

October 17, 2019 - 3:00 p.m.
Service Delivery & Capital Committee Meeting



Pierce Transit Training Center
3720 96th Street SW
Lakewood, WA
Rainier Conference Room

AGENDA

CALL TO ORDER

APPROVAL OF MINUTES - August 15, 2019 meeting

CEO'S COMMENTS

DISCUSSION/UPDATE:

1. September 2019 Public Safety Report Jim Kelly
Chief of Public Safety

2. Employee Referral Pilot Program Samantha Einarson
Interim Lean and Workforce Development Manager

3. Proposal to Increase the Care-a-van
Valuation Threshold Penny Grellier
Business Partnerships Administrator

4. Real-Time Signage/Communication
Update Ryan Wheaton
Executive Director of Planning & Community Development

COMMISSIONER COMMENTS

EXECUTIVE SESSION

ADJOURNMENT

**PIERCE TRANSIT
SERVICE DELIVERY & CAPITAL COMMITTEE MEETING
3720 96th STREET SW, LAKEWOOD, WA
RAINIER CONFERENCE ROOM**

August 15, 2019

MINUTES

CALL TO ORDER

Commissioner Henderson called the meeting to order at 3:02 p.m. She announced that Chair Campbell is excused from today's meeting. The members present, by full consensus, noted their approval of Commissioner Henderson serving as the acting Chair of the meeting until a vice chair is elected later in the meeting.

Commissioner Henderson welcomed Community Transportation Advisory Group (CTAG) member Aaron Dumas to the committee, and the attendees introduced themselves.

ATTENDANCE

Service Delivery & Capital Committee members present:

Nancy Henderson, Town of Steilacoom Councilmember, Vice Chair of SDCC
(representing Auburn/Gig Harbor/Fircrest/Pacific/Ruston/Steilacoom)
Kent Keel, City of University Place Mayor
Ryan Mello, City of Tacoma Councilmember
Aaron Dumas, non-voting member of the Community Transportation Advisory Group

Service Delivery & Capital Committee members present:

Marty Campbell, Pierce County Council, Chair of SDCC

Staff present:

Sue Dreier, Chief Executive Officer
Deanne Jacobson, Clerk of the Board

APPROVAL OF MINUTES

There were no minutes approved as this was the first meeting of the Service Delivery and Capital Committee.

CEO COMMENTS:

CEO Dreier welcomed the members to the inaugural Service Delivery and Capital Committee (SDCC) meeting and she recapped the role of the committee, noting that the SDCC will alternate meeting months with the Executive Finance Committee.

Ms. Dreier spoke about a matter that came before the Board of Commissioners on August 12, 2019 pertaining to the individual who requested SHUTTLE service to the Beep Ball field in Puyallup on Saturdays. She reminded the committee members that the Beep Ball field is located in an area where Pierce Transit does not provide SHUTTLE service on weekends. She also provided background history from when the individual requested service on behalf of the Beep Ball Club in 2017 to current date.

At the end of the discussion, the full committee was supportive of the CEO's proposed solution, which was as follows:

- Provide service for the 2019 Beep Ball season since the Beep Ball Club was inadvertently scheduled/allowed service this year and their season is limited; and
- Offer the organization a Care-a-van vehicle for future use.

SPECIAL BUSINESS:

1. Election of Vice Chair

Commissioner Keel nominated Commissioner Henderson to serve as vice chair.

No other nominations were made.

By full consensus of the committee members, Commissioner Henderson was elected Vice Chair of the Service Delivery and Capital Committee.

Vice Chair Henderson announced she was honored to accept the position and thanked the members for having confidence in her.

DISCUSSION/UPDATE

1. Costs of Implementing and Maintaining an Electric Fleet

Executive Director of Maintenance Skip Huck provided a Powerpoint presentation and gave a broad overview of the true costs to operating electric buses, i.e., training employees, costs of maintaining and disposing of batteries, range of charging capacity, types of charging stations, electricity storage, cost of parts, constraints of utilizing the electric fleet in the service area due to inefficiencies of batteries. He noted the Agency's goal is to have 30 electric buses in its fleet in the future.

He reported that grant monies paid for the purchase of electric buses and Pierce Transit's investment is approximately \$795,000. He noted that the battery technology is not up to

par yet and staff is still adjusting to changing their behaviors in operating and maintaining these vehicles in comparison to its fleet of combustible engines.

He noted that the life of an electric bus is approximately 12 years and electric batteries have an 8-year life.

Upon inquiry, CEO Dreier spoke about the grant climate for electric buses.

2. Review of June 2019 Safety Department Monthly Report

Safety Manager Reggie Reese reported on the June 2019 Safety Key Performance Indicators for accidents in the service area and on the Pierce Transit lot by month. He spoke about the DriveCam program that is used as a coaching tool to identify driving behaviors that tend to be indicative of leading to accidents, noting that the Safety Department studies trends and focuses training campaigns around trends that are identified/observed in data.

Commissioner Keel complimented staff on its lot safety practices.

Mr. Reese informed the members that staff will be bringing its Safety Plan to the full Board for consideration and adoption in the near future.

Commissioner Henderson complimented the Safety Department and the entire agency for improving safety throughout the agency.

3. Update on Bus Rapid Transit Project (BRT)

Principal Planner Darin Stavish provided a Powerpoint presentation explaining the results of WSDOT's Intersection Control Evaluation pertaining to the proposed BRT project. He reported that four roundabouts have been identified for the project and reviewed the proposed locations, impacts and estimated costs for each round-about location.

He noted that next steps will include Pierce Transit staff and WSDOT staff to begin discussing costs and trade-offs for the BRT corridor.

General Counsel Dana Henderson spoke about negotiation issues with WSDOT with regards to the roundabouts.

Executive Director of Planning Ryan Wheaton noted that staff has been attending Tacoma Business District meetings to discuss the project and to address concerns of the business and property owners. He noted that design information will be distributed to affected parties, as well as input will be gathered from parties.

Mr. Wheaton reported that Pierce Transit expects to pay for utility locates and those costs have already been included in the project budget.

He noted that staff will be touring the Lane Transit's BRT line September 18-19.

COMMISSIONER COMMENTS ~ None.

EXECUTIVE SESSION ~ None.

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:27 p.m.

Deanne Jacobson
Clerk of the Board

Nancy Henderson Vice Chair
Service Delivery & Capital Committee



TO: Mike Griffus, Director, Service Delivery and Support
FROM: Jim Kelly, Public Safety Chief
DATE: October 7, 2019
RE: September 2019 Public Safety Monthly Report

