

SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING
Summary Minutes
April 5, 2018

CALL TO ORDER

The meeting was called to order at 1:06 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

(P) Joe McDermott, King County Council Member

Boardmembers

(P) David Baker, Kenmore Mayor

(A) Dave Earling, Edmonds Mayor

(P) Kent Keel, University Place Mayor Pro Tem

(A) Ron Lucas, Steilacoom Mayor

(A) Pete von Reichbauer, King County

Councilmember

Paige Armstrong, Board Coordinator, announced that a quorum of the committee was present at roll call.

REPORT OF THE CHAIR

None.

CEO REPORT

Peter Rogoff, Chief Executive Officer provided the report.

Operations and Maintenance Facility: East Groundbreaking

Mr. Rogoff commented on the groundbreaking event held in Bellevue on April 4, 2018, for the Link Operations and Maintenance Facility: East (OMF-E). It was the culmination of years of outreach and coordination between staff, the City Council of Bellevue, and Community Groups to show how the OMF-E fits into the vision for the Bel/Red Corridor as part of East Link Extension. Boardmember Balducci, Congressman Adam Smith and Mayor John Chelminiak attended. The OMF-E will enable Sound Transit to run 4-car trains every 10 minutes between the future Redmond Technology Station and Northgate stations.

Tour of the Northgate Link Construction

Mr. Rogoff mentioned that following the meeting, Congressman Rick Larsen would be meeting Board Chair Somers, along with Boardmembers Roberts and Baker, at the Northgate station construction site for a tour of progress. Secretary Millar would also join the tour along with the Mayor of Shoreline Will Hall and Seattle City Council member Deborah Juarez.

Tacoma Dome Link Extension – Public Involvement

Sound Transit kicked off public involvement for the Tacoma Dome Link Extension, which will run through May 3, 2018. As part of early scoping, members of the public are invited to provide input on the proposed route and stations outlined in the Sound Transit 3 (ST3) Plan and on a potential location for the Operations and Maintenance Facility in the south corridor. There will be an open house in Tacoma on April 17, 2018, followed by open houses in Federal Way on April 18, 2018, and Fife on April 24, 2018. Community members unable to attend an open house can offer project feedback through an online portal, which can be found on the Sound Transit website by clicking on “System Expansion” and then clicking on “Projects Lists.”

Elected Leadership Group for 522 Bus Rapid Transit

The first Elected Leadership Group for the 522 Bus Rapid Transit was held on April 4, 2018. Mr. Rogoff commented on the attendance by leadership from throughout the corridor, and thanked Mayor Baker for hosting the group.

Federal Transit Administration Awarded Grant

Mr. Rogoff reported the Federal Transit Administration has awarded Sound Transit a \$1.4 million grant for bus replacement. The grant will help Sound Transit reach goals for federal participation and ensure the bus fleet is up to date and able to serve passengers effectively.

PUBLIC COMMENT

Alex Tsimmerman

REPORT TO THE COMMITTEE

Ridership and Operations Report

Bonnie Todd, Executive Director of Operations, provided the report.

Sound Transit ridership increased by 165,000, or five percent, compared to February 2017. Average weekday boardings increased by over two percent compared to February 2017 with all modes registering increases with the exception of ST Express, which remained essentially flat.

Souder on-time performance was below target, which was primarily impacted by a BNSF south line tie replacement and undercutting program. The percentage of scheduled trips operated was below target due to mudslide events that cancelled 36 trips on the north line.

Elevators and escalators overall in the system well exceeded the performance targets for February 2018. However, March 16, 2018, two escalators at the University of Washington Station went out of service, which caused difficulties for passengers. Committee Chair Roberts thanked Peter Rogoff and staff for Sound Transit’s response on vertical conveyances challenge.

University of Washington Vertical Conveyances Report

Peter Rogoff, Chief Executive Officer, thanked the staff for their work on the comprehensive picture of the events that transpired and where Sound Transit could further improve, as this is the second presentation to the Board on the vertical conveyances issue. He praised the collaboration between

Design, Engineering and Construction Management Department, the Legal Department, the Chief Passenger Officer, and representation from the Operations Department, which highlights a crosscutting issue that is receiving a high level of attention.

