



## Summary Minutes

### Rider Experience and Operations Committee Meeting July 15, 2022

#### Call to order

The meeting was called to order at 1:01 p.m. by Chair Walker.

The meeting was available in person and streamed on:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=efe25b9aa72f0d812cf21bbb78ef87ed>

#### 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

##### Passenger Safety

Chair Walker noted safety as a leading priority at Sound Transit (ST) and fundamental to the rider experience. The system must remain safe and reliable for the vast majority of passengers, but consistent with regional and national trends, the system was seeing an increase in sanitation, safety, and security issues, including open drug use. A few recent incidents on the trains, reflected this uptick.

Some of the reasons for these incidents included the tight labor market that was reducing the agency's ability to fill key roles and leaving the agency short-staffed in key security, maintenance, and cleaning functions. Agency contractors were underperforming and unable to hire sufficiently. Chair Walker noted it was no surprise that safety problems were most acute in early morning and late-night hours when staffing was lowest.

There were a number of actions taking place to deliver safe service. The agency was working with the King County Sheriff Office to ensure contracted enforcement resources were met. An RFP was out for increased safety and security presence on the system, and there was increased coordination between the agency's facilities and safety staff to increase response times to incidents.

A pilot would begin with the King County Department of Community Human Services to deploy behavioral health experts into the system to provide support to riders and people in need. The agency was working to increase cleaning frequencies on trains, buses and in facilities. Additionally, Sound Transit kicked off a two-year effort with support from a consultant group of national experts, to develop a

comprehensive regional approach that would guide ST's interactions with people riding its system or using its facilities who were living without shelter or living without homes.

#### Monthly Contract Report

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

#### **CEO Report**

Deputy CEO, Kimberly Farley, gave the CEO Report.

#### Service Interruptions

As mentioned at the last committee meeting, there would be intermittent periods of less frequent service and replacement bus service starting while a series of "Future Ready" construction and maintenance activities prepared ST to more than double the length of the light rail system within the next three years. That work began this past Monday, July 11, 2022. Construction began on the northbound platform at Columbia City and would run through July 24, 2022 with Southbound platform work beginning in August.

#### Draft 2023 Service Plan

At the March 2022 committee meeting, staff provided an update on staffing shortages impacting the ability to deliver planned service levels, primarily on ST Express. The timeline for service restoration remained uncertain as the agency's transit partners worked to recruit and onboard qualified operators, but could take at least another 18 months before reaching the desired staffing levels.

While the goal continued to be restoring service to the levels adopted by the Board in the 2021 service plan, there will unfortunately be a need to plan for lower service levels as staff plan to adopt the 2023 Service Plan this fall in coordination with next year's budget. Given the on-going nature of the ST Express service reductions, the 2023 Service Plan would request Board formalization of lower service levels. Continuing to operate a formalized reduction allowed for more reliable service as trips were not cancelled on an ad-hoc basis and complied with FTA guidelines.

Later this month, as part of the engagement process for the 2023 Service Plan, staff would publicly share the reduced service levels that were planned for next year even as they work with the agency's transit partners to onboard and retain more operators to reach the desired and approved service levels.

Deputy CEO Farley noted staff would return to the committee in October to present the draft Service Plan and ask for recommendation to the full Board for approval for these service changes, all of which would be accompanied by an equity analysis.

#### **Public comment**

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

The following people provided written public comment:

Joe Kunzler

No in-person public comments were submitted.

The following people provided virtual public comment:

Joe Kunzler

Hester Serebrin

Zak Osman

Chair Walker asked for staff to retrieve Zak Osman's contact information to address their comment on service information.

## **Business Items**

### **For Committee final action**

June 2, 2022, Rider Experience and Operations Committee meeting minutes

**It was moved by Committee Vice Chair Prince, seconded by Boardmember Baker and carried by unanimous consent that the minutes of the June 2, 2022 Rider Experience and Operations Committee meeting be approved as presented.**

Motion No. M2022-58: Authorizing the chief executive officer to execute a contract modification with Dell Marketing L.P. to provide technology software, hardware, and related maintenance services in the amount of \$1,500,000 for a total authorized contract amount not to exceed \$11,000,000, plus applicable taxes.

