, Customer Outreach Specialist

Marie Olson and Sandee Ditt provided an update on Connect 2020. Link light rail trains were expected to return to two-track service on March 16, 2020. Considerable demolition work had taken place and a noise curtain designed as mitigation had worked very well. Sound Transit's Ambassador effort had been a resounding success, in spite of snow and the beginning of the coronavirus pandemic. Crowding had been a primary safety concern that was well addressed with additional transit security and fare collection officers. Additional signage and more than 12,000 hours of staff outreach helped keep things running smoothly. Ridership had dipped, as expected, by about 30 percent. A marketing effort to let people know when the project would be completed had been developed.

Discussion

Panel members expressed appreciation for both presentations, noting that Connect 2020 presented numerous operating challenges from which the Agency could learn.

The summary of the February 20, 2020, COP annual retreat was approved.

Member Reports

None

2020 Focus Areas

- Adequacy and appropriateness of station access
- Monitoring and review of social equity, racial equity, fare enforcement, and inclusion policies
- Implications and impacts of emerging technologies
- Workforce development and measurement of outcomes
- Uses of peer comparison data
- Asset management plan progress
- Reliability and availability of federal, state, local, and third party funding sources
- Customer experience focus that includes the entire region and all of the transit agencies within it
- Customer experience metrics that focus more specifically on the customer experience

Outstanding Questions

None

Next Meeting: Thursday, March 19, 2020, 8:30 – 11:00 AM, Santa Fe Room, Union Station