David Huffaker, Deputy Director of Operations and Support Services, Russ Arnold, Chief Passenger Officer, Jim Niemer, Senior Legal Counsel, and Julie Montgomery, Director of Architecture and Art provided the report. The report was provided to detail the recent event at the University of Washington (UW) Station where a significant series of failures led to a poor customer experience. Prior to introducing Mr. Arnold to speak to the basic customer experience principles that help keep Sound Transit grounded, Mr. Huffaker went over the agenda for the presentation.

Mr. Arnold highlighted how positive and negative experiences with customer impact overall brand equity. In the case of University of Washington's escalators not working, it can advance a perception about Sound Transit's ability to deliver, even when it does not prevent or add time to rider's journey. Hindrances to transit access or unnecessary time added to the overall journey results in a negative experience that can erode the trust in the overall system.

Since the station is still viewed as new, equipment expectations are high. In 2016-2017 there were approximately 6,600 complaints received by the customer service center. Of those about 115 pertained to vertical conveyances, a mixture between elevators and escalators, and 36 were directly for the UW station. Meeting and exceeding customer expectations is fundamental to delivering a superior customer experience. Explicit expectations are set at 95 percent efficiency all year, which would indicate an expectation of about 25 incidents of vertical conveyance disruption a year.

Mr. Huffaker provided background information on the UW Station. The UW Station platform is 95' deep and can be accessed by a variety of means. There are a total of 13 escalators, two elevators and public stairs down to the mezzanine level. Additionally there are four separate emergency exit stairs to evacuate people in an emergency, per building and fire codes in coordination with the jurisdiction. He also mentioned that because of the vertical height and the volume of people moving through the station, studies indicated that escalators would move people most efficiently through the station. Last year, an additional engineering study initiated some fixes at UW station. The operating statistics of the escalators have been worked on with King County Metro (KCM) at a cost. There has been an improvement at the station.

On the day in question, the original outage was escalator number eight, at 1:30 p.m. and was not discovered until 3:30. Typically, two security staff are at the station, however, this outage occurred at the time they are alternating on lunch breaks. During the time, there was still access to all levels of the station. At 3:29, escalator number seven went out of service and was recognized by security quickly, and at that time the agent also discovered escalator number eight's outage. There was a delay between Link Control Center (LCC) being notified, and in turn when they notified KONE as they waited to see if security could get the escalator restarted per standard protocol. Upon a second call to the LCC, they notified KONE. KONE is under contractual obligation to respond within an hour but in this case, it took close to 2.5 hours because the technicians were working outside of the Sound Transit system.

To correct some of the communications breakdowns that occurred on the day of the event, Mr. Huffaker highlighted some immediate actions that have been implemented and are now in practice.

1. Security is required to observe correct operations of each conveyance every 30 minutes.
2. Agents on-site have been instructed not to wait 15 minutes to try to restart the escalator but instead they are to report to KONE immediately.
3. Staff is working with KCM and KONE to ensure response is adequate. It was noted that KONE has acknowledged that they are required to respond within an hour and are putting in protocols.

4. If there is going to be a long delay, communications with customers will be improved.

Next, Mr. Jim Niemer outlined questions that have arisen as a result of this event, and the agency responses. Safety, Operations, and Legal departments, reviewed whether a stopped escalator can be used as a staircase. Nothing in Washington State statute prevents the practice, however, American Society of Mechanical Engineers code directive states, "Stopped escalators shall not be used as means of access or egress by non-authorized personnel." Some transit agencies throughout the country to allow this practice, and some do not. It is a question of safety and whether or not the practice would introduce danger to the customer.

Mr. Huffaker outlined intermediate actions that staff is taking, and noted that results will be presented to the Board at a future meeting. Those actions were:

1. Further evaluation of usage of stopped escalators as stairs
2. Implementation of procedures to use emergency exit stairs for egress/ingress
3. Verifying reversibility of the escalators
4. Improve reliability through completion of engineering study recommendation.

Ms. Montgomery then went over potential long-term actions that Sound Transit could implement. The actions being reviewed to help avoid incidents like the one at UW Station from happening again include:

1. A cost-benefit analysis of alternatives to consider anticipated operating costs
2. Emergency exit stairs being used as permanent stairs
3. Replacing some escalators with stairs
4. Adding additional staircases between levels
5. Replacing current escalators with a heavier transit grade
6. Feasibility and benefit-cost analysis for major changes

Mr. Rogoff took a moment to comment regarding cost-benefit analyses, he highlighted that the UW Station costs Sound Transit twice as much as other stations to keep UW Station's escalators at the standard availability rate. Although Sound Transit is getting back to an availability rate of 95 percent and even 97 to 98 percent, it is coming at a great cost.

