



Summary Minutes

Rider Experience and Operations Committee Meeting August 6, 2020

Call to order

The meeting was called to order at 1:02 p.m. by Boardmember David Baker virtually on WebEx.

Boardmember Baker advised that both Chair Roberts and Vice Chair McDermott were unable to attend the meeting, and the Board Rules required a quorum of the Committee to appoint a Chair Pro Tem.

It was moved by Boardmember Smith, seconded by Boardmember Prince that Boardmember David Baker be appointed Chair Pro Tem for the August 6, 2020 Rider Experience and Operations Committee meeting. Boardmember Baker called for a roll call vote.

Ayes

David Baker
Ed Prince
Kim Roscoe
Nicola Smith

Nays

It was carried unanimously by four affirmative votes that Boardmember David Baker be appointed Chair Pro Tem for the August 6, 2020 Rider Experience and Operations Committee meeting.

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=e8c53cf96e21c95afc029b7c341d6f4d1>.

Roll call of members

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

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

Chair Pro Tem Baker announced that a quorum of the Committee was present at roll call.

Report of the Chair

Monthly Contract Report

Chair Pro Tem Baker announced that the CEO Monthly Contract Report was available for review.

CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Service Planning Updates – Following significant ridership declines due to COVID-19 riders were beginning to come back to the system, and service was being added as a result. In September, Link service would be increasing from 20 minute and 30 minute headways during the day and evening respectively to 8 minutes during rush hours and 15 minutes in the mid-day and evenings. Two trips would be added to the Sounder South line and a number of ST Express routes would see increased service. These service levels would remain through March 2021, when the next formal service changes occurred. Staff would be closely monitoring ridership and adjust service accordingly up to and through the opening of the Northgate Link and Operations and Maintenance Facility – East, with a focus on doing so through an equity lens.

Resuming Presentation of Rider Experience and Operations Data after Hiatus due to COVID-19 – Due to the increased focus on COVID-19 information, the regular reporting of rider-focused metrics was paused for the past several meetings. Beginning with this meeting, more frequent reports of those metrics would begin again.

Sound Transit Staff Return to the Office – Mr. Rogoff informed staff earlier that week that they would not be returning to the office en masse any sooner than January 2021. Essential employees in the field would continue to work with strict safety measures in place.

Ridership Update – Ridership was approximately 82 percent below pre-COVID19 levels, averaging around 29,000 riders per weekday, system-wide. It appeared to stabilize in July following steady growth observed in May and June.

Federal Update – Congress was at an impasse regarding a COVID-19 relief package. Agency staff was working hard with allies across the country and with the congressional delegation to make the strongest case possible for transit relief. Mr. Rogoff spoke directly with US Senators Cantwell and Murray to underscore the need for further transit funding.

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:

Carl Stork

Business Items

Items for Committee final action

July 2, 2020, Rider Experience and Operations Committee meeting minutes

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

Ayes

David Baker
Ed Prince
Kim Roscoe
Nicola Smith

Nays

It was carried by four affirmative votes that minutes of the July 2, 2020 Rider Experience and Operations Committee meeting were approved as presented.

Motion No. M2020-45: Authorizing the chief executive officer to execute a five-year contract with two one-year options to extend with Turner & Townsend AMCL Inc. dba AMCL to provide on-call ISO 55001 certification support services for a total authorized contract amount not to exceed \$3,652,050.

Amy Lindblom, Director of Enterprise Asset Management, provided the staff report and answered Boardmember questions.

Motion No. M2020-45 was moved by Boardmember Baker, and seconded by Boardmember McDermott. Chair Pro Tem Baker called for a roll call vote.

Ayes

David Baker
Ed Prince
Kim Roscoe
Nicola Smith

Nays

It was carried by four affirmative votes that Motion No. M2020-45 be approved as presented.

