



Summary Minutes

Rider Experience and Operations Committee Meeting April 4, 2019

Call to order

The meeting was called to order at 1:02 p.m. by Committee Chair Paul Roberts, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

Roll call of members

| Chair | Vice Chair |
|---|--|
| (P) Paul Roberts, Everett Councilmember | (P) Joe McDermott, King County Councilmember |

| Board Members | |
|--|---|
| (P) David Baker, Kenmore Mayor | (A) Kent Keel, University Place Mayor |
| (P) Dave Earling, Edmonds Mayor | (A) Kim Roscoe, Fife Mayor |
| (P) Rob Johnson, Seattle Councilmember | (A) Peter von Reichbauer, King County Councilmember |

Paige Armstrong, Board Relations Specialist, announced that a quorum of the Committee was present at roll call.

Report of the Chair

Chair Roberts mentioned that the monthly contract reports, which detail all contracts approved and executed within the CEO's delegated contract authority, are included in the packets.

Chair Roberts announced that he had approved a request from Boardmember McDermott to participate in the meeting via teleconference.

CEO Report

Next Steps for RFP Regarding ST Express Service and Bus Base Capacity

Chief Executive Officer Peter Rogoff presented the report. Earlier this year, Sound Transit issued a Request for Proposals (RFP), for the storage, maintenance and operations of certain Sound Transit Express bus routes. The RFP was issued to explore interim options for addressing the lack of bus storage and maintenance facilities in the region. The shortage of bus base capacity has curtailed the growth potential for all regional bus providers. Absent adequate base capacity, Sound Transit cannot add the necessary buses to maintain frequent and reliable service.

Following concerns from labor partners, and after discussions with the Sound Transit Board Chair and Vice Chairs as well as with stakeholders and concerned Board members, Mr. Rogoff announced that he has directed the agency take a pause on this procurement. Mr. Rogoff states that he has met with the leadership of ATU Local 587, and emphasized the agency's long and continuing partnership with the union and its members' key role safely and efficiently moving many thousands of riders each day on

Sound Transit buses and trains. Sound Transit has pledged to work closely with the union and other stakeholders as the Board considers interim options for maintaining service for ST Express riders.

Update on Escalator and Elevator Improvements

Mr. Rogoff reported that the ongoing efforts to improve reliability and availability of escalators and elevators throughout the system has had some milestones since the last briefing on this topic to the Board in Fall of 2018. Stairs at the UW Station are now available to the public during all Link operating hours. The agency opened them last Saturday after commissioning new security cameras, automatic door controls, and customer wayfinding signage. At Capitol Hill, staff is working to complete those installations and expect to open those stairs by the end of the second quarter of 2019.

One challenging element of the UW Station design was that the station includes two separate intermediate landings above the platform level which riders can't currently cross between. When an escalator to one landing goes out of commission riders haven't been able to access a working escalator on the other landing. Sound Transit will remedy that limitation by building a new public passageway between the landings. The design, which is substantially complete, passes through what are currently back-of-house areas. The agency is moving to hire a contractor to complete the passageway by the end of August.

One lesson learned from UW Station performance difficulties is that from the start all future stations with escalators and elevators will also include public stairs. The one future station already in process where a modification to the design was necessary U District Station. Mr. Rogoff states he is pleased to report that the design for a public stairway is complete. The agency is in negotiations with the construction contractor for the build-out of this work, and it will be complete in 2021, ahead of the opening of North Link.

Repairs to existing escalators at UW Station are nearly complete. While the work has caused some inconvenience for customers, staff is encouraged that it is achieving positive results. There has been a 30 percent reduction in unscheduled equipment shutdowns once escalators are returned to service. As the work is completed the agency is continuing negotiations to transfer maintenance responsibilities to the original manufacturer of the escalators. The improvement program also includes efforts to replace the escalators at UW Station with more robust equipment and convert two escalators to stairs.

Fare Enforcement

Mr. Rogoff continued to report he has heard some interest in recent months to update Sound Transit's fare enforcement program from key stakeholders, including some Board members and community organizations. Stemming from Sound Transit's commitment to continuous improvement, Mr. Rogoff tasked staff in February with convening a cross-functional group to review the agency's approach to fare enforcement and evaluate opportunities to further enhance the program, with an emphasis on the core values of customer focus, safety, and inclusion and respect.

As a regional provider of light rail and bus service across three counties, the working group also will be looking at the various approaches of all of the agency's regional partners, including King County Metro, Pierce Transit, and Community Transit. In the meantime, Sound Transit, along with its partner King County Metro, will brief the King County Council Committee on Mobility and the Environment at their April meeting.

