



Summary Minutes

Rider Experience and Operations Committee Meeting May 2, 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	(P) Kim Roscoe, Fife Mayor
(P) Dave Earling, Edmonds Mayor	(A) Peter von Reichbauer, King County Councilmember
(P) Kent Keel, University Place Mayor	

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 Keel to participate in the meeting via teleconference.

CEO Report

Safety Week

Deputy Chief Executive Officer Kimberly Farley presented the report. Sound Transit will be hosting events for Safety Week, May 6 through 10, 2019, along with our contractors and labor partners. Events include worker recognition, training and awareness sessions, and project safety meetings with Sound Transit and Senior Contractor Executives. The theme for 2019 is "Safe by Choice". Throughout the week, events will take place on job sites for the East Link Extension, Northgate Link Extension, and Hilltop Tacoma Link Extension to reinforce the message that "Every day, we step into our jobs and the work site ready for another days work. In our roles, as colleagues, peers, leaders and managers, we face countless choices, none more important than the choice to work safe."

Olympia Update

Ms. Farley continued that the State Legislature concluded its 2019 session and there were successful results for a number of the agency's legislative priorities. Passage on the final day of session for Senate Bill 5825 authorized WSDOT tolling on I-405, SR-167, and SR-509. As CEO Rogoff mentioned at last

Thursday's Board meeting, this policy will enable the agency to provide the "rapid" in the bus rapid transit investments Sound Transit is preparing to make on I-405 and is critical to the on-time delivery of the project. Ms. Farley continued to discuss the developments around the enactment of Senate Bill 5695, which will significantly increase penalties for HOV lane violators. Sound Transit along with its partners at WSDOT will continue to monitor compliance levels to see if these increased penalties have a meaningful impact. Ms. Farley thanked Alex Soldano, State Government Relations Manager, for all of his hard work this session.

National Transit Safety Board Hearing

Lastly, Ms. Farley mentioned that the National Transit Safety Board would be holding a public board meeting in Washington, D.C., on May 21, 2019, which will discuss the probable cause of the Amtrak derailment near DuPont, Washington, in December of 2017.

Public comment

Alex Tsimmerman

Brad Thoranson, GarageTown USA

Brian Nash, GarageTown USA

Business items

Items for Committee final action

April 4, 2019, Rider Experience and Operations Committee minutes

It was moved by Boardmember Earling, seconded by Boardmember McDermott, and carried by unanimous vote that the minutes of April 4, 2019, Rider Experience and Operations Committee Meeting be approved as amended by Boardmember McDermott.

Boardmember McDermott asked for an additional sentence to be added to the sixth paragraph on the sixth page as follows:

"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."

Motion No. M2019-39: Authorizing the chief executive officer to execute a one-year contract with four one-year options with MSNW Group LLC, to provide agency-wide janitorial services for a total authorized contract amount not to exceed \$8,058,612.

John Weston, Acting Deputy Executive Director of Facilities & Systems, presented the staff report. This contract would provide comprehensive janitorial services for all Tacoma Link stations and Tacoma Link light rail vehicles, Sounder stations, ST Express bus facilities maintained by Sound Transit, and Union Station. The contract scope of work includes daily, monthly, and semi-annual janitorial services performed on an approved schedule with set rates and unscheduled work that must be authorized by work order.

It was moved by Boardmember McDermott, seconded by Boardmember Earling, and carried by unanimous vote that Motion No. M2019-39 be approved as presented.

Motion No. M2019-40: Authorizing the chief executive officer to execute a one-year contract with four one-year options with MSNW Group LLC, to provide agency-wide janitorial services for a total authorized contract amount not to exceed \$8,058,612.

John Weston, Acting Deputy Executive Director of Facilities & Systems, presented the staff report. This contract would provide pressure washing services at all Tacoma Link stations, Sounder stations, and ST Express bus facilities maintained by Sound Transit, as well as Union Station. The contract scope of work includes monthly pressure washing of platforms, pedestrian walkways, benches, and trash receptacles. It also covers semi-annual cleaning of exterior walls, stairs and handrails, canopies, platform shelters, and pedestrian bridges. This contract also allows for additional unscheduled maintenance, such as at elevated or difficult to reach surfaces throughout our service area, when needed.

It was moved by Boardmember Roscoe, seconded by Boardmember McDermott, and carried by unanimous vote that Motion No. M2019-40 be approved as presented.

Motion No. M2019-41: Authorizing the chief executive officer to execute a one-year contract with four one-year options with Tube Art Group to provide systemwide signage maintenance, repair and fabrication, and installation of transit oriented and regulatory signage at Sound Transit facilities in the amount of \$3,708,601 plus applicable taxes.