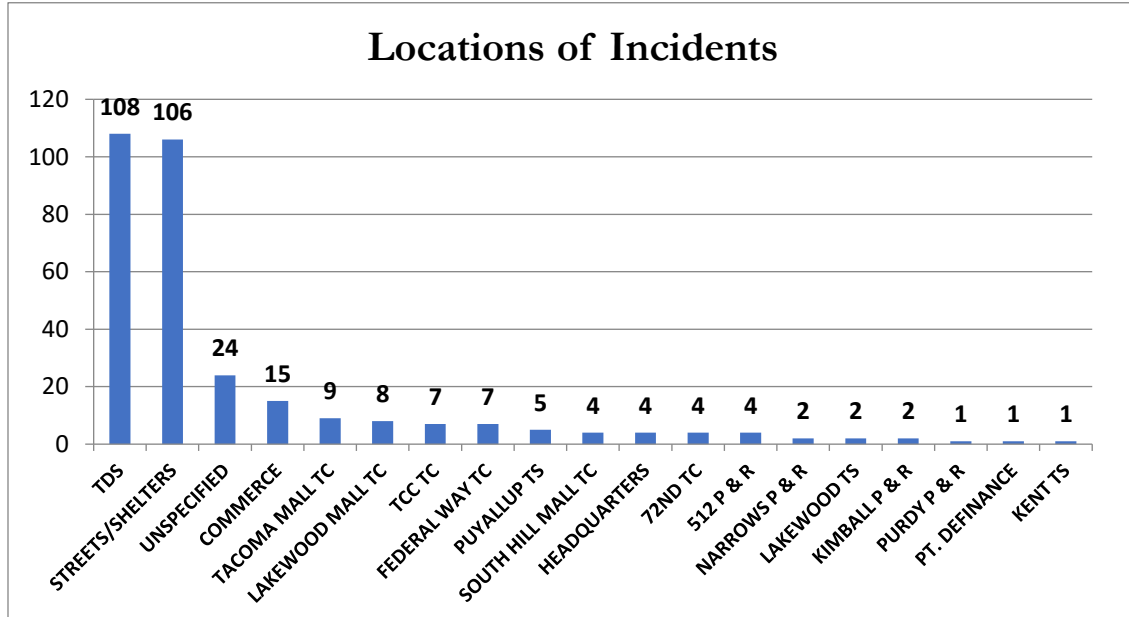
Security Incident Reports (SIRs)

In September, there were a total of 314 SIRs generated. This is approx. an 7% decrease from last year (338 SIRs issued in September 2018).

Of the SIRs generated, 181 SIRs were issued for Pierce Transit related incidents and 133 SIRs were issued for Sound Transit incidents.

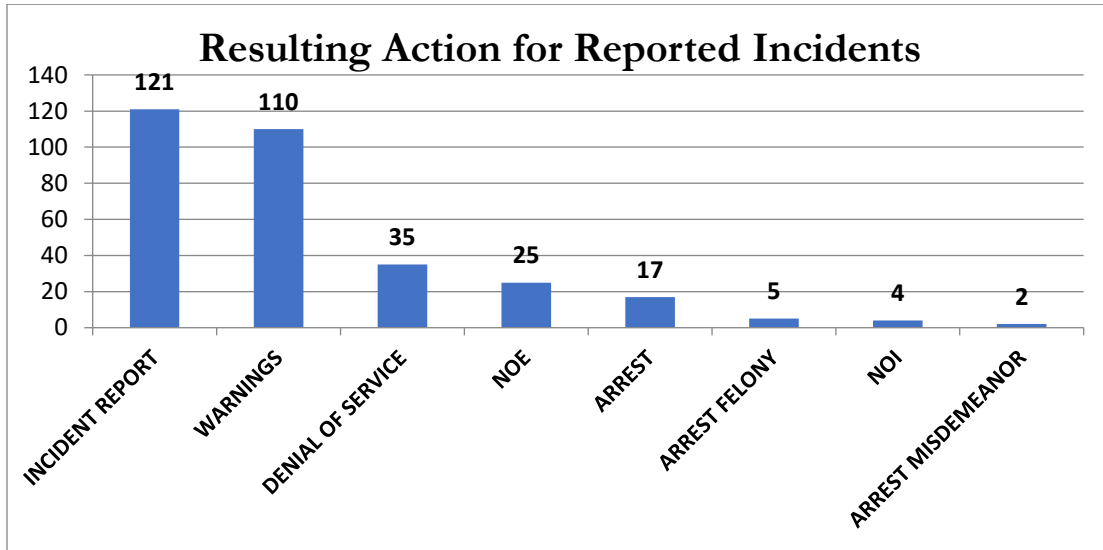
Transit Incidents by Location

The documented incidents happened at the following locations:



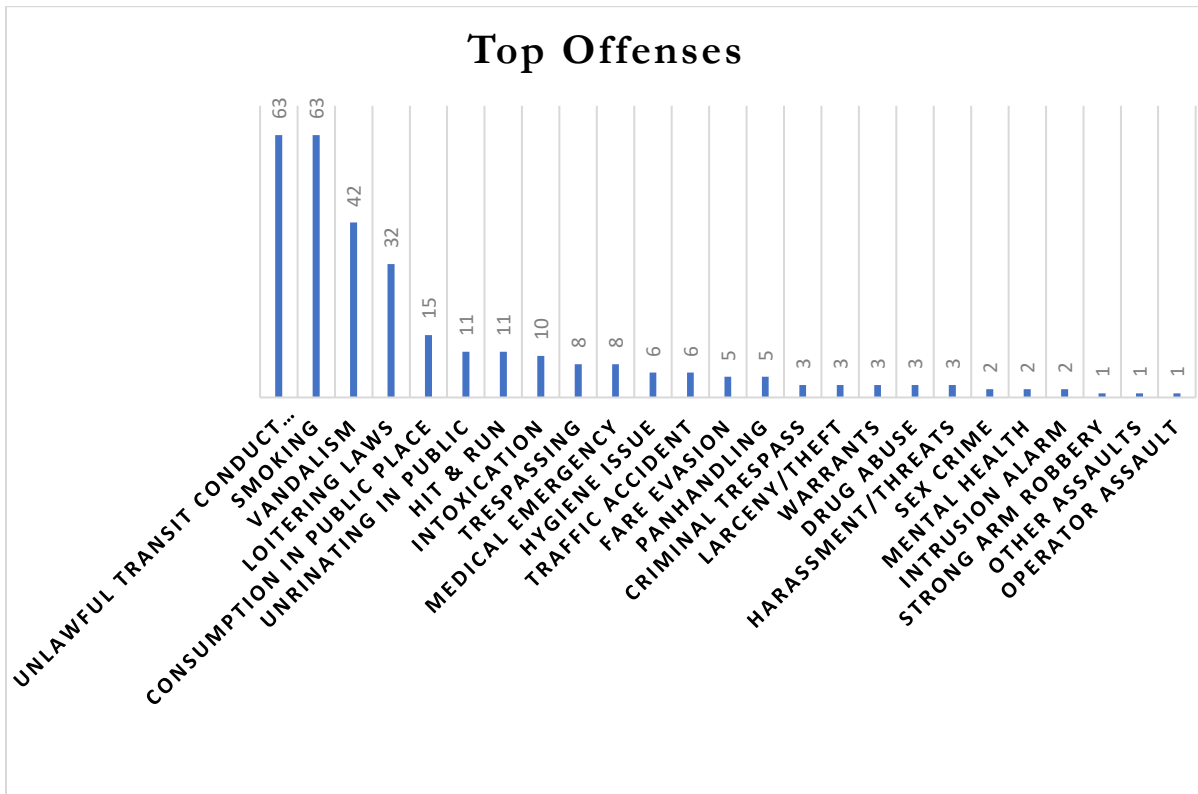
Action Taken

Depending on the crime/incident, there are various methods of action taken and outcomes vary:



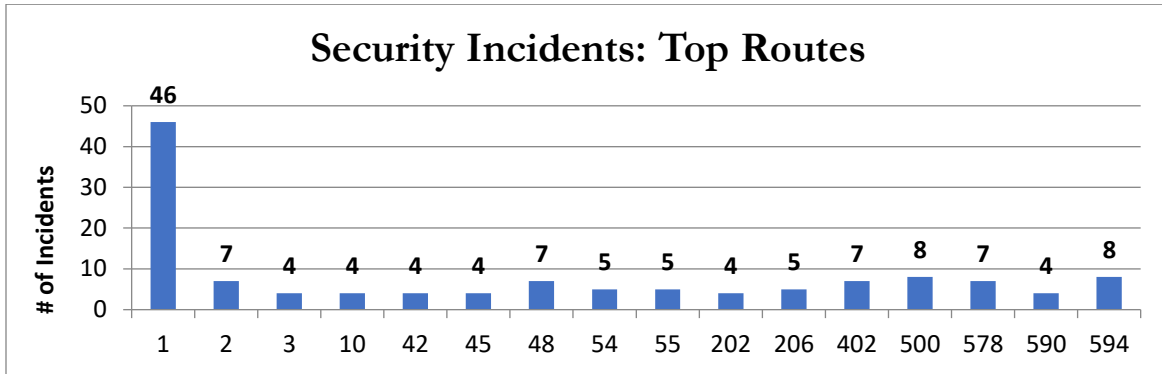
Transit Incidents by Type

This past month, the majority of documented incidents in our transit system were for the following offenses:



