



Summary Minutes

Rider Experience and Operations Committee Meeting August 3, 2023

Call to order

The meeting was called to order at 1:00 p.m. by Chair Walker and was available for viewing in person and online.

The meeting was recorded and can be found at <https://www.soundtransit.org/get-to-know-us/board-directors/livestream-video>.

Roll call of members

Chair	Vice Chair
(P) Kristina Walker, Tacoma Deputy Mayor	(P) Ed Prince, Renton Councilmember

Board Members	
(P) David Baker, Kenmore Councilmember	(P) Kim Roscoe, Fife Mayor
(P) Christine Frizzell, Lynnwood Mayor	(A) Dave Upthegrove, King County Council Chair
(P) Debora Juarez, Seattle Council President	(A) Peter von Reichbauer, King County Councilmember

Josephine Gamboa, Board Relations Specialist, announced that a quorum of the committee was present at roll call.

Report of the Chair

Revised Agenda

Chair Walker acknowledged use of the revised agenda for this meeting. The revised agenda included the Readiness and Sequence for Link Openings in 2024+ presentation. This report was intended to be presented at the July 27, 2023, Board meeting but was instead deferred to the Rider Experience and Operations Committee. The revised agenda also included a closed meeting to discuss collective bargaining negotiations. That meeting would take place after the committee meeting adjourned.

Monthly Contract Reports

The monthly contract reports were included in members meeting packets for review.

CEO Report

CEO Julie Timm provided the CEO Report.

Snohomish County Boardmember Letter – Lynnwood Link Extension

CEO Timm received a letter earlier this week from the Snohomish County Board members in relation to the opening of the Lynnwood Link extension. The focus of the letter was ensuring a successful launch of service to Lynnwood next year, 2024. Some elements of the letters would be touched on later in the meeting in the presentation about the updated readiness and sequencing of upcoming Link extensions.

In addition, staff was currently reviewing the letter and preparing a response that would be shared with the Board members and the Board ahead of the August 2023 Board meeting.

2024 Service Plan Outreach

Staff briefed the committee on the proposed 2024 Service Plan in July 2023. Public outreach launched July 10, 2023, and would be open for public review and input through Sunday, August 6, 2023. Overall, there had been over 5,000 visits to the websites, and 371 survey responses, as of Friday, July 28, 2023. Staff would report the findings from the public outreach ahead of the Committee and Board's scheduled action in October on the 2024 Service Plan. CEO Timm noted there were elements of the Snohomish Board member letter referenced above may have an influence on the 2024 service plan, and that decision later this fall. Staff would bring that information as part of the approval process.

Military Fare Free Service

As part of Seafair Fleet Week beginning Tuesday, August 1, 2023, the agency was honoring members of the military by providing zero-free service on buses and trains until Sunday, August 6, 2023. CEO Timm noted the agency employed several veterans, including multiple members of the Executive Leadership Team and thanked all for their service.

Tacoma Link Substance Abuse Policy

Also on August 3, 2023, the Board's Executive Committee endorsed the Tacoma Link Light Rail Substance Abuse Policy. As is the case with all Board policies, it would be presented for full approval in the Board meeting later this month. CEO Timm noted note that Sound Transit has had this policy in full effect since the commencement of service in Tacoma. In the past, it had been approved by the CEO. Based on most recent direction by the FTA through its Triennial Review, staff brought this policy forward for full Board approval.

Public comment

Chair Walker announced that public comment would be accepted via email to emailtheboard@soundtransit.org, in person, and would also be accepted virtually.

The following people provided written comments:

Kathleen Barry Johnson

There were no in-person or virtual comments submitted.

Business Items

For Committee final action

June 1, 2023, Rider Experience and Operations Committee meeting minutes

It was moved by Committee Vice Chair Prince, seconded by Boardmember Baker and carried by unanimous consent that the minutes of the June 1, 2023, Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2023-59: Authorizing the chief executive officer to execute individual contracts with Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc. to provide IT Temporary Contractor Services, for a two-year initial term with three one-year options to extend, for an authorized aggregate total amount for all four contracts not to exceed \$10,000,000.

Jason Weiss, Chief Information Officer, provided the staff presentation.

Motion No. M2023-59 was moved by Boardmember Baker and seconded by Boardmember Juarez.

Chair Walker called for a voice vote.

It was carried by unanimous consent of all committee members present that Motion No. M2023-59 be approved as presented.

