



## Summary Minutes

### Rider Experience and Operations Committee Meeting September 2, 2021

#### Call to order

The meeting was called to order at 1:06 p.m. by Chair Roberts virtually on WebEx.

The meeting was streamed on:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e428e7d184a4eb07036cb9cd518c53ad8>

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

Josephine Gamboa, Board Relations Specialist, announced that a quorum of the Committee was present at roll call.

#### Report of the Chair

##### TDP Public Hearing

A public hearing to receive comment on the Transit Development Plan took place at 9 a.m. earlier that morning, on September 2, 2021. Chair Roberts announced the hearing was presided over by Committee Vice Chair McDermott and that he would provide a summary of the received comments later in the meeting.

##### Monthly Contract Report

The monthly contract report was included in members meeting packets for review.

#### CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Fare Ambassador Pilot – At the August 2021 Board meeting there was an announcement that 11 new Fare Ambassadors started in the field on August 30, 2021. The Fare Ambassador pilot would focus on low-income fare outreach, rather than discipline, and would help guide the agency's practices moving forward after staff assess community input on how the pilot went. The ambassadors would reflect the diversity of the community the agency serves. The ambassador team members come from multiple racial and ethnic backgrounds, various genders and orientations, and are between the ages of 20 to 60. Sandee Ditt, Fare Engagement Manager, would brief the Board on the Pilot at the September 2021

Board meeting.

Sounder Special Events Service – September 19, 2021 would begin service of Sounder trains for five Seahawks home games. It would run two trains from the South end of the line and one from the North.

## 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.

There following people provided written public comment:

Malcolm Kenton, Elerts Corporation

The following people provided verbal public comment:

Elizabeth Bauerle

Joe Kunzler

## Business Items

### Items for Committee final action

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

**It was moved by Boardmember McDermott, seconded by Boardmember Smith that the minutes of the July 1, 2021 Rider Experience and Operations Committee meeting be approved as presented.**

#### Ayes

David Baker  
Joe McDermott  
Ed Prince  
Nicola Smith  
Paul Roberts

#### Nays

**The minutes of the July 1, 2021 Rider Experience and Operations Committee meeting were approved as presented.**

Motion No. M2021-48: Authorizing the chief executive officer to execute an amendment to the existing Northern Lights Espresso, LLC lease at 20122 46th Avenue West, Lynnwood, WA, to extend the term of the lease for an additional five years and authorize the option renew for an additional five years.

Nancy Bennet, Manager of Property Management, provided the staff presentation.

**Motion No. M2021-48 was moved by Boardmember McDermott and seconded by Boardmember Baker.**

Chair Roberts called for a roll call vote.

#### Ayes

David Baker  
Joe McDermott  
Ed Prince  
Nicola Smith  
Paul Roberts

#### Nays

**It was carried by unanimous vote of five committee members present that Motion No. M2021-48 be approved as presented.**

## **Items for Recommendation to the Board**

**Motion No. M2021-49: Approving the submittal of the Transit Development Plan 2021-2026 and 2020 Annual Report to the Washington State Department of Transportation.**

Brian de Place, Director of System Planning, provided the staff presentation.

Vice Chair McDermott provided a brief summary on the comment received from the public hearing held earlier that morning. There was one comment from Joe Kunzler who advocated to return to the pre-pandemic schedule or to discontinue Sounder North Service and instead reallocate those funds to advance Everett Link and other Link Services.

Chair Roberts announced there would be another opportunity for the public to comment on this action at the September 23, 2021 Board of Directors meeting.

**Motion No. M2021-49 was moved by Boardmember Smith and seconded by Boardmember McDermott.**

Chair Roberts called for a roll call vote.

### **Ayes**

David Baker  
Joe McDermott  
Ed Prince  
Nicola Smith  
Paul Roberts

### **Nays**

**It was carried by unanimous vote of five committee members present that Motion No. M2021-49 be forwarded to the Board with a do-pass recommendation.**

## **Reports to the Committee**

### **Enterprise Asset Management**

Amy Lindblom, Director of Enterprise Asset Management, provided the presentation. She briefed the Committee on what Asset Management was and the importance it carried by sharing a story about a transit rider who depended on mass transit on a daily basis for transportation and utilized the services to travel to the hospital to greet her newborn grandchildren. The rider depended on the agency's assets to have a successful trip. Passengers could see certain assets throughout their experience such as, bus schedule, cleanliness of service, bus seat fabric, and occupancy level of the bus. However, there were a number of assets passengers could not see or consider such as, conducted passenger engagement, lifecycle analysis needed to make decisions on what fabric to use for the seating, or preventative maintenance crews.