Incidents by Route

Some routes have more activity than others. The below chart reflects the Top Routes:



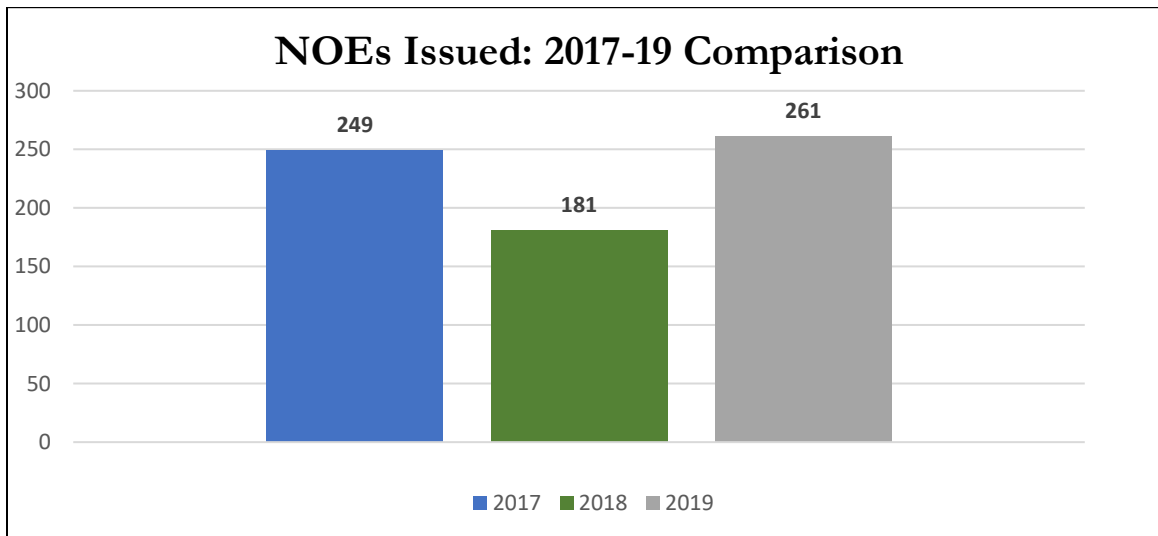
All other routes had less than 4 documented incidents during the month of September.

Exclusion Program

There were 25 Notices of Exclusion (NOEs) issued in September. Due to the informative efforts of our security and law enforcement team, excluded passengers were educated well on the method to appeal. There were four In-House Reviews conducted at the request of excluded passengers this past month. The reviews resulted in the following action:

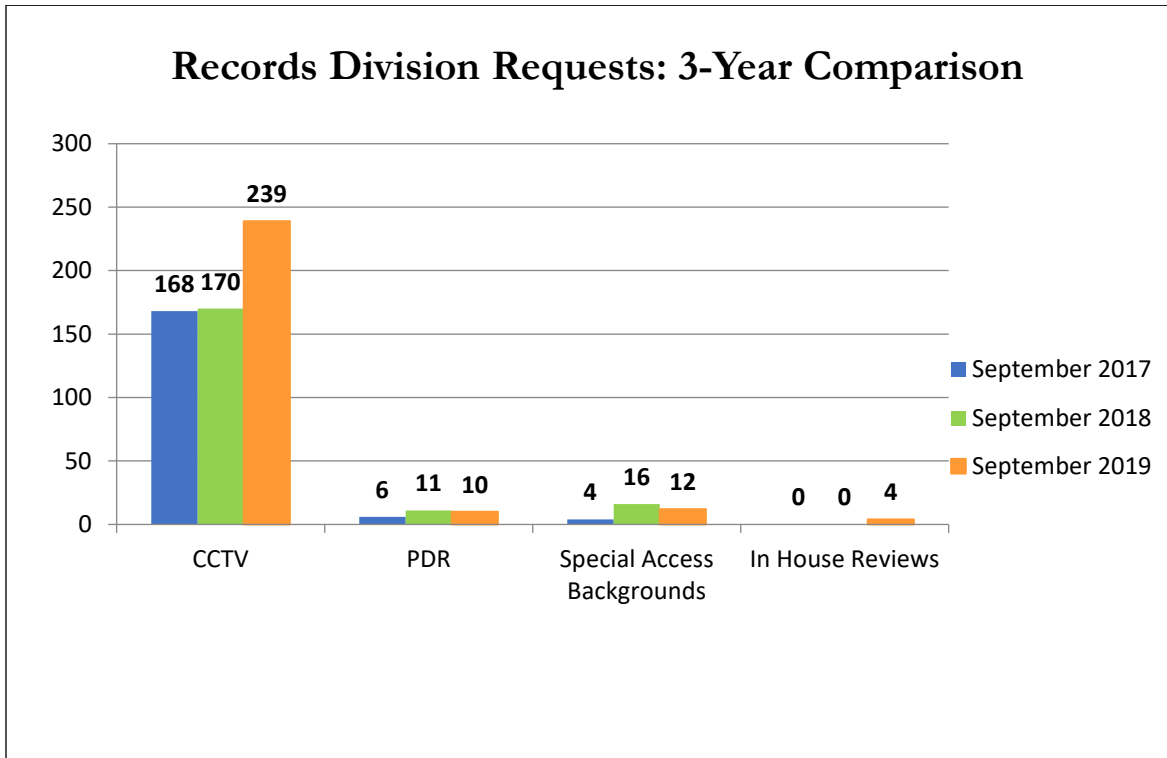
- 2 – Modified from 1 year to 90 days
- 1 – Reinstated riding privileges
- 1 – Denied request for modification

The chart below reflects the number of exclusions issued so far this year compared to the first nine months of the past two years.



Records Division Requests

Our division receives various types of requests from within the Agency, from local law enforcement agencies, prosecutors, and the public. The following reflects the volume of requests we received for records pertaining to the Department of Public Safety during September 2019, compared to the previous two years:



Of the 239 requests for video this past month, 98 (41%) involved documented incidents on Sound Transit coaches or incidents that occurred at Tacoma Dome Station or Lakewood Train Station.

