

February 17, 2022 - 3:00 p.m.
Service Delivery & Capital Committee Meeting



Meeting Location: Teleconference
Phone: 253-215-8782
Meeting Code: 85807261101

Virtual Meeting Participation:

Due to the COVID-19 pandemic, the February 17, 2022, Service Delivery and Capital Committee meeting will be conducted virtually. Per the [Governor Proclamation 20-28](#) pertaining to the Open Public Meetings Act, a physical meeting location will not be provided for this meeting. The public is welcome to observe the meeting by entering the web address <https://us02web.zoom.us/j/85807261101> or by calling 253-215-8782 and entering Meeting ID No. 85807261101.

CALL TO ORDER

APPROVAL OF MINUTES – October 21, 2021, committee meeting

ACTION AGENDA

- | | |
|--|--|
| 1. Election of Chair and Vice Chair | Chair |
| 2. FS 2022-008, Authorize the Chief Executive Officer to Execute the 2022 Amendment to the 2014 Master Interlocal Agency Agreement and Related Cost Sharing Agreement Between City of Gig Harbor and Pierce Transit for 2022 Trolley Service in Gig Harbor | Lindsey Sehmel
Principal Planner - Scheduling |

PRESENTATIONS/DISCUSSION

- | | |
|--|--|
| 1. Ridership & Service Overview Comparison (2019-2021) | Lindsey Sehmel
Principal Planner - Scheduling |
| 2. 2021 Public Safety Year End Report | Jim Kelly
Chief of Public Safety |
| 3. 2021 Year End Safety System Report | Reggie Reese
Chief Safety Officer |

COMMISSIONER COMMENTS

EXECUTIVE SESSION

ADJOURNMENT

American Disability Act (ADA) accommodations are available with a 48-hour notice. Please contact the Clerk's office at 253-581-8066 for special accommodations.

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

October 21, 2021

MINUTES

CALL TO ORDER

Commissioner Walker called the meeting to order at 3:03 p.m.

ATTENDANCE

Service Delivery & Capital Committee members present:

Kent Keel, City of University Place Councilmember
(represents Fircrest and University Place)
Kim Roscoe, Mayor of the City of Fife
(represents Fife, Milton, Auburn, Pacific, Gig Harbor, Steilacoom and Ruston)
Kristina Walker, City of Tacoma Councilmember
Don Green, CTAG Non-voting Member

Service Delivery & Capital Committee members excused:

John Palmer, Deputy Mayor of Puyallup
Marty Campbell, Pierce County Council (alternate)

Pierce Transit staff present:

Michael Griffus, Chief Executive Officer
Brittany Carbullido, Deputy Clerk of the Board

APPROVAL OF MINUTES

Commissioners Keel and Roscoe **moved** and seconded to approve the April 15, 2021 minutes as presented.

Motion **carried**, 3-0.

ACTION AGENDA

Election of Chair and Vice Chair

Commissioner Walker noted that Commissioner Campbell was previously the SDCC Chair, but was moved to an alternate position after joining the Executive Finance Committee. The SDCC now needs a new Chair and Vice Chair.

Commissioner Keel motioned to designate Commissioner Roscoe for Chair. Commissioner Roscoe accepted the nomination and seconded the motion. Since there were no other nominations, Commissioner Roscoe was confirmed as Chair.

Commissioner Keel motioned to designate Commissioner Walker as Vice Chair. Commissioner Roscoe seconded the motion. Since there were no other nominations, Commissioner Walker was confirmed as Vice Chair.

Commissioner Roscoe requested that Commissioner Walker continue to Chair the current meeting and Commissioner Walker agreed.

FS 2021-060 Authority to Implement a New Flat Rate Fare Structure for Commuter Vanpool

Community Development Administrator Andrew Arnes provided an overview of proposed changes to the Vanpool fare structure. He noted that the current structure depends on daily round trip miles, weekly commute days, and number of riders. With the current model, there are over 2,000 different fare options depending on the variables. This presents challenges for staff, including monthly changes, route adjustments, and fare adjustments.

Staff proposed a new structure based on a customer's round trip miles, resulting in six possible fares. Two daily fare options are also being proposed to target customers who may not need access to a Vanpool for more than one or two days a month. These changes would be in line with other transit agencies in the area such as Spokane Transit, Community Transit, and Intercity Transit.

In addition to adopting the new fare structure, staff asked Commissioners to approve amendments to the Pierce Transit code that would allow the CEO to authorize future changes to the structure when needed. The structure would also be reviewed by the agency and board every two years going forward.

Commissioner Keel was supportive of the changes but requested that two-week notification be sent to the board should the CEO determine that a fare adjustment is necessary. In addition, he suggested that the CEO only have authority to make adjustments within a certain percentage range.

Commissioners Keel and Roscoe **moved** and seconded to refer the proposed changes to the full Board of Commissioners for consideration with amendments to include a two-week notification prior to CEO enacted fare changes and limiting the CEO to fare changes within a certain percentage range.

Motion **carried**, 3-0.

PRESENTATIONS/DISCUSSION

Proposal to Provide Three Full Zero Fare Days for Fixed Route and Paratransit Customers Nov. 7-9

Principal Planner Lindsey Sehmel briefed the committee members on the agency's plan to provide free fares from Nov. 7-9 to align with the first three days of the service reduction. This is within

the CEO's authority. Lost fare revenue will be approximately \$50,000. She noted that the hope is that this will assist Pierce Transit operators and riders with the reduction.

Commissioner Roscoe expressed concerns over whether the plan would have the desired effect and inquired about previous free fare days that were implemented in the past.

Ms. Sehmel noted that staff will examine the impact of the free fare days and will include that information should additional free fare days be planned in the future.

CEO Griffus clarified that pursuant to Pierce Transit Code, the CEO has authority to offer up to \$300,000 of free fares.

COMMITTEE MEMBER COMMENTS

No comments were provided.

EXECUTIVE SESSION

There was no executive session.

ADJOURNMENT

There being no further business, Commissioners Keel and Roscoe **moved** and seconded to adjourn the meeting at 3:54 p.m.

Motion **carried**, 3-0.

Brittany Carbullido
Deputy Clerk of the Board

Kim Roscoe, Chair
Service Delivery & Capital Committee

TITLE: Authority for the Chief Executive Officer to Execute a Cost Sharing Agreement with the City of Gig Harbor for 2022 Trolley Service

DIVISION: Planning & Community Development

SUBMITTED BY: Lindsey Sehmel, Principal Planner

RELATED ACTION:

Resolution No. 14-006, Authorizing Revision to Gig Harbor Trolley Fares and Authorizing the Chief Executive Officer to Enter into and Execute an Interlocal Agreement with Gig Harbor to Allow for Reduced Trolley Fares for an Indefinite Period of Time; Subject to a Mutually Agreeable Cost Sharing Agreement

ATTACHMENTS:

RELATION TO STRATEGIC PLAN: Customer

Exhibit A, Proposed 2022 Amendment to 2014 Master Interlocal Agency Agreement

Exhibit B, Proposed Cost Sharing Agreement

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: Route 101

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 258,532.34	
Grant/Other Amounts	\$ 49,244.26	
Total Expenditure	\$ 307,776.60	

BACKGROUND:

In 2014 the Pierce Transit Board of Commissioners approved Interlocal Agreement with the City of Gig Harbor (Resolution No. 14-006) to initiate the operation of a summer seasonal route in Gig Harbor. Each year the two parties of the ILA agree to the financial estimates and cost sharing for the upcoming service cycle. For 2022, due to increases in the budgeted costs per service hour, this agreement and financial estimate exceeds the Chief Executive Officer's authority for signature at 200,000.00. Therefore, we are presenting the SDCC with the information to request authorization to approve.

The 2022 Trolley season is assumed to be operational from June 4th to September 4th, 2022. Due to the ongoing operator shortage, Pierce Transit has informed the City of Gig Harbor that we are unsure if we will be able to staff the 2022 service, but would like to move forward with approval of the cost sharing agreement in case we can.

The City of Gig Harbor’s partnership allows customers to pay \$.50 adult fare, which is a 75% discount to passengers. The City of Gig Harbor agrees to contribute the estimated targeted 16% fare box recovery to achieve Pierce Transit’s average fare box recovery rate.

Due to the extraordinary circumstances around the pandemic, we have in the agreement language that provides flexibility to each partner should we need to cancel this years’ service.

I. 2022 Trolley Service Estimates:

Estimated 2022Trolley Service Hours	1,888
Estimated 2022 Budgeted Cost Per Service Hour	<u>\$ 163.00</u>
Estimated Cost to Operate Service	\$ 307,776.60
PT Targeted Average Fare Box Recovery Rate	16%
Community Investment Required	\$ 49,244.26
(16% x Estimated Cost to Operate Service)	
Pierce Transit will deduct actual Gig Harbor Trolley fare box revenue, up to 16% partnership funds, from the final invoice.	
Estimated Financial Contributions	
Pierce Transit	\$ 258,532.34
City of Gig Harbor	<u>\$ 49,244.26</u>
Estimated Cost to Operate Service	\$ 307,776.60

STAFF RECOMMENDATION:

Authorize the Chief Executive Officer to sign the 2022 Amendment to the 2014 Master Interlocal Agency Agreement between City of Gig Harbor and Pierce Transit 2022 Trolley Cost-Sharing Agreement.

ALTERNATIVES:

Do not approve the cost-sharing agreement. This would prevent 2022 Trolley service in Gig Harbor.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to execute the 2022 Amendment to the 2014 Master Interlocal Agency Agreement between City of Gig Harbor and Pierce Transit as presented in Exhibit A and to further execute the related 2022 Trolley Cost-Sharing Agreement as presented in Exhibit B.

Exhibit A

**Amendment to 2014 Master Interlocal Agency Agreement
Between City of Gig Harbor and Pierce Transit
2022 Trolley Service Cost-Sharing Agreement**

- I. **Service Cost Estimates and Monetary Contributions:** Monetary contributions by the City of Gig Harbor and Pierce Transit pursuant to Interlocal Agreement for Trolley Service dated February 24, 2014 for the 2022 Seasonal PT Trolley Service are described below.
 - A. The estimated cost is a planning level estimate based on the hours and miles identified by Pierce Transit. The 2022 PT Trolley Service is proposed to operate from June 4, 2022 to September 4, 2022. The actual hours and miles needed to operate the service is determined by Pierce Transit during the scheduling of the service prior to implementation.
 - B. Pierce Transit’s targeted system average fare box recovery rate is 16% based on a \$2.00 adult fare. The City of Gig Harbor partnership will allow customers to be charged a \$.50 adult fare, a 75% discount to customers of the usual adult fare, for the seasonal 2022 Trolley Service. The City of Gig Harbor agrees to contribute the estimated targeted 16% fare box recovery to achieve Pierce Transit’s average fare box recovery rate. Pierce Transit will deduct fare box revenue from the final invoice to the City of Gig Harbor to achieve at least a 16% fare box recovery rate.
 - C. The City of Gig Harbor’s maximum estimated cost is \$49,244.26. Pierce Transit’s estimated cost is \$258,532.34. If actual costs exceed the estimated amount, Pierce Transit will be liable for the higher cost as long as the service provided does not change significantly. If the parties agree to alter the service in ways that result in an increase in service hours, then this cost-sharing agreement will be renegotiated.
 - D. Due to the extraordinary circumstances related to COVID-19, this 2022 Cost Sharing Agreement between the City of Gig Harbor and Pierce Transit requires flexibility with respect to the 2022 Trolley season. As such, appropriate start dates, pro-rated invoicing, and/or termination of the 2022 Trolley season will be coordinated between the City of Gig Harbor and Pierce Transit. Cancellation of the 2022 Trolley season does not terminate the 2014 Master Agreement between said agencies.

II. 2022 Trolley Service Estimates:

Estimated 2022Trolley Service Hours	1,888
Estimated 2022 Budgeted Cost Per Service Hour	<u>\$ 163.00</u>
Estimated Cost to Operate Service	\$ 307,776.60
PT Targeted Average Fare Box Recovery Rate	16%
Community Investment Required	\$ 49,244.26
(16% x Estimated Cost to Operate Service)	

Pierce Transit will deduct actual Gig Harbor Trolley fare box revenue, up to 16% partnership funds, from the final invoice.

Estimated Financial Contributions

Pierce Transit	\$ 258,532.34
City of Gig Harbor	<u>\$ 49,244.26</u>
Estimated Cost to Operate Service	\$ 307,776.60

Pursuant to the terms of the Parties' Agreement, dated February 24, 2014, Gig Harbor agrees to pay the Community Investment amount listed above for the 2022 PT Trolley Service to offset the adult fare charged to customers of the Service.

IN WITNESS WHEREOF the Parties hereto have executed this Agreement on the _____ day of _____ 2022.

