



## Summary Minutes

### Rider Experience and Operations Committee Meeting September 23, 2024

#### Call to order

The meeting was called to order at 1:35 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/meeting-videos>.

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

Hunter Rancipher, 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.

Recent Service Disruptions on the 1 Line – CEO Sparrman reported that two separate significant disruptions occurred on the 1 Line last week, both near University of Washington station. He noted that one disruption was an infrastructure failure, while the other was a vehicle problem. Mr. Sparrman noted the importance of having a robust and reliable system, and that these kinds of service interruptions are not acceptable. He stated that a root cause analysis is under way, with the infrastructure analysis being almost complete. Mr. Sparrman thanked staff for their support of riders during the disruption while noting the agency’s ability to connect with many passengers through various official channels, as well as social media.

Update on Status of At-Grade Work – CEO Sparrman provided an update on the status of At-Grade Work on the Rainier Valley Safety Master Plan. He noted that background information gathering is underway, and that short-, medium-, and long-term enhancements and treatments are under analysis. Mr. Sparrman highlighted that an update will be provided in October with further updates on the Rainier Valley, as well as in November on a broader, system-wide plan as directed by the Board.

Activation Update – CEO Sparrman thanked Board members and the public for participating in the successful opening of the Lynnwood Link extension, and provided information on closeout work that is in

progress, including signage and minor construction work near stations. Mr. Sparrman also spoke to the continued systems integration testing on the Downtown Redmond Link extension, highlighting the progress towards the Spring 2025 opening date.

## **Public comment**

Committee Chair Walker announced that public comment would be accepted via email to [emailtheboard@soundtransit.org](mailto:emailtheboard@soundtransit.org), in person, and would also be accepted virtually.

The following people provided written comments:

Guruansh Singh  
Carrie Barbee  
Jill C. Beck

There were no in-person or virtual comments submitted.

## **Business Items**

### **For Committee final action**

August 1, 2024, Rider Experience and Operations Committee meeting minutes

**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 the minutes of the August 1, 2024, Rider Experience and Operations Committee meeting be approved as presented.**

Motion No. M2024-56: Authorizing the chief executive officer to execute a third amendment to the lease with Stacy and Witbeck, Inc. for premises located at 10901 Lakeview Avenue SW, Lakewood, WA, extending the term of the lease for seven years with two one-year options to extend.

Jason Heaverlo, Senior Document Leasing Coordinator, provided the presentation for Motion No. M2024-56.

Board member Roscoe asked how the lease rate for the property was determined. Mr. Heaverlo responded that a 5% increase was added over the previous agreement.

**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. M2024-56 be approved as presented.**

### **For Recommendation to the Board**

Motion No. M2024-57: Approving Sound Transit's annual 2024 Public Transportation Agency Safety Plan submittal to Washington State Department of Transportation's State Safety Oversight Office.

Branden Porter, Acting Chief Safety Officer, provided the presentation for Motion No. M2024-57.

Board member Frizzell asked for clarification on the difference between injuries and reportable injuries regarding employee health and safety data. Mr. Porter responded that reportable injuries have a threshold that must be met, providing the example of an employee being transported to the hospital. He noted that the agency did not previously track non-reportable injuries, so this change was meant to provide a more holistic picture of the agency's data.

Board member Frizzell also asked why data on assaults was being reported as an absolute figure, rather than being expressed as a relative figure, such as assaults per 100,000 vehicle miles. Mr. Porter explained that assaults did not have a federal reporting standard associated with the metric, hence the absolute figure. He also stressed that while the figure may be concerning on its surface, that the Safety Department believed that this was due to an underreporting and lack of tracking of assaults in the past.

Committee Chair Walker asked if this data could be provided to the committee in both absolute figures as well as relative figures for the sake of comparison. Mr. Porter responded in the affirmative. CEO Sparrman also noted that collecting this data is useful in allowing the agency to provide more tailored security responses to problem areas as they are identified.

Committee Chair Walker noted her awareness that the agency does track security data on a per station basis, and asked how the agency is employing that data in the deployment of security strategies. Mr. Porter responded that the agency is committed to improving itself on the security side of safety operations and is using data and trends to identify and deploy mitigation strategies to assist where needed.

Committee Chair Walker also asked how nimble the agency can be with its data tracking over time, and how that plays into the way the agency deploys strategies on a per station basis. Mr. Porter stated that he would be happy to provide more frequent updates to the committee in the future.

