

Sound Transit Citizen Oversight Panel

Meeting Summary

April 3, 2014

COP Members Present: Fred Auch, Annette Bailes, Josh Benaloh, Bob Goldstein, Phil Lovell, Dave Russell, Bruce Seiber, Vic Sood, Harold Wirch

COP Members Absent: Dave Berger, Stuart Scheuerman

Others present: Kathy Albert, Taylor Barros, Shelly Brown, Joe Gilder, Chris Jeffries, Jason Weiss, members of the public

Information Technology Presentation, Including Supervisory Control and Data Acquisition (SCADA)

Jason Weiss, Chief Information Officer, introduced the presentation. Sound Transit's (ST) information technology (IT) department has 75 full time equivalent positions and three major sections:

- 1) Corporate IT serves ST staff and is focused on an array of internal systems including computers, email, financial and human resources, project management, document management, and engineering.
- 2) Transit Operations Systems serves ST operations, including station and vehicle systems such as ticket vending machines, closed-circuit televisions (CCTV), variable message signs, and passenger counters. Supervisory control and data systems (SCADA) support is being expanded within this division of IT.
- 3) Transit Rider Technology serves ST riders and the general public through use of the ST website, mobile technology, trip planners, and user interface on public devices like ticket vending machines. This division of IT services is the newest area for ST, and is still in a growth mode. It presents different challenges from corporate and transit IT, and is focused on user-centered design to improve the public's experience with ST.

The IT department was reorganized last year from silos to common services, and many of the goals of the reorganization have been achieved. Operational aspects of IT have been strengthened, consistency of key processes has improved, service levels have been aligned for each of the three IT divisions, and transparency has improved. The IT department has been able to expand its scope without adding much additional staff. Two key positions, IT Director, Operations, and IT Supervisor, SCADA Systems Engineering, have been filled. Disaster recovery is the major focus of the department this year. The agency's existing plan will be reviewed and refreshed, and a table top exercise will be completed within the next few weeks. Security is always an important issue. A back-up disaster preparedness system is operational off-site.

The SCADA program is a highly complex, non-traditional IT system that was designed for Link. The King County Rail Division maintains the system, and ST field technicians make sure that it functions properly. In its current state, the SCADA system is in maintenance mode. Hardware and software is

at the end of its useful life, and there is a lack of vendor support. The original General Electric system is unique; about 30 other systems around the country are using newer, more proven and consistent technology. The Department of Design, Engineering, and Construction Management (DECM) is upgrading key elements of SCADA in order to make it a more proactive, managed system. A three year plan is being developed to undertake this large, complex effort in partnership between ST operations, IT, and DECM. Additional staffing resources will likely be needed to carry out project objectives, including breaking down barriers between new Link systems and Sounder systems already managed by IT.

Recent key accomplishments of the IT department include:

- Attracting and retaining skilled staff, despite a highly competitive IT job market
- Delivering 28 projects in 2013, a notable increase over previous years
- Increasing ST's regional role and collaboration with partner agencies
- Successfully migrating One Bus Away from the University of Washington (UW) to ST
- Delivering a new SCADA network
- Delivering a new enterprise asset management system (EAMS) for Tacoma Link and Sounder and progressing with the EAMS system for Link
- Increasing IT automation through the standards and systems center
- Completing the annual financial systems audit without findings
- Meeting the 99.9% year to date overall uptime metric in 2013

Key challenges and opportunities revolve around ever changing technologies, including personal mobile and web devices, and public expectations of the services provided. The highly competitive IT job market in Seattle makes it hard for ST to compete with private sector salaries in spite of ST's important public sector mission. Integrating new fare collection technologies with ORCA, security and data privacy, full integration of SCADA support into IT, and continued high demand for IT services are focus areas for the years ahead.

University Link Extension Update

Joe Gildner, Executive Project Director, University Link (U Link), gave an update of the project. U Link is a 3.5 mile extension of Central Link that includes twin bored tunnels and two stations and a cross over. The project is now 82% complete. Construction has progressed ahead of schedule, and will likely result in early opening sometime during the first quarter of 2015. The estimated final cost (EFC) of the project is trending toward approximately \$107M under the \$1.948M budget. Seven of the eight interim project milestones identified in the Federal Transit Administration's (FTA) full funding grant agreement (FFGA) have now been met. The FTA requires ST to refresh its estimated cost to complete after each milestone, and the agency is currently undertaking that task. In addition, the FTA's project management oversight consultant (PMOC) is conducting its own risk assessment of the EFC. The four major heavy civil contracts are now complete, as is the rail car procurement. The two major station finishes and three major systems/track contracts are active. The maintenance of way building contract is pending.

UW Station

The project is 90% complete. Escalators, stairs, and other infrastructure is being tested for fire/life safety. The subway project has been completed according to the terms of the five party agreement, and

handed off to the UW, with whom ST has had a good relationship regarding project staging, access, and the like. All parties working at the site are acutely aware of the need to mitigate noise and vibration issues at University Hospital.

Capitol Hill Station

The basic structure is 100% complete, while the overall contract is 47% complete. Rail track and equipment installation is ready to begin, construction of the west entry and pedestrian concourse is underway and testing and commissioning of the station has also begun. A request for proposals for transit oriented development (TOD) at the site has been issued. All development must be compatible with station structures and functionality. The station site itself is quite busy. Mitigation of recently discovered contamination has not significantly impacted the project schedule. A drawing for a tunnel walking tour designed to increase business at the Annapurna Cafe resulted in 900 entries.

Maintenance of Way Building

The project is a deferred design build contract to construct a maintenance of way building for non-revenue vehicles. The ST Board will likely award the contract this month. The contract contains numerous guidelines for construction of the facility within the existing operations environment. While ST's goal is to complete the facility prior to U Link opening, it need not be completed by then.

Other Issues

SCADA is used for train control, building management, and fire/life safety throughout the system. A new network will be tested and installed this fall, which will require shutting down all light rail operations between the hours of 1:30 and 4:30 AM for three weeks. Staff are awaiting schedules for the Seahawks and Sounders in order to avoid shutting the system down during home games of either team.

A rail activation committee chaired by Tracey Reed has been created at ST and is highly integrated with Metro staff. Joni Earl chairs the executive activation group. Three subcommittees have been formed: safety and security certification, system integration testing, and pre-revenue operations and start-up.

Discussion

Members offered these comments on the presentations:

- The IT department would benefit from having a staff member trained in cyber security; "healthy paranoia" is a necessary component of IT.
- There was discussion of whether two off-site disaster preparedness centers might be better than one. There are two data control centers, but only one physical facility. A localized event could disrupt service for a long period.
- Members expressed support for ST's focus on integrating services with partner agencies.
- It was suggested that a category called "on-going concerns" be added to COP meeting notes and the annual report. The robustness of the data network will be placed on the list.

Chair and Member Reports

Harold Wirch reported that Snohomish County and Community Transit are working on incentives for the Ash Way project.

Josh Benaloh reported that ST open houses in Bellevue have become less antagonistic. Participants include more project supporters than detractors.

On-Going Concerns

Robustness of the data network, including security

The minutes of the April 3, 2014 meeting were approved as amended.

Next Meeting

The next meeting of the COP was set for Thursday, April 17, 2014, 8:30 AM to 11:00 AM. COP members who wish to attend the meeting via audio conferencing were asked to advise Shelly Brown by Tuesday, April 15.