CITY OF GIG HARBOR

**PIERCE COUNTY PUBLIC
TRANSPORTATION BENEFIT AREA
CORPORATION**

By:

By:

Tracie Markley, Mayor

Michael Griffus
Chief Executive Officer

Date: _____

Date: _____

Attachment A

2022 Cost-Sharing Agreement
City of Gig Harbor and Pierce Transit

I. **Service Cost Estimates and Monetary Contributions:** Monetary contributions by the City of Gig Harbor and Pierce Transit pursuant to Interlocal Agreement for Trolley Service dated February 24, 2014 for the 2022 Seasonal PT Trolley Service are described below.

A. The estimated cost is a planning level estimate based on the hours and miles identified by Pierce Transit. The 2022 PT Trolley Service is proposed to operate from June 4, 2022 to September 4, 2022. The actual hours and miles needed to operate the service is determined by Pierce Transit during the scheduling of the service prior to implementation.

B. Pierce Transit’s targeted system average fare box recovery rate is 16% based on a \$2.00 adult fare. The City of Gig Harbor partnership will allow customers to be charged a \$.50 adult fare, a 75% discount to customers of the usual adult fare, for the seasonal 2022 Trolley Service. The City of Gig Harbor agrees to contribute the estimated targeted 16% fare box recovery to achieve Pierce Transit’s average fare box recovery rate. Pierce Transit will deduct fare box revenue from the final invoice to the City of Gig Harbor to achieve at least a 16% fare box recovery rate.

C. The City of Gig Harbor’s maximum estimated cost is \$49,244. Pierce Transit’s estimated cost is \$258,532. If actual costs exceed the estimated amount, Pierce Transit will be liable for the higher cost as long as the service provided does not change significantly. If the parties agree to alter the service in ways that result in an increase in service hours, then this cost-sharing agreement will be renegotiated.

D. Due to the extraordinary circumstances related to COVID-19, this 2022 Cost Sharing Agreement between the City of Gig Harbor and Pierce Transit requires flexibility with respect to the 2022 Trolley season. As such, appropriate start dates, pro-rated invoicing, and/or termination of the 2022 Trolley season will be coordinated between the City of Gig Harbor and Pierce Transit. Cancellation of the 2022 Trolley season does not terminate the 2014 Master Agreement between said agencies.

II. **2022 Trolley Service Estimates:**

Estimated 2022Trolley Service Hours	1,888
Estimated 2022 Budgeted Cost Per Service Hour	<u>\$ 163.00</u>
Estimated Cost to Operate Service	\$ 307,776.60

PT Targeted Average Fare Box Recovery Rate 16%

Community Investment Required \$ 49,244.26
(16% x Estimated Cost to Operate Service)

Pierce Transit will deduct actual Gig Harbor Trolley fare box revenue, up to 16% partnership funds, from the final invoice.

Estimated Financial Contributions
Pierce Transit \$ 258,532.34
City of Gig Harbor \$ 49,244.26
Estimated Cost to Operate Service \$ 307,776.60

Pursuant to the terms of the Parties' Agreement, dated February 24, 2014, Gig Harbor agrees to pay the Community Investment amount listed above for the 2022 PT Trolley Service to offset the adult fare charged to customers of the Service.

IN WITNESS WHEREOF the Parties hereto have executed this Agreement on the _____ day of _____ 2022.

CITY OF GIG HARBOR

**PIERCE COUNTY PUBLIC
TRANSPORTATION BENEFIT AREA
CORPORATION**

By:

By:

Kit Kuhn, Mayor

Michael Griffus
Chief Executive Officer

Date: _____

Date: _____

Danette Rogers
Interim Chief Financial Officer

Date: _____

ATTEST:

Deanne Jacobson, CMC

Date: _____

Fast Facts for Pierce Transit in 2019

8,321,191

Boardings

365

Days

22,798

Average Daily Boardings

70

Weekdays

101,042

Average Weekday Boardings

14

Saturdays

51,894

Average Saturday Boardings

17

Sundays

30,692

Average Sunday Boardings

Revenue Hours and Miles

442,045

Actual Revenue Hours

5,259

Daily Weekday Revenue H...

18.82

Boardings / Revenue Hour

489,134

Actual Service Hours

5,819

Daily Weekday Service Ho...

17.01

Boardings / Service Hour

4,988,817

Actual Rev. Miles

59,378

Daily Weekday Revenue ...

1.67

Boardings / Revenue Mile

5,813,513

Actual Service Miles

69,398

Daily Weekday Service Miles

1.43

Boardings / Service Mile

551

Missed Revenue Hours

6,277

Missed Revenue Miles

581

Missed Trips

614

Missed Service Hours

7,391

Missed Service Miles

581

Missed Trips

Service Hours and Miles

Fast Facts for Pierce Transit in 2020

4,718,702

Boardings

12,893

Average Daily Boardings

366
Days

15,318

Average Weekday Boardings

256
Weekdays

8,720

Average Saturday Boardings

52
Saturdays

5,927

Average Sunday Boardings

58
Sundays

Revenue Hours and Miles

384,539

Actual Revenue Hours

1,249

Daily Weekday Revenue H...

12.27

Boardings / Revenue Hour

425,185

Actual Service Hours

1,383

Daily Weekday Service Ho...

11.10

Boardings / Service Hour

4,230,937

Actual Rev. Miles

13,712

Daily Weekday Revenue ...

1.12

Boardings / Revenue Mile

4,954,832

Actual Service Miles

16,084

Daily Weekday Service Miles

0.95

Boardings / Service Mile

631

Missed Revenue Hours

6,981

Missed Revenue Miles

662

Missed Trips

706

Missed Service Hours

8,377

Missed Service Miles

662

Missed Trips

Service Hours and Miles

Fast Facts for Pierce Transit in 2021

4,338,177

Boardings

365

Days

11,885

Average Daily Boardings

254

Weekdays

14,270

Average Weekday Boardings

52

Saturdays

8,151

Average Saturday Boardings

59

Sundays

4,912

Average Sunday Boardings

Revenue Hours and Miles

405,341

Actual Revenue Hours

1,337

Daily Weekday Revenue H...

10.70

Boardings / Revenue Hour

443,599

Actual Service Hours

1,463

Daily Weekday Service Ho...

9.78

Boardings / Service Hour

4,544,850

Actual Rev. Miles

14,961

Daily Weekday Revenue ...

0.95

Boardings / Revenue Mile

5,240,625

Actual Service Miles

17,250

Daily Weekday Service Miles

0.83

Boardings / Service Mile

3,310

Missed Revenue Hours

37,342

Missed Revenue Miles

3,615

Missed Trips

3,629

Missed Service Hours

43,271

Missed Service Miles

3,615

Missed Trips

Service Hours and Miles

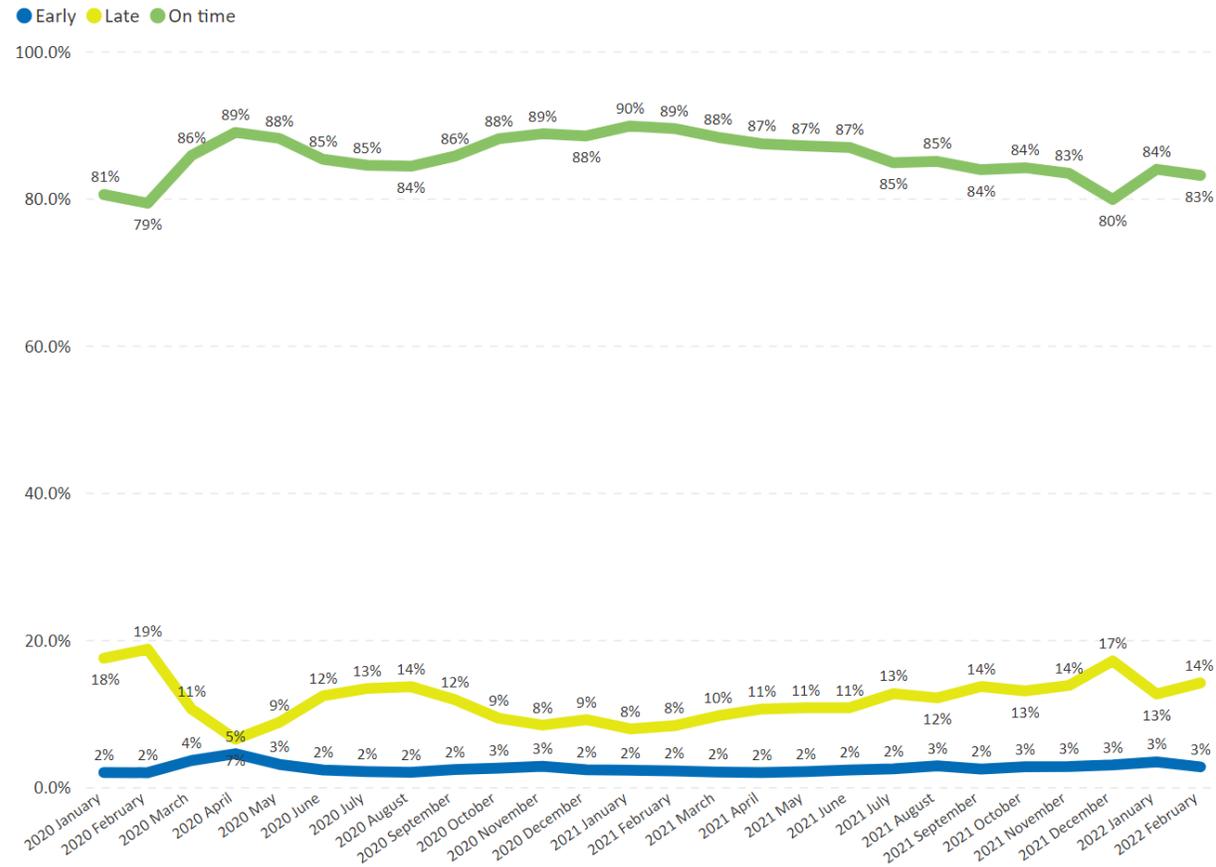
Service Facts Snapshot

Presentation on activity for On Time
Performance, Ridership YOY, Operational
Levels of Service Scheduled, Missed Trips

February 18, 2022 – Lindsey Sehmel, Principal Planner

2020 to 2022 Pierce Transit On Time Performance (OTP)

Official monthly on-time performance (OTP)



Fixed Route Activity by Day (Average YOY)



Operational Levels of Service



Bus stop & route activity report

Report contact: Pam Gant | Data Analyst | pgant@piercetransit.org
 Data sources: APC data, HASTUS, GIS Bus Stops

[Click to clear all filters](#)

Year, Month

StopID and Name

Route #

Route Type

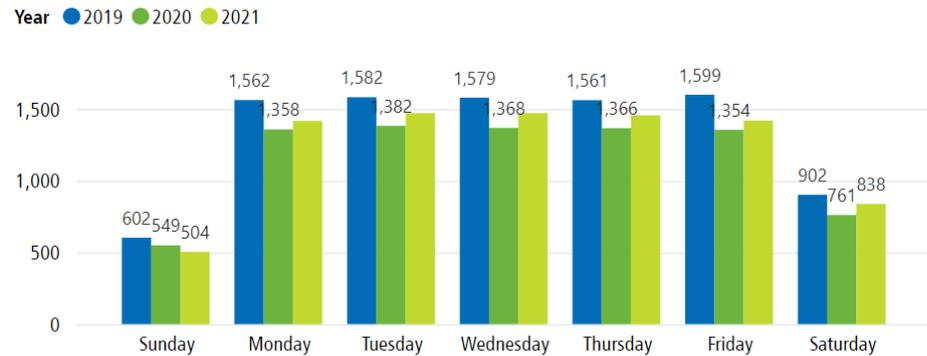
Jurisdiction, Zip

Day Type, Day

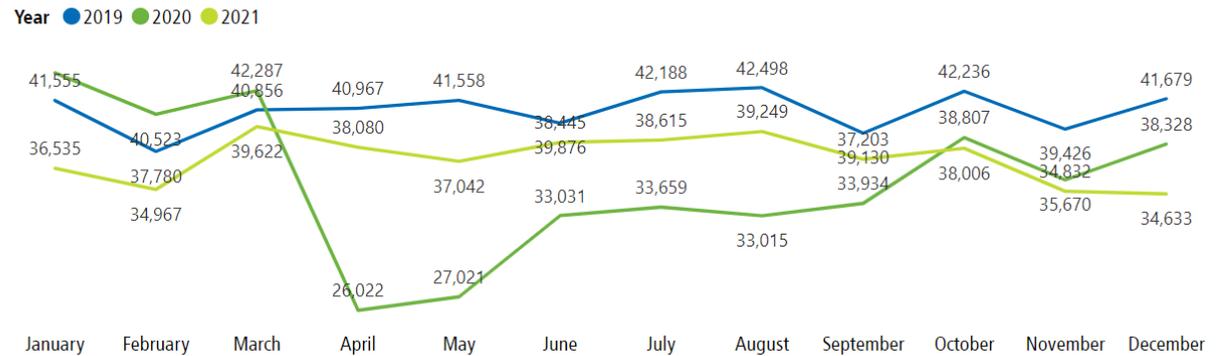
TitleVI

Timepoint

Average scheduled daily service hours, by day



Scheduled service hours, by month





Pierce Transit Missed Trips Report

Data sources: Scheduled trips (HASTUS), Missed trips (Radio Call Log)

