

## **SOUND TRANSIT OPERATIONS AND ADMINISTRATION COMMITTEE MEETING**

### **Summary Minutes**

**April 2, 2015**

### **CALL TO ORDER**

The meeting was called to order at 1:07 p.m. by Chair Paul Roberts, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

### **ROLL CALL**

Chair

(P) Paul Roberts, Everett Councilmember

Vice Chair

(P) John Marchione, Redmond Mayor

Boardmembers

(P) Dave Earling, Edmonds Mayor

(A) Dave Enslow, Sumner Mayor

(P) Mary Moss, Lakewood Councilmember

(A) Dave Upthegrove, King County 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**

Chair Roberts recognized that Boardmember Joe McDermott was attending today's meeting and noted that Boardmember Earling needed to leave today's meeting early. Items for committee action could be taken earlier on agenda while a quorum is present if necessary.

Mr. Roberts reported that he joined several Boardmembers in Olympia in support of full funding for \$15 billion in new revenue authority. The House Transportation Committee held a hearing on the Senate transportation package, which includes \$11.2 billion for Sound Transit 3. A substitute bill for the full authority could come out of Representative Judy Clibborn's committee next week.

Mike Harbour is out of the office this week.

### **ACTING CEO REPORT**

None.

### **REPORTS TO THE COMMITTEE**

Ridership and Operations Report

Bonnie Todd, Executive Director, provided the staff report.

Sound Transit total ridership increased 6.2% year over year in February. ST Express, Sounder, and Tacoma Link saw strong growth. Central Link growth slowed a little with an increase of just 2.3% for the month.

The preventable accident rate declined slightly in February but it is still above the target range and is attributable to one partner agency. The partner agency has initiated a program to overhaul their accident prevention program that includes the installation of a hazard alert system on their busses to warn drivers when objects are in their blind spot.

With the exception of Sounder, all modes are above the goal for percentage of scheduled trips operated. Sounder operated at 99.4% of scheduled trips compared with the goal of 99.5%. Thirty-two trips were lost due to Northline mudslides. Mudslides caused a loss of three days to Sounder Northline service bringing the season (November to date) total to 135 cancelled trips and eighteen days of lost service.

Central Link fare box recovery fell to 21.5%, below the annual target of 26.4% (due to seasonal ridership). Sound Transit expects to reach the target later in the spring and summer when ridership typically increases. Sounder had a fatality on March 18. A Sounder train struck an individual just North of Sumner station. The police ruled the event a suicide.

#### Montlake Triangle Integration

At the last Board meeting, Boardmember Marchione requested information about integration around the University-Link station with the new Montlake Triangle location. Ms. Todd asked Mike Bergman, Operations Service Planning Manager, to provide a brief update. Mr. Bergman reported that the Montlake Triangle construction is nearing completion. The project includes lowering the Pacific Place roadway into a trench crossed by a pedestrian bridge connecting to the main part of the campus. There is also a new network of pathways for the triangle to connect bus stops with the Light rail station and the UW Medical Center. Sound Transit is working with King County Metro, SDOT, and the University of Washington in evaluating potential alternate stop locations as part of the service integration process. Sound Transit is still evaluating the types of facilities needed as well as traffic impacts.

Boardmember Marchione asked about alternative stop locations that could handle bus queueing. Mr. Bergman confirmed that alternate locations and scenarios for high traffic events would definitely be part of the evaluation.

#### Public Safety at the Tukwila International Boulevard Station

Chair Roberts thanked the city of Tukwila for their cooperation with this work.

Ken Cummins, Chief Security Officer and Rob Mendel, Chief of Sound Transit Police provided the staff report in response to a request to the Board made by Boardmember Joe McDermott on December 17, 2015 that Sound Transit staff develop a specific action plan to address public safety at the Tukwila International Boulevard Station (TIBS).