Motion No. M2023-60: Authorizing the chief executive officer to execute a contract with CDW-Government LLC to provide IT hardware and recycling services through April 2026 with two one-year options to extend, for a total authorized contract amount not to exceed \$10,000,000, plus applicable taxes.

Jason Weiss, Chief Information Officer, provided the staff presentation.

Motion No. M2023-60 was moved by Committee Vice Chair Prince and seconded by Boardmember Baker.

Chair Walker asked if the funds in this request were budgeted. Mr. Weiss confirmed they was.

Chair Walker called for a voice vote.

It was carried by unanimous consent of all committee members present that Motion No. M2023-60 be approved as presented.

Motion No. M2023-61: Authorizing the chief executive officer to exercise five one-year options to extend and modify the contract with Carahsoft Technology Corp, the authorized reseller for ServiceNow software for the Information Technology Service Management Tool Platform, in the amount of \$5,265,000, for a new total authorized contract amount not to exceed \$8,931,721, plus applicable taxes.

Jason Weiss, Chief Information Officer, provided the staff presentation.

Motion No. M2023-61 was moved by Boardmember Baker and seconded by Boardmember Frizzell.

Chair Walker called for a voice vote.

It was carried by unanimous consent of all committee members present that Motion No. M2023-61 be approved as presented.

Motion No. M2023-62: Authorizing the chief executive officer to execute a one-year contract with four one-year options to extend with Rise To The Top Escalator Cleaning to provide services on all Sound Transit vertical conveyance equipment in the amount of \$2,714,893, plus applicable taxes.

John Carini, Deputy Director of Vertical Conveyances, provided the staff presentation.

Boardmember Frizzell asked how often stationary steps were cleaned and if it was under this contract's scope. Suraj Shetty, Executive Director of Operations, replied that work was under the responsibilities of the facilities contract with King County Metro (KCM) and get power washed once a month and staff worked with KCM to discover potential efforts to address additional mid-cycle cleaning dependent on cleanliness status.

Motion No. M2023-62 was moved by Committee Vice Chair Prince and seconded by Boardmember Frizzell.

Boardmember Frizzell asked for clarification on the contract terms and contract amount. It was stated in Mr. Carini's presentation that \$250,000 for 2023 and noted the contract terms of one-year with four one-year options to extend. She asked if that meant 2023 would include a deep cleaning given this contract approval taking place past mid-year timeframe. Mr. Carini responded confirmed there would be a deep cleaning taking place to get to base level maintenance.

Chair Walker asked when the work would begin. Mr. Carini stated work would begin once the contract was awarded.

Boardmember Baker asked for clarification on whether the contract would begin from date of award or at the beginning of the year. Mr. Carini replied date of award.

Chair Walker called for a voice vote.

It was carried by unanimous consent of all committee members present that Motion No. M2023-62 be approved as presented.

For Recommendation to the Board

Motion No. M2023-63: Approving the submittal of the Transit Development Plan 2023-2028 to the Washington State Department of Transportation.

Brian de Place, Director of System and Service Planning, provided the staff report.

Committee Vice Chair Prince shared a summary of the comments given at the public hearing held the morning of August 3, 2023.

Boardmember Roscoe joined at this time.

Motion No. M2023-63 was moved by Committee Vice Chair Prince and seconded by Boardmember Baker.

Chair Walker called for a roll call vote.

Ayes

David Baker
Christine Frizzell
Debora Juarez
Ed Prince
Kim Roscoe
Kristina Walker

Nays

It was carried by unanimous vote of six committee members present that Motion No. M2023-63 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee

Passenger Impact Portfolio Plan (Future Ready Work)

Pamela Wrenn, Deputy Project Director of Service Delivery, provided the report. Ms. Wrenn reviewed the Passenger Impact Portfolio Plan (PIPP) program goals, which included coordinating and scheduling projects to minimize service impacts and integrating the activity as a regular business function. The methodology was focused on passengers as the customers, preservation of planned service and urgency to return to full planned service, minimal disruption to passengers and passenger flow, and project delivery efficiency focusing on shared disruptions and mobilizations.

The near-term service disruption work included the CVS Overhaul Switch Replacement project, the Royal Brougham At-Grade Crossing Repair project, and the Othello and Rainier Beach Platform Repair project.

