



## Summary Minutes

### Rider Experience and Operations Committee Meeting April 1, 2021

#### Call to order

The meeting was called to order at 1:02 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=efc2ccd54d6934a9a4ed3cb6975ff9827>.

#### 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) Nicola Smith, Lynnwood Mayor
(P) Debora Juarez, Seattle City Councilmember	(A) Peter von Reichbauer, King County Councilmember
(P) Ed Prince, Renton City Councilmember	(P) Victoria Woodards, Tacoma Mayor

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

#### Report of the Chair

Chair Roberts welcomed Boardmember Woodards to the Rider Experience and Operations Committee. She was appointed to the Committee as part of the Board's action to update committee appointments at the February 25, 2021 Board meeting.

Chair Roberts announced that the CEO Monthly Contract Report was available in the meeting materials for Committee member review.

#### CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Federal Update – On March 31, 2020, President Biden released his framework for an infrastructure package called the American Jobs Plan. The Biden proposal called for over \$2.5 trillion in new spending, putting it among the largest pieces of legislation in U.S. history by cost. The scope of the American Jobs Plan includes investments proposed for a broad array of programs, including infrastructure like public transit. The Administration has proposed to change the distribution and use of federal funds with a focus on impacting climate change and building more equitable and sustainable communities. Sound Transit had urged the Administration and the Congress to include a provision like the one passed by the House last year in HR 2. That provision is the basis for a stand-alone bill that Senator Murray introduced last month with Senator Cantwell's support that would provide significant financial capacity for the agency by increasing federal funding for two Full Funding Grant Agreement projects – capacity that could be

applied to the affordability gap facing the next generations of projects. CEO Rogoff stated that more details would come and he would continue to update the committee as the agency's efforts continued.

State Update – Mr. Rogoff provided a State update and noted that three weeks remained in the year's regular legislative session, which was scheduled to adjourn on April 25, 2021. He announced that House Transportation Chair, Jake Fey, formally introduced his proposal for a transportation revenue package. The package had no direct appropriation for Sound Transit, however some appropriations were for the agency's partners and activities that support the regional system, including \$20 million for the City of Federal Way to improve access to the Federal Way Link extension. Sound Transit would continue work with Chair Fey and the Legislature as the transportation package advanced to underscore the agency's need in addressing the affordability gap. The proposed transportation budget in the House did not include the \$7.8 million fee for Sound Transit to pay the Department of Licensing to collect the agency's MVET. This fee would cost Sound Transit \$180 million over the life of the financial plan. Chair Fey, along with the Senate, would take this issue to conference, along with the issue of charging Sound Transit Fair Market Value for the use of state ROW, rather than forgiving the federal share. Mr. Rogoff shared the previous bill that would give the committee flexibility to develop a fare enforcement system outside the court system had received a unanimous vote during the week's Senate Transportation Committee and would move to the Rules Committee awaiting action on the Senate Floor. Mr. Rogoff continued to thank the committee for their outreach to the Legislators and reminded them of the importance of continued engagement.

East Link Tie-in Service Disruptions – CEO Rogoff announced that the construction closures for the Link Light rail stations from SODO Station to the University of Washington Station would occur the weekend of April 2, 2021. The closures would continue every subsequent weekend throughout the month of April into early May. The construction work would connect the East Link overhead catenary power and train signal systems to the existing Link light rail system. Mr. Rogoff stated that during these station closures, Sound Transit would provide free fare shuttle bus services between the closed stations, but would continue fare collection for Link.

## **Public comment**

Chair Roberts announced that public comment would be accepted via email to [emailtheboard@soundtransit.org](mailto:emailtheboard@soundtransit.org) and would also be accepted verbally.

No public comment submissions were received.

## **Business Items**

### **Items for Committee final action**

February 4, 2021, Rider Experience and Operations Committee meeting minutes

**The minutes were moved by Boardmember Baker and seconded by Boardmember McDermott.**

**It was carried by the consent of all Board members present that the minutes of the February 4, 2021 Rider Experience and Operations Committee meeting be approved as presented.**

Motion No. M2021-21: Authorizing the chief executive officer to execute a contract modification with Juniper Networks, Inc. and its authorized reseller, Datec, Inc. to provide Juniper network equipment, support, and maintenance services in the amount of \$4,000,000, plus applicable taxes, for a new total authorized contract amount not to exceed \$5,600,000, plus applicable taxes.