Mr. Cummins provided an overview of TIBS, which is an above grade station that serves light rail trains on the upper platform, and two King County Metro Rapid Ride bus lines and two local King County bus routes on the surface level. There is no ST Express bus service at this station. Approximately 336 bus trips per day circulate through the surface level and 375 thousand people pass through TIBS each month with approximately 58% of those customers utilizing the King County Metro bus services. TIBS accommodates parking for 600 cars and is one of two Link stations with public restrooms.

The committee received a Security and Law Enforcement presentation on March 7, 2013 that showed TIBS as one of Sound Transit's top four stations in number of security incidents. Combined with Kent Station, Auburn Station, and the Federal Way Transit Center, these stations account for 51% of all Sound Transit security incidents. Common factors include significant bus service and parking. Late last year, the city of Tukwila asked Sound Transit for \$350 thousand per year to add law enforcement officers at the station on an overtime basis. Sound Transit requested data to complete further analysis.

Mr. Cummins reported that focusing on disorder and nuisance crime creates an environment less conducive to crime that is more serious. Disorder and nuisance crime fall into the "transit conduct" category and include minor offenses. By dealing with these offenses, Sound Transit is able to avoid the more serious "part 1" and "part 2" crimes. Mr. Cummins introduced Chief Mendel to present the data analysis.

Chief Mendel reported that Sound Transit enlisted a crime analyst who reviewed calls ascribed to TIBS from 2009 to October 2014. Mr. Mendel described the methodology used to analyze the call records. The final numbers do not include non-crime related calls. Non-crime calls included medical calls, follow-ups to earlier crimes reported, counseled calls, lost and found property, anything labeled as general miscellaneous, and calls coded as unfounded such as traffic incidents. Similar to the way cities report crime, (instances per 1000 residents) the analysis reflected a range of 0 to .5 crimes per one thousand riders. Mr. Mendel elaborated that "Part 1" crime numbers are very low and as expected, "Part 2" crime occurrence rates are higher. "Transit Conduct" incidences per one thousand boardings appear at a higher rate of incident due to the

presence of police or security at the site. Mr. Mendel then highlighted specific events contributing to security trends. The overall crime rate is within historical range and not worsening.

A series of meetings held with the City of Tukwila at both the executive and police department level since September 2013 included discussion about the success of efforts to focus on transit crime. Sound Transit security models provide security officers to maintain a consistent security presence and law enforcement to provide an enhanced level of service that compliments local jurisdictions. Sound Transit's expectation is that the Tukwila police force will respond to Sound Transit facilities consistent with their response to any locations within their jurisdiction.

Sound Transit will add a second security officer and when the University Link and Angle Lake Stations open, Sound Transit will add appropriate resources and establish a highway 99 corridor patrol zone from the Federal Way Transit Center north to TIBS. Monthly emphasis exercises will continue using Sound Transit police and security, King County Metro transit police, and Tukwila police departments to address specific criminal activity. Sound Transit will continue to work with Tukwila to acquire and analyze call records to identify security trends.

Boardmember Joe McDermott asked if Tukwila had seen the information presented. Mr. Cummins replied that while Tukwila has not seen this formal presentation, the information in the presentation has been a topic reviewed in meetings throughout the analysis. Committee Chair Roberts asked that the presentation be provided to the City of Tukwila. Ms. Todd confirmed that the report would be provided to the City of Tukwila. In response to a question about whether the City of Tukwila agrees with Sound Transits analysis conclusions, Ms. Todd explained that the discussion had changed over the last several months. She felt that the knowledge that the number of calls specifically attributed to TIBS was a significantly lower number, and Tukwila's experience with posting an officer at TIBS with no discernable impact seems to have affected the discussion. Monthly meetings with the city have decreased to quarterly meetings. Tukwila's perception appears to have changed on the appropriate type of increased security. The biggest impact has come from the 24-hour security officer as opposed to a police officer. Ms. Todd acknowledged that the timing is right to have a discussion now that the data analysis and presentation are complete. Next steps will be to either close this out completely or proceed with additional monitoring which is what Sound Transit intends.