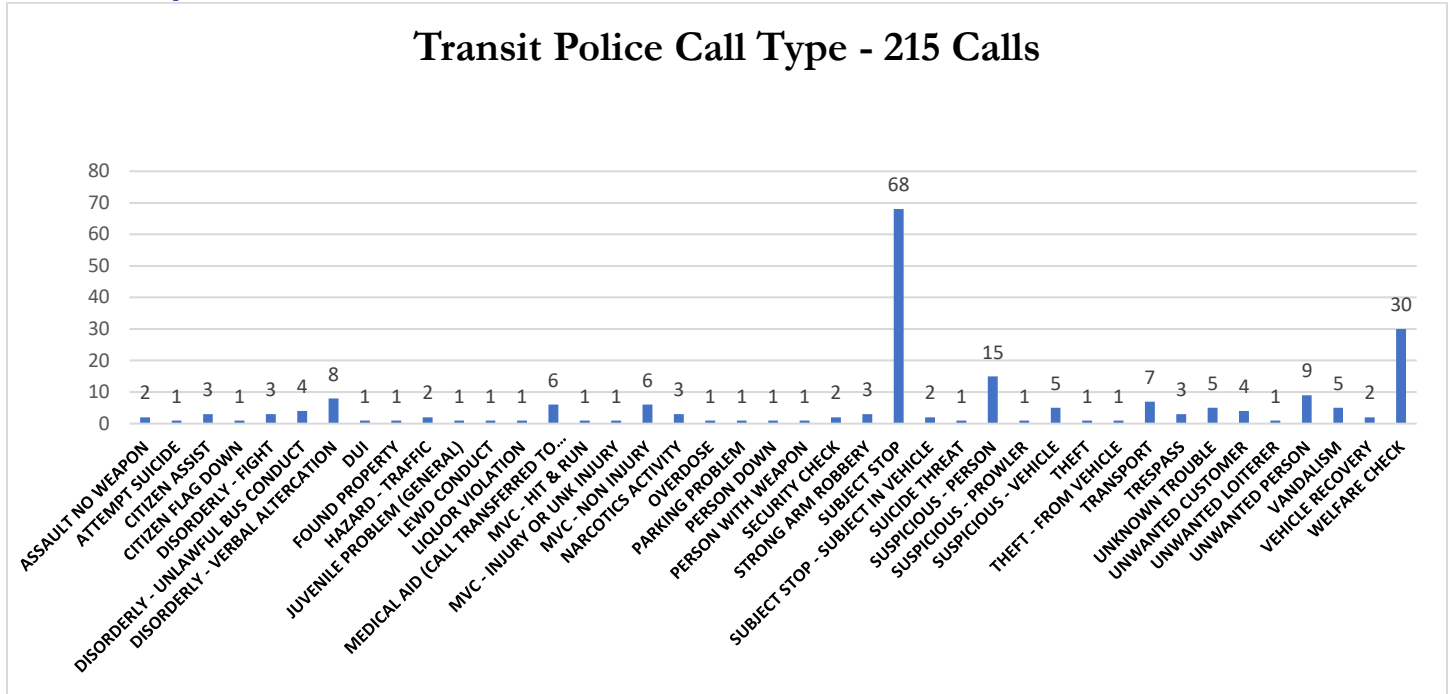
Response Times by Agency

September 2019		
	Average Response Time	Average On Scene Time
Pierce Transit Police	6:40	19:07
Lakewood Police	4:53	17:05
Pierce Transit PSO	:18	12:26

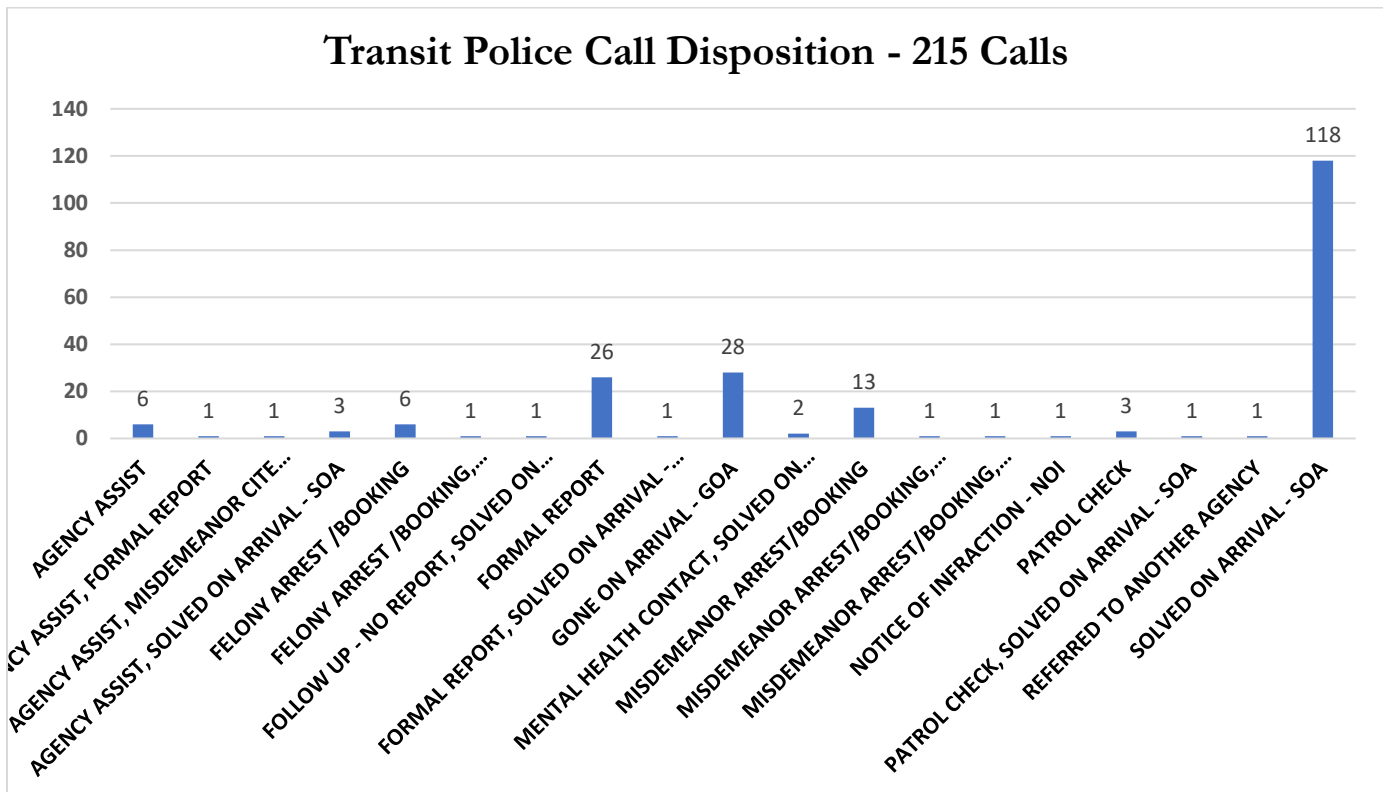
Comparisons in response time averages show Pierce Transit Police had a 42 second increase in response times in September. The Lakewood PD responded to calls 11 seconds quicker in September!