3,615
Missed trips in 2021

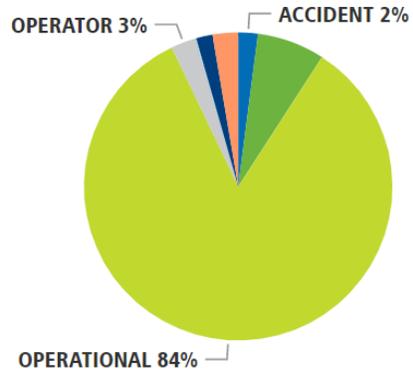
662
Missed trips in 2020

0.8%

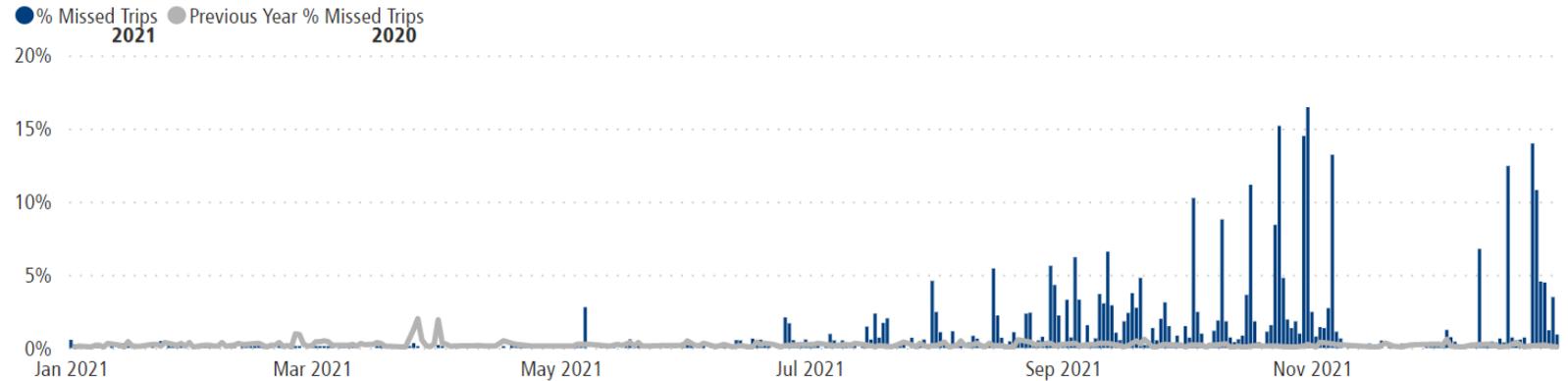
0.2%

Year:
 Month:
 Week:
 Day:
 Route Type:
 Route # & Name:

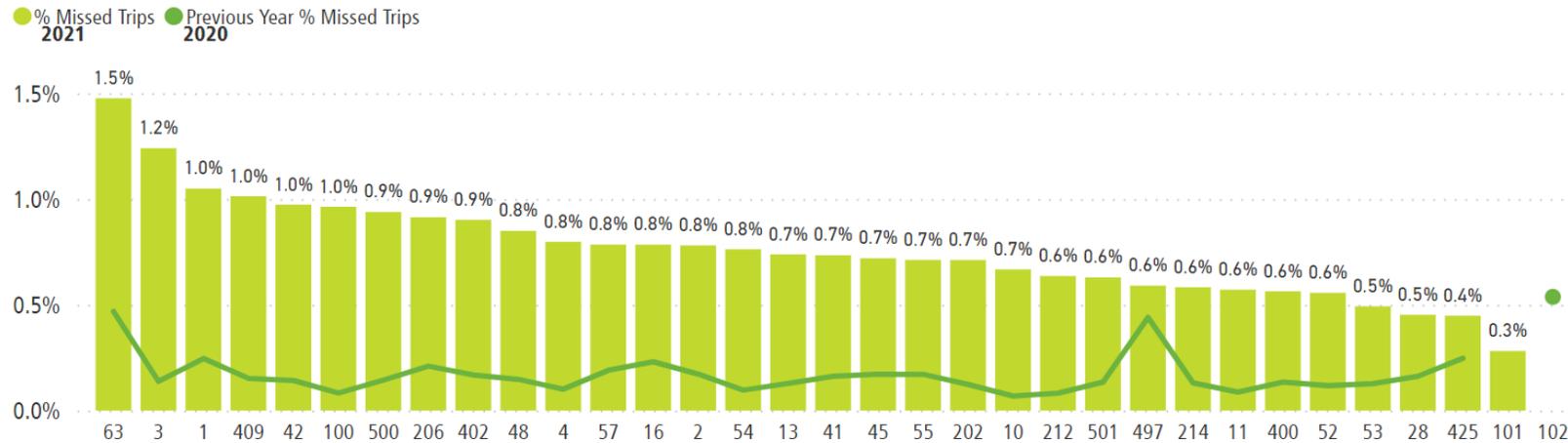
Reasons for missed trips 2021



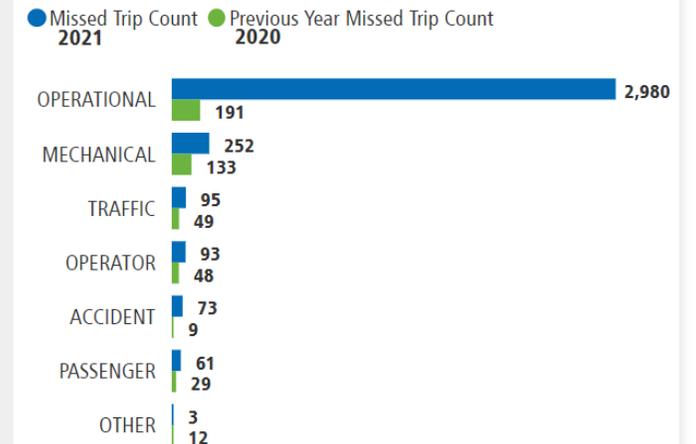
Percentage of trips missed, by day



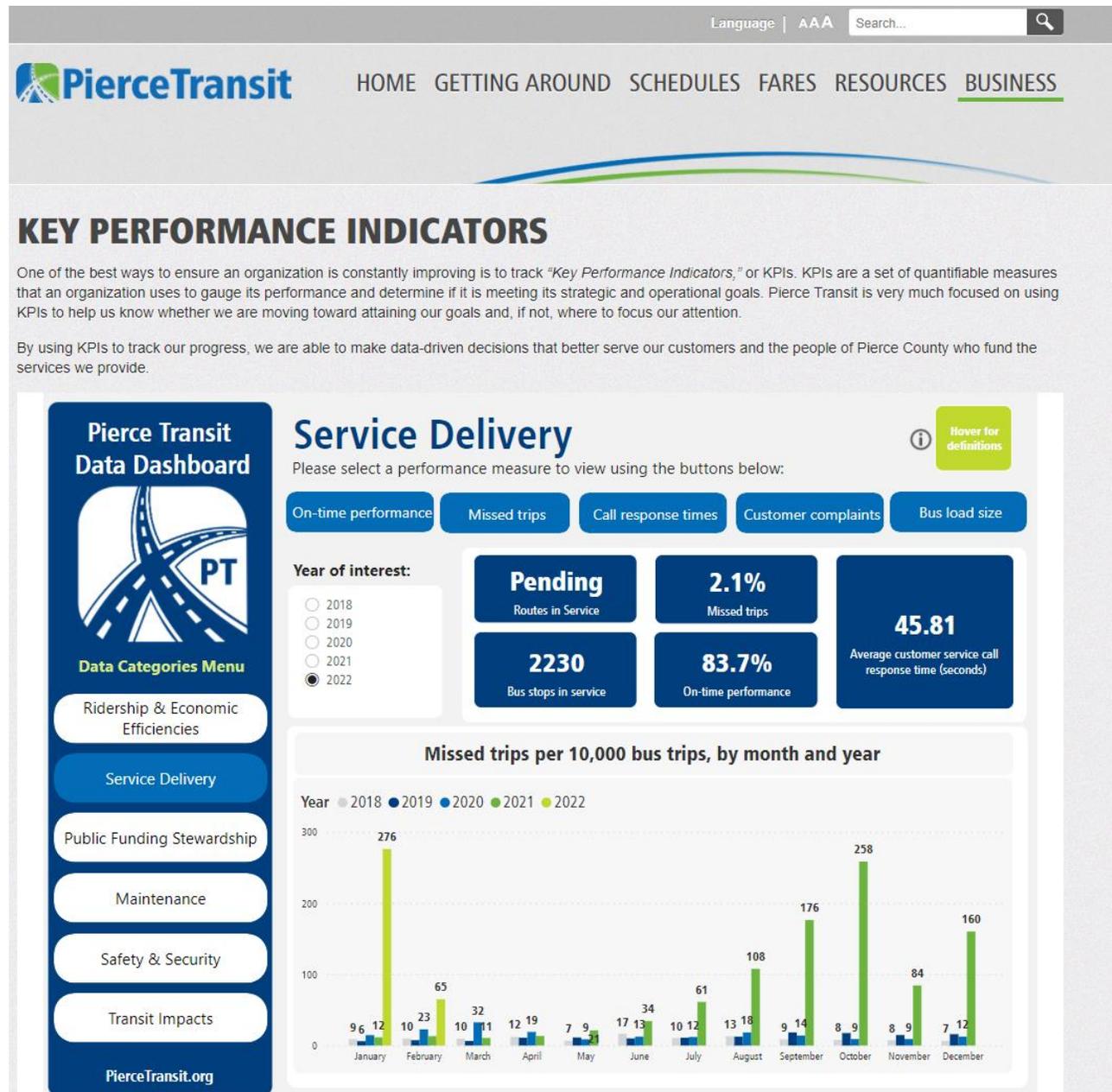
Percentage of trips missed, by route



Missed trips, by reason



Public Reports





February 4, 2022

To: Rafeh Haidar, Chief Operating Officer

From: Jim Kelly, Public Safety Chief

Re: **2021 YEAR END REPORT**

Attached you will find the end of the year report for Public Safety. Looking back at 2021, the one thing I am most proud of is how we came together to stay focused on our primary mission of staying visible, keeping the system safe, and protecting our community. Simply put, we are here to prevent crime and when crime does occur, we are determined in our efforts to find those who choose to commit it. Five examples of our work:

- On 1/23/2021, at 1918 hours, a shooting occurred at the Tacoma Mall Transit Center. The shooter shot 2 times at 4 juvenile males in the 54 zone. Nobody was hit by either bullet, and all involved ran from the scene prior to police arriving. The case was investigated by Pierce Transit Public Safety. Tacoma Police declined due to their case volume. The combined efforts of Public Safety Officers, Pierce Transit Records-Video review, and Pierce Transit Police led to the identification of the shooter and the 4 victims. The shooter was a juvenile who committed an unrelated homicide that took place 5 days later in the city of Tacoma. The juvenile plead guilty in December 2021.
- On 08/11/21, an attempted armed robbery occurred at the TDS transit garage regarding an Offer Up sale. After a lengthy investigation by Pierce Transit Police the subject was identified as an 18-year-old Seattle resident with a previous robbery conviction. A warrant was issued for the subject's arrest. He was arrested in Seattle and, at the time of the arrest, was armed with a loaded 9mm handgun that had no serial number. Trial is set for 2022.
- On 9/23/21, Pierce Transit received notice from Puyallup PD a 63-year-old woman, who was a frequent rider, had gone missing on 9/21. The woman had health issues and did not have her medication with her. Within 3 hours of being notified she was missing, the woman was found resulting from the combined efforts of several Public Safety and other Pierce Transit employees.
- On 10/28/21, at 1255 hours, an 83-year-old male who had been diagnosed with cancer was at Commerce Street waiting for a coach. Another male approached and punched the 83-year-old in the face, knocking him to the ground. The suspect then told the man to give him money or he would hit him again, but the victim did not have any. The suspect walked away. Transit Police responded. The victim had a large open wound on his upper lip from being punched and was taken to the hospital. A bulletin was distributed to all local law enforcement with the suspect's image (taken from video on a nearby coach) and canvassing was done in the days following the assault to find the suspect. The suspect was identified and arrested three days later and was charged with Attempt Robbery/Assault.
- On 12/9/21, a Transit Deputy responded to the Spanaway Walmart bus stop for a passenger who passed out on a coach. A handgun was found on the passenger by medical personnel. The deputy confirmed the gun was reported stolen and attempted to arrest the passenger, who ran on foot. After a short chase, the passenger was caught and booked into the Pierce County Jail. On 1/10/22, the passenger was still in jail and we were notified he was a suspect in a homicide that occurred in Federal Way on 12/8/21. He has since been charged with the homicide.