John Weston, Acting Deputy Executive Director of Facilities & Systems, and Paul Gonzales, Manager of Facilities and Operations, presented the staff report. This contract would provide systemwide signage maintenance and repair, fabrication and installation of transit oriented and regulatory signage at Sound Transit facilities located throughout Pierce, King, and Snohomish counties. The scope of work includes once-yearly scheduled maintenance and repair of signs and supporting structures, authorized work orders for fabrication and installation, twice-yearly service change updates, and storage of completed sign assemblies, subassemblies, and raw materials as necessary and required.

Boardmember Keel asked for follow up information regarding the possibility of integrating some signage with the agency art program to make the signage more dynamic and to provide economies of scale for art production. Mr. Rogoff responded that staff is working on that question, after it was raised at a System Expansion Committee Meeting, and they will follow up with Boardmember Keel.

It was moved by Boardmember Earling, seconded by Boardmember McDermott, and carried by unanimous vote that Motion No. M2019-41 be approved as presented.

Motion No. M2019-42: Authorizing the chief executive officer to execute a contract with CDW Government LLC to provide technology software, hardware, peripherals, and related maintenance services in the amount of \$3,000,000 plus applicable taxes.

Jason Weiss, Chief Technology Officer, presented the staff report. This contract would execute a "piggyback" contract through the Washington State Department of Enterprise Services Master Contract and the OMNIA Partners, Public Sector Master Contract with CDW Government LLC for a variety of items and services offered in the technology catalog including, the replacement of aging small hardware, and peripherals, the purchase of new software, hardware, and peripherals for approved agency projects for Sound Transit FTEs and consulting staff, and maintenance renewals for software licenses.

It was moved by Boardmember Roscoe, seconded by Boardmember Earling, and carried by unanimous vote that Motion No. M2019-42 be approved as presented.

Chair Roberts mentioned that the committee would be handling the next several business items out of order from the agenda in order to allow the budget amendments pertaining to certain contracts to be taken up for consideration in parallel with the contract authorization.

Motion No. M2019-43: Authorizing the chief executive officer to execute a contract with Estrada Consulting, Inc. to provide operations performance reporting system replacement software in the amount of \$5,000,000 plus applicable taxes, contingent upon Board approval to amend the Adopted 2019 Budget through Resolution No. R2019-13.

Jason Weiss, Chief Technology Officer, presented the staff report. This contract would provide an operations performance reporting system replacement software, which would update the existing Link operational performance reporting tool to streamline and improve the way operational performance data is collected, stored, analyzed, and shared.

The Operations Department uses performance data for internal and customer-facing needs in four main ways: for making data driven business decisions, to share with the public and respond to public information requests, to oversee and monitor partner agreements, to submit annually to the National Transit Database (NTD), which is a requirement of transit agencies that receive federal funding. The new Operations Performance Reporting System replacement software is more scalable than the current system and can accommodate operational performance data from other modes like Sounder, ST Express, Tacoma Link, and Bus Rapid Transit. The new system will also provide a more user-friendly way to interact and analyze the data collected.

Boardmember Roscoe asked about how the other systems that the agency has will be wound down from operations, and if there is any fiscal benefit to this systems integration. Mr. Weiss responded that the other operational data systems were brought online with each new mode of transportation, and some of them are much older and require more manual data handling. The new system will be unifying all of the data collection and reporting into the same common library. The cost savings will be present through savings of staff time and troubleshooting, and the old systems will not be brought offline but updated into the new common library.

It was moved by Boardmember McDermott, seconded by Boardmember Roscoe, and carried by unanimous vote that Motion No. M2019-43 be approved as presented.

Chair Roberts clarified that the next business item is for recommendation to the full Board.

Resolution No. R2019-13: Incorporating ST3 funds for the Information Technology Program and Information Technology Infrastructure Program into the existing program budgets by (1) adding \$78,400,000 to the authorized project allocation to date for the Information Technology Program to create a new consolidated program totaling \$113,535,531 and (2) adding \$33,600,000 to the Information Technology Infrastructure program to create a new consolidated program totaling \$46,842,785.

Ann Sheridan, Budget Director, provided the staff report. Ms. Sheridan prefaced that these dollars have been included in the finance plan, and the allocation to the programs was planned and accounted for. The Information Technology Program funds hardware and software that support the administration of the agency. The Information Technology Infrastructure Program manages support for modal systems and for projects related to the voter-approved plans. These funds were planned for, and this action is the allocation as part of the process to appropriate the funds for the program for Sound Transit 3.

It was moved by Boardmember Earling, seconded by Boardmember McDermott, and carried by unanimous vote that Resolution No. R2019-13 be forwarded to the Board with a do-pass recommendation.

Motion No. M2019-44: Authorizing the chief executive officer to execute a three-year contract with seven additional one-year options to extend with eLock Technologies LLC to provide secure bicycle parking lockers and operating services for current and future facilities for a total authorized contract amount not to exceed \$5,457,681 plus applicable taxes, contingent on approval of Resolution No. R2019-14.

