



## Summary Minutes

### Rider Experience and Operations Committee Meeting June 6, 2019

#### Call to order

The meeting was called to order at 1:06 p.m. by Committee Vice Chair Joe McDermott, in the Ruth Fisher Boardroom, 401 South Jackson Street, Seattle, Washington.

#### Roll call of members

| Chair                                   | Vice Chair                                   |
|---|--|
| (A) Paul Roberts, Everett Councilmember | (P) Joe McDermott, King County Councilmember |

| Board Members                         |   |
|---------------------------------------|---|
| (P) David Baker, Kenmore Mayor        | (P) Kim Roscoe, Fife Mayor                          |
| (P) Dave Earling, Edmonds Mayor       | (A) Peter von Reichbauer, King County Councilmember |
| (A) Kent Keel, University Place Mayor |   |

Paige Armstrong, Board Relations Specialist, announced that a quorum of the Committee was present at roll call.

#### Report of the Chair

Committee Vice Chair Joe McDermott announced that Chair Roberts is unable to attend the meeting and that he will be serving as Chair. Vice Chair McDermott also announced that the monthly contract reports, detailing contracts that were executed under the Chief Executive Officer's delegated authority, are included in committee members' packets.

#### CEO Report

##### Pride Month

Peter Rogoff, CEO, presented the report. Sound Transit has joined other public agencies around the globe to celebrate gay, lesbian, bisexual, transgender, queer, intersex and asexual individuals, along with all other sexual orientations and gender identities and expressions. This year marks two important anniversaries in LGBTQIA+ history: The 50th anniversary of Stonewall and the 45th anniversary of the first gay liberation week here in Seattle, also known as Seattle Pride. The Board has been invited to participate in a number of events being coordinated by the PRIDE Employee Resource Group which include a panel of LGBTQIA+ elected and civic leaders, moderated by Executive Director of Communications Craig Davison.

#### Operations Report

Bonnie Todd, Executive Director of Operations, provided the report. Since the removal of busses from the Downtown Seattle Transit Tunnel (DSTT), buses on surface streets are seeing service performance that is consistent with before the service change, which shows that the preparation and rebalancing of routes was adequate in preparing for the service update.

One change that did garner a number of customer complaints was the removal of the Route 550 bus from the tunnel, due to the placement of the new bus stop. Sound Transit has since resolved the issue by working with King County Metro to adjust the stop with the placement of rider shelters.

The permit parking program has been rolling out in various parking garage facilities, and has expanded to Sounder South Stations. Angle Lake will be the first Link facility to have parking permits, and roll outs of the program will continue throughout the system, with new facilities being permitted each month through the end of the year.

Sound Transit's Human Resources Department is developing a program for the apprenticeship and training of transit service operators throughout the system, which will be incredibly valuable as the training period lasts over a year and the system will soon begin expansion and need more operators.

## **Public comment**

Alex Tsimmerman  
Honorable Michael Fuller  
Marguerite Richard

## **Business items**

### **Items for Committee final action**

May 2, 2019, Rider Experience and Operations Committee minutes

**It was moved by Boardmember Earling, seconded by Boardmember Roscoe, and carried by unanimous vote that the minutes of May 2, 2019, Rider Experience and Operations Committee Meeting be approved as presented.**

Motion No. M2019-54: Ratifying a contract modification with Management Services Northwest LLC to provide agency-wide janitorial services in the amount of \$500,000, for a total authorized contract amount not to exceed \$4,665,000.

John Weston, Acting Deputy Executive Director of Facilities & Systems, presented the staff report. This action would cover work that was completed under the existing agency contract for janitorial services for agency facilities. This increase should have been brought to committee in the prior month, however due to a late recognition of the low balance, is being brought as a ratification. Higher costs have been driven by changes in prevailing wage laws that must be borne by the contracting agency, increases in on-call minimums, increases in cleaning frequencies for some facilities, and unanticipated new facilities that must be cleaned.

**It was moved by Boardmember Earling, seconded by Boardmember Roscoe and carried by unanimous vote that Motion No. M2019-54 be approved as presented.**

Motion No. M2019-55: Authorizing the chief executive officer to execute a contract modification with MBI Systems, Inc. to continue to provide furnishings for various space planning projects in the amount of \$3,122,285, for a new total authorized contract amount not to exceed \$5,324,285 plus applicable taxes.

Bruce Polnick, Director of Facilities and Asset Control, and Katie Newby, Space Planner, presented the staff report. This action would increase the contract authority for an existing contract with MBI Systems Inc, which was approved by the Board in April of 2018. This contract will cover purchasing of furnishings, specification, fabrication, delivery and installation of workspaces. This action is needed to accommodate future staff growth and maximize office space within all Sound Transit administrative office spaces. The scope includes replacement of existing furniture reaching functional end of life with ergonomic furniture and adding required furniture for new work spaces and reconfigured work spaces.