The CVS Overhaul Switch Replacement project was scheduled for August 7, 2023, and was necessary in improving switch performance and reliability. The project would replace voltage switches reading end of life in trackway and benefit passengers by improving service reliability. Expected service impacts included single tracking from 9 p.m. to end-of-service at Columbia City, Othello, and Rainier Beach stations with northbound platforms closed on August 7, 2023, causing 25-minute headways system wide. Similar work was scheduled on September 18, October 2, and October 16, 2023.

The Royal Brougham At-Grade Crossing Repair project was scheduled for August 12 through 20, 2023. This would repair compromised track grade and prevent standing water over the tracks during rainy periods. There was currently a 10-mph speed restriction and during rainfall, water pooled on the tracks which would require trains to slow to 5 mph. Very heavy rains could disrupt service and degrading conditions would impact safety. Passengers would benefit from this project because the track would be restored to allow designated speed and provide faster and more reliable service in wet weather conditions. Full weekend closure between Capitol Hill and SODO stations on August 12 through 13, 2023. Link headways would be 15 minutes and bus bridge headways would be 10 minutes with two platooned buses. Single tracking with the southbound track closed, would occur August 14 through 16, 2023. Single tracking with the northbound track closed, would occur August 17 through 20, 2023. Link headways would be 15 minutes with a forced transfer at Pioneer Square Station, where both platforms would remain opened. Riders would take 11 to 12 minutes to transfer, including the time needed to cross the mezzanine. Secondary work during closure included 26kV system assessment, southbound damaged rail repair, E130/E110 plinth repair work, bond box replacement, Eastlink signal system tie-in pre-work, Central Link fiber upgrade program survey, and Westlake tunnel crown repair scaffolding.

The Othello and Rainier Beach Platform Repair project was scheduled for August 21 through September 17, 2023. This project would replace existing porcelain tiles with new polymer composite tiles and a coat platform edge to improve electrical safety. A majority of the tiles were cracked and broken, and they posed a safety risk to passengers and were not ADA compliant. Platform edging posed risk of electrical arcing due to damaged edge coating. Replacing this would improve passenger safety on the platform. Continuous single tracking at segments spanning both stations, 14 days per-side, was expected with 12-minute headways systemwide. Secondary work during closure included CVS overhaul switch replacement, and SDOT Safety pavement refresh and LOOK pavement markings.

Chair Walker asked about increased safety presence or ambassador presence at platforms with increased headways in the late evening caused by several of the projects mentioned. Ms. Wrenn stated that ambassador service ends at 7 p.m. for reasons of ambassador security and this issue was being addressed with proactive communication efforts to riders for the increased headways.

Parking Management Program Expansion Briefing

Alex Krieg, Director of Access, Integration and Station Area Planning, provided the report. Mr. Krieg routinely reviewed the upcoming Board actions required to work towards a comprehensive fares strategy. He reviewed a timeline that began in 2013 that visualized the agency's progress towards following Board direction and the introduction of a new fare-like cost on some passengers. In 2013, the System Access Policy was adopted. In 2015, monthly HOV permits were introduced, and monthly SOV permits were introduced in 2018. In 2020, the permit program was suspended and the HOV permits restarted in 2022.

The permit parking program, which was authorized by the Board in 2018, with goals to maximize ridership and prioritize parking availability during weekday morning peak period. The authorized program included several parameters including setting market-rate fees that would recover program costs, using variable pricing that managed demand with the CEO having rate setting authority, establishing eligibility criteria making all Link parking facilities eligible and Sounder/ST Express facilities only when utilization was above 90 percent, only allowing monthly permits and minimum 50 percent of spaces must remain free, and allowing for discounts for passengers in reduced fare programs or with HOV permits and prioritizing permits to residents of the Sound Transit district. Mr. Krieg displayed a map that showed the parking program as of March 2020. Single occupancy vehicle (SOV) permits were at market rates of \$45 to \$120 a month, HOV permits were free to incentivize more riders per space, and reduced-price SOV permits for ORCA LIFT-qualified passengers. 1,200 permits were issued at 14 Sound Transit facilities before the program was suspended in March 2020.

