



Summary Minutes

Rider Experience and Operations Committee Meeting July 2, 2020

Call to order

The meeting was called to order at 1:03 p.m. by Committee Chair Paul Roberts virtually on WebEx.

Due to the Governor's Stay Home – Stay Healthy Order issued on March 23, 2020, public viewing of the meeting was only available via WebEx. The meeting was streamed on

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=ee0d504d9e3e7564519237f706735d096.%20>.

Roll call of members

Chair	Vice Chair
(P) Paul Roberts, Everett Councilmember	(P) Joe McDermott, King County Councilmember

Board Members	
(P) David Baker, Kenmore Mayor	(P) Kim Roscoe, Fife Mayor
(P) Debora Juarez, Seattle City Councilmember	(P) Nicola Smith, Lynnwood Mayor
(P) Ed Prince, Renton City Councilmember	(A) Peter von Reichbauer, King County Councilmember

Chair Roberts, announced that a quorum of the Committee was present at roll call.

Report of the Chair

Monthly Contract Report

Chair Roberts announced that the CEO Monthly Contract Report was available for review.

CEO Report

Deputy chief executive officer Kimberly Farley gave the CEO Report.

Returning to Regular Fares

Fares were suspended on March 21, 2020 in response to the COVID-19, but they were reinstated as recovery fares on Link and Sounder on June 1, 2020. Approximately 18 percent of Link riders and 14 percent of Sounder riders paid with the recovery fare option. On July 1, 2020, full fares were reinstated on the two modes and ST Express. At that time the flat \$3.25 adult ST Express fare approved in 2018 was implemented, which were then aligned with the flat fare structures of other agencies like King County Metro and Pierce Transit. Promotion of the ORCA LIFT program continued.

Phase 2 of returning to Sound Transit Offices

With King County entering Phase 2 for reopening amid the COVID-19 pandemic, Sound Transit was preparing for Phase 2 of its return-to-worksite plan. Employees who were able to work effectively from home would continue to do so, but more staff would be allowed to return on a case-by-case basis after completing required COVID-19 safety training.

Efforts to enhance Ridership

Sound Transit was preparing for an increase in ridership as more people return to worksites, school, and other daily routines when counties entered Phases 3 and 4 of the COVID-19 recovery plan. Cleaning protocols were increased, service was deployed at a level which allowed for social distancing, and face coverings were required for all passengers prior to and then in alignment with the Governor's executive order. Research was being conducted in coordination with King County Metro, Community Transit, and Pierce Transit to gain a deeper understanding of what customers needed and wanted to continue riding.

A system-wide win-back strategy was developed with an emphasis on safety, education, and reassurance. It addressed perception about the safety of riding transit by demonstrating the many steps the agency was taking to ensure the safety and security of riders and operators. It used signage, rider alerts, web content, social media, email marketing, and modest levels of paid digital advertising. A full report of this effort would be provided to the Board of Directors.

Federal Update

Earlier that day, the US House of Representatives passed H.R. 2, the Moving Forward Act, which included provisions that had the potential to significantly increase federal funding for Sound Transit by authorizing increases in federal shares for the Lynnwood Link and Federal Way Link Full Funding Grant Agreements. Ms. Farley expressed appreciation for the House Leadership and the region's Congressional delegation in supporting the provisions. The legislative outlook was uncertain, but the agency was working closely with the Congressional delegation to have the provision advanced through any vehicle. Additionally, the Federal Transit Administration notified Congress that it intended to allocate \$100 million in fiscal year 2020 funding for each Full Funding Grant Agreement projects, the Lynnwood Link extension and Federal Way Link extension.

Public comment

Chair Roberts announced that due to the Governor's stay home stay healthy order, public comment would only be accepted via email to emailtheboard@soundtransit.org. The following people submitted email public comments prior to the meeting:

Jane Van Kleeck

Stephen Ambrose

Business Items

Items for Committee final action

June 4, 2020, Rider Experience and Operations Committee meeting minutes

It was moved by Boardmember Prince, seconded by Boardmember Baker. Chair Roberts called for a roll call vote.

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Nicola Smith
Paul Roberts

Nays

It was carried by six affirmative votes that minutes of the June 4, 2020 Rider Experience and Operations Committee meeting were approved as presented.

