

**SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING**  
**Summary Minutes**  
**May 3, 2012**

**CALL TO ORDER**

The meeting was called to order at 1:09 p.m. by Chair Paul Roberts, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

**ROLL CALL**

Chair

(P) Paul Roberts, Everett Councilmember

Vice Chair

(A) John Marchione, Redmond Mayor

Boardmembers

(P) Fred Butler, Issaquah Deputy Council President

(P) Dave Enslow, Sumner Mayor

(P) Joe McDermott, King County Councilmember

(A) Mary Moss, Lakewood Councilmember

(A) Marilyn Strickland, Tacoma Mayor

Katie Flores, Board Coordinator, announced that a quorum of the committee was not present at roll call.

**REPORT OF THE CHAIR**

None.

**DEPUTY CEO REPORT**

Celia Kupersmith, Deputy CEO reported on Sound Transit's progress to open the Sounder extension to Lakewood. Multiple departments within Sound Transit are working together to ensure coordination and completion of the steps needed to prepare for the start of service in October 2012. The project contractor continues to make steady progress and work is taking place on the rail bridges at Pacific, A Street and B Street. Sound Transit is also working with communities on safety to make sure they are prepared for the start of train service.

Ms. Kupersmith also noted that special event service would be available for people attending Saturday Sounders FC games and Sunday Mariners games this season.

**REPORTS TO THE COMMITTEE**

Operations Report

Bonnie Todd, Executive Director of Operations reviewed ridership for February and March and reviewed the system performance report for the first quarter of 2012. The system performance report showed that complaints on ST Express are higher due to overcrowded buses. Ms. Todd also reported that an emergency drill was conducted for Sounder on April 14<sup>th</sup> that simulated a train derailment; the drill was very successful. Boardmember Butler asked about the farebox recovery for ST Express; Ms. Todd responded that the fare policy adopted by the Board in 2009 set the ST Express farebox recovery goal at 20%.

April 5, 2012 Board of Directors Retreat

Ric Ilgenfritz, Director of Planning, Environment and Project Development, and David Beal, Planning and Development Director, gave a presentation on two documents identifying the key takeaways from the discussions on parking and transit-oriented development.

There were four key takeaways from the retreat regarding parking: actions are needed to address parking issues while reviewing and updating policy for long range parking management strategy; parking capacity

should be responsive to local land use and travel patterns and address demand for all forms of access (parking, bike, pedestrian, transit feeder service, etc.); existing parking should be managed to optimize use by, and availability to, transit users before capacity is expanded; and management and expansion of transit parking are regional, multi-agency issues and should be addressed through an integrated, coordinated, regional effort. The first takeaway included near term next steps including developing specific proposals, looking at updating the parking study, options for using ORCA to pay for parking fees, and new technologies. The Committee felt that the takeaways accurately represented the parking discussion at the retreat.

(Boardmember Enslow arrived at this time).

The takeaways on transit-oriented development (TOD) include planning for transit oriented development and transit supportive land use changes early, and throughout the process. At the retreat, the Board asked for more agency involvement, a consolidated TOD policy that integrates land use. The key outcome would be to make sure investments trigger land use changes to increase ridership and achieve regional growth strategies. Boardmembers thought the document captured the discussion, and asked that a review of land use choices be incorporated into the project development phase.

#### Customer Satisfaction Survey

Tim Healy, Marketing and Creative Services Manager, and Ian Stewart of EMC Research gave a presentation on the Customer Satisfaction Survey results. Customers gave Sound Transit an A-/B+ grade for 2011, with 48% of customers reporting they are very satisfied and 40% responding with a B grade. 50% of Link riders gave an A rating, down from 69% of riders in 2010. New riders and established riders both gave Sound Transit the same ratings. In 2010, new riders gave Sound Transit higher ratings than in 2011.