Mr. Krieg's presentation provided peer transit agency parking programs and encouraged the committee to review them at a later time. Mr. Krieg provided highlights in that most paid parking programs applied to 100 percent of parking inventory, allowing administrative adjustment of parking fees helped achieve policy goals and targets, parking for transit passengers was prioritized with pricing and trip validation, reserved parking required careful, efficient management with rates set at a premium of the daily fee, reserved parking available for paid, first-come, first-served use after morning peak periods, and all peers facilitated and encouraged mobile payment, but also accepted cash.

The existing conditions showed parking demand was much lower than 2019 but was growing, there was an unequal demand between facilities, the post-pandemic prevalence of remote and hybrid work models may reduce demand for monthly permits, and program-wide revenue and cost challenges to overall plan affordability. Some facilities remained very full, such as Northgate, Tukwila International Boulevard, and Sumner Stations were all reliably above 90 percent. Seven new facilities and five existing facilities would have Link service, which would continue to generate higher parking demand, ridership was sensitive to parking availability and parking price, and changed conditions for parking demand allowed for program evolution.

Current program elements to continue included operating a performance-based parking program with established targets, retaining CEO rate setting authority, and retaining discounts for reduced fare program users. Elements to the program requiring Board authorization included expanding facility eligibility criteria for managing parking, authorizing daily and multi-day fees and/or permits, and deciding whether to offer monthly and/or reserved permits. The program required Board and public input on whether to change program goals and priorities, if, where, and when to offer reserved parking and permit types to offer, and potential program alternatives.

Mr. Krieg reviewed the purpose of program design alternatives was to illustrate the trade-offs inherent in developing an expanded program. Staff expected their eventual recommendation would include elements from reach alternative and requested passenger and public input to assist shaping of recommendations. Lastly, the equity, ridership, and financial analyses would be performed once staff recommended an expanded program.

The program design alternatives included 3 options. Alternative A had reserved parking, had both monthly and daily fees, variable pricing, and fees would apply at select stations. Alternative B had no reserved parking, with only daily fees, variable pricing, and fees would apply at select stations. Alternative C had no reserved parking, with only daily fees, a flat rate pricing structure, and would apply to all stations. The common features of all alternatives included performance-based, ability to manage 100 percent of eligible facilities, discounted pricing for certain passengers, and would start simple and could adjust as needed.

Alternative A, reserved parking and daily fees, was a natural evolution from the previously authorized program by having daily fees in addition to monthly permits. It would allow for reserved parking at busiest facilities, charge different prices at different locations, use fewer pricing tiers to support a simpler price structure, and would potentially range from \$2-\$4 daily or \$45-\$120 monthly. The expected effect of this alternative compared to other alternatives, would bring higher ridership with HOV incentives but may be less simple to understand given the numerous permit options. The key engagement questions consisted of how important was reserved parking options to passengers and were passengers still interested in monthly parking permits.

Alternative B, no reserved parking and daily fees, would have all parking as first-come, first-served with no reserved options, this would use frequent demand-based price adjustment to always leave a number of parking spaces open, it would charge different prices at different locations, use more pricing tiers to ensure parking availability, and would potentially range from \$2-\$10 daily. The expected effect of this alternative compared to other alternatives, would be an increase in parking availability but with higher

prices at the busiest facilities. The key engagement questions consisted of how important was reliable access to a parking space to passengers and were they willing to pay higher rates for it.

Alternative C, no reserved parking and a flat daily rate, would have all parking as first-come, first-served with no reserved options, this would charge the same price at all parking facilities, a flat fee structure would be the simplest to administer and communicate and would potentially cost \$4 a day. The expected effect of this alternative compared to other alternatives, would be a higher sense of simplicity but at the expense of ridership levels, yet a higher level of revenue given the fees at all parking facilities. The key engagement questions consisted of how important was it for passengers to have a simple and consistent program that applied across the district.

The policy questions were if the agency should consider or reorder program priorities given the post-pandemic change in parking demand and requested thoughts on the program design alternatives or their key features.

CEO Timm noted this presentation was also given to the Executive Committee at their August 3, 2023, meeting and was met with several questions from that committee. CEO Timm asked staff to summarize the discussion from that earlier meeting. Mr. Krieg stated there were several questions regarding demand of parking, comments about how equity was being designed into the program in terms of reaching those that require accessible access at park and rides and also the differences between in-district and out-of-district residents and the approach to those parking at the agency's facilities. There was also discussion on revenue generation not presenting as the highest priority but some interest in how to ensure available parking via reserved spaces. There was discussion on the context of the system and parking demand at the end of the line stations versus the middle of the systems as well as growing demand based on system expansions. There was feedback about setting rates administratively and not legislatively. Lastly, there was discussion on remaining sensitive to context and more interest on variable program design.

