

SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING  
**Summary Minutes**  
**September 6, 2018**

CALL TO ORDER

The meeting was called to order at 1:00 p.m. by Vice Chair Joe McDermott, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

ROLL CALL

Chair

(A) *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*

(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

Vice Chair McDermott reported that Chair Roberts was unavailable for today's meeting so he would be filling in.

CEO REPORT

Peter Rogoff, Chief Executive Officer, provided the report.

Public Outreach Update

Public outreach efforts are ramping up in each subarea of the service district. Various groups, including the Stakeholder Advisory Groups and Elected Leadership Groups for each of the large capital projects, are currently underway and have been meeting regularly. Additionally, large-scale outreach and public engagement efforts are underway for many of the capital expansion projects.

King County Metro Award

King County Metro has been named the best large scale transit system in North America by the American Public Transportation Association (APTA). The award will be presented at the APTA national conference, which will be held in Nashville later this month. Several representatives from Sound Transit will be in attendance at the conference, in addition to King County Executive and Boardmember Dow Constantine, and King County Metro General Manager Rob Gannon.

PUBLIC COMMENT

Marguerite Richard  
Michael B. Fuller  
Joe Kunzler

Paul W. Locke  
Alex Tsimmerman

## REPORTS TO THE COMMITTEE

### Ridership and Operations Report

Bonnie Todd, Executive Director of Operations, provided the report. The July 2018 service performance report details system wide performance for the month of July. System wide ridership is up over five percent, and average weekday boardings are up over two percent. Link Light Rail's average ridership was up six percent, and Sounder's ridership was up three percent. ST Express ridership remained flat, likely associated with worsening congestion.

### Vertical Conveyances Update

Julie Montgomery, Director of Art and Architecture, and Bruce Polnicky, Director of Facilities and Asset Control, provided the report. Escalator machinery at the University of Washington has been experiencing serious outages recently, and the operations are being examined as part of a larger agency effort to increase reliability of conveyances and station access at all stations.

The University of Washington Station is 95 feet deep underground. The station has 13 escalators, and two elevators. There is no public stair access below the mezzanine level. However, there are four emergency staircases, two on each end of the platform. There have been six serious outages since August, and for five of these outages, the emergency stairs were opened for egress, which resulted in less disruption of service.

The machinery manufacturer, Schindler, has been working on improvements and updates for the escalators, however this results in a loss of service as the machinery is taken offline to be worked on.

As mitigation of these challenges, the agency is hiring a lead security officer for the station, in addition to a standby technician who can more quickly access mechanical issues when outages occur. The agency is conducting a study of the UW Station and the Capitol Hill Station, which relies on escalators for station access, and is also looking at options for the U District Station, which has not yet been opened, but is currently planned to rely on escalators.

Vice Chair McDermott asked about the broader recommendations, which will be brought to the Board after the completion of analysis. Ms. Montgomery commented that they include better procedures for using emergency stairs for ingress and egress, the option of installing stairs in existing stations that don't have public access to stairs, and the possibility of replacing the equipment.

Mr. McDermott asked about the current policy, which does not allow the use of escalators as steps when they are stopped. Jim Niemer, Senior Legal Counsel, spoke to the question. Mr. Niemer commented that there is significant risk to the public when using downed escalators as steps, due to the difference in height of the steps and the variability at the top and bottom of the escalator. Mr. Niemer also commented that there is code being considered by the Association of Mechanical Engineers, which if adopted will not allow the use of stopped escalators as stairs.

Boardmember Lucas asked about the length of each outage, and how much time has been associated with the total service outage. Mr. Polnicky replied that each outage on average lasted two to three hours, with three hours representing the highest end of outage for one incidence. He further requested clarification of the cause, and if it has been a recurring issue, or a different issue each time. Mr. Polnicky responded that the events have had varied causes, sometimes mechanical or caused by rider disruption,

which will cause the equipment to shut down for safety reasons. Further, the one common denominator seems to be the walk-off plates on the equipment, which is over sensitive and can stop the equipment in circumstances that qualify only as normal use.

