



Summary Minutes

Rider Experience and Operations Committee Meeting May 6, 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=ea6efc8341ee64d642a4cae240a390d1d>.

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

Adam Montee, Board Administration Program Manager, announced that a quorum of the Committee was present at roll call.

Report of the Chair

The CEO Monthly Contract Reports for April and May were available for review.

CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Federal Update – The week prior, President Biden rolled out his American Families Plan, which combined with the American Jobs Plan, totaled \$4 billion in investments. The House of Representatives' Transportation and Infrastructure Committee was expected to take up legislation to reauthorize the surface transportation programs as early as May 25 as well. Staff would stay in communication with the region's two congress people on the committee to advocate for a provision that would increase federal funding for the two Full Funding Grant Agreements in place.

State Update – The State Legislature completed its regular legislative session on April 25, but there was speculation that a special session for transportation spending would take place. Work continued on two provisions, which were both, included in the final transportation budget. One precluded Sound Transit's ability to negotiate on land leases for property in WSDOT right-of-way and the other increased the cost of Sound Transit's contract with the Department of Licensing to collect the Motor Vehicle Excise Tax. Board leadership sent a letter to Governor Inslee immediately following final passage of the budget asking for a partial veto of both policies. CEO Rogoff met with the Governor's staff to reinforce the

request and they advised that they received several expressions of support for Sound Transit's veto request. The Governor was expected to sign the final budget in the next two weeks.

Public comment

Chair Roberts announced that public comment would be accepted via email to emailtheboard@soundtransit.org and would also be accepted verbally.

No public comment submissions were received.

Business Items

Items for Committee final action

April 1, 2021, Rider Experience and Operations Committee meeting minutes

It was moved by Boardmember Baker, seconded by Boardmember Smith and carried by the consent of all Board members present that the minutes of the April 1, 2021 Rider Experience and Operations Committee meeting be approved as presented.

Items for recommendation to the Board

Motion No. M2021-28: Authorizing the chief executive officer to execute three one-year options to extend the Commuter Rail Rolling Stock Maintenance Agreement with the National Railroad Passenger Corporation and amend the agreement to add one two-year and two one-year options for the continued maintenance of Sounder locomotives and cars, including the cost of fuel, in an amount not to exceed \$67,903,176 for a new total authorized agreement amount not to exceed \$357,143,687.

Martin Young, Manager of Commuter Rail Operations, provided the staff presentation.

Boardmember McDermott arrived at this time.

Motion No. M2021-28 was moved by Boardmember Baker and seconded by Boardmember Woodards. 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 Board members present that Motion No. M2021-28 be forwarded to the Board with a do-pass recommendation.

Motion No. M2021-29: Authorizing the chief executive officer to execute a regional service provider agreement, and subsequent service level agreements, with ORCA for Sound Transit to perform administrative host services to support ORCA and receive compensation from ORCA for the cost of the services, contingent upon approval by the ORCA Joint Board.

Brittany Esdaile, Director of Regional Fare Systems, provided an ORCA update as context for Motion No. M2021-29. Ms. Esdaile briefed the Committee on the growth of ORCA replacement due to technology obsolescence. The phased roll out of developments would include replacements that improve customer experience, update technology, and focus on room for future innovation. She also reviewed the working relationships within the future ORCA ecosystem, which gave brief explanation on the administrative responsibilities Sound Transit would hold based on the administrative agreement in Motion No. M2021-29.

Doug Haffie, Director of Agreements, provided the staff report for Motion No. M2021-29.

Chair Roberts asked for clarification on the timing of the item being presented to the Board and contingent upon approval by the ORCA Joint Board. Mr. Haffie explained the action would be signed once approval is confirmed from both entities, despite the order of which they are presented to each agency.

Motion No. M2021-29 was moved by Boardmember Baker and seconded by Boardmember Woodards. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried by the unanimous vote of seven Board members present that Motion No. M2021-29 be forwarded to the Board with a do-pass recommendation.

