

Virtual Meeting Participation Information:

Dial: 1-253-215-8782 Meeting ID No. 81414944927

Webinar link: <https://us02web.zoom.us/j/81414944927>

Physical Meeting Location:

Pierce Transit Training Center

3720 96th Street SW

Lakewood, WA 98499

Call to Order

Approval of Minutes – April 18, 2024, committee meeting

Public Comment

Citizens wishing to provide comment will be given up to three minutes to comment on transit-related matters regardless of whether it is an agenda item or not. The Chair, at his or her discretion, may reduce the comment time to allow sufficient time for the Board to conduct business.

*To request to speak virtually during public comment, please press the Raise Hand button near the bottom of your Zoom window or press *9 on your phone. If speaking in person, please sign in at the table at the back of the room. Your name or the last four digits of your phone number will be called out when it is your turn to speak. Written comments may also be emailed to Djacobson@piercetransit.org.*

Action Agenda

- | | |
|--|--|
| 1. FS 2024-048, Authority to Execute a Multi-Year Sole Source Contract (Contract No. E2057) with Courval Scheduling, Inc., (dba CSched) for Transit Scheduling Support Services | Andrew Arnes Service Planning Assistant Manager |
| 2. FS 2024-049, Authority to Increase the Contract Spending Authority Amount by \$300,000 with Bravo Environmental, Inc., (Contract No. 1340) to Support Scheduled and Unscheduled Environmental Service Needs | Stephanie Prine Parts Procurement Manager |

Discussion/Review

- | | |
|---------------------------------------|--------------------------------|
| 1. Fixed Route Productivity Standards | Brittany Carbullido Planner |
|---------------------------------------|--------------------------------|

Commissioner Comments

Executive Session – None Scheduled

Adjournment

**PIERCE TRANSIT
SERVICE DELIVERY & CAPITAL COMMITTEE MEETING**

April 18, 2024

MINUTES

CALL TO ORDER

Vice Chair Whalen called the meeting to order at 3:01 p.m.

ATTENDANCE

Service Delivery & Capital Committee members present:

Doug Fagundes, City of Fife Councilmember (*represents Fife, Milton, Auburn, Pacific, Gig Harbor, Steilacoom, and Ruston*)

Deirdre Maxwell, CTAG Non-voting Member

Ryan Mello, Pierce County Council (alternate SDCC member)

Jason Whalen, City of Lakewood Mayor, Vice Chair of SDCC

Service Delivery & Capital Committee members excused:

Olgy Diaz, City of Tacoma Councilmember

John Hines, City of Tacoma Councilmember, Chair of the SDCC

Staff present:

Amy Cleveland, Chief Administrative Officer

Deanne Jacobson, Clerk of the Board

Mona Sullivan, Deputy Clerk of the Board

APPROVAL OF MINUTES

Commissioners Mello and Fagundes **moved** and seconded to approve the February 15, 2024, meeting minutes as presented.

Motion **carried**, 3-0.

PUBLIC COMMENT

No public comments were received.

ACTION AGENDA

- 1. FS 2024-020, Authorize the Chief Executive Officer to Enter into and Execute a Contract with LNI Custom Manufacturing, Inc., Contract No. E1930, in an Amount not to Exceed of \$547,553.25**

Senior Project Manager Monica Adams presented on the item. She reviewed the style of bus shelters that will be installed in the Stream system near the end of 2024. Ms. Adams

also reviewed the branding Pylons that will be installed in this same corridor that are expected to be installed in 2025. She reviewed the aesthetic appearance of the complete bus shelter package for this corridor. The new shelters will reinforce the Stream service as a premier, high-capacity service, improve passenger and bus stop visibility via illuminated pylons and solar lighting on bus shelters, and will include tablets showing real-time bus information and push to talk capabilities for those who experience low vision or deafblind persons.

Commissioners Fagundes and Mello **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a contract with LNI Custom Manufacturing, Inc., Contract No. E1930, in an amount not to exceed of \$547,553.25.

Motion **carried**, 3-0.

COMMITTEE MEMBER COMMENTS

There were no comments provided.

EXECUTIVE SESSION

There was no executive session held.

ADJOURNMENT

There being no further business, Commissioners Mello and Fagundes **moved** and seconded to adjourn the meeting at 3:10 p.m.

Motion **carried**, 3-0.

