



Summary Minutes

Rider Experience and Operations Committee Meeting November 4, 2021

Call to order

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

The meeting was streamed on:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=ef468870d9a7b03f265a460f161b2591b>

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 and carried by consent of all Board members present that Boardmember David Baker be appointed Chair Pro Tem for the November 4, 2021 Rider Experience and Operations Committee meeting.

Roll call of members

Chair	Vice Chair
(A) Paul Roberts, Everett Councilmember	(A) 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	

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

Report of the Chair

Chair Pro Tem Baker gave the Chair Report.

Committee Membership

At the November 4, 2021 Executive Committee meeting, Chair Keel announced he would be introducing a motion at the November 2021 Board meeting to appoint Tacoma Councilmember Kristina Walker to the Rider Experience and Operations Committee.

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.

Proposed Budget – CEO Rogoff noted that the proposed budget discussion began at the October 2021

Board meeting and a detailed presentation would be received at this meeting to review the budget relating to this Committee's jurisdictions. In December 2021, the Committee would approve the operations budget to send to the Finance Committee which would then receive budgets as a whole and forward to full Board.

Infrastructure Bill – CEO Rogoff provided a brief report on the infrastructure bill. On November 3, 2021, the Bipartisan Infrastructure and Build Back Better bill, were both reported that they could be acted on as of today or the upcoming weekend. Important transit investment would be included with the infrastructure bill, in addition to \$10 million in funding for transit projects that facilitate access to affordable housing which is included in the Build Back Better bill.

Public comment

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

There following people provided written public comment:

Amin Lakhani
Rebecca Lavigne
Joe Kunzler

The following people provided verbal public comment:

Joe Kunzler
Karen Taylor

Business Items

Items for Committee final action

October 7, 2021, Rider Experience and Operations Committee meeting minutes

It was moved by Boardmember Prince, seconded by Boardmember Smith and carried by consent of all Board members present that the minutes of the October 7, 2021 Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2021-66: Authorizing the chief executive officer to execute a five year contract with ten one-year options to extend with IBI Group, a California Partnership, to provide an improved passenger alert system and services for a total authorized contract amount not to exceed \$2,018,000 plus applicable taxes.

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

Motion No. M2021-66 was moved by Boardmember Prince and seconded by Boardmember Smith.

Chair Pro Tem Baker called for a roll call vote.

Ayes

David Baker
Debora Juarez
Ed Prince
Nicola Smith

Nays

It was carried by unanimous vote of four committee members present that Motion No. M2021-66 be approved as presented.

Items for Recommendation to the Board

Resolution No. R2021-19: Adopting the 2022 Service Plan, and authorizing the chief executive officer to implement recommended service changes in 2022.

Alex Lew, Senior Transportation Planner, provided the staff presentation.

Resolution No. R2021-19 was moved by Boardmember Prince and seconded by Boardmember Smith.

Chair Pro Tem Baker called for a roll call vote.

Ayes

David Baker
Debora Juarez
Ed Prince
Nicola Smith

Nays

It was carried by unanimous vote of four committee members present that Resolution No. R2021-19 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee

Review of the proposed 2022 Enhancement & State of Good Repair budgets and Agency Administration budget

Ryan Fisher, Deputy Executive Director of Financial Planning, Analysis and Budget kicked off the presentation. Mr. Fisher briefed the budgets within the Committee's purview which included transit operations and non-system expansion projects. 2022 revenue and other financing sources was \$3.4 billion, which was a 13 percent increase from the 2021 forecast. There was a 6 percent increase from the main component of the proposed budget, which included sales and use taxes, motor vehicle excise tax (MVET), property taxes and rental car taxes. Mr. Fisher noted that staff had been monitoring tax collections closely since the start of the pandemic. The 2021 forecast slightly increased over 2021 actuals, however, since April 2021, the growth rate had slowly declined but an increase was still expected. Federal grants showed a 37 percent decrease due to substantial funding the agency received from Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and American Rescue Plan (ARP). Fare revenues showed a 79 percent increase largely due to the opening of Northgate as the agency regained ridership. Investment and miscellaneous revenues had an 18 percent increase due to ORCA regional reimbursement. TIFIA draws were expecting \$615 million due to rules relating to substantial completion for Operations and Maintenance Facilities East (OMFE) and Northgate.

2022 proposed expenditures were \$3 billion, mainly comprised of \$2.4 billion in projects, a 7 percent increase. A majority of the projects were related to system expansion but also included State of Good Repairs (SOGR), enhancements and admin projects. Transit operating budget was proposed at \$444 million, a 21 percent increase, about 18 percent of the budget would be due to restoring and expanding services and related inflation with service costs. Debt service and other budget was a 10 percent increase, \$157 million related to debt service, \$29 million to tax collection and fees, \$17 million related to operating leases, \$12.5 million for operating contingencies and \$5 million related to the First Hill Street Car.

