



## Summary Minutes

### Rider Experience and Operations Committee Meeting March 3, 2022

#### Call to order

The meeting was called to order at 1:03 p.m. by Chair Walker virtually on WebEx.

The meeting was streamed on:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e4d84ecb22b6ae9cc375a7aeee049f107>

#### Roll call of members

Chair	Vice Chair
(P) Kristina Walker, Tacoma Councilmember	(P) Ed Prince, Renton Councilmember

Board Members	
(P) David Baker, Kenmore Councilmember	(P) Kim Roscoe, Fife Mayor
(P) Christine Frizzell, Lynnwood Mayor	(P) Dave Upthegrove, King County Councilmember
(A) Debora Juarez, Seattle City Councilmember	(A) Peter von Reichbauer, King County Councilmember

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

#### Report of the Chair

##### Welcome Boardmember Frizzell

Chair Walker welcomed new committee and Boardmember Christine Frizzell to her first Rider Experience and Operations Committee 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.

Concrete Strike update – The concrete delivery strike was on its 90th day, and there was no foreseeable end. Over the previous week, both sides met with a federal mediator for the first time in a month. Despite meeting for twelve hours, no progress was made toward a settlement. The Teamsters had since said they were no longer willing to participate in joint bargaining with the suppliers and would insist on bargaining with the suppliers individually. The strike was taking a growing toll on the agency’s projects. While the strike began in King County, as of February 11, 2022, Sound Transit was no longer receiving delivery of concrete for the Lynnwood Link extension in Snohomish County. At this point, there had been more than 3,200 missed deliveries on the projects. More workers were laid off because of the delay in work caused by lack of concrete. The agency contractors had laid off more than 260 workers so far, and

another 140 workers were in danger of losing their jobs in the coming weeks. CEO Rogoff mentioned that the longer the strike goes on, the more it calls into question the ability to meet project deadlines.

Westlake Station vertical conveyance outage – CEO Rogoff provided an update on the state of vertical conveyances in the downtown tunnel stations, particularly at Westlake Station. He noted there were social media posts about outages in the stations inconveniencing passengers. 57 of the 58 assets in the downtown tunnel date back to 1990 and were now past their useful service life. The agency was investing \$8.7 million over three years to get to a state of good repair in the downtown tunnel.

The agency was able to maintain near target overall passenger availability for elevators in tunnel stations from July to November of 2021. In December 2021, the agency experienced a number of equipment outages affecting elevator performance. These outages were due to a variety of reasons, such as water intrusion, equipment vandalism, station power issues and mechanical outages. While Sound Transit maintained a spare parts inventory for elevator equipment, many of the components that were affected were non-maintainable parts with longer lead and repair times.

The agency worked with vendors, subcontractors, and partners at King County to remedy many of these issues and saw units begin returning to service towards the end of January 2022. There were a total of 9 long term outages to tunnel elevators from January 1 to February 28 of 2022. Westlake experienced an overlap of 3 of the 7 elevators out of service in the last two weeks of February 2022. These outages were caused by 3 separate categories of events: water intrusion, vandalism and mechanical failure.

As of March 3, 2022, 3 elevators remained out of service in the downtown tunnel: 2 elevators at Pioneer Square and a single elevator at Westlake. These units were tentatively scheduled to be returned to service by the end of the week.

State Update – March 3, 2022 marked one week remaining in the 2022 legislative session. Both the annual transportation budget and a transportation revenue package were in negotiations between the House and the Senate and were expected to hear within the following week the result of those discussions. CEO Rogoff reminded the Committee that Sound Transit was the recipient of two \$20 million direct appropriations in the transportation revenue package, but the agency was requesting the addition of access to state transportation grants for Sound Transit. In the supplemental transportation budget process, the Senate removed budget language harmful to Sound Transit regarding the agency's work with Washington State Department of Transportation and the Department of Licensing.

The removal of language regarding the Department of Licensing was contingent upon the Board adopting a policy of fare free below 18 years old by October 1 of 2022. The House supplemental budget took no action on budget language for Sound Transit. CEO Rogoff thanked each of the Boardmembers who had reached out to legislators in support of Sound Transit's legislative priorities during this session, both in the supplemental budget and transportation package discussions. It was clear that the messages had been heard and had sparked conversations among legislators about their partnership with Sound Transit.

Regarding two other bills that affect Sound Transit, legislation that would allow Sound Transit to create enhanced service zones and a bill that would authorize Sound Transit to remove or tow vehicles impeding right-of-way were both still working their way through the legislative process. Both bills were still actively moving through the legislative process and was anticipated to have a vote in the House by March 4, 2022.