Deanne Jacobson
Clerk of the Board

Jason Whalen, Vice Chair
Service Delivery & Capital Committee

TITLE: Authority to Execute a Multi-Year Sole Source Contract (Contract No. E2057) with Courval Scheduling, Inc., (dba CSched) for Transit Scheduling Support Services

DIVISION: Planning & Community Development

SUBMITTED BY: Andrew Arnes, Service Planning Assistant Manager

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

| FUNDING SOURCE: | | EXPLANATION: |
|--|---------------|--|
| Local Amount | \$ 358,732.80 | The proposed contract is a five-year agreement with CSched to provide full-service scheduling for Pierce Transit's 4 annual service bids (March, June, September, and December). This includes producing vehicle and crew schedules using HASTUS software, exporting data to external systems (AVL, APC, GTFS), and supporting the integration of scheduling processes with operational requirements. CSched will also offer contingency services for ad-hoc needs, such as schedule cost analysis and on-demand scheduling support. |
| Grant/Other Amounts | \$ | |
| Total Expenditure | \$ 358,732.80 | |
| Includes 20 percent contingency funds. | | |

BACKGROUND:

CSched, a firm with extensive expertise in transit scheduling, has previously worked with Pierce Transit on runtime analysis and service scheduling. They offer a comprehensive approach that combines scheduling best practices and HASTUS optimization tools to improve efficiency and accuracy.

A five-year contract with CSched, at approximately \$60,000 per year, is a more cost-effective solution compared to hiring an in-house expert. Hiring an individual with the required expertise in HASTUS software and scheduling would incur a higher annual salary cost, along with additional costs for benefits, training, and the ongoing risk of turnover. CSched's team provides a wider range of support, including access to multiple experts, ensuring continuity and reducing the risks associated with employee turnover or gaps in knowledge. CSched will act as an outsourced scheduling department to address Pierce Transit's operational needs and ensure reliable, data-driven scheduling for the next five years.

CSched is uniquely positioned to provide these services due to their exclusive North American partnership with GIRO, the developers of the HASTUS scheduling software, which is the industry standard for transit scheduling. CSched is the only firm in North America authorized to redistribute HASTUS software to smaller transit agencies, providing them with unmatched expertise in both the software and its application to fixed-route transit systems.

With decades of experience working with transit agencies across North America, including Pierce Transit, CSched has a proven track record of delivering efficient, reliable schedules tailored to the unique demands of transit systems. They combine advanced optimization techniques with industry best practices, ensuring their services are both comprehensive and cost-effective. No other provider can offer the same depth of expertise in HASTUS or the ability to integrate scheduling processes into Pierce Transit's existing operational framework. This combination of technical proficiency, software expertise, and industry experience makes CSched the best and most qualified provider for this contract.

Sole Source Justification:

CSched is uniquely positioned to provide these services due to their exclusive North American partnership with GIRO, the developers of the HASTUS scheduling software, which is the industry standard for transit scheduling. No other provider can offer the same depth of expertise in HASTUS or the ability to integrate scheduling processes into Pierce Transit's existing operational framework. This combination of technical proficiency, software expertise, and industry experience makes CSched the best and most qualified provider for this contract.

STAFF RECOMMENDATION:

Staff recommends approving the five-year contract with CSched for transit scheduling support services, ensuring a continued focus on operational efficiency and service reliability.

ALTERNATIVES:

Do not authorize the contract with Csched. This is not recommended as this would require a significant investment in hiring and training new staff solely focused on HASTUS operations and risk further disruptions due to potential turnover and lack of highly specialized skill sets.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to enter into and execute a multi-year sole source contract with Courval Scheduling, Inc., (dba CSched) to provide transit scheduling support services in the amount of \$358,732.80.

TITLE: Authority to Increase the Contract Spending
 Authority Amount by \$300,000 with Bravo
 Environmental, Inc., (Contract No. 1340) to Support
 Scheduled and Unscheduled Environmental Service Needs

DIVISION: Maintenance
 SUBMITTED BY: Stephanie Prine, Parts Procurement
 Manager

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Internal

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

| FUNDING SOURCE: | | EXPLANATION: |
|-------------------------|------------|--|
| Current Contract Amount | \$ 300,000 | Explanation. Total cost of the existing agreement is \$300,000.00 with an expiration date of 12/31/2024. This action is to increase the contract amount by \$300,000 for environmental services through December 31, 2026. |
| This Increase | \$ 300,000 | |
| Total Expenditure | \$ 600,000 | |

BACKGROUND:

This contract supports the ongoing service and maintenance of the agency’s environmental infrastructure and is considered a routine cost to conduct business. This contract is shared between Facilities and Fleet Maintenance and provides for the proper maintenance and disposal of regulatory hazardous materials in our stormwater systems and oil water separator systems. In addition, this contract supports emergent responses to any environmental breaches related to the release of hazardous liquids from our vehicles. The contract serves as a one-stop shop for all the agency’s environmental service needs.

The current Maintenance Agreement expires on December 31, 2024. The new agreement locks in maintenance and support costs for our scheduled and unscheduled environmental service needs.

