

SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING  
**Summary Minutes**  
**July 19, 2018**

CALL TO ORDER

The meeting was called to order at 12:30 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

(P) Dave Earling, Edmonds Mayor

(A) Kent Keel, University Place Mayor Pro Tem

(P) 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.

Bellevue Downtown Tunnel Completion

Mr. Rogoff announced that the tunneling under downtown Bellevue is scheduled to be completed on Friday, July 20, 2018, and that the Board is invited to a media and public event to celebrate the 'hole-through.' Bellevue Mayor John Chelminiak will also be attending the event.

Post Tensioning of the I-90 Bridge Beginning

Mr. Rogoff noted that an important milestone of the Eastlink project will begin the weekend of July 21-22, 2018, wherein the work to prepare the I-90 bridge for construction of light rail will be beginning. This is a very exciting time for the project team as this innovative and very cutting edge project moves forward.

NTSB Hearing

Last week the National Transportation Safety Board, or NTSB, conducted hearings in Washington, D.C. on two recent train accidents including the Amtrak tragedy last December in DuPont. Sound Transit, Washington State Department of Transportation, Amtrak, and the Federal Railroad Administration testified at the hearing. The agency will be continuing to cooperate with this investigation, and to do anything possible to assist with further inquiries.

## Sound Transit All Staff Special Meeting

Mr. Rogoff reported that on July 11, 2018, there was a special all staff meeting of the Sound Transit staff to commemorate the agency's new values and mission. It was the first time in over 18 years that the entire agency staff has been gathered together in one location, and Boardmember Claudia Balducci served as a special guest speaker, who addressed the crowd about the importance of the agency's work for the region at large.

The agency's mission statement is "We are connecting more people to more places."

The agency's core values are:

- Collaboration
- Customer Focus
- Inclusion and Respect
- Safety
- Integrity
- Quality

Mr. Rogoff commented that a shared commitment to these core values will allow the agency's staff, whether they have been with Sound Transit for 20 years or 20 months, to have a common understanding of the value of their work and expectations of the agency.

### PUBLIC COMMENT

Alex Tsimmerman  
Marguerite Richard  
Kelsey Mesher, Transportation Choices Coalition  
Angela Compton, Futurewise

### REPORTS TO THE COMMITTEE

#### Ridership and Operations Report

David Huffaker, Deputy Executive Director of Operations and Support Services, provided the report. Total system wide ridership increased over 5 percent compared to last year, and Link showed record high ridership of any month in history. This was the first month where the average weekday ridership of Link was over 80,000 which is a notable milestone. Sounder is continuing to show ridership increases over last year, and Tacoma Link and ST Express are continue the trend of showing a slight decrease in ridership.

ST Express say an uptick of complaints in the month of May, as more downtown construction projects have begun for summer and the travel times are seeing increases. There was also an increase of complaint numbers for Sounder, due to an increased number of freight conflicts on the tracks causing delays. Fare Evasion numbers for Link are still below three percent overall, which meets target.

Lastly, Mr. Huffaker noted that the Special Olympics took place in Seattle July 6 – 11, 2018, and the agency completed additional effort and customer service to handle the added system demand, which included 10,000 athletes in town for the event.

## 2018 Service Standards Update

Brian de Place, Director of Support Services, and Michael Couvrette, Service Planning Manager, presented the update. Based on feedback from the public and stakeholders, staff has worked to make the Service Standards and Performance Measures document that the agency uses as guidance in designing service and managing service changes, to make it more useful to the ridership. Staff has also worked to elevate the process for design, management, and measurement of service, simplifying it for clarity and maintaining the high level of quality.

Staff is continuing to work on the document, and will be completing public outreach to obtain feedback on the service standards themselves, the document, and will be including peer analysis and models for future growth. In 2019, when the update process is fully complete, the new Service Standards and Performance Measurement document will be brought to the Board for approval.

## BUSINESS ITEMS

### Items for Committee Final Action

#### Minutes of the June 7, 2018, Operations and Administration Committee Meeting

**It was moved by Board Member McDermott, seconded by Board Member Lucas, and carried by unanimous vote that the minutes of the June 7, 2018 Operations and Administration Committee meeting be approved as presented.**

Motion No. M2018-88: Authorizing the chief executive officer to execute a contract with Carahsoft Technology Corp. to provide an Information Technology Service Management Tool Platform in the amount of \$2,380,721 plus applicable taxes.

Jason Weiss, Chief Information Officer, provided the staff report. The proposed action would provide Sound Transit with an Information Technology Service Management (ITSM) tool that will provide a single system of record for IT services throughout the agency. The tool will be used by staff to manage daily and ongoing activities, as well as to track support service requests and incident reporting.

Chair Roberts pointed out that keeping this system up to date and well-functioning is a key component of keeping the agency's data infrastructure and system secure.

**It was moved by Board Member McDermott, seconded by Board Member Lucas, and carried by unanimous vote that Motion No. M2018-88 be approved as presented.**

Motion No. M2018-89: Authorizing the chief executive officer to execute a three year contract with two one-year options to extend with Granicus, Inc. to provide e-mail and text message delivery and subscription services in the amount of \$913,481 with a 10% contingency of \$91,348, for a total authorized contract amount not to exceed \$1,004,829 plus applicable taxes.

Jennifer Dice, Digital Communications Manager, provided the staff report. The proposed action is a contract with a software vendor that allows Sound Transit to send email and SMS (text message) notifications through the Sound Transit website. Riders sign up to receive alerts when service is impacted or when there are other critical updates. So far in 2018, Sound Transit has sent 844 emails, 577 SMS messages, and 473 twitter messages via this platform. That equates to over 9.5 million emails, and over 4.9 million text messages.