Visibility in the system and within Pierce Transit itself continues to be a top priority. One way we measure visibility is by the number of bus and facility checks done each month. In 2021, Public Safety increased the number of bus checks by 6%, and Facility checks were close to the same level as 2020 (79 fewer). Public Safety continues to stay visible within Pierce Transit by participating on various committees and training the New Operator classes. The training covers de-escalation techniques and lessons learned from previous Operator assaults, hoping to prevent future assaults.

In 2021, the types of calls we responded to remained consistent. Vandalism, unlawful transit conduct, hit and run, and smoking were the most common. The number of incident reports decreased, as did the number of arrests and warnings. The average response time for Pierce Transit Police, Lakewood Police, and Public Safety Officers was 10 minutes or less. Pierce Transit Police response time was 10:02, Lakewood Police was 5:53, and PSO response time was 2:29. Considering how spread out the Pierce Transit Police are, the average response time is good. The number of Trespass Arrests decreased which is related to booking restrictions at local jails.

In 2021, the Records Technician and Physical Security Systems Administrator positions saw turnover. In June of 2021, Andrea Alonso and Rob Minnick were hired to fill these vacancies. Both have performed very well, becoming great assets to our team.

The Records Division saw requests for video increased by 131 from 2020, returning closer to the level in 2019. In 2021, the Records Division processed 236 exclusions, a decrease of 52 from 2020 and a decrease of 91 from 2019 (fewer people are being excluded from riding). In-House reviews of those exclusions dropped to a three-year low of five. There were 229 Special Access Backgrounds completed, which is 29 less than 2020 but 33 more than 2019. Public Disclosure Requests returned to 2019 levels (112).

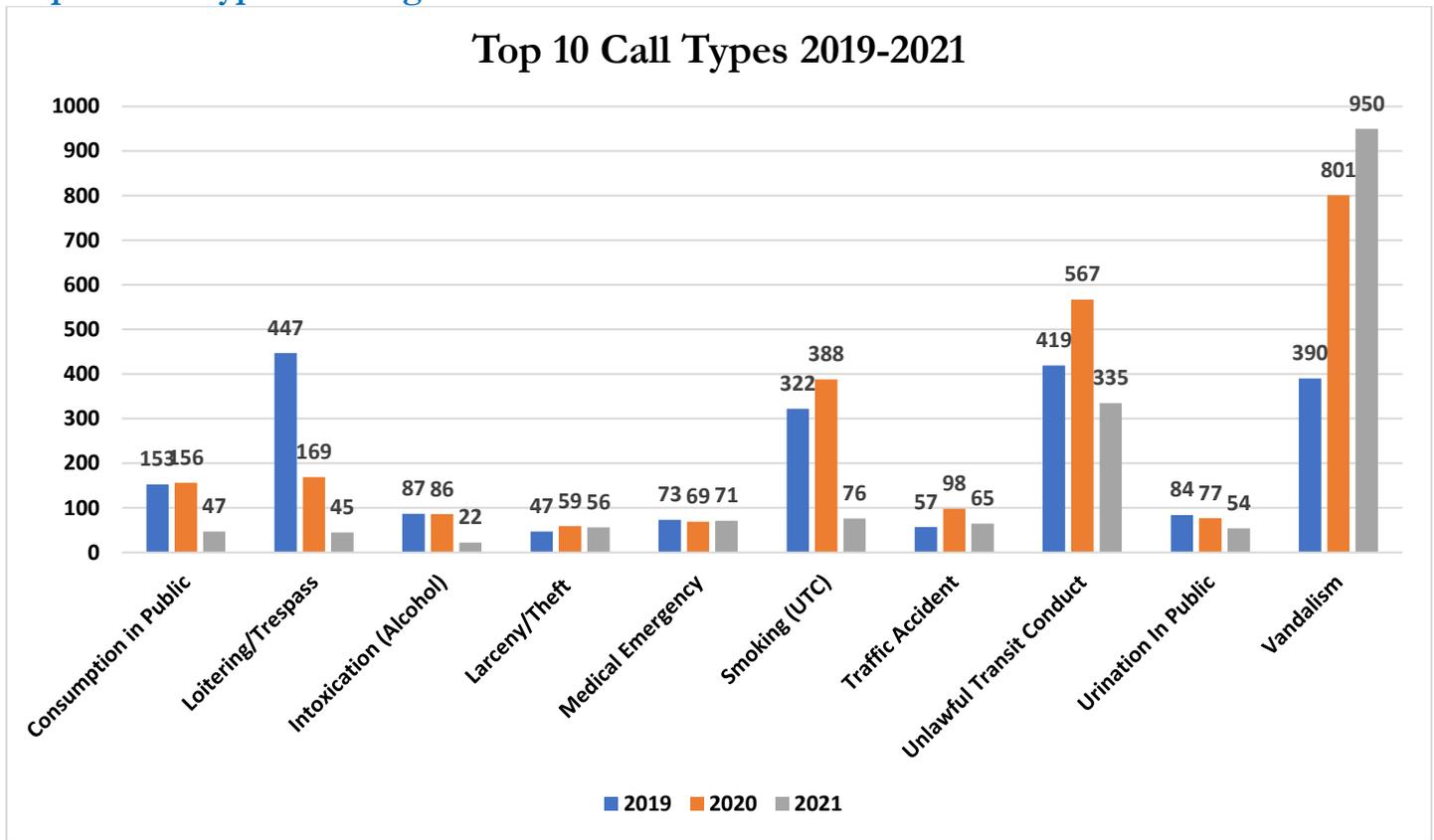
The Physical Security Systems Administrator updated badging access, formalizing what positions get access to which buildings. A key audit was also completed, and a plan made detailing what positions need which keys. The Lifecycle Enhancement Project, which will update Pierce Transit's aging camera system, went out to bid in 2021. Work is expected to begin in Spring of 2022 and be completed in 2023. The Early Warning System at the Pierce Transit Headquarters campus has been updated, and is expected to be fully functional this Spring. This adds a layer of safety for events such as an active shooter.

Employee Assaults continued to decrease; 23 in 2018, 20 in 2019, 19 in 2020, and 17 in 2021. There were 12 Operator assaults in 2021, the same number as 2020. The other employees assaulted in 2021 included two Service Supervisors, two Public Safety Officers, and one Maintenance worker. The 17 incidents resulted in 12 arrests and charges/alternative confinement, one case referred for charging instead of arrest, and four cases were not solved. Thankfully, there were only minor injuries to the employees assaulted. Three of the assaults involved items being thrown at the employee, four involved the employee being spit on, and 10 involved the passenger making some sort of contact with the employee via push/shove/punch.

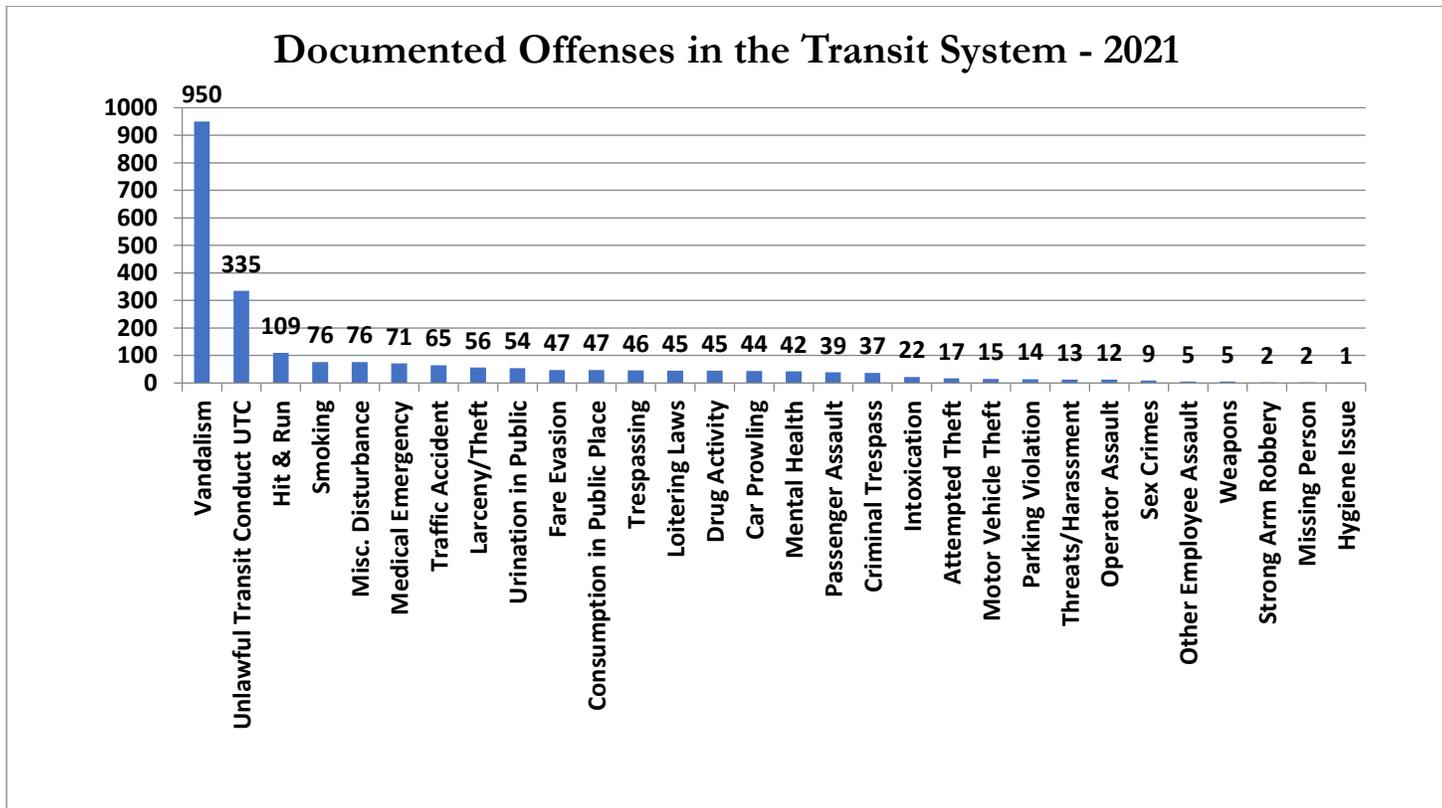
In 2021, two of the four Service Delivery and Support Employee of the Quarter Awards went to members of the Public Safety Department. The First Quarter 2021 award went to Records Supervisor Katie Marcelia, PSO Jason LeFevre, PSO Tre Mathis, and Transit Deputy Dolan Johnson for their combined efforts in solving the Tacoma Mall shooting. The Fourth Quarter 2021 award went to Physical Security Systems Administrator Rob Minnick for his work improving the various security systems at Pierce Transit. In December we named PSO Sam Bissen as our Public Safety Officer of the Year. PSO Bissen was nominated by his peers because of his dedication to our mission of providing professional law enforcement services to Pierce Transit and the communities we serve. PSO Bissen models the Department's core values of Accountability, Integrity, Teamwork, Professionalism and Respect throughout his daily activities.

As you have read, 2021 was a busy year for Public Safety. We overcame many hurdles and accomplished a lot. I look forward to continued improvement and success in 2022.

