

SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING

Summary Minutes

March 17, 2011

CALL TO ORDER

The meeting was called to order at 1:08 p.m. by Chair Dave Enslow, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

ROLL CALL

Chair

(P) Dave Enslow, Sumner Mayor

Vice Chair

(P) John Marchione, Redmond Mayor

Boardmembers

(P) Fred Butler, Issaquah Deputy Council President

(A) Dow Constantine, King County Executive

(A) Paul Roberts, Everett Council President

(P) Claudia Thomas, Lakewood Councilmember

(A) Pete von Reichbauer, King County Councilmember

Katie Flores, Board Coordinator, announced that a quorum of the committee was present at roll call.

REPORT OF THE CHAIR

None.

REPORTS TO THE COMMITTEE

Celia Kupersmith, Deputy CEO reported that Joni Earl is recovering from surgery, is home and doing well.

Customer Service Survey

Ron Klein, Executive Director of Communications and External Affairs, and Ian Stewart from EMC Research presented the results of rider satisfaction surveys of Sound Transit customers. The study asked 1,100 ST Express, Sounder, and Central Link riders a series of questions about their rider experiences. The study was conducted in November and December and has a margin of error of 5.7 points. Fifty-three percent of all riders gave the agency an A rating; Central Link, Sounder and Tacoma Link were ranked A-, ST Express was ranked B+. The top reason for an A rating was prompt/on-time performance that is reliable followed by convenient/comfortable or relaxing. The top reason for a C rating is late/late at times/always late, followed by too many stops/need more express service/go faster. System improvements made up 41% of the suggestions for improvement, including more routes/run more often/later.

Driving alone to and from transit service received the highest response followed by walking and transferring from a bus. The reasons for riding were broken down by mode, the majority of Sounder riders ride out of preference because the service is more convenient and faster. ST Express riders have more economic reasons for using the service. Central Link rider's reasons were preference and utility.

Riders were asked to rate the ORCA card system for ease of use; 46% of ST Express riders, 61% of Sounder riders and 61% of Central Link riders ranked the system very easy. Five percent or less on each mode ranked the ORCA system difficult.

The study showed that 78% of Sounder and Tacoma Link riders, 75% of Central Link riders and 48% of ST Express gave an A grade for travel time satisfaction. 15% of ST Express riders gave the service a C grade for travel time satisfaction. 79% of Sounder riders, 75% of ST Express riders, 73% of Tacoma Link and 68% of Central Link riders have a car available but chose to use transit instead. 90% of Link riders, 88% of Sounder riders and 80% of ST Express riders would definitely recommend the service to a family member, friend or co-worker.

The Committee asked staff to compare Sound Transit's rider satisfaction information with peer agencies and report back in the next few months.

Sound Transit Security Program

Ron Griffin, Chief of Sound Transit Police and Ken Cummins, Chief Security Officer reviewed Sound Transit's security program. The Sound Transit Police program is contracted through the King County Sheriff's Office and provides quick customer service, responds to transit misconduct issues, follows-up on transit-related crimes and coordinates with Sound Transit Operations staff for system disruptions. In 2010, Sound Transit police made 455 arrests, issued 1,174 fare evasion warnings and wrote 182 fare evasion citations. The police also took traffic enforcement actions, assisted citizens and performed over 4,000 property checks. There were 25 Part 1 crimes including assault and major theft, and 169 Part 2 crimes including misdemeanors, domestic violence and juvenile activity. There were also 2,379 instances of transit misconduct that would not normally be addressed by regional police agencies.

Mr. Cummins reviewed the contract with Securitas for private security. The contract provides customer service, asset protection, fare and parking enforcement, incident response, and emergency preparedness functions. In 2010, private security conducted over 965,000 fare inspections and issued over 3,000 citations. Current fare evasion rates are 2.16% for Central Link and .86% for Sounder. 156,000 customers were assisted with schedule, ORCA and ticket vending machine questions. Security officers also address smoking complaints, disruptive behavior, bicycle and skateboarding safety and respond to alarm and medical assistance calls.

Committee members asked that security costs as a ratio of the overall operations budget be compared to other transit agencies. Mr. Cummins responded that Sound Transit's ratio would be compared with other transit agencies' data.

Operations Report

Ms. Kupersmith reported that there were 19 mudslides on the north Sounder line in the past week. The Washington State Department of Transportation is currently seeking federal money to deal with mudslides and Sound Transit supports that effort. Sound Transit is communicating with customers about alternate service and charter buses when mudslides occur.