Public comment

Rom Enderson, Amalgamated Transit Union (ATU) 587

Cory Ricktrup, ATU 587

Patrick Brady, ATU 587

Jeremy Une, ATU 587

Joe Kuntzler
Alex Tsimmerman
Katie Wilson, ATU 587
Adrian Whaler

Business items

Item for Committee final action

March 7, 2019, Rider Experience and Operations Committee minutes

It was moved by Boardmember Johnson, seconded by Boardmember Earling, and carried by unanimous vote that the minutes of March 7, 2019, Rider Experience and Operations Committee Meeting be approved as presented.

Motion No. M2019-27: Authorizing the chief executive officer to execute a sublease agreement with CDK Global, LLC. for 29,636 square feet of office space located on the seventh floor at 605 5th Avenue South, Seattle Washington for a twenty month term for a total authorized lease amount not to exceed \$2,335,261.

Nancy Bennett, Property Management Manager, and Bruce Polnick, Director of Projects and Asset Management, Operations, presented the staff report. This sublease agreement would provide temporary, fully furnished office space that will be utilized as swing space necessary to meet space needs and support overall agency growth. The first year's rental rate is the fair market rate of \$88,908 per month and estimated operating expenses for 2019 are \$0 per month. Rent will increase 2.75 percent annually and estimated operating expenses for 2020 will be \$37,418 per month. Operating expenses will be adjusted based on actual costs.

It was moved by Boardmember Earling, seconded by Boardmember Johnson, and carried by unanimous vote that Motion No. M2019-27 be approved as presented.

Items for recommendation to the Board

Motion No. M2019-28: Authorizing the chief executive officer to execute a lease amendment with Argonaut Properties, Inc. for an additional 16,821 square feet of office and warehouse space located at 20420 56th Ave. W., Lynnwood, Washington for a three-year, nine-month term, with an option to extend for an additional five-year term, in the amount of \$2,845,217, for a total authorized lease amount not to exceed \$7,616,402.

Nancy Bennett, Property Management Manager, and Bruce Polnick, Director of Projects and Asset Management, Operations, presented the staff report. This action would authorize an amendment to the existing lease for an additional 16,821 square feet of warehouse and office space. Sound Transit already has a lease for 26,045 square feet of space in the same warehouse. The amendment would allow Sound Transit to lease the additional space for Sound Transit staff for a total amount of 42,866 square feet. The first year's rental rate for the additional space is the fair market rate of \$14,382 per month and estimated operating expenses are \$4,374 per month. Rent would increase three percent annually. Operating expenses will be adjusted annually based on actual costs.

It was moved by Boardmember Johnson, seconded by Boardmember Earling, and carried by unanimous vote that Motion No. M2019-28 be forwarded to the Board with a do-pass recommendation.

Motion No. M2019-26: Authorizing the chief executive officer to execute a contract with Slalom, LLC to provide SharePoint 2010 migration to SharePoint Office 365 and on-going support services in the amount of \$5,125,000 plus applicable taxes.

Jason Weiss, Chief Information Officer, presented the staff report. Sound Transit currently uses SharePoint 2010 as its primary instance of SharePoint. Microsoft plans to end support for SharePoint 2010 in 2020, compelling Sound Transit to complete an upgrade prior to the end of support. This upgrade would provide Sound Transit a platform to improve collaboration with colleagues, partners and customers, including new document management for cross-functional project teams, enable users to access information quickly, adhere to industry, state and Sound Transit document retention schedules, reduce paper documents and manual processing, accelerate workflow throughput and enhance visibility for items in workflows, and permit easy access to information from anywhere.

It was moved by Boardmember Earling, seconded by Boardmember Baker, and carried by unanimous vote that Motion No. M2019-26 be forwarded to the Board with a do-pass recommendation.

Motion No. M2019-30: Authorizes the chief executive officer to execute a ten-year contract, with five additional one-year options to extend, with Ready Credit Corporation to be the retail network services provider for the next generation ORCA program in the amount of \$14,874,935, with a 20% contingency of \$2,974,987, for a total authorized contract amount not to exceed \$17,849,922, contingent upon approval of the ORCA Joint Board. The Sound Transit share of the capital project costs will be approximately \$63,629, plus 20% contingency while the operating costs will be determined by regional agreement for each year of operations.

