



Summary Minutes

Rider Experience and Operations Committee Meeting February 2, 2023

Call to order

The meeting was called to order at 1:00 p.m. by Chair Walker.

The meeting was available in person and streamed on:

<https://soundtransit.webex.com/soundtransit/j.php?MTID=m1c6a4719c031ac3fdbdf7ab6a960ad20>

Roll call of members

Chair	Vice Chair
(P) Kristina Walker, Tacoma Deputy Mayor	(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 Council Chair
(P) Debora Juarez, Seattle Council President	(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

None.

CEO Report

CEO Julie Timm provided the CEO Report.

Souder Fatality

On the morning of February 1, 2023, Souder S Line train #1505 from Seattle to Lakewood struck and killed a male pedestrian on the tracks west of Puyallup. The incident did not occur at a grade crossing. Staff was working with the Pierce County Sheriff and agency partners as the investigation of the fatality continued.

Deputies Story

CEO Timm highlighted the positive actions of two Sound Transit deputies who assisted a non-English speaking elderly woman who had become stranded at the King Street Amtrak station the week of January 16, 2023. The woman was a passenger on a bus that arrived in Seattle from Canada but was unable to contact relatives that live in the region and needed assistance.

The two deputies, Job Jarrett and Colin Cufley, were able to use a language line to communicate with the woman and took steps to reach out to the Canadian Embassy in order to connect her with a family member. They also stayed with her until a family member was able to meet her at the station. CEO Timm commended the deputies for their willingness go above and beyond to assist her.

Black History Month

CEO Timm recognized Black History Month and mentioned the agency rose the Pan-African flag in celebration and the agency was working towards becoming a stronger anti-racist organization.

Public comment

Chair Walker announced that public comment would be accepted via email to emailtheboard@soundtransit.org, in person, and would also be accepted virtually.

The following people provided written comments:

Stephen Fesler
Daniel Cavazos

The following people provided in-person comments:

Travis Close

The following people provided virtual public comments:

Wes Mills
Daniel Heppner

Business Items

For Committee final action

January 19, 2023, 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 January 19, 2023 Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2023-10: Authorizing the chief executive officer to execute a contract modification with SHI International Corp. to exercise two one-year options to extend the contract to provide technology software, hardware, and related maintenance services in the amount of \$2,000,000 for a new total authorized contract amount not to exceed \$3,800,000, plus applicable taxes.

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

Motion No. M2023-10 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
Debora Juarez
Ed Prince
Kim Roscoe
Dave Uptegrove
Kristina Walker

Nays

It was carried by unanimous vote of seven committee members present that Motion No. M2023-10 be approved as presented.

Motion No. M2023-11: Authorizing the chief executive officer to execute a contract modification with Insight Public Sector, Inc. to provide technology software, hardware, and related maintenance services

in the amount of \$7,000,000 for a new total authorized contract amount not to exceed \$20,180,000, plus applicable taxes.

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

Motion No. M2023-11 was moved by Committee Vice Chair Prince and seconded by Boardmember Baker.

Chair Walker called for a roll call vote.

Ayes

Nays

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

It was carried by unanimous vote of seven committee members present that Motion No. M2023-11 be approved as presented.

Motion No. M2023-12: Authorizing the chief executive officer to execute a contract modification with Carahsoft Technology Corp, the authorized reseller for ServiceNow software, for the Information Technology Service Management Tool Platform project in the amount of \$986,000 for a new total authorized contract amount not to exceed \$3,666,721, plus applicable taxes.

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

Boardmember Roscoe asked when the current contract would expire. Mr. Baker answered it was in its last year of the contract. Boardmember Roscoe asked if this action would amend the contract amount, not authorize a new contract extension. Mr. Baker confirmed. Boardmember Roscoe asked when the committee should anticipate staff to return with this contract. Mr. Baker answered within Q4 2023.

Motion No. M2023-12 was moved by Boardmember Juarez and seconded by Boardmember Baker.

Chair Walker called for a roll call vote.

Ayes

Nays

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

It was carried by unanimous vote of seven committee members present that Motion No. M2023-12 be approved as presented.

Motion No. M2023-13: Authorizing the chief executive officer to execute a contract amendment with Yenlo USA LLC for Enterprise Service Bus long term services in the amount of \$920,000 for a new total authorized contract amount not to exceed \$2,420,000.

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

Chair Walker provided clarification that the term “bus” in this action was not a physical bus but an electronic system term.

Motion No. M2023-13 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
Debora Juarez
Ed Prince
Kim Roscoe
Dave Upthegrove
Kristina Walker

Nays

It was carried by unanimous vote of seven committee members present that Motion No. M2023-13 be approved as presented.

Reports to the Committee

REO Metrics Performance Report

Raj Cheriell, Director of Essential Data and Analytics, Angela Greene, Deputy Director of Business Intelligence Program, and Michael Berman, Deputy Director of Research and Innovation, provided the report on the 2022 statistics review. Mr. Cheriell expressed that the overriding theme that impacted nearly all metrics was how passenger behavior and expectations changed emerging from height of COVID.