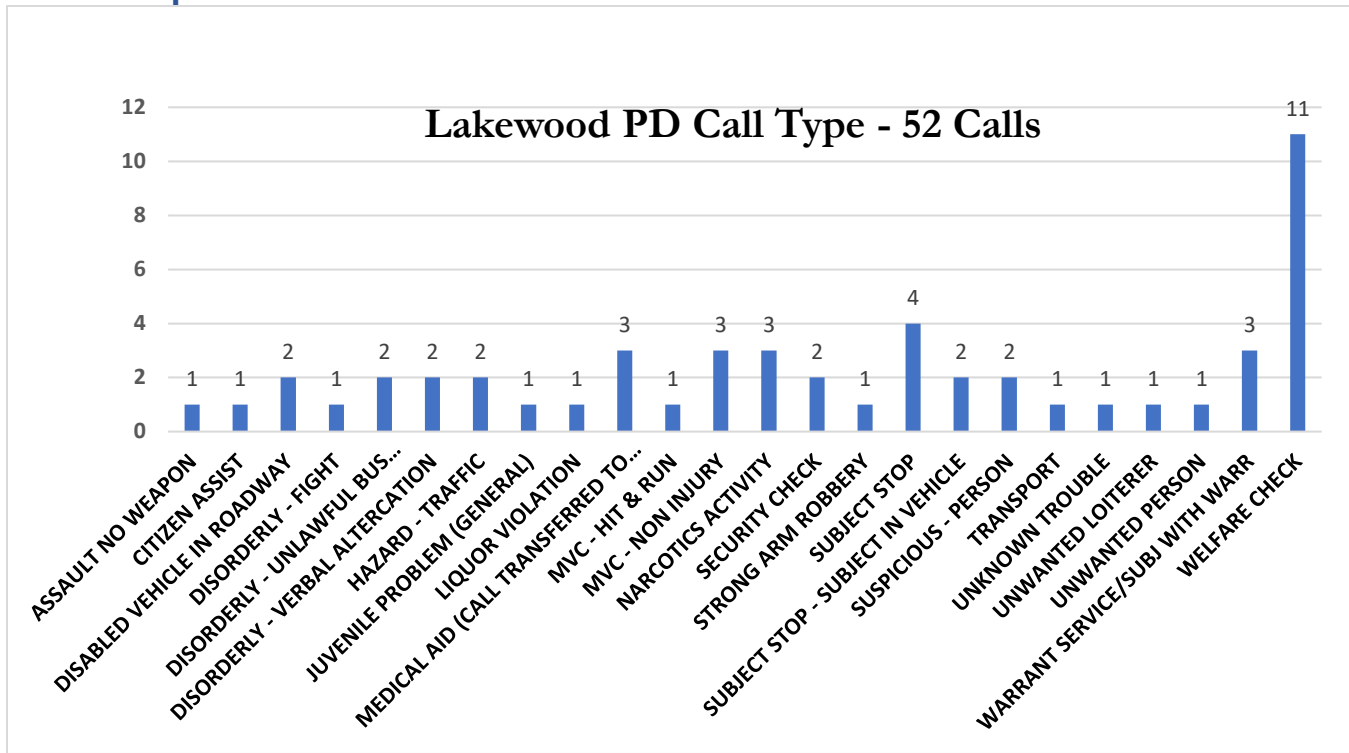
SS911 Dispatched Calls for Service – Pierce Transit Police – 215 Calls



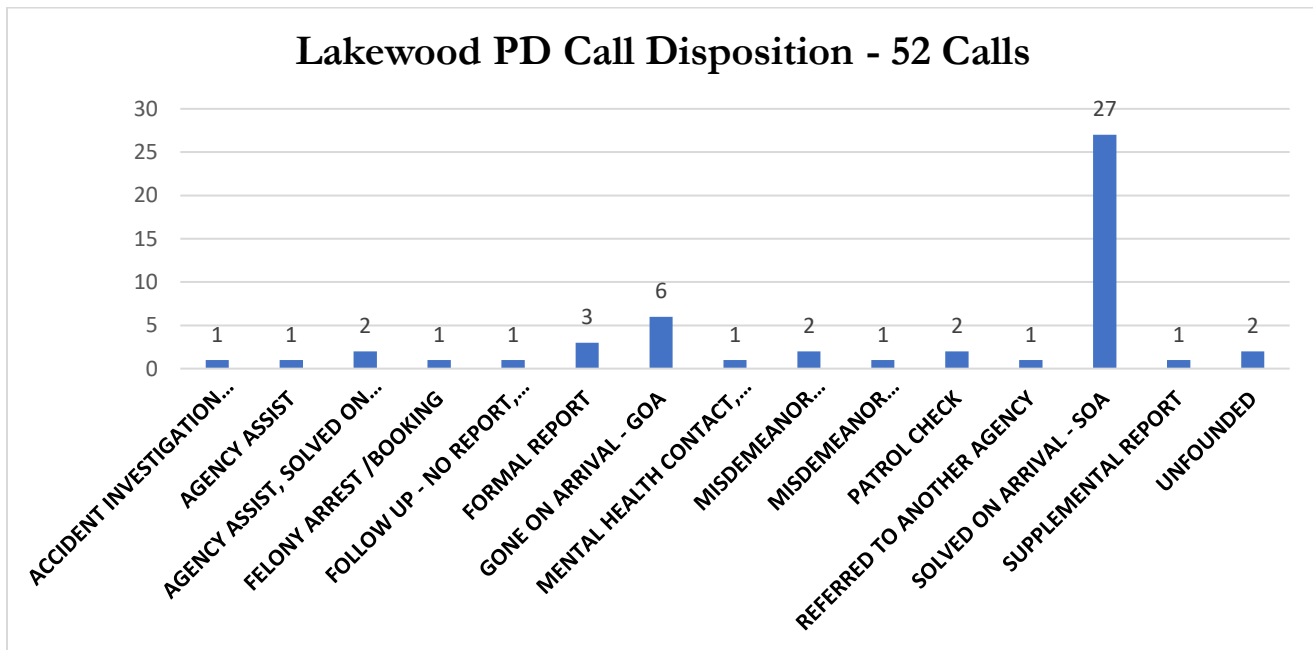
Incident Resolution – Pierce Transit Police



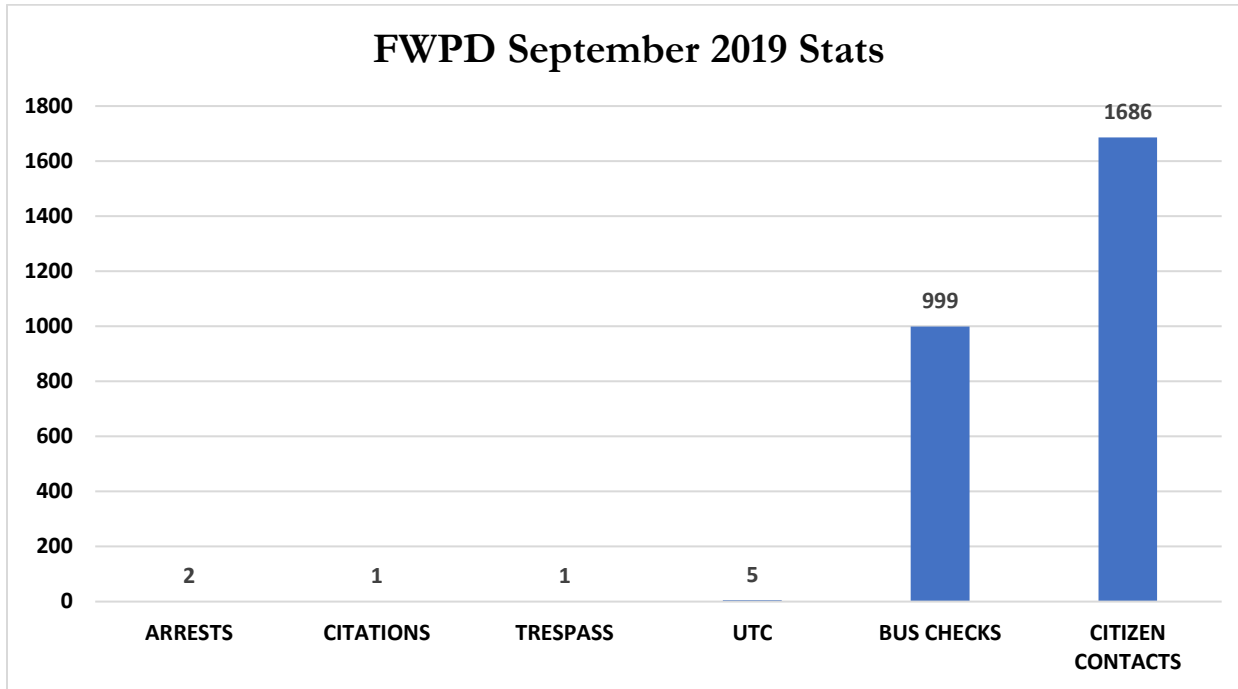
SS911 Dispatched Calls for Service – Lakewood PD 52 Calls