Brittany Esdaile, next generation ORCA Program Manager, provided the staff report. This contract is for a retail network services provider to provide a network of retail merchants for the distribution of contactless smart card fare payment media, and the loading of value associated with transit accounts, in support of the next generation ORCA fare collection system. In the first three years of the contract, Ready Credit Corporation will complete network design, integrations, and retail development, with the actual distribution of smart cards to begin toward the end of the third year or in the fourth year of the contract.

The capital project cost is \$235,200, including the base term and contingency. The operating cost is \$17,614,722, including all option years and contingency. Operating costs are to be paid to Ready Credit Corporation based on a 5.5 percent commission for each value load transaction and a \$1.25 commission for each card sold. 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 April 8, 2019, ORCA Joint Board meeting. Sound Transit's capital portion of the contract is approximately \$63,268, including options and contingency, which is based upon a capital share of 26.9 percent of regionally-shared network design and integration. Sound Transit will receive reimbursement from the other ORCA agencies 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.

Chair Roberts commented that this contract will lead to part of the broader strategic effort to improve penetration of the ORCA system into the overall fabric of the region's transportation system. He commented that this is a milestone for the next generation ORCA program, and he is excited for the next steps.

It was moved by Boardmember Earling, seconded by Boardmember Baker, and carried by unanimous vote that Motion No. M2019-30 be forwarded to the Board with a do-pass recommendation.

Motion No. M2019-31: Directing staff to review and propose updates to Motion No. M98-67 by October 1, 2019.

Mr. Rogoff provided introductory comments to the action, stating that Sound Transit's restroom policy has not been updated for a long time. The timing for a reevaluation is fortunate as the system as it stands today looks much different than it did twenty years ago, and is about to transform enormously in 2024 as the next wave of light rail projects, and the Bus Rapid Transit projects, begin to roll out. Mr. Rogoff commented that staff is eager for the opportunity to assess this policy.

Boardmember Baker, who brought the motion before committee, commented that as the system is built out to less urban areas, it would be beneficial to reconsider some of the current policies surrounding restroom access at facilities. Boardmember Johnson commented that the agency can also consider partnering with jurisdictions and other stakeholders to reconsider this issue, as the cost can be prohibitive.

It was moved by Boardmember Baker, seconded by Boardmember Johnson, and carried by unanimous vote that Motion No. M2019-31 be forwarded to the Board with a do-pass recommendation.

Reports to the committee

Regional Bus Base Capacity Presentation

Brian de Place, Deputy Executive Director of Operations and Support Services, provided the presentation. Mr. de Place introduced the objective of the presentation, which was to describe operational challenges that are currently being faced by all regional transit providers in the arena of base capacity. There are severe near-term capacity constraints which must be addressed in need for interim capacity before the Link openings in 2021, 2023, and 2024.

The Sound Transit service model is 100 percent contracted operations at current. ST Express buses are operated by three separate service partners, King County Metro, Community Transit, and Pierce Transit. On an annual basis Community Transit operates approximately 153,000 service hours, King County Metro operates approximately 311,000 service hours, and Pierce Transit operations approximately 351,000 service hours.

There are several challenges facing the service currently operated by ST Express. The first is regional congestion which decreases the quality of service by increasing both travel times and the variability of travel times on all routes. Increased variability to travel times lowers rider's confidence in the system, as they cannot predict either departures or arrivals for a given trip. Commuters, who travel during the peak period between 6 a.m. and 9 a.m. or 3 p.m. and 6 p.m., need their service to arrive on schedule and to be guaranteed arrival at their destinations before a certain time frame. These needs have direct impacts to bus layover spaces and capacity, in order to give them a better chance to start the next trip on-time and recover from unpredictable travel times due to congestion.

Mr. de Place continued to explain how service planning staff have been shifting service from lower performing routes to higher performing routes in order to offset impacts to scheduled times, and to maintain service levels. He also explained the evolving role of ST Express on the system as more Link facilities come online, and how routes will then be used to get riders to the Link spine instead of necessarily carrying them from terminus to terminus. The fleet needs for ST Express peak in 2023 and then decrease steadily over the remainder of the Sound Transit 3 planning period until 2040.

Sound Transit's system planning staff will be continuing to monitor the demand of ST Express service as Link facilities begin to become available, but the shortage of bus base capacity available to address the needs of riders in the face of worsening congestion is one that required attention in the short term.

