



Summary Minutes

Rider Experience and Operations Committee Meeting June 3, 2021

Call to order

The meeting was called to order at 1:09 p.m. by Vice Chair McDermott virtually on WebEx.

Due to the Governor's Safe Start, Stay Healthy Order, public viewing of the meeting was only available via WebEx. The meeting was streamed on:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e3a6440db9e18ecee35b898c4c087e213>

Roll call of members

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

Board Members	
(P) David Baker, Kenmore Mayor	(P) Nicola Smith, Lynnwood Mayor
(A) Debora Juarez, Seattle City Councilmember	(A) Peter von Reichbauer, King County Councilmember
(P) Ed Prince, Renton City Councilmember	(A) Victoria Woodards, Tacoma Mayor

Adam Montee, Board Administration Program Manager, announced that a quorum of the Committee was present at roll call.

Report of the Chair

Land Acknowledgement – Vice Chair McDermott acknowledged the traditional Salish People's past and present.

The CEO Monthly Contract Reports for May and June were available for review.

CEO Report

Chief Executive Officer Peter Rogoff gave the CEO Report.

Federal Update – CEO Rogoff reported that Congressman Adam Smith would be introducing the Promoting Affordable Housing Near Transit Act which would establish a process by which a non-profit organization or third party entity could receive a land transfer from a federal transit grand recipient at zero cost. Previous work took place with Congressman Smith and King County Councilman Zahilay on property during 2020 that would have greatly benefitted from this provision.

Rider Security Call Data Presentation – CEO Rogoff acknowledged Boardmember McDermott and Chair Keel's previous question and concerns from the May 2021 Board meeting regarding non-destination rider or loitering categorization used in the agency security incident reporting. He noted staff was working towards providing an update at the July 2021 Rider Experience and Operations Committee

meeting.

Public comment

Vice Chair McDermott announced that public comment would be accepted via email to emailtheboard@soundtransit.org and would also be accepted verbally.

The following people provided written public comment:

Kathleen Barry Johnson

There was no verbal public comment to the Committee.

Business Items

Items for Committee final action

May 6, 2021, Rider Experience and Operations Committee meeting minutes

It was moved by Boardmember Baker, seconded by Boardmember Prince that the minutes of the May 6, 2021 Rider Experience and Operations Committee meeting be approved as presented.

Vice Chair McDermott called for a roll call vote.

Ayes

Nays

David Baker
Ed Prince
Nicola Smith
Joe McDermott

It was carried by unanimous vote of four committee members present that minutes of the May 6, 2021 Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2021-35: Authorizing the chief executive officer to execute a contract modification with ServiceNow and its authorized reseller Carahsoft Technology Corp. for the Information Technology Service Management Tool Platform project in the amount of \$300,000 for a new total authorized contract amount not to exceed \$2,680,721 plus applicable taxes.

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

Motion No. M2021-35 was moved by Boardmember Baker and seconded by Boardmember Prince.

Vice Chair McDermott called for a roll call vote.

Ayes

Nays

David Baker
Ed Prince
Nicola Smith
Joe McDermott

It was carried by unanimous vote of four committee members present that Motion No. M2021-35 be approved as presented.

Motion No. M2021-36: Authorizing the chief executive officer to execute a federally funded, piggyback contract with Right! Systems, Inc. to provide CISCO telephony equipment, network equipment, software and hardware maintenance and professional services for a total authorized contract amount not to exceed \$5,000,000, plus applicable taxes.

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

Motion No. M2021-36 was moved by Boardmember Smith and seconded by Boardmember Prince.

Vice Chair McDermott called for a roll call vote.

Ayes

David Baker
Ed Prince
Nicola Smith
Joe McDermott

Nays

It was carried by unanimous vote of four committee members present that Motion No. M2021-36 be approved as presented.

Reports to the Committee

Tacoma Link Fares

Chad Davis, Deputy Director of Fares, provided the presentation. Mr. Davis provided an overview of the Tacoma Link fare implementation process and timeline. In 1999, the agency established free fares on Tacoma Link. In 2014, the agency established \$1 adult fare and \$1.50 adult fare to begin in 2016. In 2014, there was an authorized agreement with Downtown Tacoma Partnership to compensate Sound Transit for fare-free service. Resolution No. R2016-10 called for a new proposed action to establish fare levels. Mr. Davis reviewed the process timeline that included stakeholder outreach beginning in Spring and Summer of 2021, public comment period in June and July 2021, development of fare proposal in September and October 2021, and a Sound Transit Board decision on fare rates in November 2021. Fares would go into effect in May 2022 when the Hilltop Extension is scheduled to open.