Earlier today a ribbon cutting ceremony was held at the Mountlake Terrace Freeway Station to celebrate the opening. The freeway station includes a pedestrian bridge that connects the station to the Mountlake Terrace Transit Center where parking is available. The project will increase bus speed and schedule reliability for riders. Service will start on March 20th when the station will be served by Sound Transit Routes 511 and 513 and Community Transit Routes 413, 414 and 415.

Bonnie Todd, Executive Director of Operations presented the January 2011 ridership and performance report. Ridership is higher in January than December. Total Sound Transit boardings increased 13.4% over January 2010. ST Express ridership increased 7.9% and Sounder ridership increased 6.8% over January 2010. Sounder weekday ridership was down 5%

over January 2010. Ridership on Sounder North was down 17% and 2% on Sounder South. Sounder North service was cancelled for three days and reduced to partial service on two additional days because of mudslides. Most performance metrics are being met, the exceptions include Sounder scheduled trips and on-time performance because of mudslides and Central Link passengers per trip target.

Sound Transit has loaned Pierce Transit 40 buses on weekends to help Pierce Transit deal with the agency's February fuel tank explosion. Sound Transit's service is not impacted by the loan.

Ms. Todd also reported that Robert Nedrow, one of Sound Transit's customer service representatives entered the national APTA call-center challenge and won the competition.

BUSINESS ITEMS

Minutes of the January 20, 2011 Operations and Administration Committee Meeting

It was moved by Boardmember Thomas, seconded by Committee Vice Chair Marchione, and carried by the unanimous vote of all Boardmembers present that the January 20, 2011 Operations and Administration Committee minutes be approved as presented.

Motion No. M2011-23 – Authorizing the chief executive officer to execute a contract amendment with Eltec Systems, LLC to provide routine elevator and escalator maintenance, monitoring, and on-call services in the amount of \$171,000, for a total authorized contract amount not to exceed \$612,000.

Brent Buzard, Acting Facilities Manager, and Vicki Youngs, Director of Facilities and Asset Control gave the staff presentation. The agreement Sound Transit has with King County to operate Central Link includes elevator and escalator maintenance because they affect operation of the system. King County will competitively procure elevator and escalator maintenance services.

Chair Enslow was concerned about the 2.5% price escalation for services that is included in the contract.

It was moved by Committee Vice Chair Marchione, seconded by Boardmember Thomas, and carried by the majority vote of all Boardmembers present that Motion No. M2011-23 be approved as presented, with Committee Chair Enslow voting in the minority.

Motion No. M2011-24 – Approving the submittal of the Transit Development Plan 2011-2016 and 2010 Annual Report to the Washington State Department of Transportation.

Ben Smith, Assistant Service Planner, gave the staff presentation. Mr. Smith noted that a public hearing was held on the Transit Development Plan and Annual report and three members of the public commented on the plan.

It was moved by Boardmember Thomas, seconded by Committee Vice Chair Marchione, and carried by the unanimous vote of all Boardmembers present that Motion No. M2011-24 be forwarded to the Board with a do-pass recommendation.

Motion No. M2011-25 – Authorizing the chief executive officer to execute a five-year agreement with the City of Everett for operations and maintenance costs at Everett Station in the amount of \$670,437 with a 10% contingency of \$67,044 for a total authorized agreement amount not to exceed \$737,481.

Michael Miller, Customer Facilities and Accessible Services Manager gave the staff presentation. Mr. Miller noted that Sound Transit pays 61% of the maintenance costs for Everett Station based on a survey conducted in December 2010 that showed facility usage by agency.

It was moved by Boardmember Thomas, seconded by Committee Vice Chair Marchione, and carried by the unanimous vote of all Boardmembers present that Motion No. M2011-25 be forwarded to the Board with a do-pass recommendation.

Motion No. M2011-26 – Authorizing the chief executive officer to execute a contract amendment with Securitas USA, Inc. for unarmed security services in the amount of \$14,000,000 for a new total authorized contract amount not to exceed \$28,000,000.

Mr. Cummins gave the staff presentation. He presented information on peak period deployment of security and reviewed the service hours over the life of the contract.

It was moved by Committee Vice Chair Marchione, seconded by Boardmember Thomas, and carried by the unanimous vote of all Boardmembers present that Motion No. M2011-26 be forwarded to the Board with a do-pass recommendation.

EXECUTIVE SESSION

None.

OTHER BUSINESS

None.

NEXT MEETING

Thursday April 21, 2011
1:00 to 3:30 p.m.
Ruth Fisher Boardroom

ADJOURN

The meeting was adjourned at 3:02 p.m.



Dave Enslow
Operations and Administration Committee Chair

ATTEST:



Katie Flores
Board Coordinator

APPROVED on April 21, 2011, KWF