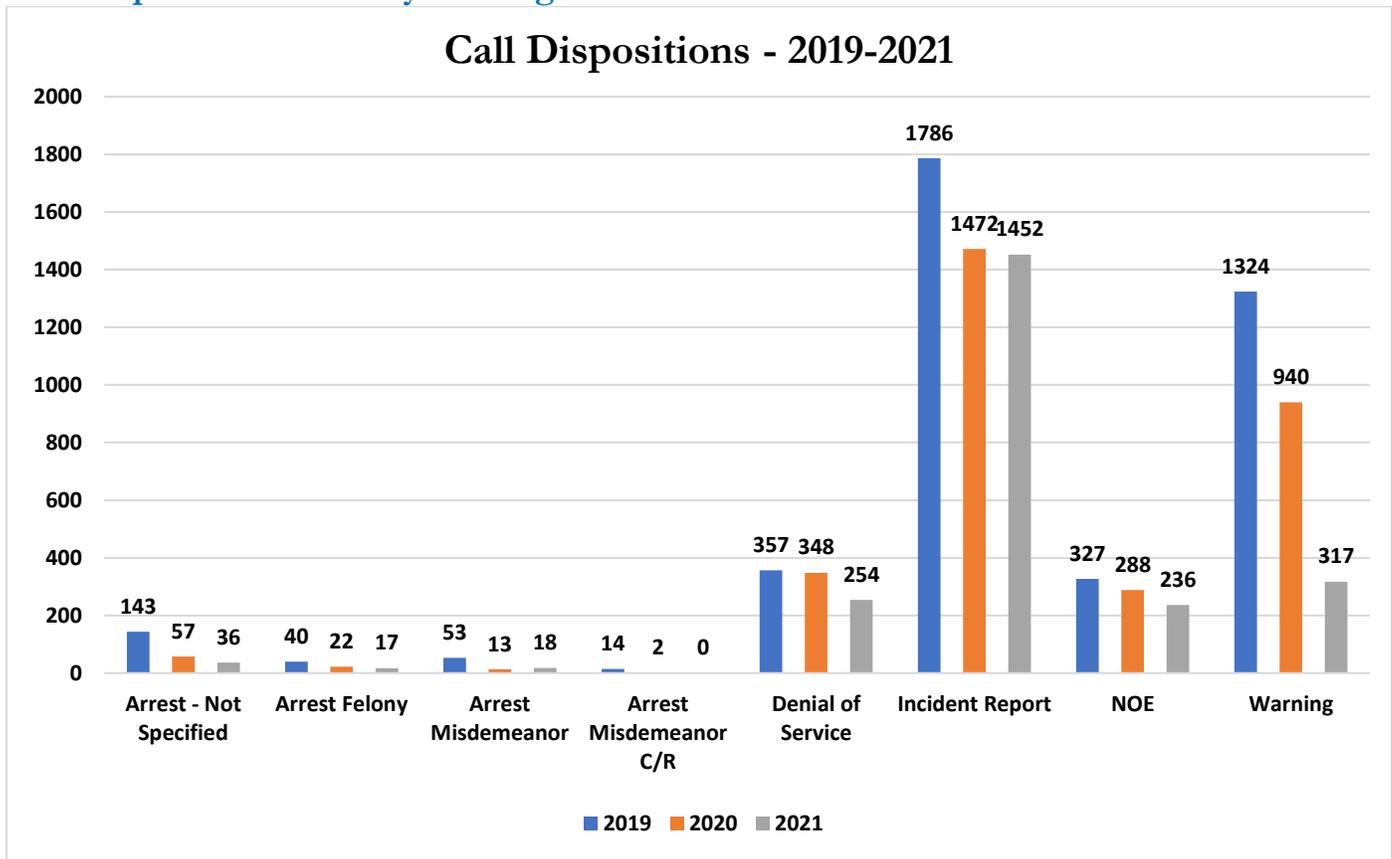
Top 10 Call Types – All Agencies 2019-2021



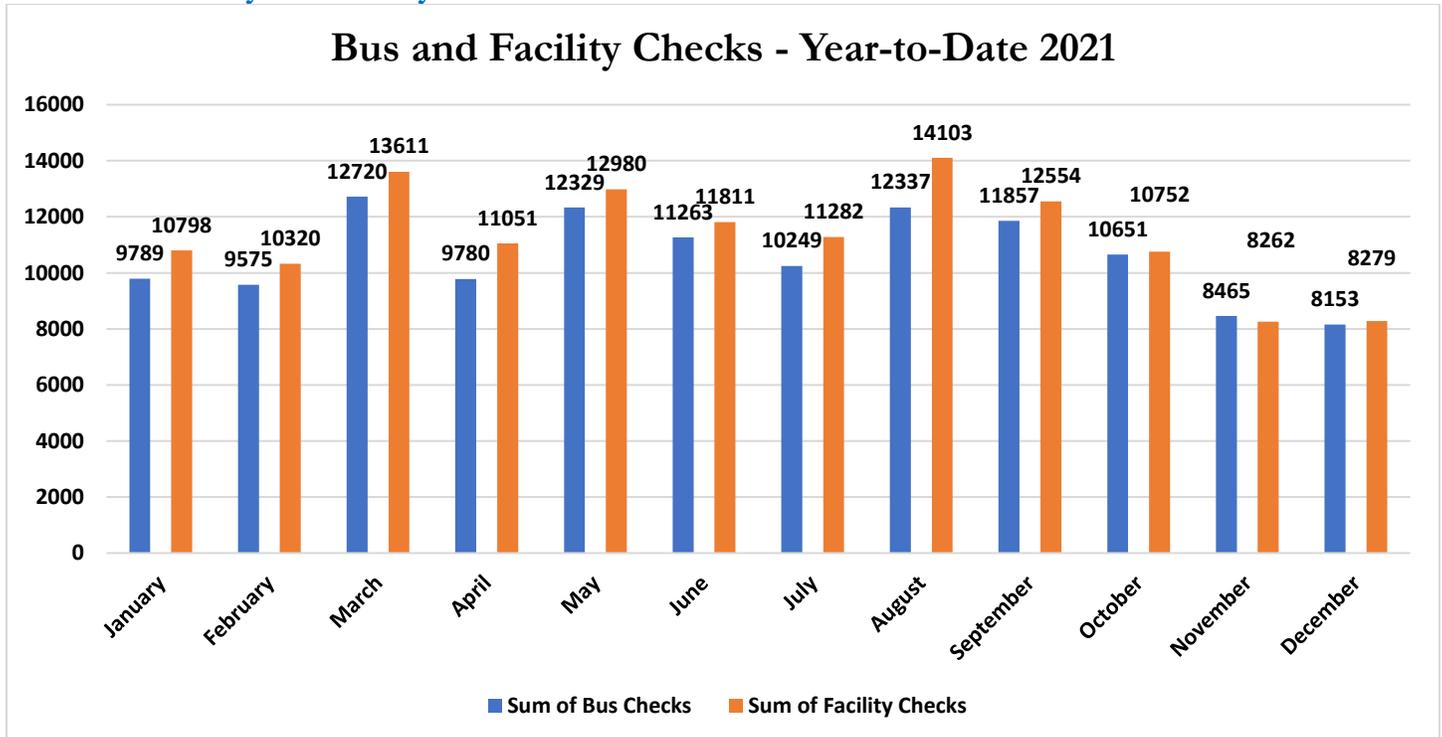
Documented Offenses



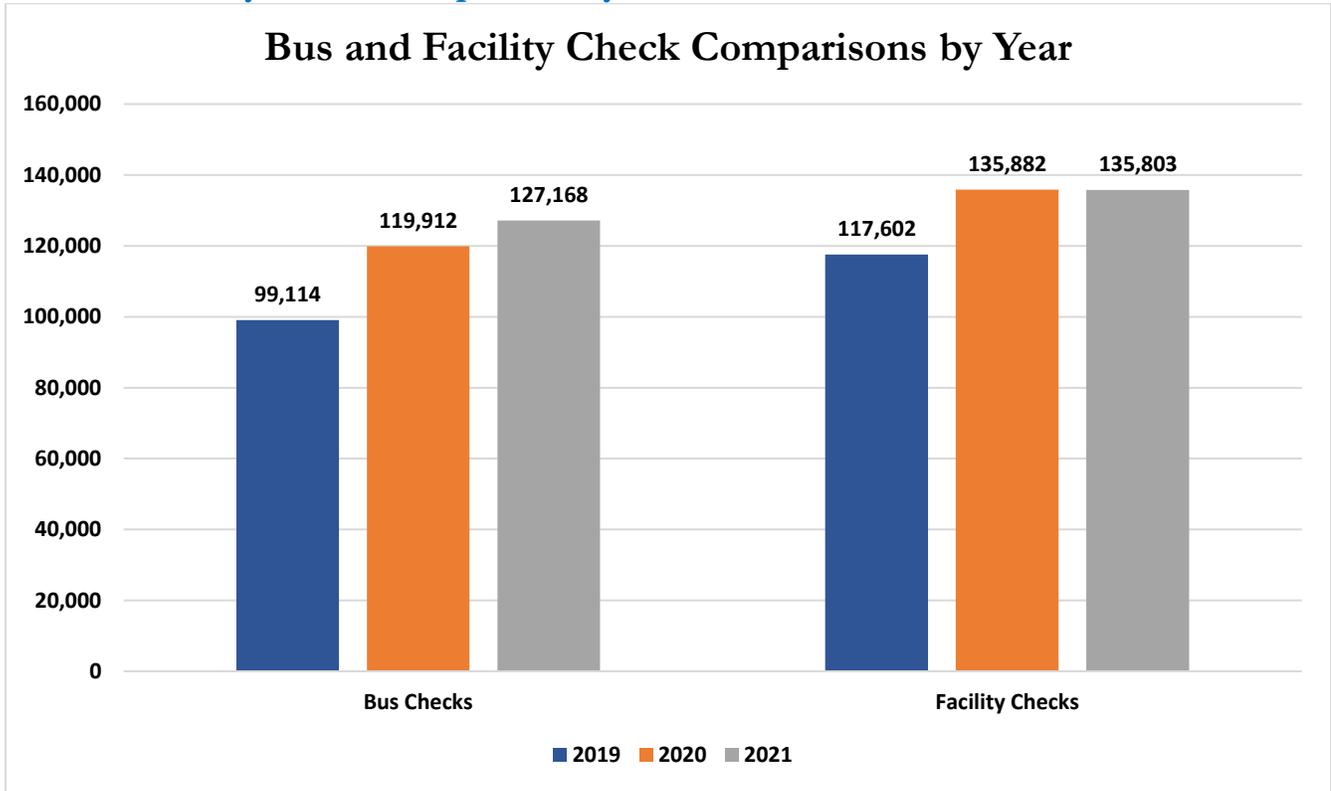
Call Disposition Summary – All Agencies 2019-2021