Committee Chair Walker asked for clarification on Fare Ambassador on-board safety training, whether that meant that the injury rate for Fare Ambassadors was improving over time. Mr. Porter responded in the affirmative.

Committee Chair Walker asked for clarification on the target rates for system reliability and injury rate, particularly how these figures translate into a relative figure. Ms. Durel provided an example for the T Line system reliability target rate of 18.45, which would be equivalent to 15 incidents per 100,000 miles.

Committee Chair Walker asked how this information would be presented to the committee, and how the agency is making changes based on this data. Ms. Durel responded that the safety department could include a more detailed breakdown in future meeting packets. Committee Chair Walker asked for further clarification on how the agency responds when indicators are trending in the wrong direction. Ms. Durel responded that the safety department routinely meets to discuss data trends, and that analyses are launched whenever trends are moving in the wrong direction with the goal of determining what mitigation strategies exist, what is impacting their effectiveness, and what further strategies should be deployed. CEO Sparrman added that the agency is working to become more proactive in its data analysis, so that new strategies can be deployed preventatively.

Moises Gutierrez, DCEO of agency oversight, reiterated the importance of transparency and the agency's ability to pivot in the field for the safety of passengers and staff. He welcomed committee members to actively provide their feedback and suggestions to staff.

**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. M2024-57 be forwarded to the Board with a do-pass recommendation.**

Motion No. M2024-58: Adopting the permanent station names for all Bus Rapid Transit (BRT) stations included as part of the I-405 and SR522/NE 145th Street Stride BRT Projects.

Candace Toth, Deputy Director of Wayfinding and Signage, provided the presentation for Motion No. M2024-58.

Board member Roscoe noted the amount of work that has gone into the effort of getting to a finalized naming system for Stride stations and thanked staff for their efforts on the project. Committee Chair Walker echoed the sentiment.

**Motion No. M2024-58 was moved by Committee Vice Chair Prince and seconded by Board member Birney.**

Committee Chair Walker called for a roll call vote.

**Ayes**

Angela Birney  
Ed Prince  
Kim Roscoe  
Dave Upthegrove  
Kristina Walker

**Nays**

**It was carried by the unanimous vote of 5 committee members present that Motion No. M2024-58 be forwarded to the Board with a do-pass recommendation.**

**Reports to the Committee**

REO Metrics

Marie Olson, Chief Passenger Experience and Innovation Officer, provided the report. She provided an overview of customer comments based on modes of service, station frequency, and type of comment. Ms. Olson highlighted that the most common type of comment was related to service disruption issues on Link, and most comments for Sound Transit Express bus service was related to temporary changes to Pierce Transit operated routes.

Board member Roscoe asked for clarification on the meaning of a trend line for rider alerts. Ms. Olson explained that the trend line displayed what percentage of rider alerts were sent within 10 minutes of an event. Ms. Olson also noted that many alerts are sent much sooner than 10 minutes after an event and provided an example that approximately 90% of rider alerts in July 2024 were sent within 10 minutes of an event.

Board member Roscoe asked if there was training available to help riders understand how to read and use rider alerts. Ms. Olson replied that the rider alert system is limited in the amount of information that can be presented, but that the links provided in the alert should direct riders to the page with additional information on the specific event.

Committee Chair Walker asked for clarification that the cause of an increased number of rider alerts is due to better utilization of the system, and not an increase in incidents. Ms. Olson responded in the affirmative. Committee Chair Walker also asked if the presentation was presenting all comments, or only passenger complaints. Ms. Olson noted that all comment types were included.

**Executive session** – None.

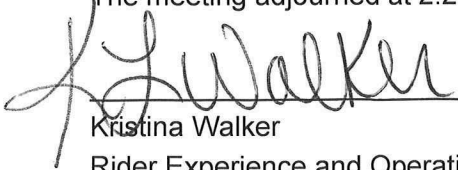
**Other business** – None.

**Next meeting**

Thursday, October 3, 2024  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom and Virtually via Zoom.

**Adjourn**

The meeting adjourned at 2:26 p.m.

  
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Kristina Walker  
Rider Experience and Operations Committee Chair

ATTEST:

  
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Kathryn Flores  
Board Administrator

APPROVED on October 3, 2024, HRR.