Jason Weiss, Chief Information Officer, provided the staff report.

Chair Roberts asked for confirmation that the motion is within the budget and related to agency operations. Mr. Weiss confirmed that to be true.

**Motion No. M2021-21 was moved by Boardmember McDermott, seconded by Boardmember Baker. Chair Roberts called for a roll call vote.**

**Ayes**

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

**Nays**

**It was carried by the unanimous vote of seven committee members present that Motion No. M2021-21 be approved as presented.**

Motion No. M2021-22: Authorizing the chief executive officer to execute a contract modification with Insight Public Sector, Inc. to extend through April 2023 and provide technology software, hardware, peripherals, and related maintenance services in the amount of \$8,000,000 for a new total authorized contract amount not to exceed \$13,180,000, plus applicable taxes.

Jason Weiss, Chief Information Officer, provided the staff report.

**Motion No. M2021-22 was moved by Boardmember Baker, seconded by Boardmember McDermott. Chair Roberts called for a roll call vote.**

**Ayes**

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

**Nays**

**It was carried by the unanimous vote of seven committee members present that Motion No. M2021-22 be approved as presented.**

Rider Experience Metrics Performance Reports & Vertical Conveyance Update

Russ Arnold, Chief Passenger Experience Officer, introduced Emily Nutsch, Operations Performance Manager, who provided performance and ridership data for the month of February.

John Carini, Deputy Director of Vertical Conveyances, provided the first look into the Sound Transit Conveyance reporting tool. Mr. Carini shared the functionality of the new dashboard tool, which included overview of escalators and elevators by service. He noted that the tool would showcase the cause of closures with any escalator or elevator and how the closure would impact the overall performance goal.

Boardmember McDermott expressed his interest with the dashboard's availability to showcase scheduled and unscheduled incidents of the vertical conveyances. He asked if the tool is available online and to the public. Mr. Carini responded that the projected upload date onto the Sound Transit website would occur within the following quarter. Mr. Arnold reminded the Committee that metrics would continuously be added to the tool and the following month's report would include Safety metrics.

Mr. Carini provided a Vertical Conveyances program update and would later provide the presentation for Motion No. M2021-23. He shared the improvements to the overall Passenger circulation at the University of Washington Station by way of adding egress options such as opening emergency stairwells to both ends of the platform and the construction of a cross mezzanine access passage. The additions

relieved the stress to the conveyances during peak commute times, however, Mr. Carini emphasized that these efforts have not been tested against normal ridership volume.

He provided a brief overview on the ongoing ADA redundancy study which would allow passengers to continue to their destination with minimal disruption in the event of an inoperable elevator. He noted that the agency defines redundancy as a station or location that allows for alternate ADA egress to a passenger's destination in the event of an elevator outage. The study would review nine stations where a single elevator is available per platform, such as the Mount Baker Station, and would look for potential alternate options. Some options presented included possible locations for additional elevators and On Demand Ride Programs. The study would focus on the overall accessibility recommendations such as existing accessible path improvements and additional signage.

He reviewed the SmartStep program, which is an escalator monitoring pilot that uses physical sensors attached to escalator steps to provide updates on equipment status. The pilot provided real time text and email alerts that notified staff of inoperable equipment, which would allow staff to respond immediately to outages. Over the next year, the monitoring steps would be increased to receive updates of irregular operations so staff could take a proactive approach to underperforming escalators. Signage improvements are being completed for better communication with passengers in the event of inoperable conveyances. Diagrams of stations have been designed to note locations of elevators and escalator equipment with the addition of alternate routes of egress during an outage.

Mr. Carini also provided an update on the Downtown Tunnel elevators and escalators. As of January 1, 2021, operations and management for all Downtown Seattle elevator and escalator assets have been transferred from King County Metro. The transfer was necessary and the agency's current system-wide vendor, Schindler, would take over maintenance and repairs of equipment. Due to underperformance, the previous vendor would no longer perform maintenance at the four stations.