Boardmember Marchione expressed concern about Sound Transit's reputation for collaboration with suburban cities related to this or any other issue. Chair Roberts requested that staff provide feedback received from further exchanges with Tukwila about this report and Sound Transit findings.

## **PUBLIC COMMENT**

None.

## **BUSINESS ITEMS**

### Items for Committee Final Action

#### Minutes of the February 5, 2015 Operations and Administration Committee Meeting

**It was moved by Committee Vice Chair Marchione, seconded by Boardmember Earling, and carried by unanimous vote that the minutes of the February 5, 2015 Operations and Administration Committee meeting be approved as presented.**

#### Minutes of the March 5, 2015 Operations and Administration Committee Meeting

**It was moved by Committee Vice Chair Marchione, seconded by Boardmember Earling, and carried by unanimous vote that the minutes of the March 5, 2015 Operations and Administration Committee meeting be approved as presented.**

Motion No. M2015-32: Authorizing the chief executive officer to execute a contract with Altech to purchase a high-rail boom/bucket truck to support Link operations and maintenance in the amount of \$631,643, with a 5% contingency of \$31,582, for a total authorized contract amount not to exceed \$663,225.

Paul Dennison, Light Rail Operations Director provided the staff report.

The Overhead Catenary System (OCS) provides the power to operate Link light rail trains and includes overhead wires, poles, auto-tension assemblies, and related equipment. Mr. Dennison explained that the high-rail truck equipped with boom/bucket functions is essential for maintenance and repair of the (OCS) contact wire and related components of the Link light rail system. This truck supports not only regular repairs and inspections but also major repair work should there be any significant damage to the OCS.

The requested truck will have the capacity to handle a full reel of copper wire and lift OCS poles into position. The insulated truck will help make major repairs and complete routine inspections while the overhead power is energized. Altech's proposal rated highest of the two proposals received from qualified vendors.

**It was moved by Boardmember Earling, seconded by Committee Vice Chair Marchione, and carried by unanimous vote that Motion No. M2015-32 be approved as presented.**

Chair Roberts noted that there were no more motions before the committee and the meeting would continue with the final report to the committee.

#### Parking Management Pilot and Next Steps

Emily Yasukochi, Senior Policy Planner and Michael Miller, Customer Facilities and Accessible Services Manager provided the staff report. Ms. Yasukochi reviewed prior Board actions including a direction from the Board to review the agency's parking policy and to develop a pilot program to test strategies manage Sound Transit parking facilities. Sound Transit worked with both internal and external stakeholders resulting in both an updated parking policy and pilot program that the Board approved in 2013.

Mr. Miller explained that Sound Transit currently has just over 14 thousand parking spaces spread across thirty lots and service all modes. Of the thirty lots, twenty are above 90% occupancy. In the month of February, the average overall utilization for all facilities was 88%. Sound Transit has eleven stations and transit stations with no parking. Both owned and leased parking facilities are nearing capacity. Ridership has been increasing steadily while parking capacity has remained static. 67% of Sounder riders, 39% of ST Express riders, and 13% of Link riders depend on parking facilities to access services. Park and ride facilities not operated by Sound Transit are not included in these percentages.

Ms. Yasukochi continued by reviewing the permits pilot, the rideshare incentives pilot, and real-time parking availability monitoring. The rideshare incentives and real-time parking monitoring are ongoing. Rideshare incentives programs include both Van Share and Van Pool relocation. Van Pool Relocation works with existing Van Pool groups that are using crowded Sound Transit facilities as meeting points bringing in multiple vehicles where they pick up a Van Pool. The program offers those groups some limited incentives to relocate to a less crowded facility. Sound Transit is testing some counting technologies to address real-time parking availability monitoring. These technologies provide data that interfaces with the website where customers can access the information to inform their travel decisions in real-time. Final installation is happening this week and Sound Transit hopes to have this data available for customers via the website in May. Evaluation of information from both of these pilots continues and resulting data will be available to the Committee in 2015.