Stephen Baker, Deputy Chief Information Officer, provided the staff report.

**Motion No. M2022-58 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

#### **Ayes**

David Baker  
Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

#### **Nays**

**It was carried by unanimous vote of six committee members present that Motion No. M2022-58 be approved as presented.**

Motion No. M2022-59: Authorizing the chief executive officer to execute a contract modification with Cambridge Systematics to fund the contract in the amount of \$1,000,000 for a new total authorized aggregate contract amount not to exceed \$3,500,000.

Stephen Baker, Deputy Chief Information Officer, provided the staff report.

Boardmember Roscoe asked if this motion would extend the contract through, or beyond, 2028. Mr. Baker answered that it would allow services through 2023 but provide options of one-year increments over the next five years. Boardmember Roscoe asked if the funds were approved for those one-year increments. Mr. Baker confirmed that was correct.

**Motion No. M2022-59 was moved by Boardmember Roscoe and seconded by Committee Vice Chair Prince.**

Chair Walker called for a roll call vote.

#### **Ayes**

David Baker  
Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

#### **Nays**

**It was carried by unanimous vote of six committee members present that Motion No. M2022-59 be approved as presented.**

Motion No. M2022-60: Authorizing the chief executive officer to execute a contract modification with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., for Information Technology Temporary Staffing Services in the amount of \$4,000,000 for a new total authorized aggregate contract amount not to exceed \$17,000,000.

Stephen Baker, Deputy Chief Information Officer, provided the staff report.

Chair Walker asked why there were gaps and to clarify why the agency would hire contracts rather than staff. Mr. Baker replied that there were no gaps, but rather expected demand. Since onboarding staff would not occur, these phases of work would be handled via temporary staff.

Boardmember Frizzell asked what would happen in 2023 and if there would be a larger upcoming contract or would the Board anticipate hiring of permanent staff. Mr. Baker answered that the requested funds would allow services to continue to 2023. Boardmember Frizzell then asked what would occur in 2024. Mr. Baker responded that contracts were in place, but staff would return to the committee to request to spend those funds within the overall contract structure.

**Motion No. M2022-60 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

**Ayes**

**Nays**

David Baker

Christine Frizzell

Ed Prince

Kim Roscoe

Dave Upthegrove

Kristina Walker

**It was carried by unanimous vote of six committee members present that Motion No. M2022-60 be approved as presented.**

Motion No. M2022-61: Authorizing the chief executive officer to execute a contract modification with PPC Solutions, Inc. to increase the contract amount for mobile patrol security services in the amount of \$2,000,000 for a new total authorized contract amount not to exceed \$4,000,000.

Ken Cummins, Director of Public Safety, provided the staff report.

Boardmember Upthegrove noted the agency's recently updated responsible contract policy and that part of it was driven by the work taking place around security contracting. He asked how the principles in the responsible contracting policy were applied to this contract extension. Mr. Cummins replied that PPC Solutions, Inc. and Cascadia Global Security were responsible contractors as per the new policy. The language of the responsible contract policy was being included in the contract modification.

**Motion No. M2022-61 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

**Ayes**

David Baker  
Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

**Nays**

**It was carried by unanimous vote of six committee members present that Motion No. M2022-61 be approved as presented.**

Motion No. M2022-62: Authorizing the chief executive officer to execute a contract modification to a piggyback contract with Cascadia Global Security to provide security guard services in the amount of \$2,000,000 for a new total authorized contract amount not to exceed \$4,000,000.

Ken Cummins, Director of Public Safety, provided the staff report.

Chair Walker thanked staff and noted the importance to public safety. She agreed with Boardmember Upthegrove's previous comment on the prior motion.