Motion No. M2020-38: Authorizes the chief executive officer to execute a contract modification with Raul V. Bravo + Associates to provide bilevel car procurement consulting services for technical services in support of the purchase of bilevel cars in the amount of \$2,273,467 with a 10 percent contingency of \$227,347 totaling \$2,500,814, for a new total authorized contract amount not to exceed \$4,491,883.

Martin Young, Sounder Operations Manager, provided the staff report and answered Boardmember questions.

Motion No. M2020-38 was moved by Boardmember Baker, and seconded by Boardmember McDermott. Chair Roberts called for a roll call vote.

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Nicola Smith
Paul Roberts

Nays

It was carried by six affirmative votes that Motion No. M2020-38 be approved as presented.

Items for Recommendation to the Board

Motion No. M2020-39: Authorizes the chief executive officer to execute a three and a half year labor agreement with the International Brotherhood of Electrical Workers Local 46 covering Senior Facilities Specialists, Facilities Specialists, and Electricians in the Operations Department beginning July 1, 2020 and expiring on December 31, 2023.

Ian Coleman, Senior Human Resources Partner, provided the staff report and answered Boardmember questions.

Motion No. M2020-39 was moved by Boardmember Baker, and seconded by Boardmember Prince. Chair Roberts called for a roll call vote.

(Boardmember Roscoe arrived at this time).

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Kim Roscoe
Nicola Smith
Paul Roberts

Nays

It was carried by a unanimous vote of the seven present Boardmembers that Motion No. M2020-39 would be forwarded to the Board with a do-pass recommendation.

Motion No. M2020-40: Authorizes the chief executive officer to execute an amendment to extend the ST Express Service Operations and Maintenance Agreement with Community Transit for six months through June 30, 2021.

Dave Turissini, ST Express Program Manager, provided the staff report on both Motion No. M2020-40 and M2020-41, and answered Boardmember questions.

Motion No. M2020-40 was moved by Boardmember Baker, and seconded by Boardmember Smith. Chair Roberts called for a roll call vote.

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Kim Roscoe
Nicola Smith
Paul Roberts

Nays

It was carried by a unanimous vote of the seven present Boardmembers that Motion No. M2020-40 would be forwarded to the Board with a do-pass recommendation.

Motion No. M2020-41: Authorizes the chief executive officer to execute an amendment to extend the ST Express Service Operations and Maintenance Agreement with Pierce Transit for six months through June 30, 2021.

Dave Turissini, ST Express Program Manager, answered additional questions regarding the motion.

Motion No. M2020-41 was moved by Boardmember Prince, and seconded by Boardmember Baker. Chair Roberts called for a roll call vote.

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Kim Roscoe
Nicola Smith
Paul Roberts

Nays

It was carried by a unanimous vote of the seven present Boardmembers that Motion No. M2020-41 would be forwarded to the Board with a do-pass recommendation.

Resolution No. R2020-14: (1) Amends the adopted budget for the Link Radio Upgrade project by (a) increasing the adopted 2020 annual project budget by \$414,486 from \$800,000 to \$1,214,486 and (b) increasing the authorized project allocation by \$429,486 from \$1,933,000 to \$2,362,486, and (2) offsets the Link Radio Upgrade budget increases by (a) decreasing the adopted 2020 annual project budget for the Kinkisharyo LRV Systems Upgrade project by \$414,486 from \$750,000 to \$335,514 and (b) decreasing the authorized project allocation for the IT Transit Systems project by \$429,486 from \$5,904,818 to \$5,475,332.

Ted Ellis, Deputy Director of Operations Technology, presented the staff report and answered questions from Boardmembers.

Resolution No. R2020-14 was moved by Boardmember Baker, and seconded by Boardmember Smith. Chair Roberts called for a roll call vote.

Ayes

David Baker
Debora Juarez
Joe McDermott
Ed Prince
Kim Roscoe
Nicola Smith
Paul Roberts

Nays

It was carried by a unanimous vote of the seven present Boardmembers that Resolution No. R2020-14 would be forwarded to the Board with a do-pass recommendation.

Reports to the committee

None.

Executive session

None.

Other business

None.

Next meeting

Thursday, August 6, 2020
1:00 to 3:00 p.m.
Location to be Determined

Adjourn

The meeting adjourned at 1:48 p.m.

Paul Roberts
Rider Experience and Operations Committee Chair

ATTEST:

Kathryn Flores
Board Administrator

APPROVED on _____, AM.