Boardmember Frizzell was unfavorable to the idea of single occupancy vehicles reservations as it wouldn't address equality and asked if that was previously discussed. Mr. Krieg requested Kevin Shively, Senior Transportation Planner, to explain how the previous reservation options worked. Mr. Shively mentioned the Board direction from 2018 placed a priority on advancing ridership on the system. With ridership at the forefront, the past attempt was to incentivize and encourage formation of carpools and vanpools. The reserved permit area had encouraged the carpool behavior and a single occupant vehicle permit option became available for a fee that varied by station and there was a discount available for those eligible for the reduced fare program. The ridership factor played a key factor in decision and the permit spaces that were left unused in the morning hours would then become a free of charge first-come first-served space.

Boardmember Frizzell showed interest towards Alternative C because it seemed most equitable. She recommended exploring a three or more per vehicle HOV option versus a two or more in order to support getting more drivers to use mass transit.

Boardmember Roscoe asked about the timeline for the two upcoming Board actions to consider adjusting existing fare structures, fare levels, and categories to meet established targets and to review and consider modifying revenue and farebox recovery targets. Mr. Krieg replied the Spring and early Summer Board engagement had occurred. The next step to conduct public engagement would begin mid-September. Staff would return at the August 2023 Board meeting prior to public engagement. Summaries from the engagement and recommendations would occur by end of year 2023 for Fare Policy update and link fare change. Expanded parking program updates would take place early 2024. Boardmember Roscoe's feedback was under evaluation for the three alternatives and asked to clarify for the single occupancy vehicle deep discount based on qualifying riders, would it be a first-come first-served pass or a guaranteed space pass or was that still pending decision. Mr. Krieg replied that decision has not been made and staff presumption was whether to have reserved permits or daily fees,

there would be a discount for riders who were part of reduced fare programs. In the previous program with permits, one had to ride the service a certain number of times to retain the permit with a two thirds discount. Boardmember Roscoe asked if the ride was then tracked when tapped on and off. Mr. Krieg confirmed it was tracked.

Chair Walker asked if there was a previous scenario in which there was a relationship between parking and fares discounts or values. Mr. Krieg replied there was not. Chair Walker asked if that was an opportunity to explore, such as having a different rate if you are also paying for parking versus someone parking and not riding the service. Mr. Krieg replied that was possible, however the 2013 System Access Policy states Sound Transit parking was for Sound Transit passengers only and understands the difficulties to enforce that rule but there was options to update the policy. He also referred to WMATA, metro in Washington D.C. stating their service was discounted if a rider was also using parking facilities.

Chair Walker asked if the technology was currently available to utilize your ORCA card to pay for parking. Mr. Krieg replied not currently and that there were discussions amongst agencies within the ORCA network to consider a phase 2 and integration with parking as well as other mobility options. Chair Walker asked to review the system map and be aware of which stations have bike parking or local access as that could determine the parking rates.

Chair Walker asked if the Systemwide parking utilization percentages provided in the presentation matched the percentages of ridership utilization. Mr. Krieg confirmed it did. Chair Walker noted the question asked for Alternative A: were passengers still interested in monthly parking permits and noted the drastic variations to riders work schedule and use of the service should continue to be surveyed as it wasn't sensible to have a flat rate fare. Mr. Krieg noted understanding of the region and where riders were going to work versus where was more remote work taking place was important to consider for the agency and design of this program.

Chair Walker asked for more definition of demand-based pricing. Mr. Krieg explained that demand-based pricing could be defined as higher rate pricing for days with events versus a regular day and variable pricing was more facility based. Mr. Shively added that it was based on differentiated pricing using historical patterns of utilization at each facility on different days of the week. Dynamic pricing would be changing the rate during the day or during the week based on actual use at that time, that was not being contemplated for Sound Transit facilities.

Chair Walker added the importance of putting riders at the forefront and emphasizing clarity of the program as well as simplicity to the agency and the rider.