Procurement Background:

A competitive procurement was conducted by Pierce Transit for these services in November of 2021. One bid was received from Bravo Environmental.

ALTERNATIVES:

Do not increase the contract amount. This is not recommended as Pierce Transit needs to continue utilizing environmental services to conduct agency business.

Complete a new competitive procurement process. This is not recommended by staff at this time due to the limited response received from previous procurements for these services and the length of time since the last competitive procurement process was completed.

RECOMMENDATION:

Staff recommends increasing the contract amount to support the environmental service needs of the agency.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to increase the contract spending authority amount by \$300,000 with Bravo Environmental, Inc., (Contract No. 1340) to support scheduled and unscheduled environmental service needs, for a new contract spending authority of \$600,000.

2024 Fixed Route Productivity Standards



Productivity Standards Background



- Previous standards adopted in 2016 Long Range Plan (LRP) appendix
- Interim standards adopted in December 2022, effective January 2023
- New LRP in development – time to re-examine standards

New Benchmark Methodology



Annual Updates

Each year, prior year's daily passengers by service hour & revenue mile create new benchmarks for each route type

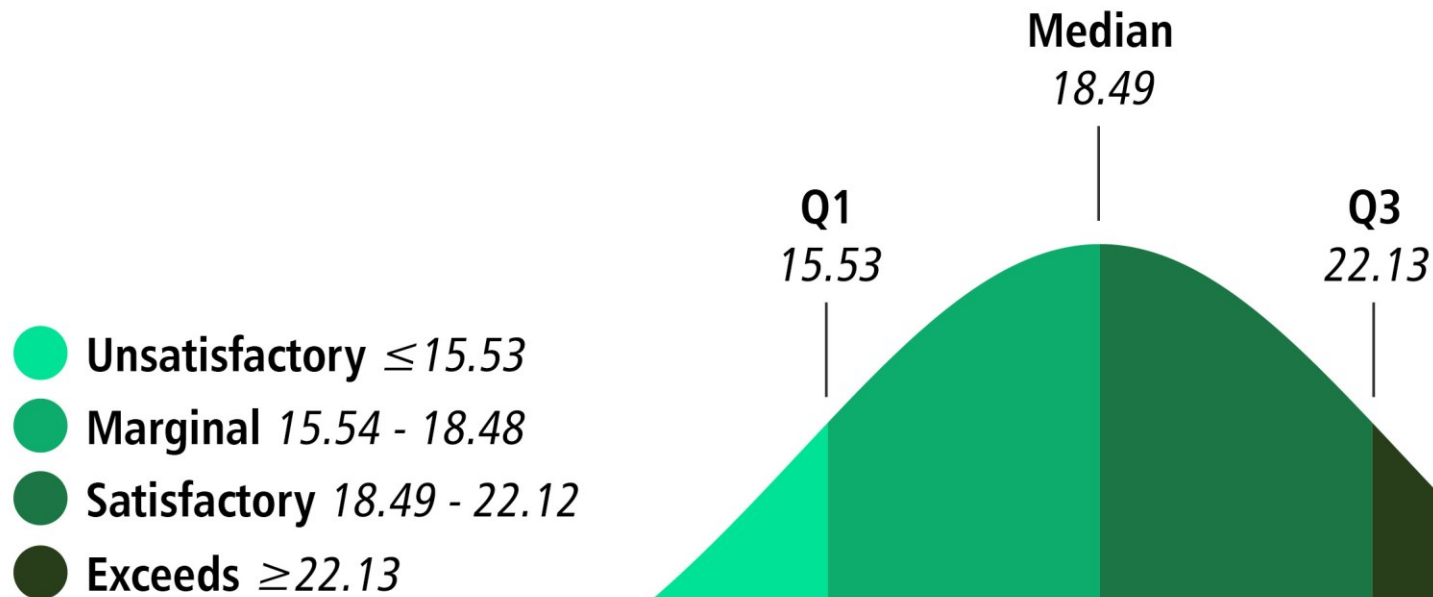


Rating System

Data-driven benchmarks used for "unsatisfactory," "marginal," "satisfactory," and "exceeds" designations