Incident Resolution – Lakewood PD



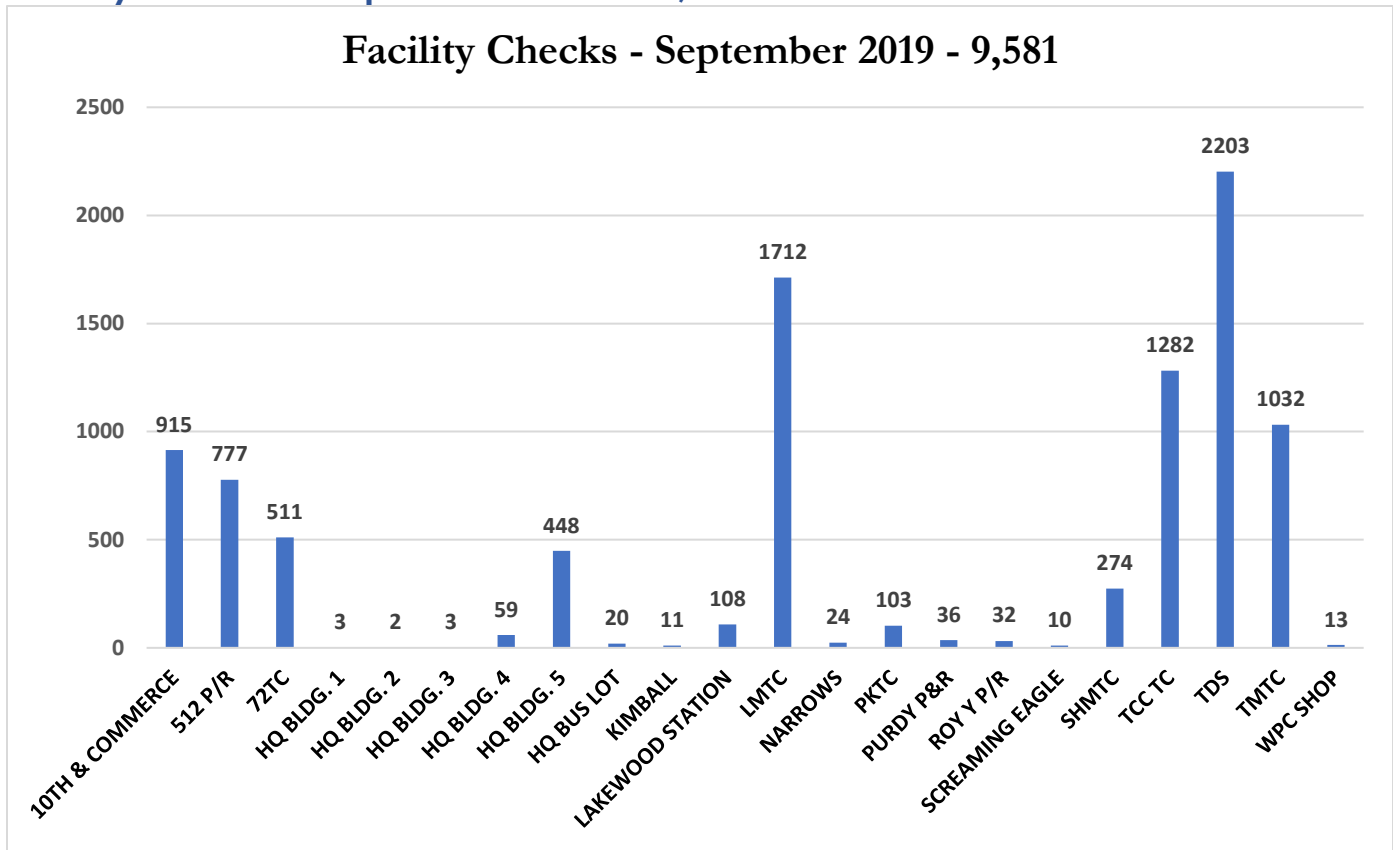
Federal Way Police Statistics



In September, there was a 14% decrease in Bus Checks and a 20% decrease in Citizen Contacts In August, FWPD Performed 1160 Bus Checks, and had 2105 Citizen Contacts.



Facility Checks – September 2019 = 9,581

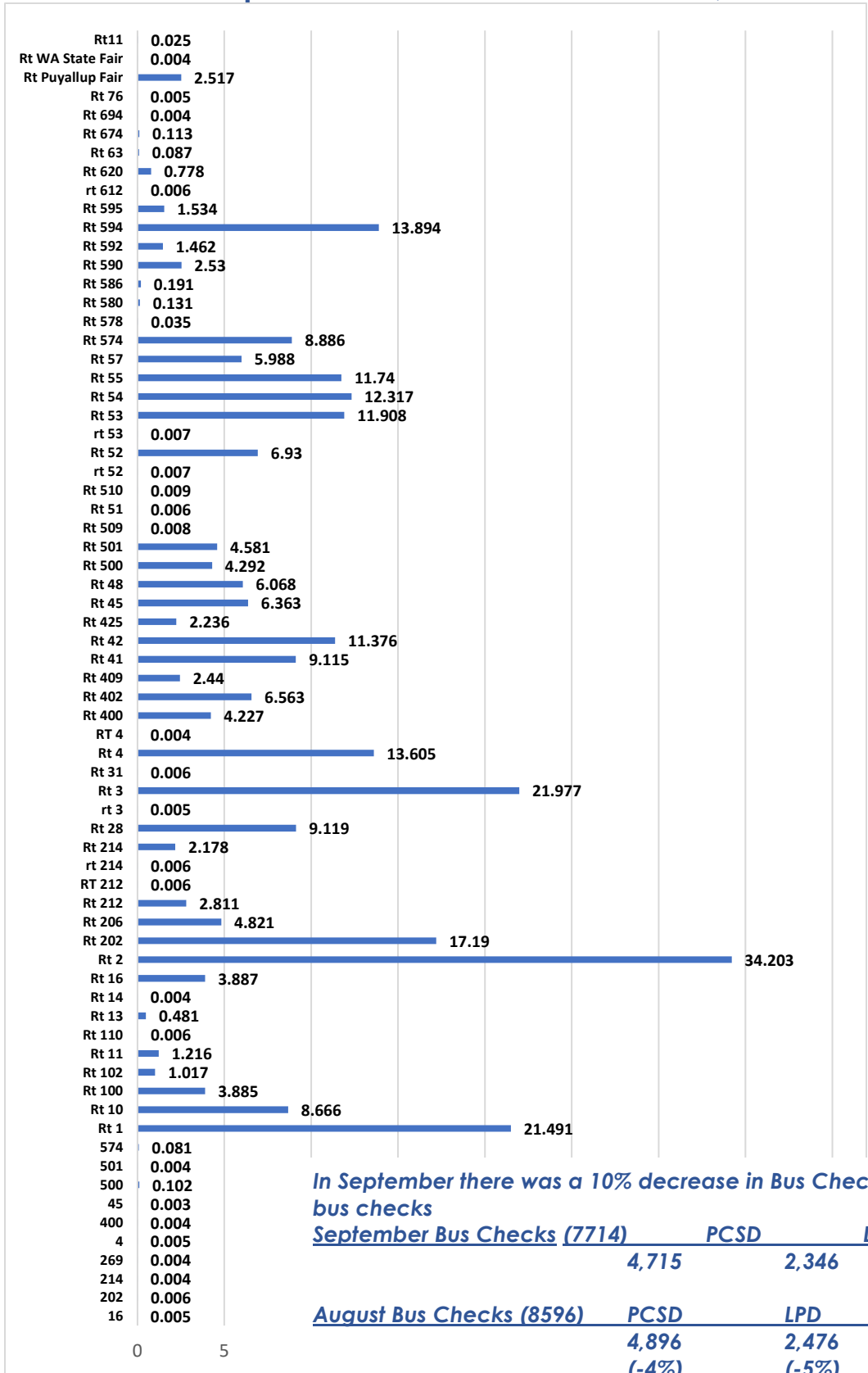


In September there was an 9% decrease in Facility Checks

<u>September Facility Checks (9,581):</u>	<u>PCSD</u>	<u>LPD</u>	<u>PSOs</u>
	4,918	2,811	1,852
<u>August Facility Checks (10,534):</u>	<u>PCSD</u>	<u>LPD</u>	<u>PSOs</u>
	5,470	3,123	1,941
	(-10%)	(-10%)	(-5%)