Bus and Facility Checks by Month – 2021

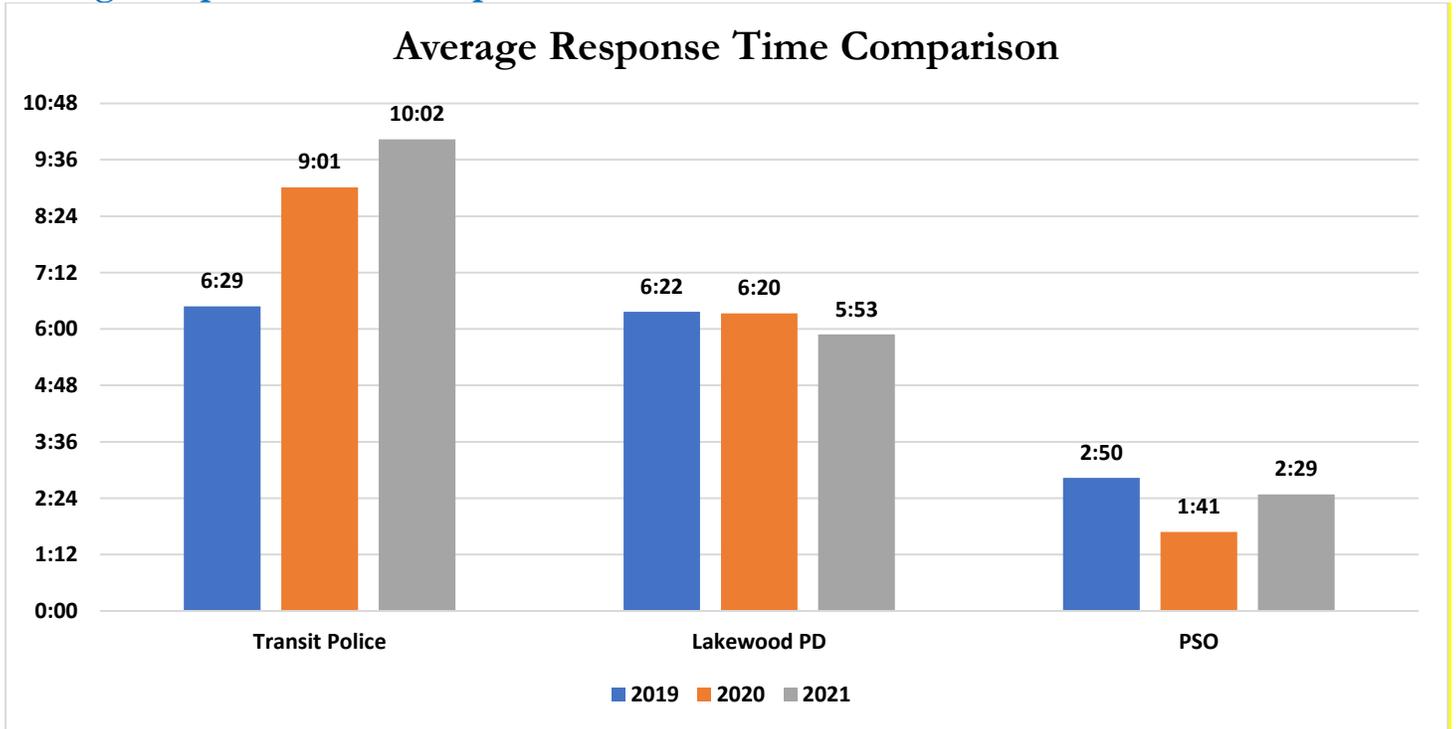


Bus and Facility Check Comparison by Year 2019 - 2021



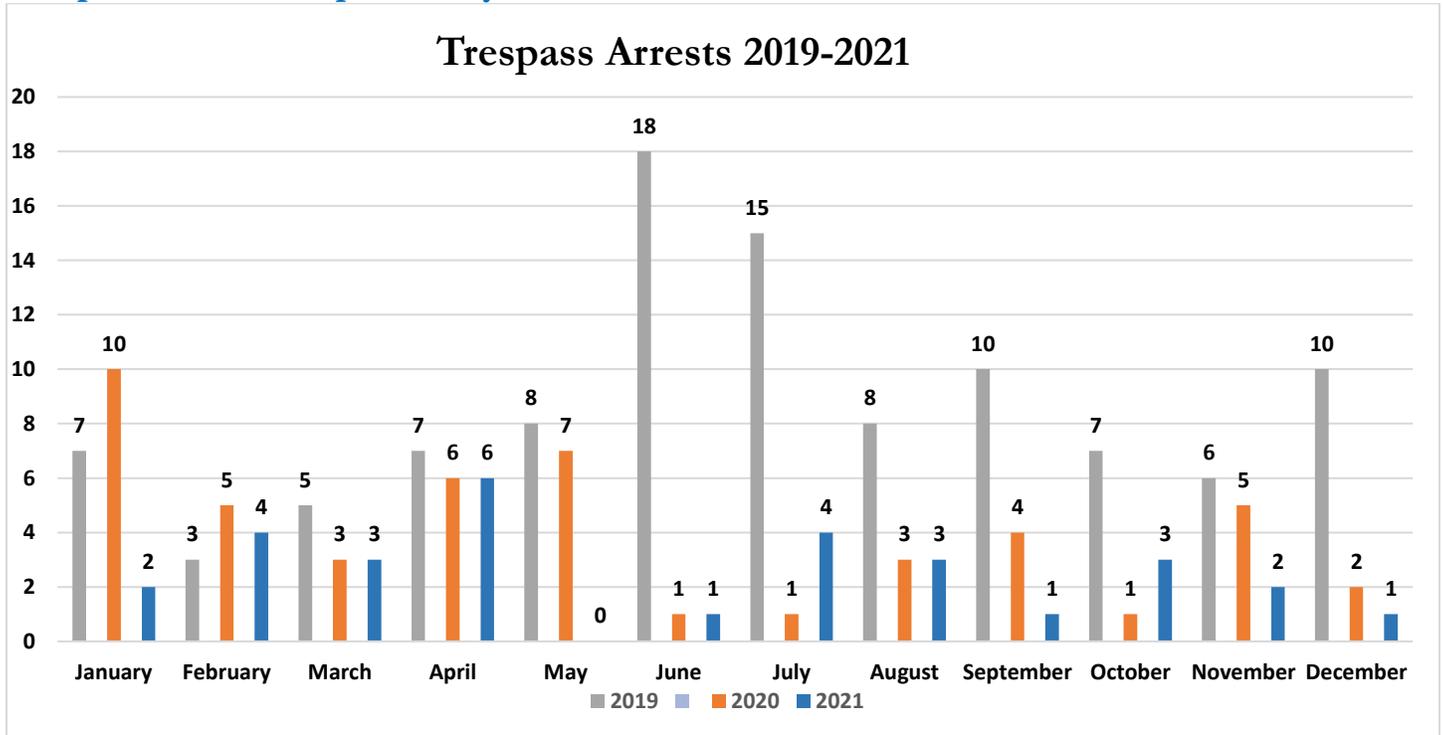
From 2020 - 2021, there was a 6% increase in Bus Checks and a .06% decrease in Facility Checks.

Average Response Time Comparison 2019-2021



From 2020 to 2021 the Transit Police's response time increased by 1 minute, 1 second; the Lakewood PD's response time decreased by 27 seconds; the Public Safety Officer's response time increased by 48 seconds.

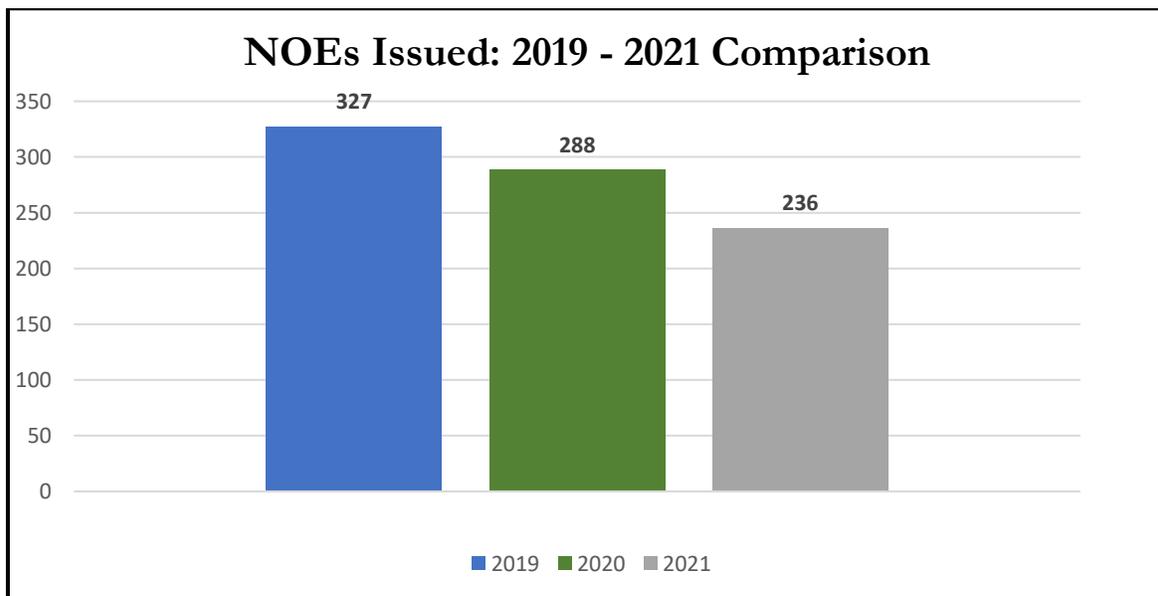
Trespass Arrest Comparison by Month 2019-2021



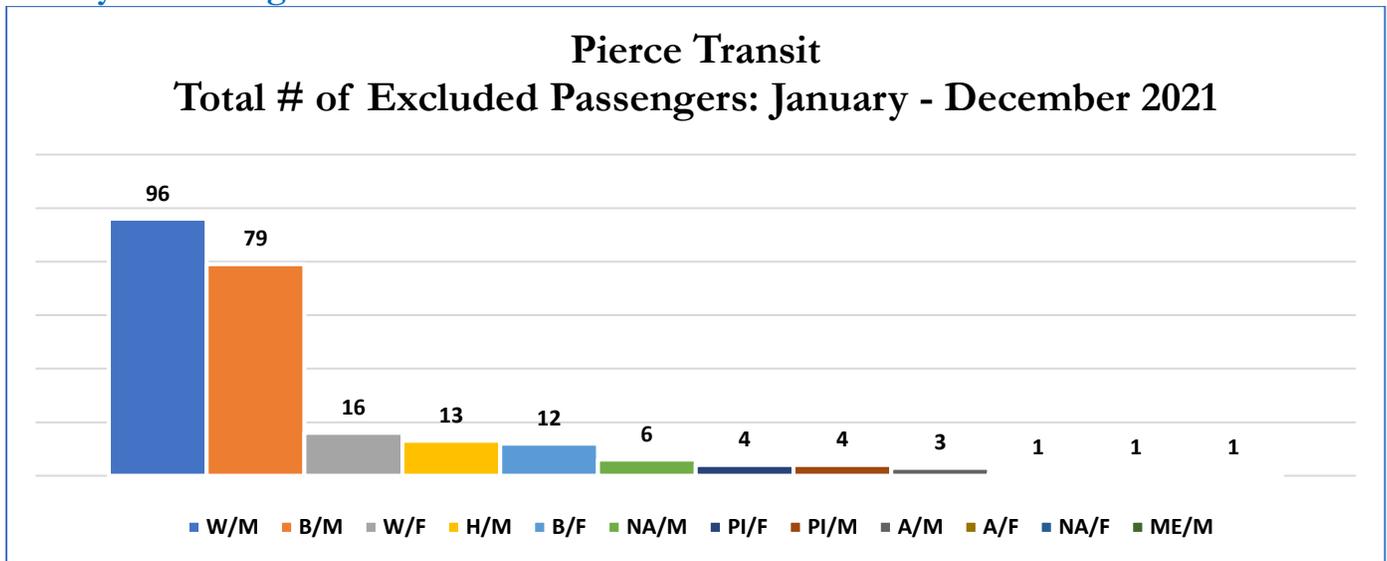
Exclusion Program

There was a total of 236 Notices of Exclusion (NOEs) issued during this past year. Due to the informative efforts of our security and law enforcement team, excluded passengers were educated well on the method to appeal. There were only five In-House Reviews conducted at the request of excluded passengers.

The chart below reflects the number of exclusions issued this past year compared to the previous two years:



The chart below reflects the total number of excluded passengers in 2021. It's been broken down by race and gender.

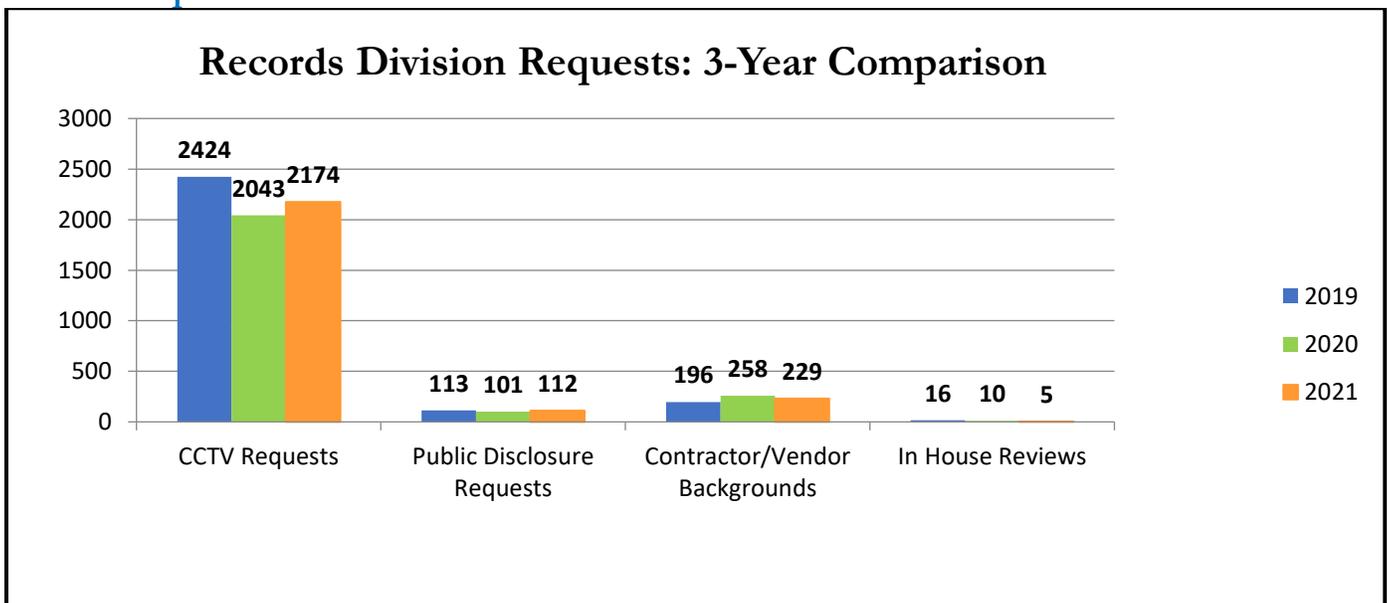


Records Division Requests

Records Technician, James Gamble, separated from Pierce Transit at the beginning of March 2021. With Physical Security Specialist, Shane See, leaving a couple weeks after James, this created quite a challenge for the Public Safety Department. After approximately three months, those two vacant positions were filled. Andrea Alonso joined the DPS Records Division as the new Records Technician on June 8, 2021. She quickly got to work learning her new tasks and assisting in the daily duties and requests that our Division receives.