Boardmember Roscoe asked if there were parking passes in guaranteed spots and if that would be variable from station to station as for quantity even based on demand. Mr. Krieg replied that was likely and would go towards variable pricing. Boardmember Roscoe responded to the policy questions that were asked during staff presentation. She shared her goals to tailor structures to grow ridership and ensure parking availability and believed the reliability of a parking space would grow ridership. She noted ridership growth should be the focus over finances because once ridership was rebuilt, then it could be identifiable to create premiums for those that can afford it and keep the subsidy programs in place for those that need it. CEO Timm thanked Boardmember Roscoe for her commentary and shared the understanding of balance between prioritizing ridership while maintaining reviewing the financial aspect of collections.

Readiness and Sequence for Link Openings in 2024+

Eric Beckman, Executive Director of Portfolio Services Office, provided the report on the readiness of the 2024 light rail openings: Lynnwood Link Extension (LLE) and East Link Starter Line (ELSL). Mr. Beckman would also address the sequencing of and spacing between project openings as the agency would look ahead to opening the other projects in construction, including the full East Link extension (ELE), the Downtown Redmond Link Extension (DRLE) and the Federal Way Link Extension (FWLE).

The recommended sequence of project openings was ELSL in Spring 2024, LLE in Fall 2024, DRLE/ELE in 2025, and FWLE in 2026. This sequence was staff's best recommendation for how to open projects as soon as they were ready and aligning with partner agencies' bus service changes. If everything were to remain on schedule, both ELSL and LLE would be ready to open in 2024. The soonest ELSL could open was March 2024. The soonest LLE could open was late August or early September 2024. Looking at the rest of the projects in construction, staff's best estimate at the moment, given continued monitoring of project schedules and risks, was to open DRLE and the ELE I-90 segment in 2025 and open FWLE in 2026. Depending on readiness of the infrastructure, vehicles, and resourcing, the agency could combine the DRLE and ELE I-90 openings into one or split into spring and fall. Staff would continue to monitor these possibilities. These opening timeframes were generally consistent with staff had briefed the Board in recent months, though staff continued to refine the timeframes as they learn more about project specifics. There were benefits as well as risks that staff continued to monitor with the sequence starting with ELSL in Q1 of 2024.

Mr. Beckman reviewed the benefits and risks to the considerations for sequence of openings. The benefits of opening ELSL first would provide additional service to the region as soon as infrastructure was complete and available and to align with the agency's partner agencies' bus service changes. This maximized passenger experience across the region. This plan also allowed for a steady rhythm of openings so the agency could build out staffing capacity through experience and lessons learned. This specific sequence would also put assets into service sooner to maximize warranty periods and start daily maintenance of assets, and also activated spaces that might otherwise be a security target.

As for potential risks to the sequencing approach, the agency would require Federal and State oversight and review before moving into revenue service. Staff would work closely with these Federal and State partners to ensure their knowledge of the agency's needs and had sufficient resources to help in time. Staff continued to monitor vehicle and staffing resources needed to ensure everything was ready to launch from day one onwards. Staff also continued to evaluate whether the agency had sufficient resources to ensure all the work was complete and ready for a safe and reliable opening.

For both projects, Mr. Beckman would review key areas that were being monitored for readiness, those included infrastructure construction and testing, vehicles, staff resourcing, initial service level, anticipated ridership, and financial or systemwide impacts.

For ELSL, the infrastructure construction and testing were nearly complete and pre-revenue service was scheduled to begin by November 1, 2023. This would be an important milestone for the agency to keep tracking to, which staff would continually monitor. Staff anticipated needing 23 vehicles available for this segment the initial service level. The agency was on target to have this amount ready for passengers before opening day. There was enough space to store and maintain those vehicles from the Operations and Maintenance Facility (OMF) East based on the initial service level.

On ELSL staffing resources, the agency collaborated closely with King County Metro (KCM) who was responsible for hiring all operators and maintenance personnel needed for this additional segment. KCM hired to fill their pool for all operators and maintenance personnel across the existing system and new extensions. KCM's hiring had been trending upward since the start of this year, filling approximately 15 positions per month. For ELSL, KCM had filled 82 percent of the approximately 180 total positions needed. Of those, approximately 82 percent were filled of the approximately 90 critical positions needed. Critical positions were those positions that were essential and/or at high risk for not meeting the minimum levels to support system expansion. These would require special approaches and would be regularly tracked to monitor status and mitigate risk. KCM had been doing a hiring blitz and staff was strategizing with them for other mitigation opportunities if needed.