Mr. Davis presented the two proposed fare options. Option 1 included a \$2.00 adult fare, mirroring Pierce Transit fare and Option 2 included a \$2.25 adult fare, mirroring Link Light Rail base fare. Both options included an ORCA LIFT fare of \$1.50. He noted that Pierce County does not currently have a LIFT fare available with their transit services. He reviewed the 2023 estimates for Farebox recovery to be 10 percent for Option 1 and 11 percent for Option 2. The revenue projections ranged from \$1.7 to \$1.9 million.

Mr. Davis outlined the advantages and disadvantages for each option. Option 1 advantages included having a similar fare to Pierce Transit and would provide an ORCA LIFT fare for low-income riders. Disadvantages included that it doesn't align with Link Adult base fare, youth fares doesn't align with other Sound Transit services, and it could set expectations that future fare changes would be tied to Pierce Transit and Pierce Transit fares have not changed since November 2010. Option 2 advantages including having the same price as the Adult Link base fare and Seattle streetcar, not setting expectations that Tacoma Link fares were tied to Pierce Transit fares, and reduced fares would be the same as other Sound Transit service and ORCA LIFT fares would be provided. Disadvantages included a fare increase for Adult riders and Youth riders transferring from Pierce Transit services.

Boardmember Prince asked if Sound Transit links with Metro Transit and other transit agencies. Mr. Davis answered that reduced fare categories were aligned with Metro's fare.

CEO Rogoff noted a public engagement process was underway to review the options and results would be presented within a few months.

REO Metrics Performance Reporting – Dependable

Emily Nutsch, Operations Performance Manager, provided the presentation. Ms. Nutsch provided data from the total monthly Ridership metric. She noted that ridership trends are increasing for all modes. The Downtown escalators and elevators were the only location that did not meet the target, but they continued to show a steady increase in availability. Ms. Nutsch commented on one elevator being out of service and noted that an increase in maintenance staff for escalators has translated to an uptick in escalator availability. Vice Chair McDermott asked if data could be broken down by station, and Ms. Nutsch replied that the team hopes to have that available in the future if possible. Boardmember Baker shared his ongoing concern about access to vertical conveyances for elderly and disabled individuals and was happy to see the progress in availability and function. She noted the Vertical Conveyances department focuses and heavily prioritizes the elevators because of the ADA requirement to access the systems. Ms. Nutsch provided a brief look into the Safety metrics and reminded the committee that more sectors would be added as time progressed. All modes showed low and stable percentages of collisions.

Lastly, the new metric of On-Time Performance was shared. Dependability was proven to be a multi-layered metric with multiple goals per mode. Current targets did not match passenger experience and work would be done to provide more insight into how the metrics can provide excellent passenger experience as well as meet dependability goals. Century Link had 86 percent station arrivals on-time, meaning arrivals would occur within four minutes of the published arrival time. Ms. Nutsch noted that the decrease in on-time performance for April 2021 was caused by weekend service closures, which equated to services not arriving to platforms at their published arrival times.

Headway adherence referred to how much time was in between the last train to leave and the next train to arrive. Using this form of measurement had proven to be successful with the Link system as passengers were more likely to understand the time difference in between each arrival or departure versus the hour and minute that was published. Vice Chair McDermott agreed with this format. Ms. Nutsch noted how the Sounder would benefit more from a schedule adherence metric and shared the difference in passenger experience between the two modes as far as understanding when the next arrival or departure would become available. CEO Rogoff noted how freight interference could have a significant impact on passenger experience and we need to work to provide the depth of those negative occurrences.

ST Express also carried multiple targets throughout multiple routes and traffic continued to be a primary factor in variability. Work would be done to gather all forms of data so the team could distinguish how to accurately present the information and request feedback. Tacoma Link records trip delivery in place of on-time performance, Ms. Nutsch noted that metrics for this mode would be included later.

Ms. Nutsch announced the gradual launch of the metrics tool on the Sound Transit website that the public would have access to. She emphasized the tool's ongoing levels of growth as more metrics would become available and areas of data could change as feedback is received.

Executive session

None.

Other business

None.

Next meeting

Thursday, July 1, 2021, 1:00 to 3:00 p.m.
Virtual meeting held via WebEx

Adjourn

The meeting adjourned at 1:56 p.m.



Paul Roberts
Rider Experience and Operations Committee Chair

ATTEST:



Kathryn Flores
Board Administrator

APPROVED on July 1, 2021, JG.