



Summary Minutes

Rider Experience and Operations Committee Meeting July 18, 2024

Call to order

The meeting was called to order at 1:01 p.m. by Committee 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 Councilmember	(P) Ed Prince, Renton Council President

Board Members	
(P) Angela Birney, Redmond Mayor	(A) Dave Upthegrove, King County Council Chair
(P) Christine Frizzell, Lynnwood Mayor	(A) Peter von Reichbauer, King County Councilmember
(P) Kim Roscoe, Fife Mayor	(P) Girmay Zahilay, King County Council Vice Chair

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

Report of the Chair

None.

CEO Report

Interim CEO Sparrman provided the CEO Report.

Lynnwood Link Activation

CEO Sparrman provided updates on Lynnwood Link pre-revenue service testing, with new operational readiness scenarios being tested over the next few weeks. Updates were provided on asset transition status from the project team to Operations, highlighting that the 185th street garage has not yet been transferred pending weather-dependent finishing work, with a scheduled transition to take place at the end of July.

Downtown Redmond Link Activation

CEO Sparrman reported that the Downtown Redmond Link Extension has moved into System Integration testing, currently planned to continue into the fall. He noted the current status of this process, highlighting tests of the Overhead Catenary System and Traction Power System. CEO Sparrman reported that project is expected to transition to Operations by the end of the year, in anticipation of a Spring 2025 service date.

Federal Way Link Extension

CEO Sparrman noted that a recent June 30, 2024 Seattle Times article had thoroughly explained the progress of construction on the Structure C section of the Federal Way Link Extension project. It was reported that the structure is nearly complete, and that its completion will lead to further rail, OCS, and cable installation. It was noted that the project is on track for a 2026 opening date, and that the agency was pushing hard to be open and ready in time for the World Cup later in the same year.

Sounder Garages

CEO Sparrman provided updates on construction on the Sumner Parking and Access Improvement project and thanked the City of Sumner for working with the agency to approve early construction packages as the building permit review is finalized. He highlighted that a new garage is set to open in the Spring of 2026.

Update/Findings on Resolving Systemic Issues Causing 2-Line Outages

CEO Sparrman gave updates on the root causes of power outages that have occurred along the 2-Line over the past few weeks. He provided a timeline of two different outages on May 24, 2024 and June 18, 2024, and provided details as to the root causes of both incidents. He also highlighted that the underlying software issue causing the problem was actively being remedied, and informed the committee that vendor support will continue with new contracts to be in place before the current warranty expires on April 28, 2025.

Union Station Joni Earl Great Hall as Cooling Center

CEO Sparrman reported that the Joni Earl Great Hall at Union Station has been recently opened to the public, and that it was able to be utilized as a cooling center during the recent heat. He also thanked facilities and security staff for working extra hours to ensure that this work went smoothly.

Passenger Impact Portfolio Plan

CEO Sparrman noted that there were no upcoming activities warranting a staff report. He did highlight that there will be a service disruption on Sunday, August 18, 2024 to complete retiling work at Columbia City Station that was rescheduled from June due to poor weather, which will result in 20-minute headways system-wide on that day.

Public comment

Committee 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:

Nancy Anderson	John Niles
Brenton Clark	Martin Pagel
Kyle Jacobson	Shannon Ren
Carla Kotila	

The following people provided in-person comments:

Janis Hyne	Liam Foy-McAuliff
Joe Kunzler	

The following people provided virtual comments:

Clara Cantor	Renaissance
Ayan Musse	James Williams

Business Items

For Committee final action

June 6, 2024, Rider Experience and Operations Committee meeting minutes

It was moved by Board member Birney, seconded by Board member Roscoe, and carried by the unanimous vote of all committee members present that the minutes of the June 6, 2024, Rider Experience and Operations Committee meeting be approved as presented.

Committee Vice Chair Ed Prince joined the meeting at this time.

Motion No. M2024-43: Authorizing the chief executive officer to execute a contract with JTM Construction for construction services for a second SeaTac elevator in the amount of \$5,399,380 with a 10 percent contingency of \$539,938, for a total authorized contract amount not to exceed \$5,939,318.

Calvin Nutt, Deputy Director of Operations Projects and Programs, provided the presentation for Motion No. M2024-43.

Board member Roscoe spoke to her personal experiences dealing with the elevators at SeaTac and offered her support for the motion.