Mr. Fisher provided an overview of the 2022 budget priorities which included maintaining long term financial sustainability. The agency had implemented a prioritization process and operating targets over the past few years and would expand the targets in 2022 to include all non-system expansion projects. Other budget priorities included resource allocation consistent with the Board approved realignment

resolution from August 2021 and agency priorities, adequate resources to support new services and assets and lastly, service levels/budget to reflect current ridership demand.

Shelley Xie, Deputy Executive Director of Operations Support Services, provided the report on the Committee's budget review which included transit operations and non-system expansion project budgets. Of the 21 percent growth over 2021 forecast that Mr. Fisher had mentioned previously, 11 percent would be to support service expansion, 7 percent to service increase to accommodate 2022 ridership demand and cost escalation due to inflation, 2 percent for SOGR and other maintenance, and 1 percent for insurance.

Service expansion growth equated to a \$39 million increase from 2021 forecast. A full year of Northgate and partial year for Tacoma Hilltop extension represented about 70 percent of the increase and agency supported costs for service expansion and preparation for East Link represented about 18 percent of the increase. ORCA inter-local costs represented about 8 percent of the increase. Maintenance for an additional 11 Sounder vehicles expected to arrive in 2022 represented about 5 percent of the increase.

Inflation and increase in service equated to a \$26 million increase from 2021 forecast. ST Express assumed an increase of 23,600 platform hours in 2022. Sounder included an increase in southbound trips from 9 to 13 daily weekday roundtrips. Link must maintain Northgate Link service levels of 8 minute rush hour, 10 minutes midday, 15 minutes early morning and late evening with longer trains. Cost escalation was due to inflation.

SOGR and other costs equated to a \$12 million increase from 2021 forecast. SOGR and maintenance included facilities maintenance such as pressure washing, re-painting stripes in garages, and paint and wall maintenance and also a full year of OMFE facility maintenance costs. Insurance had an increase of \$4 million in value of the agency's property assets. Diving into each mode, Link held the highest increase for a full year of Northgate service. ST Express increased in platform hours to accommodate ridership demand. Sounder had recovery of South trips, maintenance and vehicle overhaul. Tacoma Link's Hilltop service would begin. All modes had cost escalation due to inflation and agency support costs.

Jenny Stephens, Director of Financial Planning, Analysis and Budget, provided an overview of the non-system expansion projects that fall within the Committee's purview. The projected 2022 budget was \$2.4 billion with \$250 million comprised of enhancements, SOGR and administrative projects.

Ms. Xie briefed on the projects managed by Operations. Enhancements anticipated \$20.1 million, SOGR \$58 million and Administrative \$2.6 million. She reviewed a few major highlighted projects for 2022 within each portfolio. Enhancement portfolio included \$3.9 million for SeaTac second elevator, \$3.5 million for HVAC corrections and \$2.8 million for Downtown Seattle and Regional mobility improvements. SOGR portfolio included \$13.3 million for Downtown Seattle Transit Tunnel (DSTT) capital improvements, \$10.5 million for Sounder vehicle overhaul program and \$5.9 million for vertical conveyance program. Administrative included \$2.6 million for admin facilities.

Stephen Baker, Deputy Chief Information Officer, briefed on the projects managed by Information Technology with a \$29.4 proposed 2022 budget. Enhancements included \$9.4 million for Digital Passenger Info System and \$2.9 million for a new Database Management Program. SOGR included \$5 million for a new Network Redesign program, \$4.7 million for IT Tech infrastructure, \$0.9 million for a new Info Sec Mitigation program, \$0.9 million for new ERP Research and \$0.4 million for Hub Intranet replacement. Administrative included \$5.4 million for IT Tech program.

Kerry Pihlstrom, Chief Engineer, briefed on the projects managed by the Portfolio Services Office with an \$8.4 million Enhancements proposed 2022 budget. This would include \$2.8 million for Link at Grade, \$2.5 million for new Central Link fiber upgrade, \$2.3 million for Engineering Standards update and \$0.8 million for noise abatement.

Abby Chazanow, Chief of Staff for Passenger Experience, briefed on the projects managed by Passenger Experience with a \$2.3 million Enhancements and SOGR proposed 2022 budget. Enhancements included \$0.4 million for signage improvements, \$1 million for fare paid zone, \$0.5 million for Link line renaming and \$0.4 million for station codes. SOGR included \$0.1 million for a new Passenger Experience Office Opex SOGR program.

Ms. Stephens reviewed the projects that would be managed by other various departments within the agency, totaling to a \$129.3 million proposed 2022 budget. Administrative included \$122.8 million for agency admin operating. Enhancements included \$1.7 million for bike parking program, \$0.5 million for parking management program, \$1 million for video management system upgrade, \$0.8 million for SODO MLK hazard mitigation, \$0.3 million for new Pine Street stub security and \$0.5 million for Sounder at Grade. SOGR included \$0.4 million for Bellevue Rider Service Center.