Staff proposed an initial service level of 16 hours per day, with 10-minute headways and 2-car train sets. This would be confirmed by the Board when staff presents the 2024 Service Plan in October 2023. At

that service level, staff anticipated approximately 6,000 average weekday boardings and do not project a cost increase or other systemwide impact if ELSL opens in March 2024.

For LLE, the infrastructure construction and testing were progressing on schedule. Staff anticipated needing 99 vehicles available for the 1 line at the initial service level, which they also predicted having ready before opening day. Since those vehicles cannot come from OMF East and some space was needed at OMF Central to retrofit Series 1 vehicles and commission Series 2 vehicles, staff anticipated having enough space for the 99 vehicles for 1 Line service between the OMF Central and storing up to 20 more on the mainline. This was not ideal but doable for a temporary period. Staff was working with KCM to hire all operators and maintenance personnel needed for this additional segment. KCM hired to fill their pool for all operators and maintenance personnel across the existing system and new extensions. Looking at the total positions needed for LLE, KCM had filled 70 percent of the approximately 130 positions needed across the extensions. Of those, approximately 85 were critical positions, of which they've filled approximately 66 percent. Staff would continue to monitor and evaluate this as ELSL was open and make any adjustments needed during the expansion. The overall confidence level was medium since there was less progress for LLE specifically, but also more time. Staff remained relatively confident that KCM would fill the needed positions before pre-revenue service and opening day due to their overall trend. The one exception were the three critical positions, similar to that of ELSL.

Given the constraints on the 1 Line, until the 2 Line connects into the OMF East, staff proposed an initial service level of 20 hours per day, with 8 or 9-minute peak headways, 10 and 15-minute off-peak headways, and a 50/50 combination of 3 and 4-car train sets. Staff was working on modeling to confirm these headways and train set sizes were accurate, which may cause a slight shift. This would be confirmed by the Board in October 2023 when staff presents the 2024 Service Plan. At that service level, staff anticipated approximately 100,000 to 136,000 average weekday boardings between the new Lynnwood City Center station in the North down to Angle Lake Station and a there were no projections for a cost increase or other systemwide impact if LLE opened in Fall 2024.

Mr. Beckman reviewed the other work beyond construction that would ensure a safe and reliable opening and passenger experience. Ahead of opening was considered the pre-revenue service period. That included work such as operator training and certification, simulated service and system validation, passenger and community readiness communications, coordinating with third parties for General Transit Feed Specification updates, operational trials and simulations, completing the safety and security certification and reviews/approvals, and transitioning assets to those who would take on daily care and custody. Immediately following opening day, staff would apply lessons learned from previous projects to monitor the daily use of the system by the public to adjust everything from signage to Standard Operating Procedures or technology systems to ensure the experience was as safe and seamless as intended. Staff was preparing to start this work soon after the Board decision on East Link Starter Line, which was planned for August 2024.

Mr. Beckman reviewed next steps should the Board advance ELSL as a standalone project opening in spring 2024. The next steps included an updated presentation to receive and respond to questions on service levels at the August 2023 Rider Experience and Operations Committee meeting. At the August 2023 System Expansion Committee meeting, the committee would be asked for a do-pass recommendation onto the full Board. At the 2023 August Board meeting, the Board would have the opportunity to approve ELSL as a standalone project with the Spring 2024 opening date. If the full Board approves ELSL in August 2023, staff would progress staff-level work to prepare the project for pre-revenue service by November 1, 2023, and incorporate ELSL and LLE in the 2024 Service Plan with the proposed service levels. November 1, 2023 was the current target date and factors could shift as construction and testing was completed. Staff would then seek adoption of the 2024 Service Plan via the Rider Experience and Operations Committee followed by the full Board in October 2023. This Service Plan would include details of initial service levels for LLE and ELSL. Following that, staff would prepare the budget for review by all committees in November 2023 and the full Board approval in December

2023. Mr. Beckman referred to the Snohomish letter noted in CEO Timm's CEO report and stated some of the request coming from the letter was detailed in the memo that was provided at the July 2023 Board meeting and staff was continuing to compile a comprehensive response. Staff would provide the letter and the agency response to the full Board ahead of the August 24, 2023, Board meeting.