Alex Krieg, Senior Manager of Planning and Integration, and Rebecca Roush, Transportation Planner for the Bicycle Program, presented the staff report. This action establishes a three-year contract with seven additional one-year options to fabricate and install smart, on-demand bicycle lockers for use by transit customers. This contract includes operations and maintenance, as well as customer service and care. Smart, on-demand bicycle lockers will expand Sound Transit's bicycle parking capacity, improve

efficiency and customer convenience over current key-access, leased lockers and make individual, secure bicycle parking spaces available to a greater number of transit customers.

This contract will be used primarily to retrofit existing facilities, to make modifications at facilities in design or construction, to reduce wait lists, and to provide electronic data to help plan for bicycle locker expansion. These lockers will allow for better tracking of utilization metrics for all facilities, and to evaluate the demand for bike lockers at Sound Transit facilities. The total requested amount is sufficient to fund the initial three-year contract. Staff will return to seek Board approval to fund the seven optional one-year options if it is determined to be in Sound Transit's best interest to exercise options.

It was moved by Boardmember Roscoe, seconded by Boardmember Earling, and carried by unanimous vote that Motion No. M2019-44 be approved as presented.

Chair Roberts clarified that the next business item is for recommendation to the full Board.

Resolution No. R2019-14: Transferring \$487,667 from the Construction phase to the Operations and Maintenance phase of the Adopted 2019 Budget for the Bike Parking Program, while maintaining the overall authorized program allocation of \$9,700,000.

Alex Krieg, Senior Manager of Planning and Integration, and Rebecca Roush, Transportation Planner for the Bicycle Program, presented the staff report. This action transfers funds from the Construction phase to the Operations and Maintenance phase, the program budget remains the same but this action is necessary for the continuance of the Bike Parking Program.

Boardmember Roscoe asked for the total number of bike lockers that will be provided by this contract. Ms. Roush responded that the contract allows for the installation of up to 903 lockers.

It was moved by Boardmember Roscoe, seconded by Boardmember Earling, and carried by unanimous vote that Resolution No. R2019-14 be forwarded to the Board with a do-pass recommendation.

Items for recommendation to the Board

Resolution No. R2019-15: Transferring \$204,578 from the Construction phase to the Agency Administration and Construction Services phases of the Adopted 2019 Budget for the Operations and Maintenance Facility Lift project, while maintaining the overall authorized project allocation of \$4,898,160.

Sarah Perrino, Program Manager of Facilities, presented the staff report. This action is an administrative adjustment to reallocate funds between phases in the project budget. No additional funds are required for this action. The Operations and Maintenance Facility (OMF) Lift project includes the procurement and installation of a second light rail vehicle (LRV) lift to maintain the growing LRV fleet. This action will shift \$196,845 from the Construction phase to the Agency Administration phase, and \$7,733 from the Construction phase to the Construction Services phase. The transfer is needed because during the 2019 budget development process, the Operations and Maintenance Facility Lift project costs were not correctly allocated within the budget.

It was moved by Boardmember Roscoe, seconded by Boardmember Earling, and carried by unanimous vote that Resolution No. R2019-15 be forwarded to the Board with a do-pass recommendation.

Motion No. M2019-45: Ratifying the chief executive officer's execution of a contract with Whiting Corporation to furnish and install a light rail vehicle lift for the Operations & Maintenance Facility Light Rail Vehicle Lift project in the amount of \$1,251,600, with a 10 percent contingency of \$125,160, for a total authorized contract amount not to exceed \$1,376,760 plus applicable taxes.

Sarah Perrino, Program Manager of Facilities, provided the staff report. In December 2018, the Board ratified the chief executive officer's finding of an emergency in connection with the purchase and installation of a light rail vehicle lift at the Operations and Maintenance Facility because the selected contractor ceased doing business and was unable to complete the work. This action would contract Whiting Corporation for those installation services still needed. The contract with Whiting Corporation was executed on April 5, 2019 under the CEO's authority under the emergency declaration. In compliance with Board policy, Board ratification of the contract is now being sought. The scope of work for the contract includes design, fabrication, delivery, installation, testing and commissioning for an above ground light rail vehicle lift and turntables in the Link Operations & Maintenance Facility.

It was moved by Boardmember Keel, seconded by Boardmember McDermott, and carried by unanimous vote that Motion No. M2019-45 be forwarded to the Board with a do-pass recommendation.

Executive session

At 2:00 p.m. Chair Roberts announced that the Committee would convene an executive session that would last 30 minutes. Amy Pearsall, Senior Legal Counsel, announced that the executive session is authorized under RCW 42.30.110(1)(a) to review issues of agency security.

