



SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING

Summary Minutes

April 3, 2014

CALL TO ORDER

The meeting was called to order at 1:02 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) Dave Earling, Edmonds Mayor

(P) Dave Enslow, Sumner Mayor

(P) Mary Moss, Lakewood Councilmember

(A) Dave Upthegrove, King County Councilmember

(A) Pete von Reichbauer, King County Councilmember

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

REPORT OF THE CHAIR

Chair Roberts announced that a quorum of the Committee was expected, so the Committee would begin the meeting, but not take any actions until a quorum was present. He also announced that items may be shifted on the agenda in order to take actions while a quorum of the Committee was present.

Chair Roberts noted that the Committee was using a revised agenda that now includes a Public Comment section. This change is based on a new approach for accepting public comment at Operations and Administration Committee meetings.

Members of the public who wish to provide public comment will be asked to fill out a public comment sheet prior to the start of the meeting. The Committee will only take public comment on items within the Committee's authority for final action. Generally, comments will be limited to two minutes. The microphone will be turned off at the end of the speaker's allotted time or if the speaker uses personal attacks, profane language, or makes remarks unrelated to the comments summarized by the speaker on the sign-up sheet.

Because public comment is permitted only on items within the Committee's final authority, a tray labeled General Comments is available for written comments about issues not directly related to final action items. All general comments received will be provided to the Sound Transit Board. Comments can also be mailed or emailed to the address shown on the form.

DEPUTY CEO REPORT

Mike Harbour, Deputy CEO, reported that next month, Sound Transit and King County Metro will be receiving the results on a Non-Motorized Access Study (NMAS) being conducted by a consultant. The study will support Sound Transit's Parking Management and System Access work by identifying gaps in the way that pedestrians and bicyclists access transit facilities. Twenty-four Sound Transit facilities are included in the study along with 500 King County Metro bus stops. One of the study outcomes will be suggestions for access improvements to address any gaps. Once received, the final results will be shared with jurisdictions and the Sound Transit Board.

Mr. Harbour also shared that Sound Transit has been working with the Ticket Vending Machine manufacturer, Scheidt & Bachmann on a new maintenance contract. Next month the Capital Committee will consider two actions related to the new contract and a budget amendment to support the purchase of additional ticket vending machines and services. Under the actions, Sound Transit would procure 42 ticket

vending machines for the University Link Extension, the South 200th Link Extension, and current and future needs for regional partners. The contract action with Scheidt and Bachmann will also provide maintenance services for five years and software development services including a new customer interface, an operating system redesign, and fraud prevention software patches.

REPORTS TO THE COMMITTEE

Ridership and Operations Report

Bonnie Todd, Executive Director of Operations, reviewed February ridership and the updated modal performance report. In February, Sound Transit had record single-day ridership for the Seahawks Victory parade on February 5, 2014. Boardings on all modes were around 195,000 on that day, compared with 100,000 boardings on a typical day. Tacoma Link ridership was down in February because of a weekend track closure for repairs.

Sound Transit is meeting most of the performance targets, but targets for Sounder Trips were missed because of mudslides and other delays outside of Sound Transit's control. Central Link farebox recovery is below target to date, but has increased in comparison to February 2013. There were two mudslides during the week of March 16, 2014 that caused service cancellations on four days. A bus bridge replaced the cancelled service. There was also another landslide this week south of Mukilteo that cancelled service for three days. On March 20, 2014, there was an attack on a good samaritan who was trying to help Sound Transit customers; two of the five perpetrators have been arrested and further arrests are planned.

(Boardmember Enslow arrived at this time; the clerk noted that a quorum of the Committee was now present).

PUBLIC COMMENT

Alex Zimmerman, StandUP-America

BUSINESS ITEMS

Item for Committee Final Action

Motion No. M2014-19: Authorizing the chief executive officer to execute a two year contract with CompuCom for Microsoft licensing and support services in the amount of \$2,135,250, for a total authorized contract amount not to exceed \$2,300,000.

Garv Nayyar, Information Technology Manager, gave the staff presentation.

It was moved by Boardmember Moss, seconded by Boardmember Earling, and carried by unanimous vote that Motion No. M2014-19 be approved as presented.

Item for Recommendation to the Board

Motion No. M2014-20: Adopting the Sound Transit Service Standards and Performance Measures–2014 Edition as guidelines for the on-going evaluation of Sound Transit's express bus, commuter rail and light rail services, and replaces the Sound Transit Service Standards and Performance Measures–2010 Edition.

Jim Moore, Service Planner, and Vida Covington, Operations Support Services Director, gave the staff presentation. He noted that an open house was held earlier today and four or five people attended to receive more information on the new service standards being proposed.