Committee Chair Walker shared her view on the importance of the agency's vertical transportation technologies and inquired into the nature of the funding for the project. Mr. Nutt provided additional details on the project budget, and provided reasoning for why an increased budget was required for the project.

It was moved by Board member Zahilay, seconded by Board member Roscoe, and carried by the unanimous vote of all committee members present that Motion No. M2024-43 be approved as presented.

Motion No. M2024-44: Authorizing the chief executive officer to execute a five-year contract with Dexterra Services LLC, to provide agency-wide janitorial services in the amount of \$26,075,093 and \$15,944,200 in future expansion capacity, for a total authorized contract amount not to exceed \$42,019,293.

Presley Morrissey, Director of Facilities Operations Support, provided the presentation for Motion No. M2024-44.

Board member Roscoe clarified that King County Metro currently provides janitorial services at Link light rail stations and asked why the contract was structured without a renewal option. Ms. Morrissey responded that staff concluded it would be best to structure the contract without renewal options and that a new procurement process for a future contract would begin prior to the conclusion of the contract defined in the motion.

It was moved by Committee Vice Chair Prince, seconded by Board member Birney, and carried by the unanimous vote of all committee members present that Motion No. M2024-44 be approved as presented.

For Recommendation to the Board

Committee Chair Walker noted that Motion Nos. M2024-45 & M2024-46 are both related to the At Grade Crossing Program and asked for a staff presentation on the program.

Moises Gutierrez, Chief System Quality Officer, provided opening remarks on the presentation, noting the importance of system safety and the staff's commitment to moving forward with a heightened sense of urgency on the matter.

Victoria Morris, Acting Safety Project Director, provided the presentation on the current state of the agency's At Grade Crossing Program.

Ms. Morris provided clarification based on questions from the July 11 System Expansion Committee meeting. Regarding program scope, Ms. Morris noted that the current program includes all current and future Link Light Rail at grade crossings, as well as all Sound Transit-owned Sounder at grade crossings. Regarding how lessons learned are shared with teams internally, Ms. Morris highlighted that the project teams are informed through a variety of channels, and the safety department is regulatorily bound to monitor safety data as part of the agency's Safety and Security Risk Management program. The program establishes processes that follow industry standards and best practices, with a goal of continuous safety and security improvement. Regarding grant opportunities, Ms. Morris noted that one of the current At Grade Safety Program projects is grant funded, and the program is continuing to evaluate and pursue additional grant opportunities both alone and with other agency partners.

Committee Chair Walker noted that the committee speaks to safety on numerous occasions and highlighted that Motion Nos. M2024-45 & M2024-46 pertain specifically to at grade crossings. It was also noted that Motion M2024-39 and a Substitute Motion M2024-39 from the July 11 System Expansion Committee meeting were included in the meeting packet for informational purposes. Committee Chair Walker then opened the floor to other committee members for questions regarding the staff presentation.

Committee Vice Chair Prince asked about how non-traditional and underrepresented communities would be engaged during public outreach. Ms. Morris stated that she could return to the committee at a later date with detailed information but noted that staff is currently working on a broader strategic communications plan, which would include the creation of opportunities to better engage with said groups.

Board member Roscoe asked about the difference between at grade safety incidents and at grade crossing related incidents. Mr. Gutierrez clarified that the Safety department collects information regarding all incidents – intentional vs. unintentional, at crossing vs not – and that only incidents including at grade crossings are considered within the context of the At Grade Crossing Program.

CEO Sparrman affirmed Mr. Gutierrez's point on data collection, and that staff is intending to come to the Board with an annual report that describes all incident types and their characteristics later in the year.

Committee Chair Walker seconded Committee Vice Chair Prince's comments on the need for clarity on how the agency engages with underrepresented communities and asked that the additional information offered by Victoria Morris be included in the August Rider Experience and Operations committee meeting.

Board member Zahilay asked the Chair for additional clarity on the process for how these motions will be considered.

Committee Chair Walker reiterated that the committee's agenda included Motion Nos. M2024-45 & M2024-46, while Motion No. M2024-39 and Substitute Motion M2024-39 are included for informational purposes and would not be taken up for consideration at this meeting. She then outlined the general structure for debate on the motions and provided additional details on her efforts to combine Motion No. M2024-39 developed by Board member Balducci and Motion No. M2024-46 developed by Board member Zahilay into a combined Motion No. M2024-45 that covers the elements of both other motions. She asked that the committee take up the first motion on the agenda, Motion No. M2024-45 so that discussion could take place.