**It was moved by Board Member McDermott, seconded by Board Member Lucas, and carried by unanimous vote that Motion No. M2018-89 be approved as presented.**

#### Items for Recommendation for the Full Board

Resolution No. R2018-27: (1) Expanding Sound Transit's parking permit program, (2) establishing performance goals for the parking permit program, (3) authorizing the CEO to establish and adjust permit rates and make permits available in compliance with the program performance and permit price parameters established by the Board, and (4) superseding Motion No. M2015-83.

Brian Brooke, Senior Manager in PEPD, Kevin Shively, Senior Planner in PEPD, and Aron Paluba, Senior Coordinator in Operations, presented the staff report. Mr. Shively began by providing background on current parking facilities, and the challenges of managing demand. Parking at Sound Transit facilities is extremely highly utilized, with over 95 percent utilization at 21 facilities, and 100 percent utilization at 13 facilities. There is frustration among riders that consistency in parking cannot be guaranteed, and that there is limited access for commuters who arrive during or after A.M. peak. The high utilization of the parking also causes overcrowding on early Sounder trains, with the 4:41 A.M. and the 5:46 A.M. trains being the most crowded.

The proposal for Single Occupancy Vehicle (SOV) permitting would be implemented at facilities that are at or above 90 percent utilization consistently for over three months. At those qualifying facilities, only up to 50 percent of parking would be allocated to permitted spaces, maintaining a first come, first served space availability at all facilities. The agency would benefit from the ability to ensure that parking is used by transit riders, through verifying that the permits are linked with an active ORCA Card, maximizing transit ridership, and helping to spread demand throughout the A.M. peak.

The Board authorized initiation of the Parking Permit Program in 2015 through M2015-83. That action enabled High Occupancy Vehicle (HOV) permitting, which are currently available at 24 facilities throughout the region through both Sound Transit and King County Metro (KCM) parking garages. Joint public outreach was completed for that roll out, in partnership with KCM, which included street teams in 27 locations, nine open houses, and an extensive survey, which collected 3,600 surveys.

Mr. Shively continued to walk through the program details, and introduced the metrics for performance based management.

#### Performance Based Management for the SOV Parking Permit Program

##### 1. Adopting Goals

- Maximize the number of daily transit riders per parking stall
- Prioritize availability of parking for riders seeking to access transit throughout AM peak

##### 2. Adopting Performance Measures and Targets

- Utilization of permitted parking at above 97 percent (effective capacity)
- Wait list for HOV or SOV permits below or equal to 15 percent of total number of permits issued

##### 3. Initiating SOV Permit Program at High Demand Facilities

- Utilization at or above 90 percent
- Link Stations (e.g. Northgate)

##### 4. Maintaining a First-come, First-served Parking Option

- Permits limited to 50 percent of available transit parking

5. CEO Setting Initial Rates Informed by Market & Equity Analysis
  - SOV Permit Rate would be based on market comparable rates
  - Offer HOV permits offered at no charge (enabling future potential permitting at State owned facilities)
  - Discounting ORCA Lift Rate to at or less than 50 percent of standard SOV permit rate
6. Monitor and Evaluate Performance Regularly
  - Monthly: Parking space and permit utilization data collected
  - Annually: Customer surveys, hourly utilization, duration of stay, and vehicle occupancy
7. CEO to Adjust Program at Each Facility to Meet Targets
  - Permit price, quantity, and use of regulations
  - Number of permit restricted spaces, and permit space use restrictions
8. Initially Limit SOV Permit Availability to District Residents
  - Maintain flexibility for differential pricing in future
9. Return Excess Revenue to Support System Access
  - Parking revenue collected in excess of amounts projected in financial plan flow to System Access Funds in each subarea

Boardmember McDermott asked about collaboration with KCM and if the permits will be the same, or identical. Mr. Brooke responded that the agencies have been working together, and that the same vendor is being used to provide the web support and service of the permits for a smooth experience. Mr. McDermott also asked how the program will assist ORCA Lift users, and protect them from being priced out of accessing facilities. Mr. Brooke responded that the proposal would allow the CEO to discount the parking permits for ORCA Lift riders, and that staff is working on an analysis of the most fitting discount level. Mr. Rogoff also added that outreach and education will be important, as there are people who are eligible for ORCA Lift who are not taking advantage of the option.

Boardmember Lucas commented that the overcrowding of the early Sounder train is also largely due to the riders wanting to avoid the peak commute time, and looking to arrive home in the evening earlier. Mr. Lucas also mentioned that he would be interested in seeing the expansion of a vanpool system or other shuttle system that would allow riders to access the system from further distances.

Boardmember Earling commented that allowing the delegation of rate adjustments would allow a faster response and turnaround time, allowing the agency to be responsive.

Chair Roberts commented that the coordination with agency partners will be critical as this process moves forward, so riders can feel confident in accessing the system from various points and in their sense of understanding of the system. Mr. Roberts also added that he agrees about the importance of a nimble response to rate flexibility, and supports the delegation of rate setting to the CEO within the specific parameters set forward in the policy.

**It was moved by Board Member McDermott, seconded by Board Member Lucas, and carried by unanimous vote that Resolution No. R2018-27 be forwarded to the Board with a do-pass recommendation.**

## EXECUTIVE SESSION

None.

**OTHER BUSINESS**

None.

**NEXT MEETING**

Thursday, August 2, 2018  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom

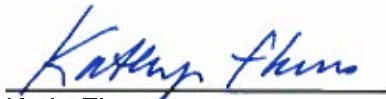
**ADJOURN**

Chair Roberts adjourned the meeting at 1:47 p.m.



Paul Roberts  
Operations and Administration Committee Chair

ATTEST:



Katie Flores  
Board Administrator

APPROVED on 8/2/2018. PIA.