Ms. Montgomery then addressed future station design and mentioned that in 2017, standard specifications for future stations were upgraded to include heavy-duty escalators, beginning with the Northgate and East Link stations the standard specification will be in line with APTA recommendations. This will have a higher cost up front but will hopefully, lower future maintenance costs. Another future design specification would require having stairs near or alongside escalators. U District Station is under construction and staff is looking at possibility adding stairs from the mezzanine to the platform.

Committee Chair Roberts thanked staff for a complete report. He expressed his appreciation for the staff for taking some steps already, and mentioned he looks forward to the further report once protocols are continually improved.

Boardmember Keel also expressed his gratitude for the staff providing a very thorough report. He was encouraged by the statements about what has been learned and the planned changes to future station design. Boardmember Keel also mentioned his support for looking into the transit grade escalators. He asked if it is feasible to have Sound Transit staff trained in some of technical skills required to repair the common difficulties. He also noted it was encouraging that Sound Transit was researching how to use reversal when necessary, as that option could be used in an emergency.

Boardmember asked if there are enough staff present if Sound Transit wants to use the fixed escalator as stairs option. Ms. Todd responded that at the UW Station, there are typically two security officers and more staff would need at the station prior to implementing that alternative.

Committee Chair Roberts asked if reversing the escalators could cause a risk or change their functionality. Mr. Huffaker answered that it does not change the functionality but does add an element of risk and some there are some adjustments that would require a technician to be on hand. Committee Chair Roberts followed up with the ability to receive technical training to lock and unlock the escalator to help improve customer satisfaction. Ms. Todd responded that the vertical conveyances maintenance industry is highly regulated, staff could not perform repairs. Committee Chair Roberts concluded that he hopes a valuable lesson about redundancy of service is learned from this, and Mr. Rogoff agreed and commented that design specs are being updated moving forward, and lessons have been learned.

Boardmember Keel asked again about the possibility of training internal staff to be able to repair some of these issues. Mr. Huffaker replied that it is difficult to obtain technicians who can be trained in this area, and in addition the large geographic footprint of Sound Transit would still provide a challenge to repair times and vertical conveyances maintenance.

BUSINESS ITEMS

Items for Committee Final Action

Minutes of the March 1, 2018 Operations and Administration Committee Meeting

It was moved by Board Member McDermott, seconded by Board Member Keel, and carried by unanimous vote that the minutes of the March 1, 2018, Operations and Administration Committee meeting be approved as presented.

Motion No. M2018-39: Authorizing the chief executive officer to execute a five-year contract with Machinists, Inc. to provide light rail systems on-call machining and fabrication services for a total authorized contract amount not to exceed \$1,000,000 plus applicable taxes.

Paul Denison, Director of Light Rail Operations, and Peter Brown, Director of System Engineering, provided the staff report. The proposed action would provide support for the Light Rail Vehicle (LRV) mid-life overhaul program. The contract will be task-order based, with Sound Transit providing a scope of work and schedule.

Boardmember Keel asked if the contractor was local. Mr. Denison replied that they are a local contractor here in Seattle in order to meet Sound Transits needs quickly.

It was moved by Board Member McDermott, seconded by Board Member Keel, and carried by unanimous vote that Motion No. M2018-39 be approved as presented.

Motion No. M2018-40: Ratifying a contract amendment with Siemens Industry, Inc. to provide repair services for the Tukwila traction power substation in the amount of \$199,102 for a new total authorized contract amount not to exceed \$499,102 plus applicable taxes.

Paul Denison, Director of Light Rail Operations, and Peter Brown, Director of System Engineering, provided the staff report. The proposed action would amend the contract with Siemens Industry, Inc. to provide repair services due to a severe electrical malfunction at the Tukwila traction power sub-station (TPSS) in August 2017.

It was moved by Board Member Keel, seconded by Board Member McDermott, and carried by unanimous vote that Motion No. M2018-40 be approved as presented.

Motion No. M2018-41: Authorizing the chief executive officer to execute a 33-month contract with MBI Systems, Inc. to provide furnishings for various space planning projects, for a total authorized contract amount not to exceed \$2,202,000, plus applicable taxes.