Motion No. M2024-45: Directing the chief executive officer to: (1) expand the geographic scope of Sound Transit's at-grade crossing program to not only include all Link light rail at-grade crossings, but also Tacoma Link and Sound Transit-owned Sounder at-grade crossings while still prioritizing improvements in the Rainier Valley; (2) accelerate current at-grade projects, and expand projects as needed; (3) conduct a comprehensive study of at-grade crossings in the Rainier Valley identifying short-, mid-, and long-term at-grade safety improvements; and (4) deliver a safety master plan of potential at-grade safety improvements to the Board in October 2024 that prioritizes at-grade safety improvements where the most collisions occur

(e.g. along MLK Jr. Way S. in the Rainier Valley) and provide regular progress reporting to the Rider Experience and Operations and System Expansion Committees until the safety master plan is transmitted.

Motion No. M2024-45 was moved by Board member Roscoe and seconded by Board member Birney.

Committee Chair Walker invited System Expansion Committee Chair Claudia Balducci to speak to the discussion from the July 11 System Expansion Committee meeting on the topic.

Board member Balducci emphasized the importance of at grade crossing safety. She also summarized the key takeaways from the July 11, 2024 meeting, including a desire for additional time to consider proposals, a desire to direct staff to act with urgency and provide regular reports back to the committee, the importance of improving safety throughout the system while prioritizing the Rainier Valley corridor, and that a singular directive from the Board at-large would be most effective.

Board member Zahilay conveyed his appreciation to those who worked on Motion No. M2024-45 and gave special thanks to Ms. Morris for grounding the conversation in the importance of human lives and the safety of at-grade crossings. He outlined the work he had conducted to seek community perspectives on the matter and provided additional information on the impact at grade collisions have had on communities in the Rainier Valley.

Board member Zahilay spoke in favor of an amendment to state that the safety master plan pertains specifically to the Rainier Valley.

It was moved by Board member Zahilay and seconded by Committee Vice Chair Prince to amend Motion No. M2024-45 by referring to the safety master plan described in part four of the motion as the “Rainier Valley safety master plan.”

Board member Birney expressed that while the current amendment could work, that an additional amendment may be required to safeguard the wider context of the motion. She reflected on her thinking since the System Expansion Committee meeting, and reiterated the importance of creating an encompassing perspective on how the agency addresses safety issues along the whole system.

Board member Zahilay stated his agreement with Board member Birney’s idea and inquired as to what type of timeline would be realistic to support the delivery of a broader system-wide item.

At the request of the Chair, CEO Sparrman provided guidance on the feasibility of presenting a safety master plan to the Board, confirming an October date for the Rainier Valley safety master plan, and suggesting a November date for the presentation of a broader system-wide report.

Board member Roscoe thanked Committee Chair Walker for the time and effort put into this motion, Board member Zahilay for his reaching out the day prior, and Board member Birney for expressing her concerns, while stating her agreement with the sentiment. Board member Roscoe further expressed her confidence in staff on being able to deliver focus on items pertaining to a specific sub-section of the alignment while also being able to provide information about concurrent incidents that may occur elsewhere. She also stated her support of the motion as amended.

Committee Chair Walker called for a voice vote on the amendment proposed by Board member Zahilay.

The amendment to Motion No. M2024-45 was carried by a unanimous vote of all committee members present.

It was moved by Board member Birney and seconded by Board member Roscoe to amend Motion No. M2024-45 to include a direction to the CEO to deliver a safety plan in November 2024 for the entire at grade system.

Board member Roscoe asked staff what additional resources, if any, would be required to ensure the completion of the requests within the motion.

CEO Sparrman responded that he was committed to providing the needed resources to the project team to ensure that the motion was executed on.

Committee Chair Walker called for a voice vote on the amendment.

The amendment to Motion No. M2024-45 was carried by a unanimous vote of all committee members present.

Board member Zahilay offered his thanks to agency staff, the Board, and Committee Chair Walker for their work and effort being put into this matter.

Committee Chair Walker called for a roll call vote on Motion No. M2024-45 as amended.

Ayes

Nays

Angela Birney
Ed Prince
Kim Roscoe
Girmay Zahilay
Kristina Walker

It was carried by the unanimous vote of 5 committee members present that Motion No. M2024-45 as amended be forwarded to the Board with a do-pass recommendation.