Bus Checks – September 2019 – 291.28 hours = 7,714 checks

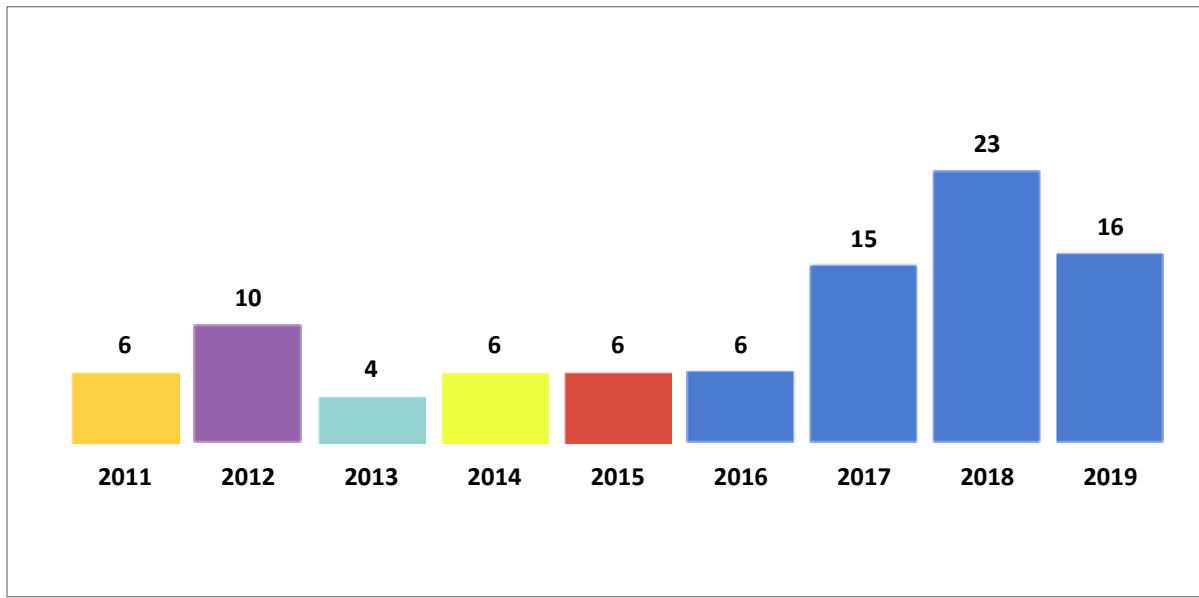


In September there was a 10% decrease in Bus Checks - 278 hours = 7,714 bus checks

September Bus Checks (7714)	PCSD	LPD	PSOs
	4,715	2,346	653
August Bus Checks (8596)	PCSD	LPD	PSOs
	4,896	2,476	1,224
	(-4%)	(-5%)	(-47)%



Operator Assaults - Year-to-Date 2011 – 2019



- *On 09/27/19, at 4:30 pm, an Operator was stopped at the Point Defiance Boat Launch where she realized an elderly male passenger smelled of feces and was carrying a bag leaking with foul smelling liquid. The Operator told the man he needed to deboard. While waiting for the man to deboard another passenger boarded and saw the interaction. The other passenger helped the man off the coach and then returned. The other passenger and the Operator got into an argument over how the Operator treated the elderly man. The Operator called to have the passenger removed from the coach for arguing with the Operator. During this time the Operator reported the passenger pushed her, causing her to fall back into her seat. Transit Police responded and arrested the passenger for Assault Three. A review of the video showed the Operator was not pushed into her seat. The passenger used the back of his right hand and brushed the Operators shoulder. The passenger has been charged with Assault Three. The Prosecutor is reviewing the video and may drop the charge to UTC. No injuries to the Operator.*
- *On 9/29/19, an Operator reported a male and female fighting at the Lakewood Transit Center. Lakewood PD responded. The investigation showed the two did not know each other, and the male had assaulted the female by spitting at her and hitting her on her back. The male was arrested and charged with assault, fourth degree.*



K9 Statistics – August 2019

Facility Checked	# of Checks
TDS	15
Commerce	9
HQ	7
Tacoma Mall	7
Portland/ 72nd	1
TCC	8
Lakewood Station	
Lakewood Mall TC	
512 TC	2
South Hill TC	10
Parkland TC	2
Roy Y	
Dupont	
Narrows	
Kimball	
Purdy	
Puyallup Sounder	
Tacoma Sounder Station	2
Sumner Station	

TOTAL: **63**

K9 Calls for Service	# of Calls
Transit	
PCSD	2
Other Agency	
TOTAL:	2

Coaches Checked	
Pierce Transit	234
Sound Transit	29
TOTAL:	263

EOD Training Hours **20**

K9 Training Hours **40**

Other Events/PR

National Night Out Fircrest
 Birthday party
 Facilities tour with Shane
 Started training with Port of Seattle



K9 Statistics – September 2019

Facility Checked	# of Checks
TDS	2
Commerce	
HQ	1
Tacoma Mall	1
Portland/ 72nd	
TCC	
Lakewood Station	
Lakewood Mall TC	
512 TC	
South Hill TC	
Parkland TC	1
Roy Y	
Dupont	
Narrows	
Kimball	
Purdy	
Puyallup Sounder	
Tacoma Sounder Station	
Sumner Station	
TOTAL:	5

K9 Calls for Service	# of Calls
Transit	
PCSD	
Other Agency	1
TOTAL:	1

Coaches Checked	
Pierce Transit	7
Sound Transit	1
TOTAL:	8

EOD Training Hours **10**

K9 Training Hours **170**

Other Events/PR

Port of Seattle K9 training – 170 hours
 Puyallup Multicare Bomb Threat with POSPD K9s
 1x Transit patrol day for meeting



Trespass Arrests Report September 2019 – Pierce Transit Police

Month	2017	2018	2019
January	14	8	7
February	13	6	3
March	7	4	4
April	8	10	7
May	10	10	8
June	11	4	18
July	9	11	15
August	11	6	8
September	4	16	10
October	5	11	0
November	6	8	0
December	5	15	0





**EMPLOYEE REFERRAL PROGRAM
(18-MONTH PILOT PROGRAM)
January 1, 2020 – June 30, 2021**

Background

Like other transit organizations across the nation, Pierce Transit is experiencing an increase in vacancies and a shortage of qualified applicants, specifically for our Relief Transit Operator and Journey Level Mechanic positions. The shortage of Relief Transit Operators can be attributed, in part, to the current economic conditions, which provide many job opportunities, as well as an aging workforce, which has resulted in employees leaving in greater numbers. The Journey Level Mechanic positions are difficult to fill for different reasons. Organizations compete for top talent in this line of work, reducing the available pool of talent. Additionally, the requirements (i.e. working nights and weekends) for these positions at Pierce Transit impact the level of interest.