The permit pilot included four locations selected to represent the region and all Sound Transit modes. Mukilteo has a small surface lot, and Issaquah's Transit Center has a four-deck structure with 800 spaces. TIBS and Sumner were also included. The pilot ran from February to July of last year and divided into two quarters. Customers paid \$33 per quarter for a single occupant vehicle and \$5 a quarter for an HOV permit. The prices were set to recover the cost of operating the pilot and were not intended to test the market rate. Permit spaces were allocated on a one-to-one ratio; unused spaces were opened after 10 a.m. on weekdays and all day on weekends. The pilot offered up to 40% of the facility spaces based on the number of permits

sold. First quarter permit holders were allowed to purchase 2<sup>nd</sup> quarter permits and afterwards, new permit applications were accepted. The renewal rate for the second quarter was around 80%. Sound Transit security staff handled enforcement by issuing warnings for a first violation and then vehicles were subject to towing for further violations.

Ms. Yasukochi reviewed some selected results from the pilot (full results are available in the draft report included in the packets). In total, the four parking facilities have just over 1,800 parking spaces and Sound Transit permitted 730 of those spaces. 1,427 applications were received and 515 permits were issued which equated to 25% of the spaces rather than the full 40% Sound Transit was willing to permit. The gap in the number of applications received and permits issued is due to applicants not meeting the ridership requirements established at the start of the pilot. The requirements sought existing, regular transit customers for those facilities in order to avoid exacerbating already overcrowded facilities. Sound Transit met its goal of targeting regular riders and learned there is a large group of people who are not frequent riders but are still interested in the product. Feedback from two web based customer surveys last year indicated that the certainty of finding a space was the most important benefit followed by access to preferred parking. Customers were asked to rate their satisfaction with the permit overall on a scale of one to five. 69% of customers gave the program the full five points and the average score was 4.3. Finally, customers were asked what they would be willing to pay for a monthly permit product. 90% of former permit holders said they would be willing pay something. In addition to the customer benefits, Sound Transit recognized that requiring ridership history successfully targets transit riders and a lower priced HOV permit incentivizes additional people using fewer spaces. Ms. Yasukochi explained some of the lessons learned by counting cars throughout the day. She noted that vehicles arrived over a very short time period and the lot filled well before the morning peak period.

Customer interest is very high and Sound Transit learned that program design is very important. Any future program will be designed to be easier for more people to participate. Under the right circumstances, permits can be effective at providing customers with better parking options and make more efficient use of agency resources. Sound Transit is prepared to move forward with development of a permanent program. Some things to be considered include enforcement options, the scope and how sites are selected, the mix of SOV and HOV permits, pricing, format of the permit (hang tag or sticker), and regional coordination. Sound Transit staff intends to return at the end of Q3 with a recommended program for consideration.

Mr. Roberts requested that this presentation be provided to the full Board, as other Boardmembers representing areas at the end of the system will be very interested in this information. Chair Roberts asked if Sound Transit would ensure that Boardmembers with more heightened sensitivity to this program have an opportunity to see the draft form and asked for feedback prior to a full program recommendation. Ms. Yasukochi confirmed that this would be done.

Boardmember Marchione commented that he met with the Mayor and Deputy Mayor of Mercer Island and they expressed interest in getting involved with this program.

## **EXECUTIVE SESSION**

None.

## **OTHER BUSINESS**

None.

## **NEXT MEETING**

Thursday May 7, 2015  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom

**ADJOURN**

The meeting was adjourned at 2:21 p.m.



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Paul Roberts  
Operations and Administration Committee Chair

ATTEST:



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Katie Flores  
Board Administrator

APPROVED on June 4, 2015, LM