Committee Chair Walker thanked staff and board members for their work and reiterated her request that staff come back to the committee in August with additional details on outreach efforts on at grade crossing safety.

Committee Chair Walker asked Board member Zahilay if he would still like to present Motion No. M2024-46 for consideration. Board member Zahilay declined to bring Motion No. M2024-46 forward for consideration.

Motion No. M2024-47: Authorizing the chief executive officer to (1) modify an agreement with King County to extend Sound Transit's participation in a reduced fare program managed and administered by King County to support no to low-income riders in King, Snohomish and Pierce counties until the end of 2025, or until a permanent program is approved, and (2) execute further modifications to the agreement with King County that do not change the original amount of the agreement.

Chad Davis, Director of Fares, provided the presentation for Motion No. M2024-47.

Motion No. M2024-47 was moved by Committee Vice Chair Prince and seconded by Board member Birney.

Chair Walker emphasized the importance of this program and working together with other agency partners. She also thanked staff for their work and dedication to this effort.

Chair Walker called for a roll call vote.

Ayes

Nays

Angela Birney
Ed Prince
Kim Roscoe
Girmay Zahilay
Kristina Walker

It carried by the unanimous vote of five committee members present that Motion No. M2024-47 be forwarded to the Board with a do-pass recommendation.

Motion No. M2024-48: Authorizing the chief executive officer to execute an Intergovernmental Agreement with Community Transit to provide complementary paratransit services in support of the extension Link light rail into Snohomish County.

Dave Turissini, Deputy Director of Bus and Paratransit, provided the presentation for Motion No. M2024-48.

Motion No. M2024-48 was moved by Committee Vice Chair Prince, seconded by Board member Birney.

Chair Walker called for a roll call vote.

Ayes

Angela Birney
Ed Prince
Kim Roscoe
Girmay Zahilay
Kristina Walker

Nays

It carried by the unanimous vote of five committee members present that Motion No. M2024-48 be forwarded to the Board with a do-pass recommendation.

Motion No. M2024-49: Authorizing the chief executive officer to execute individual five-year contracts with Schindler Elevator Corporation and Mid-American Elevator to provide system-wide elevator and escalator maintenance and repair services with individual contract amounts that may exceed \$50,000,000 each provided that the aggregate total of the two contracts does not exceed \$73,610,000, plus applicable taxes.

Carlos Trujillo, Manager of Vertical Transportation, provided the presentation on Motion No. M2024-49.

Motion No. M2024-49 was moved by Board member Roscoe and seconded by Board member Birney.

Committee Chair Walker called for a roll call vote.

Ayes

Angela Birney
Ed Prince
Kim Roscoe
Girmay Zahilay
Kristina Walker

Nays

It carried by the unanimous vote of five committee members present that Motion No. M2024-49 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee

Update on Fare Capping and Reduced Fare Simplification

Committee Chair Walker noted that this presentation will also be given at the July 25, 2024 Board meeting. The Chair asked if committee members would mind waiting until the Board meeting to hear about this presentation topic. Board member Birney and Committee Vice Chair Prince both stated that they would like to ensure the meeting stayed on schedule and would feel comfortable waiting until the Board meeting to hear the presentation. Hearing no objections, Committee Chair Walker asked this presentation be skipped in favor of getting to the next presentation.

Presentation on Lynnwood Link Opening Events

Luke Lamon, Executive Director of Communications, Marketing, and Engagement, provided the report. Mr. Lamon gave details into the sequence and type of events that will occur on August 30, the opening

day for the Lynnwood Link Extension. The first revenue service trip will start at 12:30 p.m., with a night market taking place at each station starting at 4:00 p.m.

Board member Frizzell shared her excitement on the both the opening of Lynnwood Link, as well as the planned opening events. She also wanted to thank the communities and workers responsible for pushing through to bring this project to its completion and opening.

Executive session – None.

Other business – None.

Next meeting

Thursday, August 1, 2024
1:00 to 3:00 p.m.
Ruth Fisher Boardroom and Virtually via an online meeting platform.

Adjourn

The meeting adjourned at 3:02 p.m.

ATTEST:

Kristina Walker
Rider Experience and Operations Committee Chair

Kathryn Flores
Board Administrator

APPROVED on _____, HRR.