## **Public comment**

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

The following people provided written public comment:

Eric Duvall-Winscher

No verbal public comments were received.

## **Business Items**

### **For Committee final action**

February 9, 2022, Special Rider Experience and Operations Committee meeting minutes

**It was moved by Committee Vice Chair Prince, seconded by Boardmember Roscoe and carried by consent that the minutes of the February 9, 2022 Special Rider Experience and Operations Committee meeting be approved as presented.**

Motion No. M2022-17: Authorizing the chief executive officer to execute a contract modification with eLock Technologies LLC to add operating services and install eLock's access controls to Sound Transit's bicycle cages in the amount of \$833,820, for a new total authorized contract amount not to exceed \$6,291,501 plus applicable taxes.

Alex Krieg, Director of Access and Integration, provided the staff report.

Boardmember Roscoe asked if the rate was planned to increase. Mr. Krieg advised that the agency had no intentions of raising the rates. Boardmember Roscoe asked if rates would vary between the facilities. Mr. Krieg advised that the cost would remain the same across all types. Boardmember Roscoe asked if the lockers would increase access to cages and if that could have negative tradeoffs. Mr. Krieg explained that more people would likely be accessing cages, but the agency would educate riders about locking their bicycles to the racks and not allowing other people in with them. She asked what the agency did in the case that a bicycle was stolen. Mr. Krieg advised that staff would share video footage of the locker with law enforcement if the victim reported the theft.

Boardmember Frizzell asked if there was any liability on the part of Sound Transit. Mr. Krieg explained that the agency had no liability for stolen property in this case. She asked if this was simply a customer service offered. Mr. Krieg explained that the agency offered this service with the dual purpose of enticing people to the system and giving people a place to store their bicycle instead of on potentially full Link and Sounder trains.

**Motion No. M2022-17 was moved by Boardmember Frizzell and seconded by Committee Vice Chair Prince.**

Chair Walker called for a roll call vote.

#### **Ayes**

Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

#### **Nays**

**It was carried by unanimous vote of five committee members present that Motion No. M2022-17 be approved as presented.**

### **For Recommendation to the Board**

Resolution No. R2022-06: Transferring \$8,000,000 from the Agency Administration and Preliminary Engineering phases to the Construction phase of the Adopted 2022 Budget for the Parking Management Program while maintaining the overall authorized project allocation of \$13,692,287.

Chair Walker explained that the committee would receive a presentation on updates to the ongoing policy work in support of the agency parking management efforts in conjunction with this staff presentation.

Alex Krieg, Director of Access and Integration, and Gary Clark, Program Manager of Facilities, Operations, and Parking, provided the staff presentation.

CEO Rogoff added that park-and-ride lots which included WSDOT funding were unable to charge for parking per state statute. Staff was working with WSDOT to ask the legislature to consider changing that statute. He also highlighted the ORCA 2.0 integration, which would allow people to pay for parking with their ORCA card. It would also facilitate ORCA LIFT subsidization.

Boardmember Frizzell asked if there was consideration to increase the limit of permitted parking to 60 percent. She voiced concern about equity if people could reserve a spot ahead of time. Mr. Krieg explained that it was something that would be discussed with community members during engagement efforts.

Chair Walker asked if the future options discussed in the presentation were not being approved in this action. Mr. Krieg confirmed that those options would not be exercised in this action but would be brought to the Board after the policy was updated or as new facilities were entered into service.

Chair Walker asked how park and ride facilities that were shared with partner agencies would be managed. Mr. Clark advised that those facilities operated with joint agreements and could be brought into the contract.

**Resolution No. R2022-06 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

**Ayes**

**Nays**

Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

**It was carried by unanimous vote of five committee members present that Resolution No. R2022-06 be forwarded to the Board with a do-pass recommendation.**

Motion No. M2022-18: Authorizing the chief executive officer to execute a five-year contract with 10 one-year options to extend with Passport Labs, Inc., to provide parking management vendor services, in the amount of \$30,814,438 with a 5 percent contingency of \$1,540,722, for a total authorized contract amount not to exceed \$32,355,160, plus applicable taxes, contingent upon Board approval of the budget phase transfer through Resolution No. R2022-06.

Chair Walker noted the presentation was given with the previous action item.

**Motion No. M2022-18 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

## Ayes

Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

## Nays

**It was carried by unanimous vote of five committee members present that Motion No. M2022-18 be forwarded to the Board with a do-pass recommendation.**

## **Reports to the Committee**

(Boardmember Baker joined at this time.)