Mr. Berman reviewed key findings from the annual passenger survey and feedback received from customer service agents. The survey was asked to provide feedback on a grading scale of A+ to F on services. Key findings included safety and cleanliness being the biggest concerns, overall grade for Sound Transit mirrored the drop in safety and cleanliness, grades dropped from B+ to B, and ST Express complaints focused on buses not being at the stop when expected. As a result, the 2023 goals included new in-service vehicle cleaning program and station agents at additional stations.

Ms. Greene reviewed that with the exception of Link, injury and accident rates were down overall with 30 injuries in 2022. Link injuries were up, from mostly passenger slips, trips, and falls, with 20 injuries on Link. The 2023 goals included enhancements to pedestrian safety and Ms. Greene noted that public safety and security had hired 14 additional personnel. The agency at-grade crossing group was evaluating improvements to vehicular safety across the system. Potential mitigations included dynamic messaging signs, increased volume on warning systems, and implementing video analytics to better understand factors of collisions and near misses.

Ms. Greene reviewed Vertical Conveyances and noted the top three outage reasons were due to mechanical, misuse, and environmental. The 2023 goals were to address cases of misuse, improve communication with customers, and investigate environmental damage.

Boardmember Roscoe asked about what video analytics would be improving. Suraj Shetty, Executive Director of Operations, replied that the future plan would involve cameras. Currently, the agency practices a reactive approach to incidents and video analytics would help catch near misses and also help with pedestrians behavior and vehicle behavior.

Chair Walker asked about the injury and accident rates being down overall but wanted more clarification on what it meant excluding Link. Ms. Greene replied the total injuries in 2022 was 30, there were 20 injuries on Link. Chair Walker asked how many injuries occurred in 2021. Ms. Greene committed to providing the number at a later time due to having missed months of data at the time of the meeting, but 2022 injuries was less than what occurred in 2021.

Mr. Cheriell reviewed Trip Delivery and On Time Performance. Link delivered 95 percent of trips as scheduled. During the summer, percent times were slightly lower due to station work which would result in single tracking and occasional bus bridge services. Over 97 percent of trips fell within two minutes of the scheduled headway. ST Express operated reduced service levels following the March and September service changes due to partner's operator shortages. These adjustments resulted in higher trip delivery levels as limited number of operators were called to operate fewer trips. Staff anticipated trip delivery would improve in 2023 as the agency partners are able to fully staff operator positions.

Congestion impacted on-time performance for ST Express, specifically for Pierce Transit routes, which struggled to meet the 90 percent target throughout the year. In 2023, Mr. Cheriell noted his team would work with the agency's service planning team and Pierce Transit to improve on-time performance. Sounder consistently delivered 98 percent, or greater, of its scheduled trips, which was expected to continue in 2023.

Chair Walker noted a frustration point as a rider was that the One Bus Away app wasn't always updated which meant it didn't provide any information or misinformation on whether the 594 or 590 bus was going to arrive. Chair Walker asked if that was also being evaluated knowing it wasn't entirely within agency control. Mr. Cheriell committed to researching more on the topic and return with his findings.

At the January 2023 meeting. Mr. Cheriell reported on overcrowding and how it could be dealt with long-term. Data suggested the ST Express issues with on-time performance and Trip Delivery may have impacted ridership on that mode. ST Express ridership remained flat, possibly due to performance issues. Sounder ridership grew but was still about 25 percent pre-pandemic levels. Addressing ST Express issues should lead to ridership growth.

Boardmember Roscoe was looking forward to receiving more information and appreciated all the data that was being gathered to come up with solutions for additional commute times.

Chair Walker thanked staff for the presentation and highlighted the Sounder ridership figures. She also appreciated staff providing data and showing how the data was being used to address various issues that stem across agency departments and committees.

Final review of 2023 Rider Experience and Operations Committee work plan

The draft 2023 work plan was included in the committee's mailing packet. Chair Walker noted an update on security and security recruitment was added to the list of Topics of Special Interest to the Committee.

Boardmember Roscoe asked if the cleanliness issue was addressed in the work plan. The topic would be added to the work plan as a special topic of interest as an emphasis topic attached to Operational Metrics. Mr. Shetty confirmed that Cleanliness was a portion of the provided metrics but noted an ongoing struggle was figuring out how to make the metric measurable. Boardmember Roscoe asked about the pilot program for in-service vehicle cleaning. Mr. Shetty responded that measurable metrics were also being researched and clean vehicles were subjective.

Boardmember Baker voiced concern with Vertical Conveyances and wanted confirmation of continued discussion on conveyances. Mr. Shetty confirmed.

Executive session – None.

Other business – None.

Next meeting

Thursday, March 2, 2023

1:30 to 3:30 p.m.

Ruth Fisher Boardroom and Virtually via WebEx

Rider Experience and Operations Committee meetings will be moved to 1:30 to 3:30 p.m. going forward.

Adjourn

The meeting adjourned at 1:47 p.m.



Kristina Walker

Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores

Board Administrator

APPROVED on March 2, 2023, JG.