At 2:30 p.m., the Executive Session was extended by 15 minutes.

Chair Roberts reconvened the meeting at 2:45 p.m.

Reports to the committee

Customer Satisfaction Survey Results

Brian de Place, Deputy Executive Director of Operations and Support Services, introduced the consultants who completed the annual survey. Mr. de Place began by announcing that with the committee's new renewed focus on rider experience, staff thought it would be helpful to bring the results of the annual customer survey for Board knowledge.

Ian Stewart and Brian Vines, from EMC Research presented the survey results. The data collection was done in person by professional interviewers with electronic tablets at Sound Transit facilities. A total of 1,876 interviews were conducted.

Overall satisfaction continues to be high, nine out of ten riders give an A or B grade. Average grade shows 42 percent gave an A or B rating. Overall look at satisfaction grade, C or lower grade remains low. Positive A and B grades have swapped over the last year with B now the most frequent response, as opposed to A. Compared with other agencies, Sound Transit continues to have one of the highest positive ratings.

Interviewers ask for the primary reasoning behind a grade given, and found that for A grades, they were driven by reliability and frequency of service. B grades were driven by trip time and availability, while C or lower grades were driven by lack of service available, crowding, need for expanded service, parking and capacity.

Mr. Rogoff commented that although there were remarks about schedule reliability, slide 16 shows that riders have noticed predominantly a route schedule positive maintenance rather than decrease in reliability. Mr. Vines responded that that is correct, and that the primary mode where that answer was heard was Sounder Commuter Rail. Mr. Rogoff added that Sounder ridership is growing, and that obstacles with reliability continue to be addressed with service partners and those who share the rail. And that although those issues are challenges, that is no reason to allow the further deterioration in service availability or positive rider experience.

Mr. Vines continued that ratings for personnel, including station agents, security, and operators, remain incredibly high and were high across all modes. Travel time satisfaction has been falling, most noticeably on ST Express and Sound routes, with Link travel times being for 2018, therefore without the survey time covering the time since buses have been removed from the Downtown Seattle Transit Tunnel. By mode, the 'value of service' rating, meaning how the riders feel about the value of Sound Transit service for the tax dollars collected, is highest among bus riders, next highest by Sounder riders, and least by Link riders. The overall aggregated rating is 58 percent see the 'Value of Service' as excellent/good, 24 percent say they are unsure, and 18 percent say only fair or poor.

Paul Roberts asked about the wording and meaning of that question, and if the high percentage could be that riders are unsure about Sound Transit service overall, and provided an answer that they perhaps were unsure of. Mr. Stewart responded that the questions were the same for all surveys, and that the question did ask about overall Sound Transit service and not a breakdown by mode, which could be adjusted for future surveys.

In the communications realm, and overwhelming 70 percent of riders said they obtain all their schedule and route information on a mobile device. For communications preferences, riders listed disruption and schedule change information as their highest priorities, followed by information about future service changes, information about construction of new projects, and lastly transit guidance information.

In summary, Mr. Vines gave some overall survey conclusions. Over the last several years, Sound Transit's average service grades have remained consistently positive for riders on Link, Express bus, Northline Sounder, and Tacoma Link, albeit with varied intensity. Service consistency attributes, particularly on-time performance, frequency, and total travel time, are leading improvement priorities for Sounder and Express bus riders. Communication about service disruptions and delays has become another key area of improvement among Sounder, Express bus, and Link light rail riders.

Chair Roberts asked for some key points from the survey, the things that should draw the most attention. Mr. Stewart responded that satisfaction results with Sounder and ST Express are the two points that draw attention. He also continued that new riders, and with ridership growing, are always the happiest – meaning that satisfaction using the system falls over time. That will be an interesting trend to watch as the system expands and there are more new riders and perhaps furthers capacity issues on certain segments. Mr. Roberts thanked the two presenters, and mentioned that these survey is a good and pertinent thing for the committee to review.

Rider Experience Metrics Discussion

Chair Roberts announced that due to the lack of available time on the agenda, this report would be moved to the June meeting.

Other business

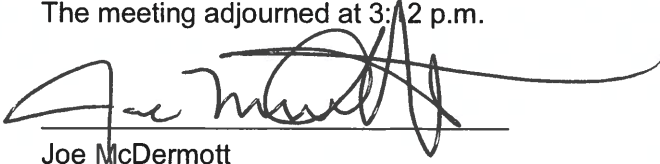
None.

Next meeting

Thursday, June 6, 2019
1:00 to 3:00 p.m.
Ruth Fisher Boardroom

Adjourn

The meeting adjourned at 3:12 p.m.



Joe McDermott

Rider Experience and Operations Committee Vice Chair

ATTEST:



Kathryn Flores

Board Administrator

APPROVED on 6/6/2019. PIA.