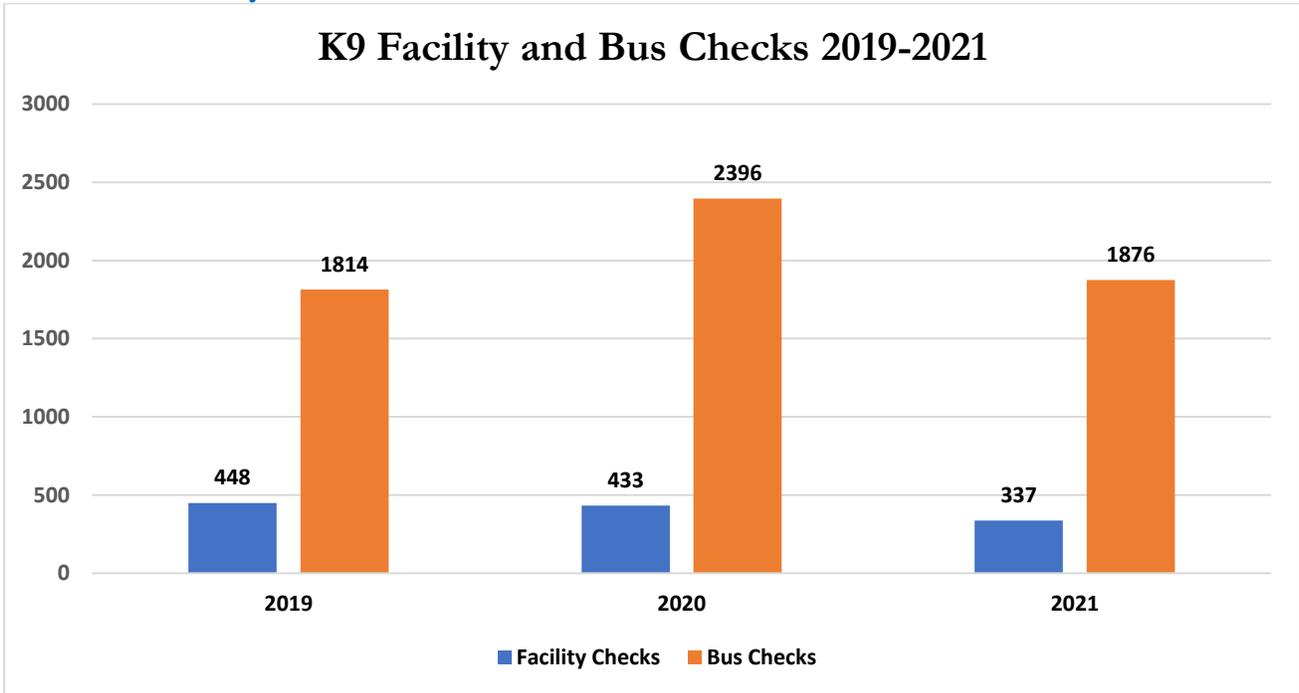
Our division receives various types of requests from within the Agency, from local law enforcement agencies, prosecutors, and the public. The following reflects the volume of requests we received for some of the records pertaining to the Department of Public Safety, comparing the past three years:

Records Requests 2019-2021



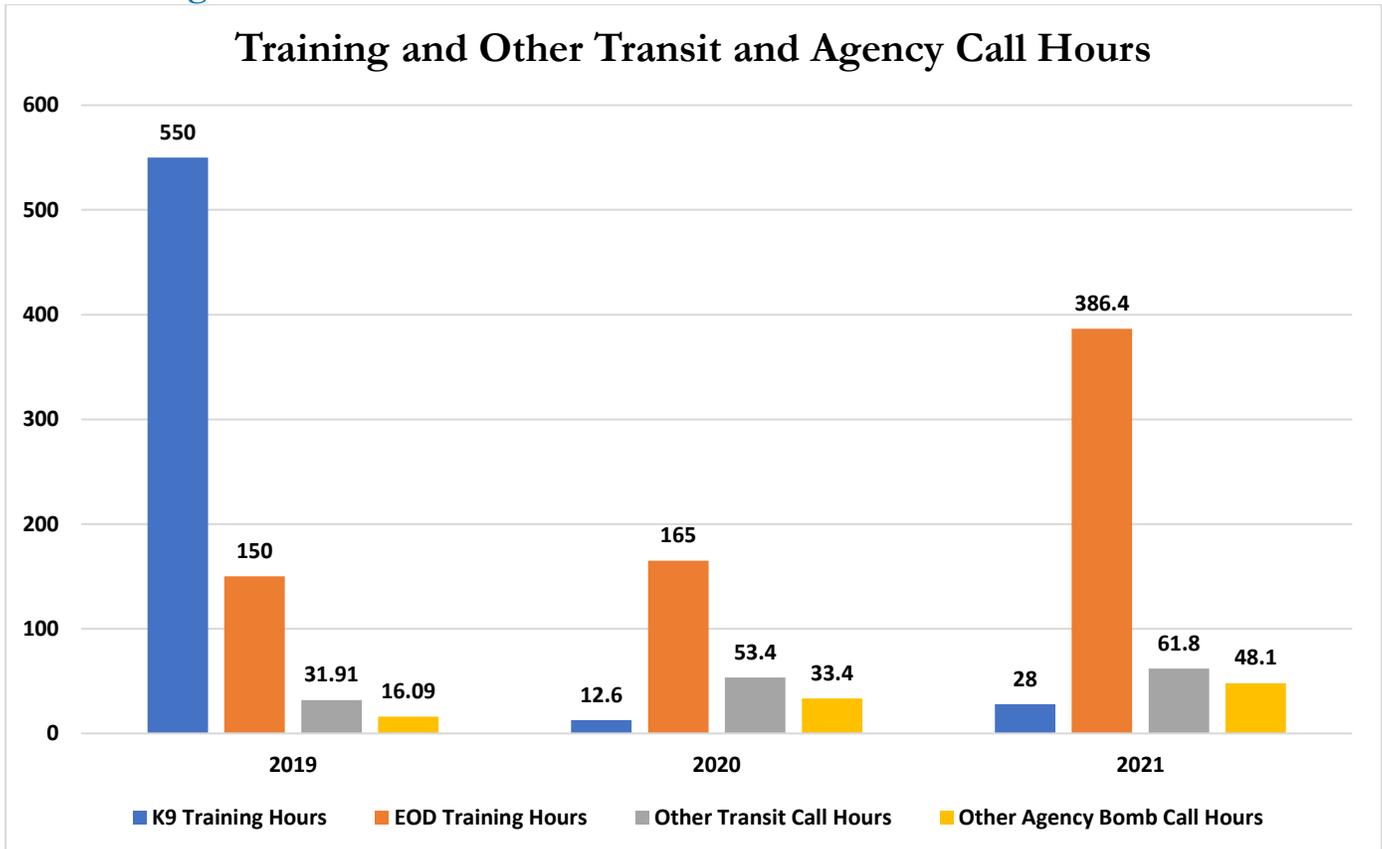
Of the 2,174 requests for video this past year, 715 (32.89%) involved documented incidents on Sound Transit coaches or the Lakewood Sounder Station.

K-9 Bus and Facility Checks 2019-2021



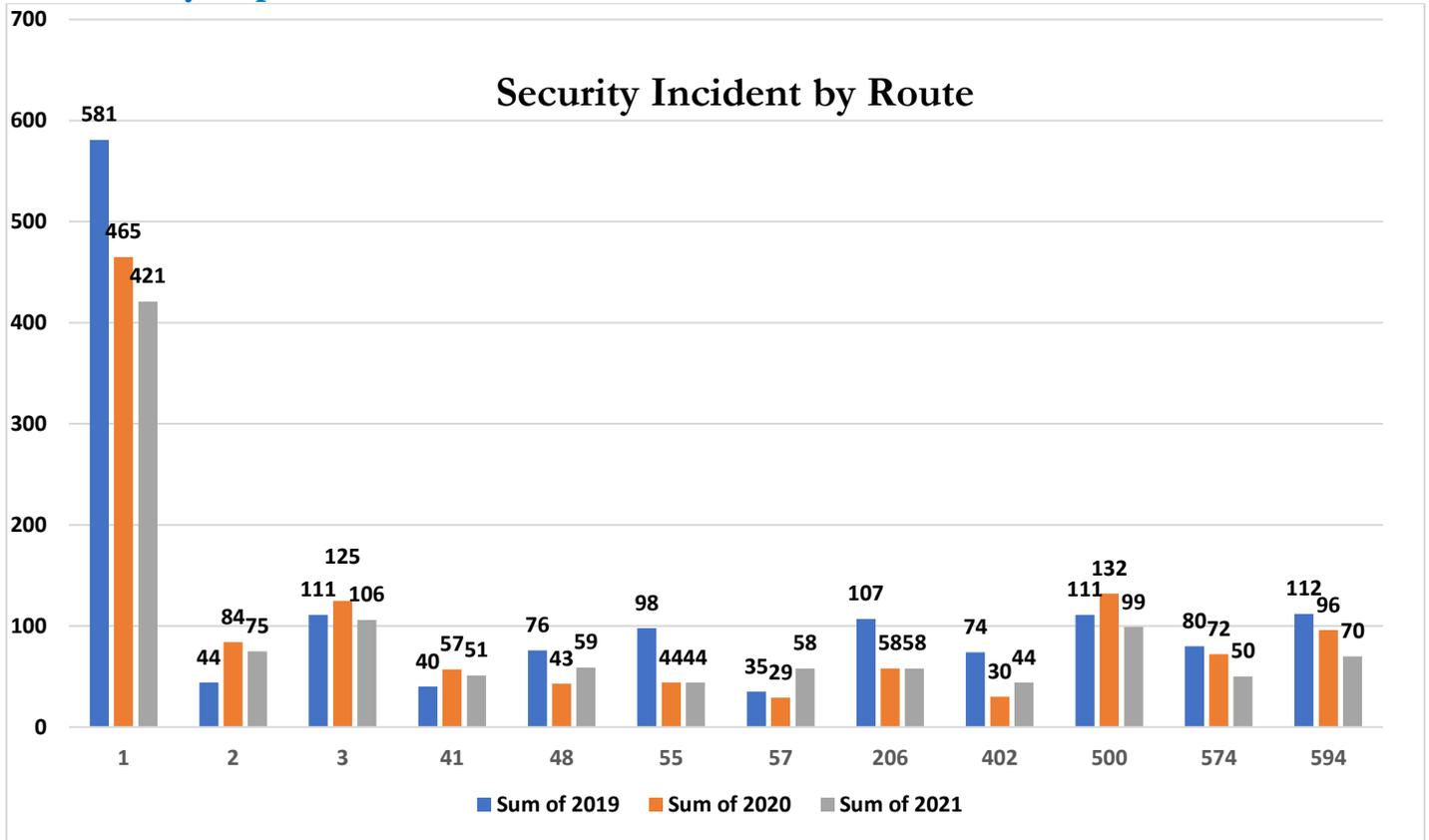
From 2020 - 2021, Facility Checks decreased by 22% and there was a 22% decrease in Bus Checks.