### REO Metrics Performance Report

Emily Nutsch, Deputy Director of the Business Intelligence Program, provided the report. She reviewed ridership trends noting that a new system forecast was included on the metrics. A drop in ridership was larger than predicted in January.

John Carini, Deputy Director of Vertical Conveyances reviewed vertical conveyance performance. He reviewed January's performance first, which CEO Rogoff touched on in his CEO Report. Performance issues began in late December due to several reasons, and units could not return to service because of vendor supply chain problems. February saw more units come back online. Downtown tunnel elevator performance was improving since January 2021 up until the rainy season began. Elevators were taken out of service due to water intrusion. He also reviewed the escalator performance, which saw similar issues.

Boardmember Roscoe asked if the fixes were temporary or more permanent. Mr. Carini advised that the water intrusion problems were addressed through elevator and escalator pit and machine room sealing. CEO Rogoff reminded the Committee that the equipment in the tunnel were several years past needing replacement and until that equipment could be replaced, which was underway but still some years out, issues would remain. Mr. Carini added that surface water draining mitigation was among many tasks taken on the by the larger Downtown Seattle Transit Tunnel project.

Ms. Nutsch advised that security metrics would be coming soon and began reviewing on time performance. She then reviewed a new metric comparing Sound Transit performance to peer agencies using National Transit Database data. A tool was created to allow an observer to select different peer agencies to use for comparison.

Chair Walker asked for staff to send a link to the committee.

### Station Experience Design Guidelines

Russ Arnold, Chief Passenger Experience and Innovation Officer, began the report. He explained that these guidelines were a first for the agency, and they set a standard for how the agency would deliver stations to riders.

Julie Montgomery, Director of Architecture and Art, informed the committee that the future guidelines would define standards for passenger experience that inform Link station design principles and station environment guidelines. The guidelines controlled costs through standardized passenger experience, clear design expectations for early, durable decisions, realms of responsibility and guidance for station areas, and investment framework for station access. Station finish construction costs varied depending upon configuration and was approximately 6 to 15 percent of overall Link capital costs.

The guidelines focused on three key areas which included passenger experience, link station design, and station environment. Passenger Experience was the basis of the guidelines and was described with foundational metrics of being dependable, safe, available, clean, and informed. The guidelines were

designed for the full range of attributes to fully understand passenger needs. The second key area, Link station design, focused on standardization for consistency and efficiency. Consistency in ticketing areas, all elements of vertical circulation, canopy design, lighting type and location, and ancillary spaces. While efficiency standardization would focus on passenger flow, design, construction, and maintenance and operations.

Ms. Montgomery mentioned that maintenance was also fundamental to passenger experience. Designing for maintenance included focus on creating spaces that were clean, well-functioning, had easy access given the height of equipment, a hierarchy of maintenance access and limiting the height of canopies and ceilings so that special equipment would not be required during routine maintenance. She also reviewed the importance of neighborhood identity by creating customized elements at each station. Those elements could include public art integrated with architecture, selectin of wall and floor finishes in durable, maintainable materials, accent color, plaza design elements, and landscape plantings.

The third key area, station environment framework, consisted of station facility, station context, and station access. Station typologies characterized station environments by the urban form and land use patters in the surrounding area. Other land use types included established urban, emergent urban, and single use land. Station access types were characterized station environments by the access mode share and other access characteristics. The station access types were walk, bike, roll, multimodal, and auto.

The station guidelines were in support of equitable TOD in Link station areas. The guidelines would plan for and support equitable, affordable housing development in agency TOD, support opportunities for community services, retail, small businesses and living wage employment, and right size parking requirements for developments in station areas.

Boardmember Roscoe was happy to see the type of planning that the guidelines represented, especially around Transit Oriented Development.

Boardmember Baker asked whether there was any thought given to restrooms in the guidelines. Ms. Montgomery advised that they were touched upon in the document, however an agency restroom policy was expected to come to the Board within the year which would inform this matter more.

Chair Walker asked where the public could view the guidelines. Ms. Montgomery advised that a pre-final draft was currently under review and the final would be published following the review.

**Executive session** – None.

**Other business** – None.

### **Next meeting**

Thursday, April 7, 2022  
1:00 to 3:00 p.m.  
Virtual meeting held via WebEx

### **Adjourn**

The meeting adjourned at 2:34 p.m.

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Kristina Walker  
Rider Experience and Operations Committee Chair

ATTEST:

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Kathryn Flores  
Board Administrator

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