Overall availability had increased by roughly 7.5% for escalators and 12.5% for elevators. Assessments indicated that additional resources were needed from the agency's vendor. The repair crews will increase from two to three staff with a fourth assisting when available and two dedicated maintenance technicians assigned solely to the four tunnel stations. He mentioned that using the State of Good Repair funds that were approved in December 2020, roughly 1/3 of assessed repairs would be completed in 2021 with a higher completion target in 2023. A full replacement program was formed and slated to begin with the International District Station, which is 30% completed.

New designs are using existing Sound Transit design standards as guides to ensure equipment has reached up to date safety, operational, and technological standards. It is anticipated to have multiple units fully designed by the end of the first quarter of 2022. The units would be scored using a prioritization matrix that would identify units most in need of replacement on an annual basis. The procurement stage of replacement for full designed prioritized units is anticipated in 2022, subject to funding approval.

Boardmember Baker asked about total cost of repairs for Sound Transit. Mr. Carini responded that \$8.7 million in State of Good Repair funds were approved in December 2020. Boardmember Baker asked for confirmation on whether those funds have been allocated and does not conflict with the realignment process. Kimberly Farley, Deputy CEO, confirmed that to be correct. CEO Rogoff noted the large multi-year funding of State of Good Repairs for taking over and repairing the Downtown Tunnel's elevators and escalators and also suggested for Mr. Carini to provide a broader report at a later meeting for Boardmember Baker and the Committee. Ms. Farley noted the difference between bringing the conveyances to a greater state of performance versus the end life of operation and included the option to revisit those numbers. Chair Roberts agreed that it would be helpful for the Committee to receive a presentation in the future regarding the overall work being done with conveyances.

Lastly, Boardmember Baker and Chair Roberts addressed their appreciation for progress concerning the elderly and disabled's mobile ability to navigate throughout the tunnel station while avoiding additional stops.

Motion No. M2021-23: Authorizing the chief executive officer to modify the contract with WSP USA, Inc. for on-call general engineering consultant services for the DSTT Capital Improvements project in the amount of \$10,000,000, for a new total authorized contract amount not to exceed \$20,000,000.

Chair Roberts advised that information on this action was included in the staff presentation.

**Motion No. M2021-23 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  
Victoria Woodards  
Paul Roberts

**Nays**

**It was carried by the unanimous vote of seven committee members present that Motion No. M2021-23 be approved as presented.**

## **Reports to the Committee**

### Mask Mandate Update

David Wright, Chief Safety Officer, and Ken Cummins, Director of Public Safety, provided the presentation. Mr. Wright reviewed the Centers for Disease Control mask mandate that was issued and effective February 1, 2021. The mandate required all passengers on public transportation, and other modes of travel, to wear a mask. It included the process of boarding, disembarking, and throughout the duration of travel.

Mr. Wright explained the measures the agency had taken to reach a 100% passenger compliance with the mandate. A few actions that took place prior to the February 1, 2021 mandate included rider education, signage, public-facing communications, free mask distribution, and spot checks.

Additional actions to communicate the federal mandate included continued communication to the public, providing masks in every rail car, new signage, new overhead station announcements, and clear protocol for security interventions prior to law enforcement being involved. He explained the consistent enforcement protocols that were being practiced throughout transit staff. These protocols would allow transit staff to provide passengers with continued communication and education before alerting law enforcement.

He reviewed the compliance rate from when a study began in September 2020. Compliance growth was steady but there was a clear rise in numbers when additional measures were introduced after the Federal mandate came into effect. Compliance rate on a weekly average was 88% in September 2020 and rose to 93% by January 2021. After the mandate was enacted, the average weekly rate reached about 98%.

He noted six cases when law enforcement was contacted, but in those cases, the individuals either left the service or put on a mask. The mandate's current expiration is May 11, 2021 and the team would continue to monitor the compliance rate and look for opportunities of improvement by means of communication and approach to achieve 100% compliance.

**Executive session**

None.

**Other business**

None.

**Next meeting**

Thursday, May 6, 2021, 1:00 to 3:00 p.m.  
Virtual meeting held via WebEx

**Adjourn**

The meeting adjourned at 2:08 p.m.

ATTEST:

\_\_\_\_\_  
Paul Roberts  
Rider Experience and Operations Committee Chair

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Kathryn Flores  
Board Administrator

APPROVED on \_\_\_\_\_, JG.