**Motion No. M2022-62 was moved by Committee Vice Chair Prince and seconded by Boardmember Roscoe.**

Chair Walker called for a roll call vote.

**Ayes**

David Baker  
Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

**Nays**

**It was carried by unanimous vote of six committee members present that Motion No. M2022-62 be approved as presented.**

**For Recommendation to the Board**

Resolution No. R2022-20: (1) Establishing a Zero Youth fare on Sound Transit services effective September 1, 2022 by superseding the fare rates established in Resolution No. R2020-28 for youth riders on all Sound Transit services with \$0, as shown in Attachment A, and (2) directing staff to develop a report of Youth ORCA ridership on an annual basis.

Lisa Wolterink, Deputy Executive Director of Fares, Grants, and Revenue, provided the staff report.

Committee Vice Chair Prince shared excitement that this action was moving forward.

Chair Walker and Boardmember Roscoe echoed Committee Vice Chair Prince's enthusiasm.

Boardmember Roscoe shared concern for safety of operators and transit riders. She anticipates there to be an intentional deliverance of fare media that could track riders and provide clear expectations for riders and operators that won't put anyone at risk for being misunderstood. She expressed hope in that regional transit agencies would coordinate and share strategies so it could be perceived by the public with similar experiences across all agencies and transit types.

Ms. Wolterink reassured Boardmember Roscoe that transit agencies across the region were working together to provide consistency.

**Resolution No. R2022-20 was moved by Committee Vice Chair Prince and seconded by Boardmember Baker.**

Chair Walker called for a roll call vote.

**Ayes**

David Baker  
Christine Frizzell  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

**Nays**

**It was carried by unanimous vote of six committee members present that Resolution No. R2022-20 be forwarded to the Board with a do-pass recommendation.**

## **Reports to the Committee**

### At grade crossings safety work

David Wright, Chief Safety Officer, and Anna Huntington, Deputy Director of Safety, provided the report. Mr. Wright reviewed that in August 2021, the agency formalized work across the agency into a multi-disciplinary work group with focused priorities to identify safety enhancements to the Rainier Valley corridor. Safety enhancements included procedures, training and equipment installations that may reduce the likelihood of accidents in the future. Aside from work taking place with Rainier Valley, other progress included coordination with other projects like East Link, Hilltop Tacoma Link Extension, and Video Analytics, updates to policies and procedures, updates to crossing treatment inventory, and coordinating safety outreach activities.

Mr. Wright provided updates to the Rainier Valley work. In coordination with SDOT, Sound Transit has completed a partnership agreement and several projects were under consideration. Sound Transit had also established a forum with KCRail.

2022 crossing enhancements in the Rainier Valley Corridor consisted of adding railroad crossing pavement markings, relocating train horn and bell signs to the end of the station platform, upgrading "No Left Turn and LRV Symbol" warning signs during train presence, and upgrading "Another Train Coming" warning signs.

Phase 1 of Rainier Valley community engagement focused on efforts to reengage the community and reopen conversations. Community conversations took place throughout December 2021 and January 2022 with 13 organizations that serve or were in the Rainier Valley. A survey that was created by the Accessibility Services Division was also circulated. Phase 2 would continue to engage and maintain established relationships.

Ms. Huntington noted the community and stakeholder feedback was collected then researched and discussed. Prioritization was based on screening then further research occurred. Scores were determined by a multi-functional team representing six departments within the agency. Overall, the team evaluated 53 ideas that were collected. The agency would conduct detailed traffic studies and comprehensive planning studies to better understand feasibility and impacts. For instance, installing vehicle and pedestrian gates were examples of two topics that would be studied further. Installing gates would mean additional space and infrastructure. The teams are looking into whether additional right-of-way would be required or whether the road way would be required for completion. There were other projects that the team was planning to evaluate such as feasibility studies, consulting with federal relations and guidelines, and researching peer industries and agency best practices. A few project

examples included researching installation of wig wag headlights onto the light rail vehicles, investigating modifications to audible warnings, and potentially developing a navigation safety app.