Boardmember Keel asked about the ratio of incidences that are caused by machinery malfunction versus those that are caused by rider mistreatment or error, that would create a boarder understanding of the problem and which methods should be used in addressing it. He also commented that the availability since 2017 has greatly improved, as is evidenced by the metrics presented, and that good work is being done in addressing the problem.

## BUSINESS ITEMS

### Items for Committee Final Action

#### Minutes of the August 2, 2018, Operations and Administration Committee Meeting

**It was moved by Boardmember Baker, seconded by Boardmember Lucas, and carried by unanimous vote that the minutes of the August 2, 2018 Operations and Administration Committee meeting be approved as presented.**

Motion No. M2018-104: Authorizing the chief executive officer to execute a one year contract with two one-year options to extend with IDEAON to provide eLearning development services for a total contract amount not to exceed \$500,000.

Gerrit Blankevoort, Senior Trainer in Safety and Technology, provided the staff report. Sound Transit currently offers eLearning electronic courses to provide training to its employees, certain courses are department specific, and some are agency wide onboarding done by all employees. The current courses are becoming outdated and there is a need for new courses to be developed. The proposed action will allow for the creation of new eLearning courses, and for the updates needed for existing courses.

**It was moved by Boardmember Baker, seconded by Boardmember Keel, and carried by unanimous vote that Motion No. M2018-104 be approved as presented.**

Motion No. M2018-105: Authorizing the chief executive officer to execute a one-year contract with Griffin & Strong, P.C. to conduct a disparity study for a total authorized contract amount not to exceed \$288,350.

Beverly Cobb-Zahir, Small Business Program Manager, provided the staff report. The proposed action will authorize the completion of a disparity study to provide the disaggregated data that is used for the Disadvantaged Business Enterprise (DBE) program. Sound Transit is required to establish and administer a DBE Program as a Federal Transit Administration (FTA) funding recipient that awards prime contracts in excess of \$250,000. The length of usability of data such as this is determined to be six years, and the current disparity data being used by Sound Transit is reaching that age.

Boardmember Keel commented on the importance of this work, stating his position in favor. He also asked about complaints that are sometimes received in regards to procurement awards, and why there are still complaints when Sound Transit has been meeting or exceeding its goals year over year. Mr. Rogoff responded that the source of the complaints is typically from a sub-contractor that is experiencing a dispute with the prime contractor on a bid awarded by Sound Transit, and that these claims are difficult for Sound Transit to address as there is no agency financial relationship directly with sub-contractors.

Boardmember Lucas asked about the baseline for this work, and if Sound Transit regularly meets its determined goals. Ms. Cobb-Zahir responded that there are well-defined goals and metrics for the

agency, which have been exceeded since 2013. She also commented that the results of this study would help agency staff update its goals, which are used for FTA reporting.

**It was moved by Boardmember Keel, seconded by Boardmember Baker, and carried by unanimous vote that Motion No. M2018-105 be approved as presented.**

#### Items for Recommendation for the Full Board

Motion No. M2018-106: (1) Authorizing the chief executive officer to execute a License Agreement with Smarte Carte, Inc. to provide luggage cart services for Sound Transit commuters at the SeaTac/Airport Station until Sound Transit needs or disposes of the property or the Port of Seattle contracts with a different vendor and (2) ratifying the license agreement from December 13, 2014, through present.

Nancy Bennett, Property Management Manager, presented the staff report. The proposed action will execute a License Agreement with Smarte Carte, Inc., a luggage transportation vendor, which currently provides luggage carts for customer use in the SeaTac Airport/Airport Station. Due to negotiations with the Port of Seattle being delayed, this action will also ratify the past use of the space by the vendor. The License Agreement will be valid until Sound Transit either needs or disposes of the property, or until the Port of Seattle terminates its agreement with the vendor.