The proposed service standards include new productivity measures for evaluating all Sound Transit service, adding peer agency comparisons for Sounder and Central Link, creating a new ST Express productivity ranking system, and adding new thresholds for ST Express passenger overloads. The new service standards will also add alightings as a bus stop performance measure and take into account longer trips. The standards will allow Sound Transit to better manage the regional system.

Four productivity measures will be used to evaluate service for all modes. Sound Transit will continue to use Boardings per Trip and Boardings per Vehicle Hour. Subsidy per Boarding will replace Purchased Transportation Cost per Boarding (and the Operating Cost per Boarding measure used for Tacoma Link). Subsidy per Boarding is an industry standard that is tracked by the National Transit Database, or NTD, and takes into account all operational costs including facilities, administration, and purchased transportation or direct operating costs. A new productivity measure is also being proposed—Passenger Miles per Platform Mile that tracks how far people travel as well as how often people travel.

The standards and performance measures propose five peer agencies for comparing Sounder Commuter rail, including Virginia Railway Express (Washington, DC), Tri-Rail (Miami, FL), Coaster (San Diego, CA), North Star (Minneapolis, MN), and Altamont Commuter Express (Stockton, CA). Five peer agencies are also proposed for comparing Central Link, including the Hiawatha Line (Minneapolis, MN), MetroLink (St. Louis, MO), Santa Clara VTA (Santa Clara, CA), MAX (Portland, OR), and Denver RTD (Denver, CO). Sound Transit has not yet identified good comparisons for ST Express or Tacoma Link. Recently a new commuter bus category was added to the NTD that may allow Sound Transit to compare its express bus operations with similar bus operations. The agency is also watching new streetcar systems as they come on line for potential peer comparisons with Tacoma Link.

A new productivity system is being proposed for ST Express routes; routes would be evaluated and divided into quartiles. Routes that fall in the bottom quartile will be candidates for service reductions, marketing promotion or other actions that might improve productivity. The top quartile routes would be candidates for service additions if funding were available. New passenger load thresholds are also being proposed. The revised guidelines look at the trip level conditions and identify standing load thresholds to determine when staff would take action to relieve overcrowding.

The new standards and measures will be used to analyze data and the results will be published in the annual Service Implementation Plan (SIP). The data will also inform recommendations for proposed service improvements in the SIP. Mr. Moore and Ms. Covington responded to Committee members' questions about the proposed standards and measures.

It was moved by Boardmember Earling, seconded by Boardmember Moss, and carried by unanimous vote that Motion No. M2014-20 be forwarded to the Board with a do pass recommendation.

REPORTS TO THE COMMITTEE CONTINUED

Research and Technology Strategic Plan Update

De Meyers, IT Manager - Transit Rider Technology, and Michael Berman, Research and Technology (R&T) Program Supervisor, provided an update on phase one work for the R&T program. Over the past year, Sound Transit has met with stakeholders including partner agencies and riders. Ms. Meyers showed a video outlining recent work done by Sound Transit related to the R&T program. The video showed collaboration with other Sound Transit departments and partner agencies, providing data to the developer community, and providing tools to Sound Transit customers.

The R&T program includes projects in four areas: Regional Data Services, Web Platform (including Trip Planner, One Bus Away, and Real Time Info), Payment Research and E-Commerce, and Pilot Studies and TVM Interface. One focus for the R&T Program is improving the rider experience through a variety of programs. An improved desktop trip planner is being developed with better data, more options including biking and walking, and the incorporation of real time information. The mobile web experience is also being improved through the trip planner improvements and the addition of real-time information. A better ticket vending machine interface and station design that supports passenger information are also being pursued.

Activities in 2014 include ongoing coordination with other agencies, the initial launch of Regional Data Services improvements, station signage and parking pilots, an improved desktop trip planner and mobile web trip planner, mapping and real-time information, and ticket vending machine interface redesign.

EXECUTIVE SESSION

None.

OTHER BUSINESS

None.

NEXT MEETING

Thursday May 1, 2014
1:00 to 3:00 p.m.
Ruth Fisher Boardroom

ADJOURN

The meeting was adjourned at 2:02 p.m.

ATTEST:

Paul Roberts
Operations and Administration Committee Chair

Marcia Walker
Board Administrator

APPROVED on July 17, 2014, KWF

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NEXT MEETING

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ADJOURN

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Paul Roberts
Operations and Administration Committee Chair

ATTEST:



Marcia Walker
Board Administrator

APPROVED on July 17, 2014, KWF