Motion No. M2021-30: Authorizing the chief executive officer to execute an agreement with Community Transit for the operation of ST Express Service Operations and Maintenance through December 31, 2025, with three one-year options to extend.

David Turissini, Manager of Bus Operations, provided the staff presentation.

Motion No. M2021-30 was moved by Boardmember Baker and seconded by Boardmember Prince. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried by the unanimous vote of six Board members present that Motion No. M2021-30 be forwarded to the Board with a do-pass recommendation.

Motion No. M2021-31: Authorizing the chief executive officer to execute an agreement with Pierce Transit for the operation of ST Express Service Operations and Maintenance through December 31, 2025, with an option to extend for two additional one-year periods and authorizes a one-time payment of \$9,135,888 to Pierce Transit for depreciation on assets used to provider ST Express services.

David Turissini, Manager of Bus Operations, provided the staff presentation.

Motion No. M2021-31 was moved by Boardmember Prince and seconded by Boardmember Baker. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried by the unanimous vote of seven Board members present that Motion No. M2021-31 be forwarded to the Board with a do-pass recommendation.

Motion No. M2021-32: Authorizing the chief executive officer to execute an Operations and Maintenance Services Agreement with the City of Everett for operations and maintenance services at Everett Station for the period through December 31, 2025 with one option to extend for a three-year period.

Kitrina Marcs, Senior Project Manager of Inter Local Agreements, provided the staff report.

Motion No. M2021-32 was moved by Boardmember Smith and seconded by Boardmember McDermott. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried by the unanimous vote of seven Board members present that Motion No. M2021-32 be forwarded to the Board with a do-pass recommendation.

Motion No. M2021-33: Approving the Northgate Service and Fare Equity report for inclusion in Sound Transit's 2022 Title VI Program.

Jonte Robinson, Chief EEO, Equity and Inclusion Officer and Mitzi McMahan, Manager of Civil Rights, Equity & Inclusion Compliance, provided the staff presentation.

Motion No. M2021-33 was moved by Boardmember Baker and seconded by Boardmember McDermott. Chair Roberts called for a roll call vote.

Ayes

Nays

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

It was carried by the unanimous vote of seven Board members present that Motion No. M2021-33 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee

REO Metrics Performance Reporting – Safe

Rajan Cheriell, Director of Essential Data and Analytics, provided the presentation. Mr. Cheriell noted the REO Dashboard was on track to go public in time for the June Rider Experience and Operations Committee meeting. He reviewed metrics for total monthly ridership, which showed 20 percent maintenance of ridership throughout most modes, with Sounder at 12 percent maintenance level. Vertical Conveyance metrics availability met targets throughout all modes with the exception of the Downtown Tunnel escalators and elevators. The Downtown Tunnel conveyances showed improvement compared to the March 2020 data, as work continues to take place on the older assets to improve availability for riders. Link conveyance availability showed target performance throughout all modes with the exception of SeaTac Airport station due to a vendor part replacement.

Mr. Cheriell then reviewed the newest metric – collisions, he provided the definition of a collision as given by the Federal Transit Administration. A collision becomes reportable if it is a safety or security event on any transit facility that meets certain thresholds. Bus and rail threshold events include fatality, injury with medical assistance at the scene, and substantial damage. Lastly, he reviewed the safe metrics and showcased the months the agency had been able to achieve collision free months. Collisions were recorded per 100,000 revenue miles; doing so would allow data to be comparable to other agency data.

Chair Roberts noted in some situations could include self-inflicted fatalities; he asked if those occurrences are reported in the metrics. Ross Edwards, Program Manager for Safety and Security Data, explained unintentional or suicidal fatalities are reflected in this data because they fall into the broader category of a collision. They are also tracked separately per mode and in a tiered approach but ultimately is reflected in the collisions data.

Executive session

None.

Other business

None.

Next meeting

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

Adjourn

The meeting adjourned at 2:17 p.m.

ATTEST:

Paul Roberts
Rider Experience and Operations Committee Chair

Kathryn Flores
Board Administrator

APPROVED on _____, JG.