**It was moved by Boardmember Baker, seconded by Boardmember Lucas, and carried by unanimous vote that Motion No. M2018-106 be forwarded to the Board with a do-pass recommendation.**

Motion No. M2018-107: Authorizing the chief executive officer to execute a contract through February 2023 with two one-year options to execute a four year contract, with eleven additional one-year options, with INIT Innovations in Transportation, Inc. (INIT) to be the Systems Integrator for the next generation ORCA program in the amount of \$94,240,044, with a 20% contingency of \$18,848,009, for a total authorized contract amount not to exceed \$113,088,052, plus applicable taxes, contingent upon approval of the ORCA Joint Board. The Sound Transit share of the capital project costs will be approximately \$27,887,974, including contingency, plus any applicable taxes. The Sound Transit share of the operating costs will be determined by regional agreement for each year of operations.

Jason Weiss, Executive Director of Information Technology, and Brittany Esdaile, Next Generation ORCA Program Manager, provided the report. This action is to approve the contract award and to authorize the CEO to execute a contract with INIT, the selected Systems Integrator responsible for designing, developing, and implementing the core features of the next generation ORCA program, including the field equipment and back office infrastructure and applications. The Systems Integrator is also responsible for integrating third-party applications, including the website and mobile applications. They also are scoped to provide system operation and maintenance responsibilities, including back office operations, software maintenance, equipment maintenance, fraud controls, and disaster recovery.

The system will be developed in open architecture, which will allow the later add on of new features, and allows Sound Transit, should it choose to take over all maintenance and operations of the system without further contracted maintenance.

This system is being procured on behalf of the seven regional partners who make up the ORCA system and have representation on the ORCA Joint Board. Sound Transit has been designated the lead agency for the next generation ORCA program. As part of the ORCA Interlocal Cooperation Agreement (ILA), the ORCA Joint Board must take an action to approve the contract award on behalf of the ORCA partner agencies. This confirmation is scheduled for the September 10, 2018 ORCA Joint Board meeting.

The region will reimburse Sound Transit for their shares of the total contract amount. The other ORCA agency capital shares are as follows: King County Metro 57.8 percent, Community Transit 7.3 percent,

Pierce Transit 4.4 percent, Kitsap Transit 2.1 percent, Everett Transit 0.8 percent, and Washington State Ferries 0.7 percent.

Boardmember Lucas asked whether regional partners could adapt the product to their needs. Ms. Esdaile responded that the base system would be the same across the region, which is important to provide consistency in customer experience. However, the system can be tailored to meet agency partners' specific needs, for example if certain jurisdictions need adaptations to use ORCA for van pool programs, or adaptations necessary for the ferry system which has important logistical differences compared to other transportation.

Mr. Lucas asked if the contractor has completed projects of this scale before. Ms. Esdaile responded that INIT has executed several large-scale systems for transit agencies around the world, and most applicable to Sound Transit, designed the fare programs for fare collections for TriMet in Portland, Oregon, and has vehicle locating systems in place for King County Metro.

Mr. Lucas asked about the procurement decision to include eleven one-year options to extend, and why that number was chosen. Ms. Esdaile responded that the contracting intent is for flexibility in the future operations and maintenance of the system. Sound Transit will have access to the software and the architecture of the system, and if the decision is made in later years to take over more ownership of operations and maintenance, than there may be no further need for the contractor.

**It was moved by Boardmember Lucas, seconded by Boardmember Keel, and carried by unanimous vote that Motion No. M2018-107 be forwarded to the Board with a do-pass recommendation.**

**EXECUTIVE SESSION**

None.

**OTHER BUSINESS**

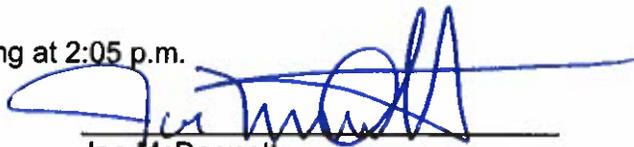
None.

**NEXT MEETING**

Thursday, October 4, 2018  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom

**ADJOURN**

Vice Chair McDermott adjourned the meeting at 2:05 p.m.



Joe McDermott  
Operations and Administration Committee Vice Chair

ATTEST:

  
Katie Flores  
Board Administrator

APPROVED on 10/4/2018. PIA.