Bruce Polnicky, Director of Facilities and Asset Control, and Katie Newby, Lead Space Planner, provided the staff report. The proposed action would accommodate future staff growth and maximize office space within all Sound Transit administrative office spaces. This action will provide ergonomic furniture and other required furniture needs for new workspaces that include 99 cubicles, 29 offices, and 16 conference rooms as well as 78 replacement cubicles.

Boardmember Keel asked for details on the proposal for new furnishings. Mr. Polnicky responded that the furniture includes various cubicle and office furnishings, including furniture for new locations and reductions in space for some spaces. The action covers procurement of furniture needs through 2018, the bulk of procurement is related to new space and the expansion of new employees and consultants.

It was moved by Board Member Baker, seconded by Board Member McDermott, and carried by unanimous vote that Motion No. M2018-41 be approved as presented.

Motion No. M2018-42: Authorizing the chief executive officer to execute a contract amendment with Eagle TG, LLC to provide WSO2 Software Support and Maintenance services in the amount of \$119,588, for a new total authorized contract amount not to exceed \$209,532 plus applicable taxes.

Curtis Small, Director of Applications provided the staff report. The proposed action would amend a "piggyback" contract under the Federal General Service Administration with Eagle TG, LLC to provide support and maintenance for the WSO2 Enterprise Service Bus software. The additional funds will cover support service through March 2019. WSO2 is a software program that provides software coordination, patches, and helps route data between systems. It also creates a centralized hub for routing, and provides additional security.

Boardmember Keel asked if this action was for a hub that includes multiple programs and interfacing applications, and if they are sharing data or functionality. Mr. Small responded this contract provides data routing and gave an example of rider information. The action will allow Sound Transit to cross network boundaries retrieve data from the SCADA system and create boundaries and barriers between the systems to reduce security issues.

It was moved by Board Member Keel, seconded by Board Member McDermott, and carried by unanimous vote that Motion No. M2018-42 be approved as presented.

Motion No. M2018-43: Authorizing the chief executive officer to execute a contract through December 31, 2023, with five one-year options to extend with ARC Alternatives, Inc. to provide quality assurance consulting services to support the next generation ORCA program in the amount of \$1,046,698, with a 10% contingency of \$104,670, for a total authorized contract amount not to exceed \$1,151,368, contingent upon approval of the ORCA Joint Board.

Brittany Esdaile, Next Generation ORCA Program Manager, provided the staff report. The current ORCA system technology is aging, and parts are becoming obsolete. There is significant need to keep up with technology and regional system growth. The new ORCA system will include easier and faster options to add funds to an account, and more ways to pay including smart phones. Oversight of this project is provided by the ORCA joint board, which is made up of seven partner agencies. Sound Transit has been designated the lead agency for the next generation ORCA program. In this role, Sound Transit will pay contract costs up front and will then be reimbursed by the other transit agencies.

It was moved by Board Member McDermott, seconded by Board Member Keel, and carried by unanimous vote that Motion No. M2018-43 be approved as presented.

Items for Recommendation for the Full Board

Motion No. M2018-44: Authorizing the chief executive officer to (1) execute a Construction and Maintenance Agreement with the Washington State Department of Transportation for their I-5 Steilacoom-DuPont Road to Thorne Lane Corridor Improvements Project; and (2) grant an easement to the Washington State Department of Transportation for consideration in the amount of \$985,100.

Jodi Mitchell, Project Manager, and Mark Johnson, Project Director, provided the staff report. The action before the committee proposes an agreement between Sound Transit and the Washington State Department of Transportation (WSDOT) for the I-5 Mounts Road to Thorne Lane Corridor Improvements Project. The proposed agreement says WSDOT will manage design and construction of the project, is responsible for obtaining all necessary permits and right-of-way, and will reimburse Sound Transit for actual costs associated with design reviews and infrastructure removal. Indirect costs are waived under the Reciprocal Overhead Waiver Agreement between Sound Transit and WSDOT.

It was moved by Board Member Keel, seconded by Board Member Baker, that Motion No. M2018-44 be forwarded to the Board with a do-pass recommendation.

EXECUTIVE SESSION

None.

OTHER BUSINESS

None.

NEXT MEETING

Thursday, May 3, 2018
1:00 to 3:00 p.m.
Ruth Fisher Boardroom

ADJOURN

The meeting was adjourned at 2:47 p.m.



Paul Roberts
Operations and Administration Committee Chair

ATTEST:



Katie Flores
Board Administrator

APPROVED on 6/7/2018, PIA.