Ms. Stephens reviewed a few potential budget adjustments that may be needed in 2022 due to uncertainty with the pandemic and how it affects ridership. A few mid-year budget adjustments that may be requested from the Board included increased service to meet higher ridership demand, continued COVID-related cost increase and adjustment to projects resulting from Annual Program Review. She noted the Finance team presented the overview of Long-Range projections to the full Board and Finance and Audit Committee in October 2021. During the Committee meetings in November 2021, the Finance team would provide detailed budget overview presentations to each Committee. In December 2021, the Finance team would present the Committee's recommendations to the Finance and Audit Committee. The Finance and Audit Committee would then recommend to the full Board for adoption.

Performance Metrics Review

Emily Nutsch, Operations Performance Manager, provided the report. September Ridership continued to steadily increase in comparison to the previous months. John Carini, Deputy Director of Vertical Conveyances, provide the vertical conveyance report for the month of October. Overall conveyance availability was at target with the exception of Downtown Tunnel escalators and elevators. The Downtown Tunnel elevators were slightly below target due to long term repair on one elevator at University District Station. The Downtown Tunnel escalators were slightly below target due to a water intrusion incident involving four escalators that were anticipated to return to service. Northgate Link extension elevators were above target since the October 2, 2021 opening. Northgate Link extension escalators were slightly below target due to mechanical concerns and adjustments.

Chair Pro Tem Baker expressed appreciation towards the efforts in vertical conveyances for those that depend on them.

Ms. Nutsch reviewed the remaining metrics for September 2021 data. Safe metric reported one incident on the Link, one incident on Sounder, 2021 and zero incidents on ST Express and Tacoma Link. On-time performance reported 89 percent on-time for Central Link, 87 percent for ST Express and 96 percent for Sounder. There was a slight decrease in percentage for ST Express due to operator shortages. Ms. Nutsch mentioned that trip-delivery was anticipated to be presented at the December 2021 Rider Experience and Operations Committee meeting.

Vertical Transportation Update

John Carini, Deputy Director of Vertical Conveyances, provided the report. He reviewed the current asset portfolio which included 193 total assets. Those assets were roughly split 50 percent elevators and 50 percent escalators, and included all Northgate Link Extensions and Downtown Tunnel assets. The projected portfolio growth was 60 percent through 2025, with an estimated 575 assets by 2041. The Northgate opening meant new expansions and added 28 assets to the agency's portfolio. Lessons learned from University Link included the installation of heavy duty escalators, specified elevator sizes and elevator redundancy. Units were also installed with the latest technology and energy efficiency

options such as sleep mode if a passenger had not utilized the elevator in a certain amount of time, which would result in power savings of approximately 32 percent.

The Downtown Tunnel elevators and escalators' management transfer from King County Metro was completed on January 1, 2021. Most assets were installed between 1987 and 1989. 58 total pieces of equipment were assumed, of which 28 units were inoperable upon transfer. After approval of the transfer, strategy and approach was determined and included three tiers. First, SOGR and Life Extension investments which meant getting equipment safe, operable and available for passengers. Second, maintenance program which would integrate operable assets into existing maintenance contract. Third, vertical conveyance replacement program which would strategically prioritize replacement. The first tier included short term Downtown Tunnel mitigation and a 2020 Board motion approved \$8.7 million to address inoperable conveyances. \$3.6 million was anticipated for the 2021 Downtown tunnel repair budget to include replacing critical components such as chains, bull gears, door equipment, handrails and upgrading safety equipment.

Mr. Carini reviewed the Downtown Tunnel performance levels from January 1, 2021 through September 30, 2021. Overall elevator availability increased from 81.8 percent to 98 percent and escalators from 30.1 percent to 75 percent. There were 28 inoperable units on January 1, 2021, compared to the current 8 units. The third tier of the approach included replacement which would have to be strategic given it would deem a unit inoperable for 3 to 4 months. A few factors to consider included service interruption of elevators, escalators and transit, passenger impact, station design ingress and egress and limited qualified vendors and associated local labor. A few replacement program risks included sustained reliability for assets, competing capital projects, long lead time for manufacturing and first major facilities asset replacement for Sound Transit.

The agency's focus on elevators and escalators recognized the vertical conveyances were considered a mode within Sound Transit. The agency enhanced its maintenance contract in 2019 and increased the team size from 1 to 4 employees. The 2020 proposed budget adoption added \$555 million to the long term budget through 2045 for the operation, maintenance and replacement of elevators and escalators assets.

Mr. Carini briefed that daily data was gathered on all equipment outages and each outage was documented for time, category and resolution. He reviewed several continuous improvement efforts which included the enhancement of data reporting, better understanding of component service life expectancy, decreased number of unplanned outages, increased communication with all stakeholders and continued piloting of new technology solutions.

Executive session

None.

Other business

None.

Next meeting

Thursday, December 2, 2021
1:00 to 3:00 p.m.
Virtual meeting held via WebEx

Adjourn

The meeting adjourned at 2:37 p.m.



Paul Roberts
Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores
Board Administrator

APPROVED on December 2, 2021, JG.