The Herman Miller furniture was selected for cost effectiveness based on functionality, durability and simplicity of reconfiguration and is consistent with the agency's furnishings on all Sound Transit occupied floors of 315 Fifth Ave S., 625 Union Station, 605 Union Station, 705 Union Station, Maintenance of Way Building, Operations & Maintenance Facility, and Union Station.

**It was moved by Boardmember Roscoe, seconded by Boardmember Baker, and carried by unanimous vote that Motion No. M2019-55 be approved as presented.**

**Items for recommendation to the Board**

Motion No. M2019-56: Authorizing the chief executive officer to execute a second amendment to the lease agreement with SREH 2014 LLC to extend the term for office space on the first, fourth, fifth, seventh and eighth floors of 315 5th Avenue South in Seattle, WA, and office space for the Ticket Vending Machine support group located in the same building for an additional period of 45 months expiring on November 30, 2023, in the amount of \$8,647,091 for a new total authorized lease agreement amount not to exceed \$22,315,419.

Nancy Bennett, Property Management Manager, presented the staff report. This action combines two existing agency leases for space at 315 5th Avenue South for agency staff and co-located consultants, and space for the Ticket Vending Machine support group. Both lease agreements are expiring on February 29, 2020. The new lease will incorporate all of the space into one lease document for a total of 60,006 rentable square feet of office space, and extend the existing lease term by 45 months, commencing March 1, 2020, and ending November 30, 2023.

**It was moved by Boardmember Roscoe, seconded by Boardmember Baker and carried by unanimous vote that Motion No. M2019-56 be forwarded to the Board with a do-pass recommendation.**

Motion No. M2019-57: Authorizing the chief executive officer to execute the first amendment to the lease agreement with 705 Union Station LLC to extend the term for an additional one-year period and to add an additional 97,205 square feet of office space located on the seventh, ninth, tenth, and eleventh floors of 705 Union Station in Seattle, WA through November 30, 2027, in the amount of \$24,044,878 for a total authorized lease agreement amount not to exceed \$66,249,313.

Nancy Bennett, Property Management Manager, presented the staff report. This action would authorize an amendment to an existing lease for an additional 97,205 square feet of office space and a lease extension for the existing 78,538 square feet. The total square footage is 175,743 square feet. The lease amendment would extend the existing lease for the first, fourth, fifth and sixth floors for one additional year, commencing December 1, 2023 and ending November 30, 2024. Effective December 1, 2023, Suite 110 square footage will increase from 4,368 to 5,575 in accordance with new Building Owners and Managers Association) BOMA measurement standards, and will add square footage to the seventh, ninth, tenth, and eleventh floors. Sound Transit would be provided a \$2,345,825 tenant improvement allowance: \$487,780 when the seventh floor lease term commences, \$971,300 when the ninth and tenth floors lease term commences, \$485,020 when the eleventh floor lease term commences, and \$398,725 when the existing premises lease term extends. The agency will have the option to use fifty percent of these tenant improvement balances as free rent.

Boardmember Roscoe asked about the change to the BOMA measurement, and Ms. Bennett responded that that measure controls how square footage in commercial buildings are measuring, including indoor and outdoor space and stairwells, and was updated in the last year.

**It was moved by Boardmember Earling, seconded by Boardmember Roscoe, and carried by unanimous vote that Motion No. M2019-57 be forwarded to the Board with a do-pass recommendation.**

Resolution No. R2019-17: Amending the Adopted 2019 Budget to add \$230,000 to Construction Services, Agency Administration, and the Construction contingency Phases, for the Station Midlife Refurbishment Program in order to rehabilitate the Tukwila International Boulevard Station bus loop pavement for a 2019 annual project budget of \$1,350,131.

Bruce Polnicky, Director of Facilities and Asset Control, presented the staff report. This action reallocated budget within the project to allow for construction during the Station Midlife Refurbishment Program at the Tukwila International Boulevard Station. Originally there was no funding in this program allocated for the regular inspection, survey and special inspections required by the state and local authorities. This amendment will add \$100,000 to cover those costs.

Vice Chair McDermott asked if this money was already allocated in the annual budget, and is being assigned to a phase, or if this is an additional allocation. Mr. Polnicky clarified that there is an increase to the overall project budget, and additionally a reallocation of the project funds. Mr. Rogoff added that this project would be under the delegated authority to the CEO under the new Board rules, however as it is an amendment to the budget, it is being elevated to the Board's approval.