Riders who gave Sound Transit an A rating (56%) did so as a result of performance positives such as on time performance, cleanliness, speed and friendliness of the drivers. 26% of riders gave an A grade based on system positives and 17% gave an A based on other positives. Of the riders who gave Sound Transit an C rating, the reasons for that rating were reviewed. 24% of the C ratings were due to performance negatives such as late buses, rude drivers or buses that leave stations or stops before their scheduled departure. 32% of the C ratings were due to system negatives such as needing more service, improving schedules, adding parking, slowness, expense or crowding. 42% of riders who gave a C rating gave a neutral or "ok" rating. The top suggestions to improve Sound Transit's grade were adding service, adhering to service schedules and expanding routes. Mr. Stewart also reviewed survey results for cleanliness, friendliness and safety.

Information on Sound Transit riders was reviewed for all modes; Sounder has the highest percent of people who are able to drive, but chose transit instead. When given options for the best improvement that could be made to Sound Transit service, the top choices were more frequent service, more park and ride spaces, more signal priority to speed travel, better coordination between routes and transfers and adding concessions, newspaper or food stands at stations.

## **BUSINESS ITEMS**

#### Minutes of the March 01, 2012 Operations and Administration Committee Meeting

**It was moved by Boardmember Butler, seconded by Boardmember McDermott, and carried by the unanimous vote of all Boardmembers present that the minutes of the March 01, 2012 Operations and Administration Committee meeting be approved as presented.**

Motion No. M2012-18: Authorizing the chief executive officer to execute a two-year contract, with two one-year options to extend, with Moss Adams LLP to provide on-call audit services for a total authorized contract amount not to exceed \$300,000.

David Hammond, Internal Audit Director, gave the staff presentation.

**It was moved by Boardmember Butler, seconded by Boardmember Enslow, and carried by the unanimous vote of all Boardmembers present that Motion No. M2012-18 be approved as presented.**

Motion No. M2012-20: Authorizing the chief executive officer to execute an amendment to the Microsoft Corporation license for Bus Bay 1 at the Overlake Transit Center to extend the term of the license until the property is needed by Sound Transit.

Nancy Bennett, Property Management Manager, gave the staff presentation for Motion Nos. M2012-20 and M2012-21.

**It was moved by Boardmember McDermott, seconded by Boardmember Butler, and carried by the unanimous vote of all Boardmembers present that Motion No. M2012-20 be forwarded to the Board with a do pass recommendation.**

Motion No. M2012-21: Authorizing the chief executive officer to execute an amendment to the Microsoft Corporation license for Bus Bay 2 at the Overlake Transit Center to extend the term of the license until the property is needed by Sound Transit.

**It was moved by Boardmember McDermott, seconded by Boardmember Butler, and carried by the unanimous vote of all Boardmembers present that Motion No. M2012-21 be forwarded to the Board with a do pass recommendation.**

Motion No. M2012-22: Authorizing the chief executive officer to execute a five-year contract with Stacy and Witbeck, Inc., to provide track, signal and bridge maintenance services for the Sounder Tacoma-to-Lakewood line for a total authorized contract amount not to exceed \$8,966,000.

Mike Perry, Deputy Executive Director of Transportation and Maintenance, and Brian Freerks, Commuter Rail Mechanical Superintendent, gave the staff presentation. Mr. Freerks noted that the majority of the contract cost is for routine work including twice weekly track inspections of the Tacoma to Lakewood corridor.

**It was moved by Boardmember Butler, seconded by Boardmember McDermott, and carried by the unanimous vote of all Boardmembers present that Motion No. M2012-22 be forwarded to the Board with a do pass recommendation.**

#### **EXECUTIVE SESSION**

None.

#### **OTHER BUSINESS**

None.

#### **NEXT MEETING**

Thursday June 7, 2012  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom

#### **ADJOURN**

The meeting was adjourned at 2:23 p.m.

  
Paul Roberts

Operations and Administration Committee Chair

ATTEST:



Katie Flores  
Board Coordinator

APPROVED on June 7, 2012, KWF