Reports to the committee

Ridership Experience Metrics Performance Reporting

Russ Arnold, Chief Customer Experience Officer, and Paul Denison, Acting Executive Director of Operations, gave the presentation. Mr. Denison reviewed the ridership data for all modes through June 2020 in comparison to 2019 totals. Due to COVID-19, a drastic decline was observed, and was expected to continue as many employers across the region indicated that workers would not return to offices for several months. He outlined average weekday ridership data categorized by county, and noted that ridership levels to South King County and Pierce County, operated by Pierce Transit, fared better than that of Community Transit and King County Metro in Snohomish and North King Counties respectively. Service reductions were implemented accordingly. Sounder service experienced the largest decline, with Sounder North service declining more than Sounder South.

Mr. Arnold reviewed public safety incident data through June 2020 compared to 2019. He noted that conventional thinking dictated that public safety incidents increase as ridership increases, but the agency's data refuted that supposition. He proposed that a contributing factor may be increased presence of security on trains due to decreased service leading to a higher number of observed incidents. Another factor may have been the suspension of fares beginning in late March, which saw an increase in bio hazards, loitering, and graffiti. He noted that approximately two-thirds of all reported incidents were on Link. Finally, he quickly reviewed data on cleanliness reports.

Mr. Arnold advised that more comprehensive presentation on vertical conveyances would be provided to the Committee at the October committee meeting, but he reviewed high-level uptime data for each Link station. He noted that the Downtown Seattle Transit Tunnel was still owned by King County Metro, and that many of the vertical conveyance assets were old, and were reaching, or exceeded the end of their useful lives. Metro struggled with its maintenance vendor which was reflected in the data. The Beacon Hill Station elevator experienced a major component failure in June and was subsequently returned to service, but this put the uptime below target.

Mr. Rogoff drew the committee's attention to the UW Station's increased uptime over 2019. He advised that more information would be provided in the October presentation, but that progress with that station was being made. Mr. Arnold added that the station had become the agency's most reliable station in that regard following the service agreement structure change.

Mr. Arnold then reviewed vertical conveyance uptimes for Sounder stations, ST Express stations, and Garages. Kent Station was the only underperforming asset, due to an identified safety concern leading to the elevator being taken out of service. The issue occurred in late 2019 and was corrected. The elevator was put back into service in June 2020, which fell outside of the data's collection period.

Mr. Arnold answered Boardmembers' questions.

Dashboard First Look

Russ Arnold provided the presentation. He reminded the Committee of the work the customer experience team had completed over the course of the last year, reviewing the five foundational categories of Rider Experience: Dependable, Safe, Available, Clean, and Informed. He reviewed each of the categories, and informed the Committee of the status of the various measurable metrics within that would be displayed on the dashboard.

He then showed the Board a prototype of the dashboard, advising that it was not fully operational. The dashboard uses a design philosophy inspired by an initiative named "8 to 80 Cities" which believes that platforms should work for everybody, from ages eight to 80. The base page displayed each of the agency's modal services and signal of performance, categorized into "very satisfied", "Satisfied", and "Unsatisfied"; each with a respective, representational emoji. When a user selects a service, the five foundational categories are displayed with scores for each. Those are further expandable, displaying scores across all modes. More data is available through a link on the expanded selection, which provides measures of each of the metrics composing the categories.

Boardmember Roscoe asked how riders would be prompted to view the dashboard. Mr. Arnold advised that the dashboard would potentially be incorporated into a rider's route page, and that a marketing campaign would also accompany its release.

Mayor Roscoe asked for more information about the project's timeline. Mr. Arnold advised that the platform would be fully built by early 2021, and full integration of real time data would follow shortly after that.

Executive session

None.

Other business

None.

Next meeting

Thursday, September 3, 2020
1:00 to 3:00 p.m.
Held virtually via WebEx

Adjourn

The meeting adjourned at 2:11 p.m.

ATTEST:

Paul Roberts
Rider Experience and Operations Committee Chair

Kathryn Flores
Board Administrator

APPROVED on _____, AM.