Next steps included detailed traffic studies, in-depth planning and feasibility studies, consulting regulations and guidance, researching peer agencies and industry best practices to projects currently under evaluation. Multiple outreach and engagement initiatives would be implemented, and several projects were under considerations regarding partner coordination.

Boardmember Roscoe appreciated that resources were being dedicated to the safety efforts mentioned. She anticipated information for this work would be shared regionally for improvements at all intersections that were at-grade.

Chair Walker asked how much information would be shared regarding lessons learned. Mr. Wright responded that the groups were formed with that primary reason. Previously there were groups working on separate projects, but the overall at-grade crossings work was never combined. Chair Walker shared appreciation for the additional outreach that was provided to locations with more issues.

#### Future ready

Suraj Shetty, Executive Director of Operations, provided the report. There were three Future Ready projects that were in process, or scheduled, and an additional three projects that would be presented later. Regarding rebuilding platforms in the Rainier Valley, the platform repair work in Columbia City was scheduled for two 14-day periods beginning on Monday, July 11, 2022 to July 24, 2022 and August 19, 2022 to September 1, 2022. Crews were removing the platform tiles and the underlying mortar to install new tiles. This required the closure of one side of the right-of-way and required trains to share one track for 2.3 miles. Trains could reliably operate every 20 minutes through the work area.

Based on feedback received, service plans were adjusted to have trains run every 10 minutes between Stadium and Northgate station and every 20 minutes between Stadium and Angle Lake station. Stations that had major bus restructures would maintain connections, such as Roosevelt and Northgate, other stations would still see reduced service every 20 minutes.

Similar repair work was needed at the Othello and Rainier Beach stations. Work was not yet scheduled but would occur prior to East Link opening. Shorter single-track section between Merton Way and S. Willow St. would allow both stations to be completed simultaneously. Trains should arrive more reliably and slightly more frequently compared to the Colombia City work. Lessons learned from the Columbia City work would be applied to seek lesser service disruptions.

Electrical work was scheduled for the downtown Seattle tunnel in November 2022. Shutting down overhead wires at any one downtown station required closing all four. The project would split the overhead catenary system at University Street station, into four quadrants that could be shut down separately for maintenance. Passengers would benefit from fewer station closures, shorter bus bridges, and more flexible and resilient service. The operating plan was under review.

Tukwila station required overhead wire replacement and was anticipated to take place over five days in Q3 2022. This project would replace more than three miles of overhead wire on the elevated section between Boeing Access Road and Tukwila International Blvd. Station. This was necessary because overhead wire in this area was worn and needed to be reconfigured for more consistent contact between trains and the wires. Passengers would benefit from a more reliable train power and fewer service disruptions. The operating plan was under review and would likely require bus bridging between Rainier Beach and Tukwila.

There were three additional projects anticipated in Q4 2022 to Q1 2023. Those projects were rail replacement near Westlake, bond box replacement, and East Link prep work. Westlake project would replace worn rail and improve safety and ride quality. Bond box replacement would be a one-time replacement of signal boxes embedded in the tracks that were damaged by joint bus-rail operations.

East Link prep work would complete overhead power, activating rail switches, and other work to connect the future 2 Line to the current 1 Line.

Process improvements included improving method of capturing all planned projects, engaging with stakeholders earlier in planning when there was significant passenger and stakeholder impact, and improving the method of delivery of the projects.

#### Stride Bus Rapid Transit program update and start-up activities

Bernard van de Kamp, Program Executive for Bus Rapid Transit, and Lacy Bell, Deputy Program Executive for Bus Rapid Transit Operations, provided the report. Mr. van de Kamp updated the committee of progress since Realignment. Projects to be built were the S1, S2, and S3 service lines and bus base north (BBN) projects. Progress also included execution of approximately \$500 million third party delivery, a final design across program, right-of-way (ROW) acquisition was authorized, and station design. Fleet and stations would have state of the art passenger information, offboard fare payment, except for cash, bicycle accommodations which include front racks on the bus and storage at select stations, and there was current evaluation on double-decker propulsion options.