**It was moved by Boardmember Baker, seconded by Boardmember Roscoe, and carried by unanimous vote that Resolution No. R2019-17 be forwarded to the Board with a do-pass recommendation.**

Motion No. M2019-58: Authorizing the chief executive officer to execute an agreement with King County to provide Link light rail operations and maintenance services through December 31, 2023, with three additional two-year options to extend, and ratifies extensions to the 2009 revision of the 2003 agreement with King County for Link light rail operations and maintenance services that were signed by the parties.

Paul Dennison, Executive Director of Light Rail Operations, and Mike Perry, Deputy Executive Director of Operations, presented the staff report. This action would update and replace the current agreement with King County for Link operations and maintenance which expires in July of 2019. This new agreement includes clearer lines of authority, cost containment on overhead, enhanced operating rules, increased partnership communication, performance standards and other language which reflects the lessons learned in a decade of joint rail operations and maintenance.

This action also ratifies an extension of the current agreement with King County, which was executed in 2003, but never formally approved by the Board. Other key features of the new agreement include consultation opportunities for Sound Transit on key decisions points of employee performance and discipline, inclusion of new Downtown Seattle Transit Tunnel (DSTT) responsibilities with the transition of the tunnel to Sound Transit management, and stipulations for King County to provide information surrounding Executive and Council policy changes that will impact budget or cost, and Collective Bargaining Agreement Changes.

Boardmember Earling asked about the consideration for including guidelines and responsibilities surrounding third party agreements, specifically when King County contracts to complete work with a third party. Mr. Rogoff replied that there was negotiation around that topic with King County and the time was taken to ensure high quality service to both agencies.

Vice Chair McDermott commented that the longevity of the agreement through 2023 will allow Sound Transit stability and security during a period of intense capital expansion.

**It was moved by Boardmember Earling, seconded by Boardmember Roscoe, and carried by unanimous vote that Motion No. M2019-58 be approved as presented.**

## **Executive session**

None.

## Reports to the committee

### Rider Experience Metrics Discussion

Chair Roberts introduced Russ Arnold, Chief Customer Experience Officer, and Bonnie Todd, Executive Director of Operations, to provide the presentation. Mr. Arnold began the presentation by outlining the objectives of the process to improve rider metrics and measurements of ridership data. The three components of the initiative to enhance service performance reporting include rider experience, ridership and efficiency, and operations.

Ms. Todd then presented ridership metrics for the month of April 2019. Ridership was up systemwide for the month of April, due in part to one additional weekday during the month that in April of 2018 and with weekday ridership increasing at the highest percentage rate. System on-time performance hit all service targets, at 87 percent for St Express, 93 percent for Link, 96 percent for Sounder, and 100 percent for Tacoma Link.

Mr. Arnold then presented the approach to the development of new metrics, which features new data and visualization concepts, which are being shared with the Rider Experience and Operations Committee, iterative conversation about metrics on a monthly basis, and the evolution of metrics to include valuable new information. The developed experience guideline for the metrics of safety is as follows:

“I can expect to be free from harm or harassment while waiting at stations and on-board.”

Mr. Arnold presented the metrics for Link collisions and near misses year over year, which were 14 in 2019, 12 in 2018, and 14 in 2017. Further, those numbers broken down by Link station show that the number of collisions near misses are highest at at-grade stations, including Holgate Street, Graham Street, and Othello Street. Mr. Arnold further presented data for the incidences of accidents and near misses by station location, whether the incidence was a pedestrian or a vehicle, and frequency year over year.

Data on slips and falls at all Sound Transit facilities was analyzed to find causation correlations, with the highest cause being elevators and escalators, which caused 164 falls for the last five years, 2014-2019. The second highest cause was a wet or slick platform which caused 90 falls for the last five years. The trends of the number of slip and fall occurrences over the last five years has been declining, which is in large part due to procedure changes and security measures to ensure messaging is clear surrounding slick surfaces. Mr. Arnold prefaced that this data is all from self-reported slips and falls from passengers.

Vice Chair McDermott asked if the reporting surrounding elevators and escalators may be higher because those facilities have more security personnel on site and therefore may lend themselves to more reporting. Mr. Arnold commented that in addition to more staff, escalator falls can trigger the escalator to stop which would lead to a staff response and a higher change or a report being made.

## Other business

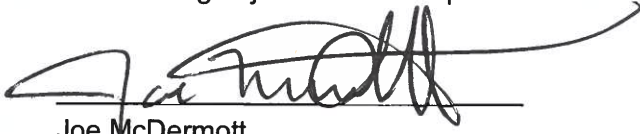
None.

## Next meeting

Thursday, July 18, 2019 **\*\*Note Date Change\*\***  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom

## Adjourn

The meeting adjourned at 2:08 p.m.



Joe McDermott

Rider Experience and Operations Committee Vice Chair

ATTEST:



Kathryn Flores

Board Administrator

APPROVED on July 25, 2019. PIA.