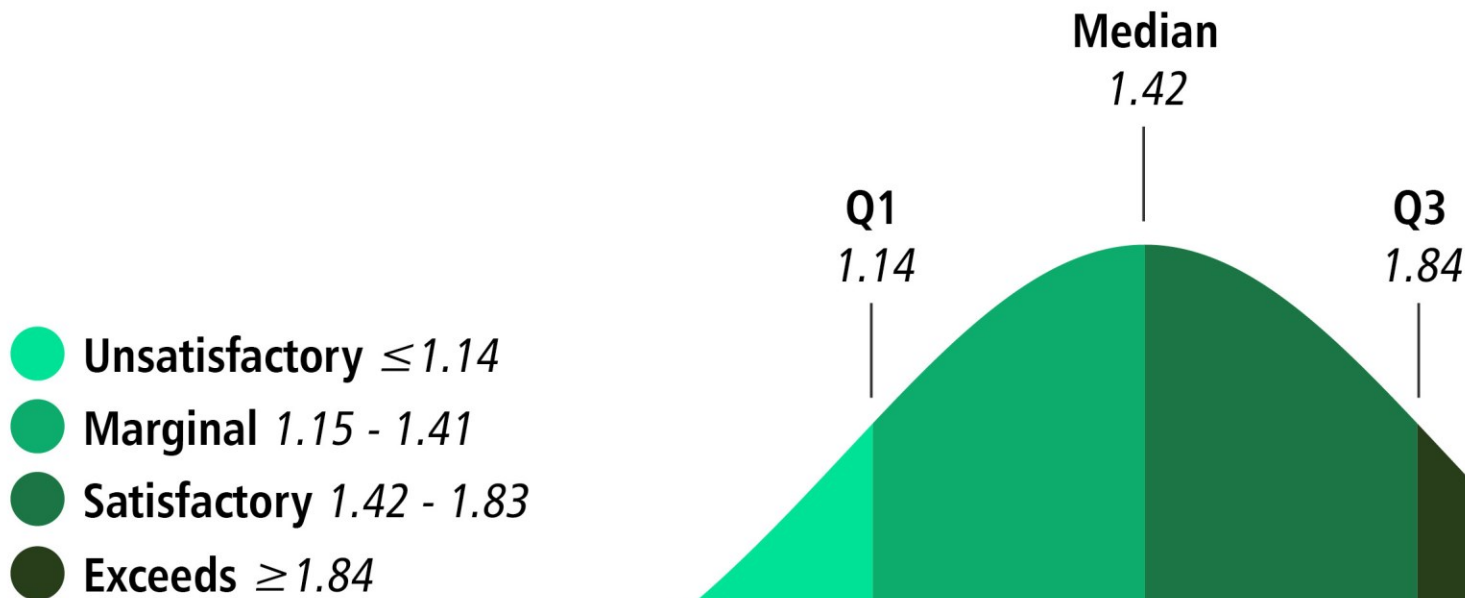
Benchmarks Explained

Example shows Daily Passengers Per Service Hour using 2023 trunk routes data.



Benchmarks Explained

Example shows Daily Passengers Per Revenue Mile using 2023 trunk routes data.



Trip Level Analysis

- Are there certain times/trips that a route is over or underperforming?
- Consider span and/or frequency adjustments.



Route 11 Pt Defiance I Co

Defiance Ferry Terminal

| Commerce St Station | N 1st St & Tacoma Ave | Proctor St |
|------------------------------|-----------------------|------------|
| 06:40 AM | | 06:57 AM |
| 06:55 AM | | 07:12 AM |
| 07:40 AM | 06:45 AM | 07:57 AM |
| 08:40 AM | 07:00 AM | 08:57 AM |
| 09:40 AM | 07:45 AM | 09:57 AM |
| 10:40 AM | | 10:57 AM |
| 11:40 AM | 08:45 AM | 11:57 AM |
| 12:40 PM | | 12:59 PM |
| 01:40 PM | 09:45 AM | 01:59 PM |
| 02:40 PM | | 02:59 PM |
| 03:40 PM | | 03:59 PM |
| 04:42 PM | 04:48 PM | 04:59 PM |
| 05:41 PM | 05:47 PM | |
| 06:40 PM | 06:46 PM | |
| 07:40 PM | 07:46 PM | 07:59 PM |
| Commerce St Station - Zone E | N 1st St & Tacoma Ave | Proctor St |

Productivity Analysis Purpose

1

Identify and report on route productivity

2

Investigate productivity at the trip level

3

Use data to make informed decisions about resource allocation and productivity improvement

Yearly Fixed Route Performance Report



- Issued every April
- Includes the following:
 - productivity benchmarks based on prior year's data
 - productivity results for routes and trips
 - actions being taken to address issues
 - fixed route customer survey data, costs, on-time performance, and bus stop amenity distribution

Next Steps



Include in Long Range Plan

New productivity methodology included in Destination 2045 Long Range Plan System Performance Standards Appendix

Explore Category Updates

Exploring possible updates to route categories (trunk, urban, suburban, community connector, etc.)

Issue Fixed Route Report

1st Fixed Route Performance Report issued in April 2025

2024 Fixed Route Productivity Standards

