



Summary Minutes

Rider Experience and Operations Committee Meeting December 3, 2020

Call to order

The meeting was called to order at 1:01 p.m. by Chair Roberts virtually on WebEx.

Due to the Governor's Safe Start, Stay Healthy Order, public viewing of the meeting was only available via WebEx. The meeting was streamed on

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e86de33a7e7371fe44e172794051b35b4>.

Roll call of members

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

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

Sounder Fare Change Public Comment – Chair Roberts announced that earlier in the day he presided over a public hearing to receive comment on the proposed Sounder Fare Change. One comment was provided by Joe Kunzler, who supported the fare change which he believed would ease the burden on the working poor, disabled, and seniors.

The public comment period was open until October 6, 2020. Staff would review the feedback and bring a final action to the Board for consideration at its December 17, 2020 meeting, which would allow for a final opportunity for comment

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

CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Successful Construction Work over I-5 – A construction milestone was completed on the Lynnwood Link Extension on November 22nd. Skanska crews working on the Snohomish County segment of the extension erected falsework for the elevated light rail guideway crossing southbound lanes of I-5. The same process would be repeated early in 2021 for the northbound lanes.

King County Metro General Manager Appointment – Sound Transit was excited to hear the news that Interim General Manager of King County Metro, Terry White, was appointed as the General Manager.

Mr. White worked at Metro for 33 years and met the year's pandemic challenges with his usual high-level performance.

Service Levels – In March, when COVID rates spiked, operator availability fell. As COVID rates increase, a potential availability problem would occur. Tacoma Link would see limited service over weekends. Link light rail service would be more fluid due to these concerns and vacation negotiations between King County Metro and ATU.

Budget Process – Finally, CEO Rogoff reminded the Committee that it would recommend its portion of the proposed 2021 Budget to the Finance and Audit Committee, which would then recommend the full proposed 2021 Budget to the Board for adoption.

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.

No public comment submissions were received.

Business Items

Items for Committee final action

November 5, 2020, Rider Experience and Operations Committee meeting minutes

The minutes were moved by Boardmember Roscoe 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 seven affirmative votes that minutes of the November 5, 2020 Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2020-70: Authorizing the Enhancement, State of Good Repair, Administrative and Transit Operations portions of the Proposed 2021 Budget and Transit Improvement Plan to advance to the Finance and Audit Committee.

Jenny Stephens, Deputy Director of Financial Planning, provided the staff report.

Motion No. M2020-70 was moved by Boardmember Baker, seconded by Boardmember Prince. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried unanimously by the seven committee members present that Motion No. M2020-70 be approved as presented.

Motion No. M2020-71: Authorizing the chief executive officer to execute a contract modification with Schindler Elevator Corporation for Elevator and Escalator State of Good Repair Maintenance and Repairs for the Downtown Seattle Transit Tunnel vertical conveyances in the amount of \$6,313,911 with a 20 percent contingency of \$1,262,782 totaling \$7,576,693, for a new total authorized contract amount not to exceed \$30,200,302 plus applicable taxes, contingent upon approval of the 2021 Proposed Budget.

John Carini, Deputy Director of Vertical Conveyances, provided the staff report.

Boardmember Baker voiced support for the action.

Motion No. M2020-71 was moved by Boardmember Baker, seconded by Boardmember Roscoe. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried unanimously by the seven committee members present that Motion No. M2020-71 be approved as presented.

Motion No. M2020-72: Authorizing the chief executive officer to increase the contract contingency for the Operations Maintenance Facility Renovation project construction services contract with Western Ventures Construction Inc. adding contingency in the amount of \$100,000, for a new authorized contact amount not to exceed \$5,160,000 plus applicable taxes.

Bruce Polnicky, Director of Operations Projects and Asset Management, and Michael Zuniga, Senior Project Manager, provided the staff report.

Boardmember Roscoe asked what code compliance issues were faced that increased costs. Mr. Polnicky explained that building codes changed since the facility was built. During demolition, conditions were found which needed to be brought up to current code.

Motion No. M2020-72 was moved by Boardmember McDermott, seconded by Boardmember Roscoe. 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 the unanimous vote of seven committee members present that Motion No. M2020-72 be approved as presented.

Reports to the Committee

Rider Experience Metrics Performance Reporting

Suraj Shetty, Executive Director of Operations, provided the presentation. He reviewed the ridership metrics for all modes, which continued trends of very slow month-over-month increases in ridership.

He reviewed Link station vertical conveyance performance data, noting that the Beacon Hill elevator was taken out of service earlier in the year for state of good repair work and recently put back into service. Mr. Shetty also explained that Tukwila International Boulevard Station, SeaTac Station and Angle Lake Station escalator performance was below target because they were pulled out of service to conduct extra maintenance work while ridership was low to speed up planned improvements.

Boardmember Roscoe asked what the social distancing threshold was for Link, and what methods were being taken to facilitate that. Paul Denison, Deputy Executive Director of Transportation and Maintenance, explained that lead link cars had a capacity of approximately 23 riders and non-lead link cars had a capacity of approximately 27 riders. He also confirmed that seats on the cars were marked to be left vacant to allow for appropriate social distancing. CEO Rogoff added that there was no way to enforce observance of the methods, although the vast majority of riders were following guidelines. Some complaints revolved around riders not wearing masks.

Chair Roberts added that Link train capacity was approximately 72 riders with room for standing, which was only about 25 percent of total capacity in normal circumstances. He asked if the agency could institute more stringent mask wearing requirements, and how that would work.

CEO Rogoff advised that it was an often discussed topic in the transportation space. The challenged lies in enforcement, as riders begin to take transit more often. There are not enough cars in the fleet to accommodate the recommended social distancing limits, so it may be the case that trains and busses will have to pass by waiting passengers in order to keep those limits. How the agency would enforce a hard mask mandate is also up for debate. For the time being, reinforcing the need to wear a mask is the best option.

Executive session

None.

Other business

None.

Next meeting

Thursday, January 7, 2020, 1:00 to 3:00 p.m.
Virtual meeting held via WebEx

Adjourn

The meeting adjourned at 1:52 p.m.



Paul Roberts
Rider Experience and Operations Committee Chair

APPROVED on February 4, 2021, AM.

ATTEST:



Kathryn Flores
Board Administrator