Asset Management is how the agency works together in a coordinated way to plan, design, build, operate and maintain the transit system. The goal was established in 2019 to implement and maintain a best-in-class asset management system that ensures physical assets are maintained in a state of good repair. The measure of success would be determined by achieving international certification, ISO 55001, of the asset management system by December 2024.

In early 2021, a third party was invited to assess the practices and Ms. Lindblom listed a few practices that were in place, not in place, or had limited applications throughout the agency. Since the department's 2020 presentation, the agency had published its first Strategic Asset Management plan, completed its first gap assessment, updated its work plan, documented core maintenance management processes, and developed an optimization plan for the Enterprise Asset Management system. She expressed the accomplishments for the upcoming year would include updates to the Asset Management's policy, review and updates to the Strategic Asset Management Plan, refresh and

streamline Asset Management governance, further clarification and to document the scope of Asset Management at Sound Transit, publish four Asset Management Plans, establish performance targets for all Assets, develop and put into practice an Asset Risk Management process, perform a progress assessment, and develop a training program.

Boardmembers Smith and Chair Roberts thanked Ms. Lindblom for her style of presentation by way of storytelling in that it helped make the topic clear to understand yet meaningful and memorable.

Chair Roberts asked for more clarity on the degree technology would help monitor several factors and be able to communicate when assets weren't working properly. He also asked how future scheduled updates and improvements would be built into the budget. Ms. Lindblom explained that technology would be utilized to proactively and predict outages. To Chair Roberts' second question, she explained the Asset Management Plan would consider the whole lifecycle of the asset, set performance targets or objectives and consider what could prevent those targets. An expanded overlook beyond the annual budget would take place considering the lifecycle of the asset. CEO Rogoff thanked Chair Roberts for flagging that the agency budget adequately for Asset Management and also explained how important this work would be in the years to follow.

#### Performance Metrics Review – Clean

Emily Nutsch, Operations Performance Manager, provided the presentation. July ridership included a full spectrum of data and reported over 1 million riders, a rider count that had not been seen since March of 2020. There was month over month growth from April to July 2021 and Link ridership steadily increased despite a brief closure due to construction in April 2021. Ms. Nutsch reminded the Committee about the delay of gathering current data. As an example, she used the Northgate Link opening date of October 2, 2021 and that data would possibly and partially be available by the November 2021 Rider Experience and Operations Committee meeting.

John Carini, Deputy Director of Vertical Conveyances, provided the Sound Transit conveyance report. Sound Transit Express, Sounder, Garage, Link elevators and escalators, non-revenue elevators, and Downtown Tunnel elevators reached target goals for August 2021. The Beacon Hill Station elevators underperformed due to scheduled and long-term repairs and was scheduled to return to service at the end of the month. The UW Station elevators did not reach goal due to the temporary removal of elevator doors to address vandalism that occurred as well as a mechanical outage during a single weekend. The Downtown Tunnel escalators reached its goal of 75 percent and the elevators are meeting targets of 97 percent and above.

The Safe metric reported low stability throughout the modes as far as collisions data. On-Time Performance, or the Dependable metric, was looked at separately throughout the modes because the focus would vary between them. In July 2021, On-Time Performance remained stable across the systems. There was a slight decrease in performance with ST Express that may be related to Pierce Transit's traffic accidents in the South End causing delays with Sound Transit's busses.

The newest metric, Clean, was introduced. The Clean metric posed a challenge due to the vast opinions on what Clean meant to each individual. A few data points used were cleanliness of vehicle, cleanliness of station/stop, and well-maintained facilities. These points were measured with an importance to performance grade scale. Cleanliness of vehicle appeared to be the most important throughout all the modes. Ms. Nutsch mentioned that the frequency of cleaning would be reported at the October 2021 Rider Experience and Operations Committee meeting.

#### **Executive session – None.**

**Other business** – None.

**Next meeting**

Thursday, October 7, 2021, 1:00 to 3:00 p.m.  
Virtual meeting held via WebEx

**Adjourn**

The meeting adjourned at 2:04 p.m.

ATTEST:

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

\_\_\_\_\_  
Kathryn Flores  
Board Administrator

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