Boardmember Roscoe asked for clarification on the risks with Federal and State review requiring resources outside of Sound Transit control. Mr. Beckman explained there were two key pieces, one with agency partners who perform reviews of readiness to enter into revenue service, referred to as OP54. They had committed to kicking off that effort for LLE and ELSL. Boardmember Roscoe asked there could be delayed based on their delivery or if the agency was delayed in providing what they need and mentioned previous Federal delays that took place during the pandemic. CEO Timm added that the agency had met with FTA recently to address some of these questions and the concern was, as an example, with the review if they did not want to commit resources when there wasn't an existing open commitment. Therefore they were waiting to begin their work until Board decision. At this time, they had indicated available time and resources available to complete the OP54 in the timeframe provided, but potential issues could be present if there was a delay. Boardmember Roscoe asked approving the budget at the December 21, 2023, meeting was required for the team to move forward with the review. CEO Timm clarified that the decision taken place at the August 2023 Board meeting was the decision they'd await. Mr. Beckman continued with the second key piece was with the State Safety Oversight Office who has a role with reviewing safety certifications. Mr. Beckman explained a staffing shortage at the Safety Oversight Office could pose a risk. Boardmember Roscoe asked for clarification that the risk would be from the Safety Office and not the agency delaying its deliverables. Mr. Beckman confirmed that was correct.

Boardmember Roscoe asked if the proposed initial service levels presented by staff were current proposal levels based and not the original proposals. CEO Timm confirmed and stated the initial East Link proposal included a 20-hour day and Lynnwood Link would have 4-minute frequencies. The presented proposals were based on current ability to open for service and able to access across I-90 and vehicle availability. Boardmember Roscoe asked for clarification if hiring was taken care of through KCM and if that was common practice. Mr. Beckman confirmed that was regularly practiced for Link and the operators and maintainers worked for KCM and the agency contracted service through them. CEO Timm added the agency had an intergovernmental agreement with Pierce Transit for ST Express, with Community Transit for ST Express in the North, and KCM for light rail and ST Express and were responsible for hiring and management while Sound Transit would oversee that work.

Boardmember Baker asked if LLE would begin at Northgate. Mr. Beckman explained the LLE was an extension of the 1 Line that would extend past Northgate into Lynnwood. Boardmember Baker asked if that was scheduled to open for revenue service in 2024. Mr. Beckman confirmed. Boardmember Baker expressed that meant the project returned to its original open service date of 2024. Mr. Beckman noted the original opening date was July 2024 and the new proposed date was August/September 2024.

Boardmember Frizzell asked what the expectations were for personnel hires required for ELSL and for LLE. Mr. Beckman explained, for ELSL, approximately 180 personnel and approximately 130 needed for LLE and these were additional personnel hires beyond what was needed for the current 1 Line service. Boardmember Frizzell noted ELSL proposed to move 6,000 riders a day using 180 personnel, but LLE was proposed to move 30,000 riders and asked why that only required 130 personnel. Mr. Beckman added there was a base level of minimum personnel required for the 1 Line or 2 Line and that base level of service on the 1 Line preexists, which explained the smaller number of personnel needed compared to ELSL. CEO Timm added this was an incremental increase based on operations and not necessarily number of riders at this moment.

Chair Walker asked if other committee members would receive this presentation. Mr. Beckman replied that the presentation would be given to the System Expansion Committee. CEO Timm expressed an

opportunity to provide the presentation to each Board member since the presentation was initially planned to be presented to the full Board.

Boardmember Frizzell noted ELSL having 82 percent of positions being filled and 90 were needed but only needing 180 personnel, shouldn't that equate to 50 percent of positions being filled. Mr. Beckman explained there was 180 total that were needed and roughly 82 percent of those were filled. Of that 180, there was a subset that was labeled Critical Positions and that totaled 90 needed, which was about 82 percent filled. CEO Timm added staff had monitored KCM partners closely and had high confidence level that those positions would be filled for ELSL and LLE. There were also contingency plans in place for those Critical Positions that could potentially be contracted out for temporary support.

Executive session – None.

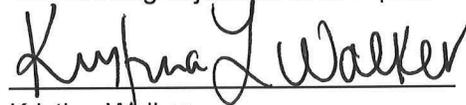
Other business – None.

Next meeting

Thursday, September 7, 2023
1:00 to 3:00 p.m.
Ruth Fisher Boardroom and Virtually via WebEx

Adjourn

The meeting adjourned at 2:47 p.m.



Kristina Walker

Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores

Board Administrator

APPROVED on September 7, 2023, JG.