Sound Transit recently issued a Request for Proposals (RFP) for Bus Base Capacity that received a strong reaction from service partners, operators, and the public. The rationale behind that RFP was the priority of maintaining service for customers and preserving ridership while the Board discusses some of

the long-term operational questions and needs of the agency. Without any improvement in congestion or in the available bus base capacity, there will be a steep impact to ST Express service. The possibility of building new Bus Base capacity requires a site selection process which will take several years, and even if that is a possibility, there will be bridge needs until that process can be undertaken. The RFP was issued with an encouragement for public agencies to apply, and included language that eliminated the possibility of non-union labor.

The RFP was intended to provide a way to preserve service while Board decides on long-term questions. The RFP was paused in March of 2019 in light of the reaction from stakeholders and service partners, and no new instruction on the RFP will be issued until April 15, 2019. A one-year extension was requested through each of the service partners' intergovernmental agreement, to allow for the Board to set future ST Express service levels.

Boardmember McDermott commented that he does not support non-union operators on the system in any capacity, and stated that he believes the RFP should be cancelled at this time so the issues can be further discussed. He asked how the agency plans to convene all the stakeholders and service partners to discuss these large challenges, as a topic for further thought by this committee.

Boardmember Johnson concurred with Boardmember McDermott, stating that these issues are so complex and important they must be carefully considered ahead of the issuance of a possible RFP for capacity, and the way that the current RFP was rolled out was flawed.

Mr. Rogoff commented that the rollout of the RFP was indeed deeply flawed, with the agency not carrying out as thorough of communication to the Board and to other key stakeholders ahead of the RFP being made public. Mr. Rogoff continued that he has been working closely with labor stakeholders, including the ATU, and he is looking forward to continuing discussions with all key parties.

Chair Roberts commented that his opinion upon hearing of the RFP was that a weighing of all the factors must be had before the implications can be fully understood and the correct approach can be determined. He continued that there must be a healthy tension between the cost pressures and driving factors, and the ability to provide the service level that the agency's riders have come to depend upon. There does not seem to be enough consideration of these factors and all others to determine today if the RFP should be fully cancelled or should be adjusted to inform some other courses of action.

Boardmember McDermott stated that the full Board, including members who have not had the chance at this committee meeting to weigh in, should have a commitment that they will have the opportunity to discuss this matter. Therefore he stated he is comfortable with waiting to bring forward an action to cancel the RFP.

Rider Experience Metrics Discussion

Russ Arnold, Chief Customer Experience Officer, and Bonnie Todd, Executive Director of Operations, provided the presentation. Mr. Arnold introduced the objective of the presentation, which is a continuation of the discussion on new performance metrics for the operations of the agency's transit modes. The goal by the beginning of 2020 is to launch an online dashboard that will have live data and clear, easily understood visuals for all metrics that the public can use at any time to see how the agency is performing.

Ms. Todd then presented ridership metrics for the months of 2019 thus far, and mentioned the ridership dip in February caused by the large snow event lasting 12 days. In spite of the weather, ridership on Link actually increased, due to the inaccessibility of many bus routes. Ms. Todd presented new visual representations of ridership by mode, average daily total system ridership, passengers per trip by mode, on-time performance, performance of planned maintenance, and customer complaints per 100,000 boardings.

Mr. Arnold then continued the presentation, and reminded the committee that each month, staff is bringing one of the new rider expectation metrics before the committee for examination. In March, staff presented on the metric of availability, and the metric being presented at this meeting will be safety, which is broken down into safety and security. The rider expectation statement that staff has developed for this metric is as follows:

"I can expect the operational condition of facilities and transit vehicles to be safe and dependable. I can also expect a transit experience free of harassment or threat of violence."

Mr. Arnold continued to present safety data that is contributing to the new approach to safety metrics. This includes a new staff approach to the analysis of security incidents, which is a broad category that encompasses some complaints, any reports from riders that involve security or law-enforcement, and some facility reports. The data was broken down in new ways including by station, geographic subarea, mode, and other ways of subdividing the system to analyze trends and contributing factors.

Executive session

None.

Other business

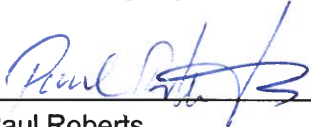
None.

Next meeting

Thursday, May 2, 2019
1:00 to 3:00 p.m.
Ruth Fisher Boardroom

Adjourn

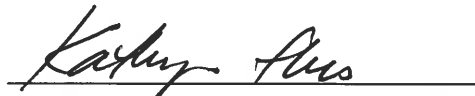
The meeting adjourned at 3:09 p.m.



Paul Roberts

Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores

Board Administrator

APPROVED on 5/2/2019. PIA.