Cost estimates in 2022 were based on a 30 percent level of design, which was reached in spring 2022, combined with design-build projects that were contracted. Mr. van de Kamp pointed out the costs through development, through realignment, and status. Fluctuations on I-405 had slightly decreased. SR 522 had a slight increase due to cost of ROW and regional trends. BBN had a slight cost increase due to change of design of zoning codes for compatibility and being properly sized. Baseline was anticipated early 2023.

Stride schedule was updated with realignment dates and as of June 2022, there was consistency with projections. For the S2 line, or I-405N line, there was an improvement in projected delivery timeframe due to joint project with WSDOT.

The 2022 look ahead included completing 60 percent or more of design, securing remaining ROW authority from Board, value engineering and quality risk assessments, continuing identifying acceleration strategies, and baselining.

Ms. Bell reviewed the Stride routes that would replace existing ST Express service. Route 560, operated by Pierce Transit (PT), would be replaced by the S1 Line: I-405 South. Route 535, operated by Community Transit (CT), would be replaced by the S2 Line: I-405 North. Route 522, operated by King County Metro (KCM), would be replaced by the S3 Line: SR 522. BBN would have capacity for Stride and ST Express buses currently operated by CT. BBN was sized to support Stride plus some ST Express which could equate to 120 coaches, a mix of double-deck and 60' articulated buses, and battery electric bus (BEB) charging infrastructure for 522 deployment.

The Stride operating goals included active performance management for real-time control to ensure high quality service to passengers, resource management for cost responsible operations, earliest reasonable opening of service trending toward 2027, and ensuring optimal cost and performance for the ability to periodically change operator or renegotiate contract terms if needed.

The BBN/Stride operations plan was for Sound Transit to provide facilities, operating systems, and oversight to have bus operating system procurement initiated in Q3/Q4 2022. Additionally, it was planned to utilize a single contractor for bus operators and mechanics with a competitive process to select the contractor. The plan for the contract operator agreement was for a competitive process structured to allow partners and private contractors to participate and evaluation criteria to support responsible contractor policy. The plan also included Request For Information (RFI) to get industry feedback and Request For Proposal (RFP) with a goal to have contractor in place two years before start of service.

Stride updates focused on operations start-up would be presented at the Rider Experience and Operations committee in advance of a bus operating technologies (BOT) procurement advertisement. A Board action to award BOT contract and a vehicle contract award was anticipated in mid-2023. A Board update on Operator RFI findings prior to RFP advertisement was anticipated end of 2023 or early 2024.

Boardmember Baker asked if the SR522 route would be lost when S3 opens in 2027. Ms. Bell responded that SR 522 ST Express service would be replaced by the S3 line which would operate more frequently. The agency would work with KCM, who also operates on the SR 522 corridor, and expect that they would run much of their service.

Boardmember Roscoe showed anticipation for the mileage of the project once in service and appreciated staff providing an update at this time given the complexity and schedule.

With Boardmember Baker's previous question in mind, Deputy CEO Farley clarified that service was not being lost, it was being restructured. The ST Express would convert into Stride and was planned to create a more frequent and reliable service, similar to Link's service.

Boardmember Baker noted the convenience this project would bring and anticipated the service date. Mr. van de Kamp noted the work taking place to potentially accelerate the revenue service date.

**Executive session** – None.

**Other business** – None.

### **Next meeting**

Thursday, August 4, 2022

1:00 to 3:00 p.m.

Ruth Fisher Boardroom and Virtually via WebEx

### **Adjourn**

The meeting adjourned at 2:37 p.m.



Kristina Walker

Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores  
Board Administrator

APPROVED on August 4, 2022, JG.