Talent Management and Employee Services, in conjunction with the Service Delivery and Support and Maintenance divisions, have examined recruitment and selection processes, schedules, and drivers of employee engagement to identify possible improvements that will address these shortages. The recommendation from staff is to create an employee referral program which will have a positive impact on the ability to recruit and retain top candidates.

Pierce Transit employees are excellent champions of the organization because they know the mission, the people, the work, the benefits, the culture, the stability and the values shared in serving our community. Research has shown that referred candidates often stay longer and are invested in the organization. When employees refer candidates, they are likely to be similarly minded to existing employees, prioritizing safety, reliability and excellent customer service. The expected outcome of this program is an increase in the number of qualified applicants using the organization's best recruiters, its own employees.

Other Washington transit agencies' employee referral programs were researched; the results are outlined below. An initial 18-month pilot program is recommended, specifically for the positions of Relief Transit Operator and Journey Level Mechanic, as these vacancies are the most challenging to fill. The effectiveness of the program will be evaluated at the completion of the pilot program. At that time other classifications may be added to the program.



Comparable Transit Agencies – Active Referral Programs

Agency	Which jobs qualify?	Payment amount	Payment timeline
Community Transit (Snohomish)	All jobs	\$600 Operators \$600 Mechanics \$300 all others	<u>Operators</u> - \$200 upon graduation/\$200 at probation/\$200 at completion of one year <u>Mechanics</u> - \$300 at probation/\$300 at completion of one year <u>All other jobs</u> - \$150 at probation/\$150 at completion of one year
C-Tran (Vancouver)	All jobs	\$500	\$250 at probation/\$250 at completion of one year
Kitsap Transit	All jobs	\$500	\$500 at successful completion of probation

Comparable Transit Agencies – Inactive Referral Programs

Agency	Which jobs qualify?	Payment amount
King County Metro	Operators	\$300
Spokane Transit Authority	Cancelled due to tax concerns	

Pierce Transit Pilot Employee Referral Program

Agency	Which jobs qualify?	Payment amount	Payment timeline
Pierce Transit	Relief Transit Operators	\$500 Relief Transit Operators	<u>Relief Transit Operators</u> \$250 upon successful completion of probation/\$250 upon successful completion of one year
	Journey Level Mechanics	\$500 Journey Level Mechanic	<u>Journey Level Mechanics</u> \$250 upon successful completion of probation/\$250 upon successful completion of one year



Program Guidelines

Program details will need to be finalized and communicated to employees, such as eligibility for a referral award. As an example, an employee would not be eligible for a referral award for positions over which they have span of control authority, supervisory responsibility or for which they are involved in the hiring decision.

Anticipated Budget Impact

Approximately 15% of the Relief Transit Operator and Journey Level Mechanic hired in 2019 YTD were referred to the positions from employee referrals. In 2018, that same employee referral rate was approximately 14%. Estimates show approximately \$7,000 would have been paid to employees for referring candidates to the Relief Transit Operator and Journey Level Mechanic positions. For the year 2019, that number would be estimated at \$9,000. Once the pilot program is launched, an increase in employee referrals is anticipated. Projected amounts for referral rewards of these two positions is \$12,000 - \$15,000 in 2020.

Overall, this is a relatively small investment to make for quality candidates who will be more likely to become invested in the organization and provide excellent service to our customers.



Care-A-Van valuation

Penny Grellier, Business Partnership Administrator

Issue: the vehicles now being surplus to our Care-A-Van program will be valued at more than \$5,000 each, which is the threshold value set by the Board when the program was established.

Proposal: increase the threshold to \$6,500 to maintain the Care-A-Van benefit to our community.

Background Information:

Our current passenger trip value is \$21.52 (based upon an average of fixed route, vanpool and SHUTTLE per-passenger trip costs for 2018)

Average awarded van value is \$3995 (vans currently active in our community)

Total van value (12 active vans, Kelly Blue Book estimates): \$47,936

Average passenger trip requirement is 186 per year or 15 trips per month

Total passenger trip value provided by agencies January through August 2019: \$135,404

Average passenger trips provided per month (Jan-Aug) was 787 (keeping in mind one of the homeless programs did 1,094 trips in January and a feeding program did 12)

Available van values (Kelly Blue Book):

Fleet #	7232	7229	7220	7228, 7227
Value	\$5121	\$5281	\$5459	\$5620

New valuation implications:

$\$6,000 \text{ divided by } 12 = \$500/\text{mo} \text{ divided by trip value of } \$21.52^* = 23.23 \text{ trips per month}$

$\$6,500 \text{ divided by } 12 = 542/\text{mo} \text{ divided by trip value of } \$21.52^* = 25.2 \text{ trips per month}$

* Note: trip value may change slightly for 2020

Recent auction values received (see 2008 Fords in list below, since that's what we have in stock for Care-A-Van): \$5203

304	7195	1 2007 CHEV 3500	EXPRESS	1GAHG39U271211459	PASSENGER, V8, AUTO, A/C,	712.50	6,787.50
	7,500.00	712.50					
305	7239	1 2008 FORD	E350	1FBNE31L48DB20376	PASSENGER, V8, AUTO, A/C,	546.25	5,203.75
	5,750.00	546.25					
306	7236	1 2008 FORD	E350	1FBNE31L08DB20374	PASSENGER, V8, AUTO, A/C,	546.25	5,203.75
	5,750.00	546.25					
307	7113	1 2006 FORD	E350	1FBNE31L16HA09306	PASSENGER, V8, AUTO, A/C,	427.50	4,072.50
	4,500.00	427.50					
311	2250	1 2005 DODGE GRAND	CARAVAN	1D4GP24R65B165578	PASSENGER, 6 CYL., AUTO, A/C,	225.00	2,025.00
	2,250.00	225.00					

An email from Fleet indicated we have been getting the Kelly Blue Book value for vans at auction but not the NADA value.

Next step: pending approval from SDCC, I shall bring this to the Board for approval in December.

Date: 04/26/2019
Time: 14:46

JAMES G. MURPHY CO. -- (425) 486-1246
Consignor Sales Report Auction Code 219

Page: 2
[paycons,v 1.0]

CONSIGNOR PIERCE TRANSIT
278

LOT #	UNIT	NUMBER	QTY	YEAR	MAKE		MODEL	SERIAL #	DESCRIPTION			
GROSS SALE		COMMISS			GAS	DELIVERY	PAINT	WASH	PARTS	MISC.	TOTL DEDUC	NET SALES
314	2504		1	2005	DODGE	GRAND	CARAVAN	1D4GP24R55B368025	PASSENGER, 6 CYL, AUTO, A/C,		190.00	1,810.00
	2,000.00		190.00									
315	4653		1	2003	DODGE	GRAND	CARAVAN	1D4GP24343B215726	PASSENGER, 6 CYL, AUTO, A/C,		237.50	2,262.50
	2,500.00		237.50									
316	4125		1	2003	CHEV		ASTRO	1GNM19X13B142661	PASSENGER, 6 CYL, AUTO, A/C,		498.75	4,751.25
	5,250.00		498.75									
317	4131		1	2003	CHEV		ASTRO	1GNM19XX3B142402	PASSENGER, 6 CYL, AUTO, A/C,		451.25	4,298.75
	4,750.00		451.25									
GROSS SALE		COMMISS			GAS	DELIVERY	PAINT	WASH	PARTS	MISC.	TOTL DEDUC	NET SALES
105,750.00		10,046.25									10,046.25	95,703.75