K-9 Training and Other Activities 2019-2021

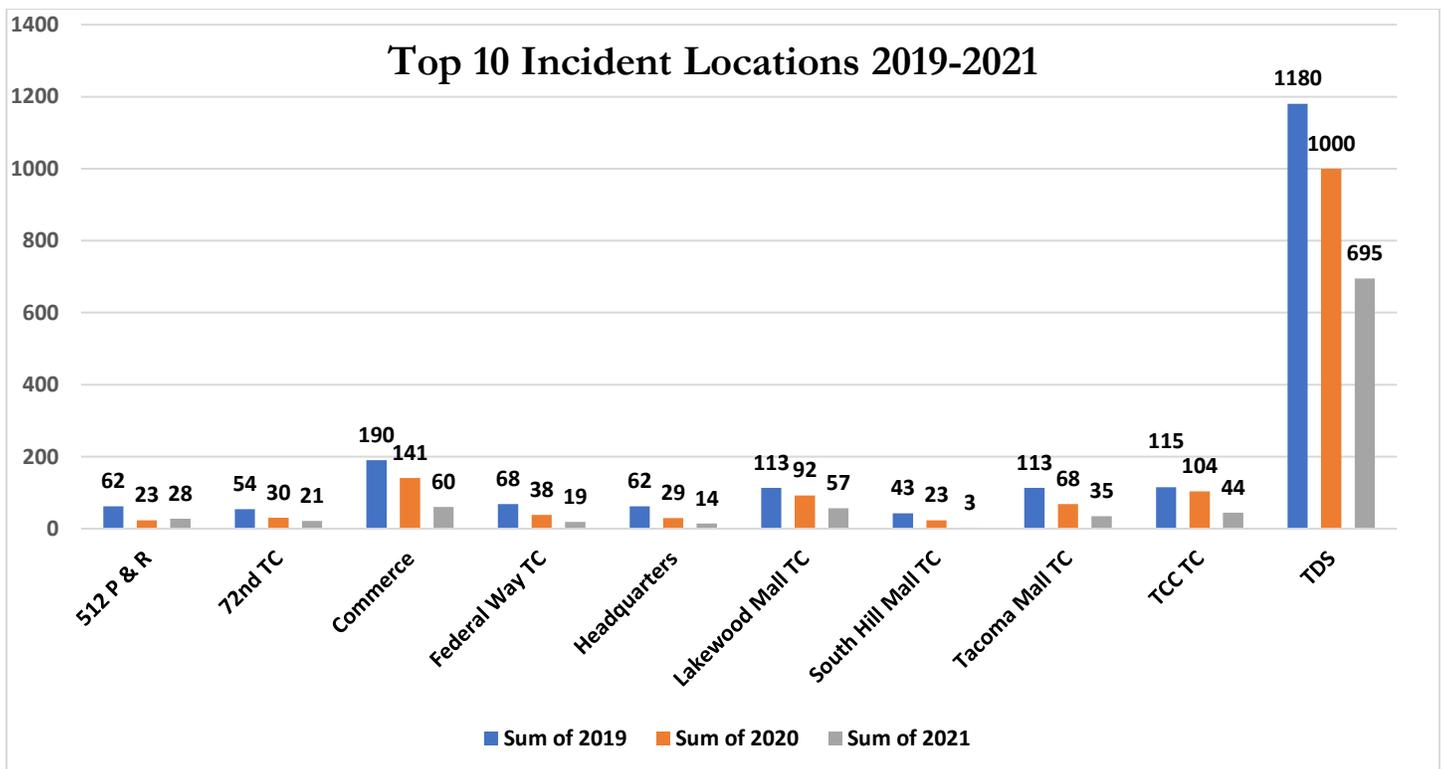


From 2020 to 2021, there was a 18% increase in Other Transit Call Hours.

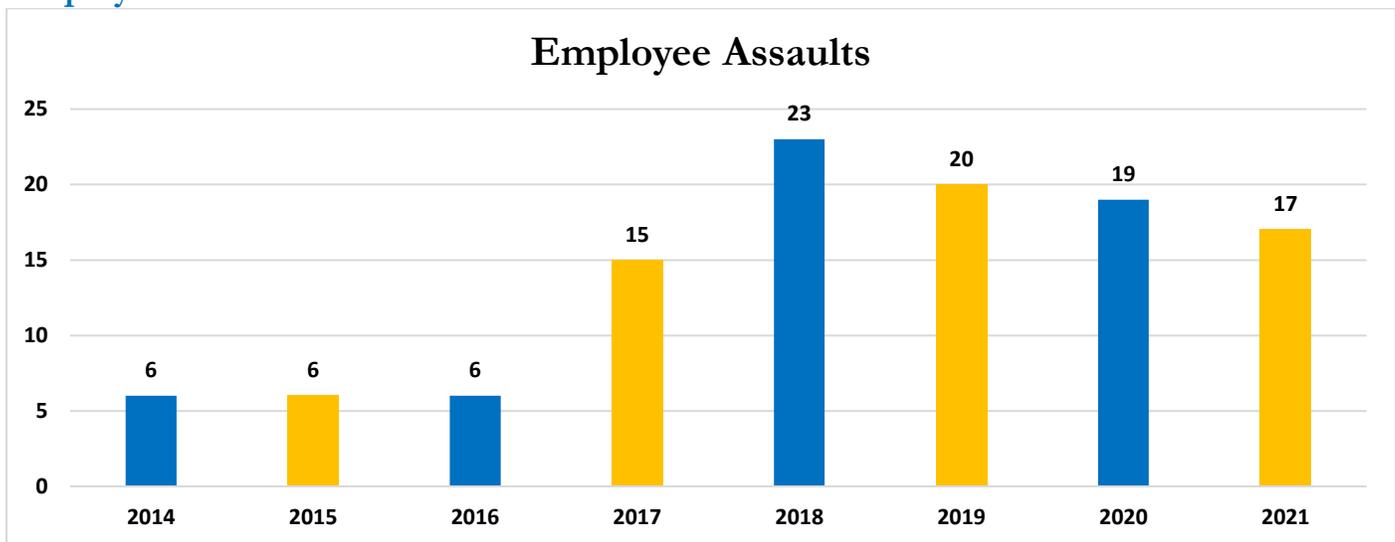
Incidents by Top 12 Routes 2019–2021



Top Transit Center Incident Locations 2019 - 2021



Employee Assaults - Year-to-Date 2014-2021



In 2021, Employee Assaults decreased by two.

In 2021, there were 17 Employee Assaults:

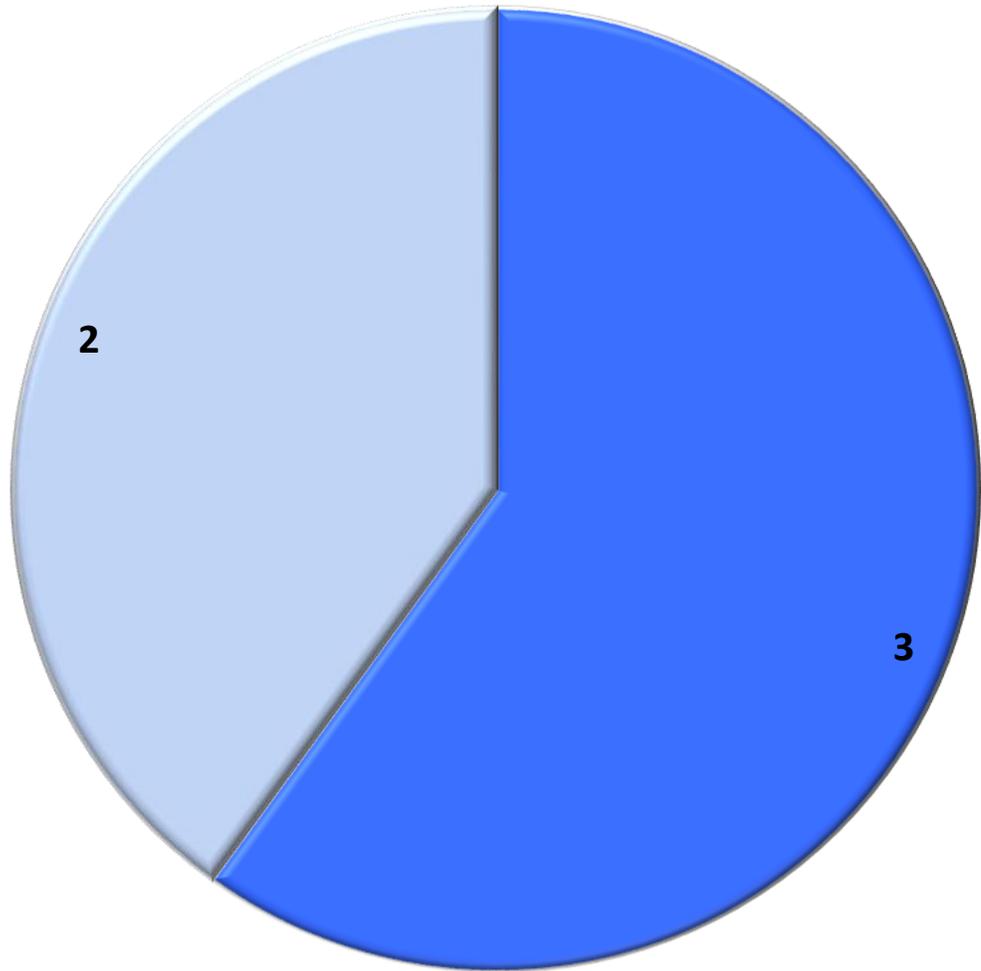
- 12 Operators, 2 Public Safety Personnel, 2 Service Supervisor, 1 Maintenance Employee
- 3 involved items being thrown at the Operator.
- 4 involved the Operator being spit on or at.
- 10 involved a passenger making some sort of contact with the Operator (Push/Shove/Punch).

Of these 17 Incidents, 12 resulted in arrest and/or charges or alternative confinement, in 4 cases the passenger not yet been identified, and 1 case was referred for charges.



2021 Year End System Safety Performance Review

DEC PREVENTABLE ACCIDENTS BY TENURE

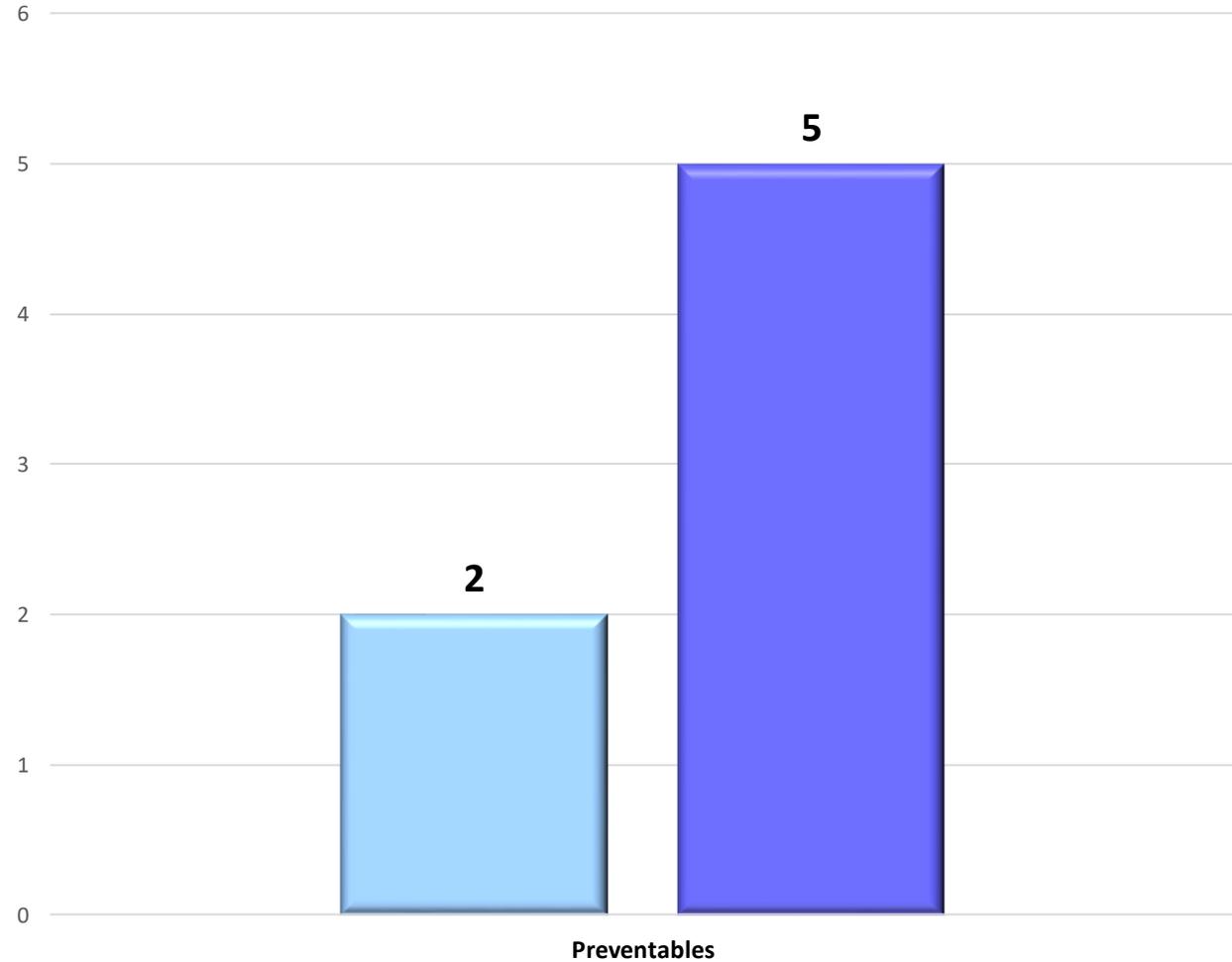


■ 3-8 Years ■ 8+ Years

PREVENTABLE ACCIDENTS/AFR DEC 2020/DEC 2021

2021 AFR = 0.48

2020 AFR = 0.17



■ December-20 ■ December-21

2019 - 2021 MONTH OVER MONTH ACCIDENTS

2019 = 198

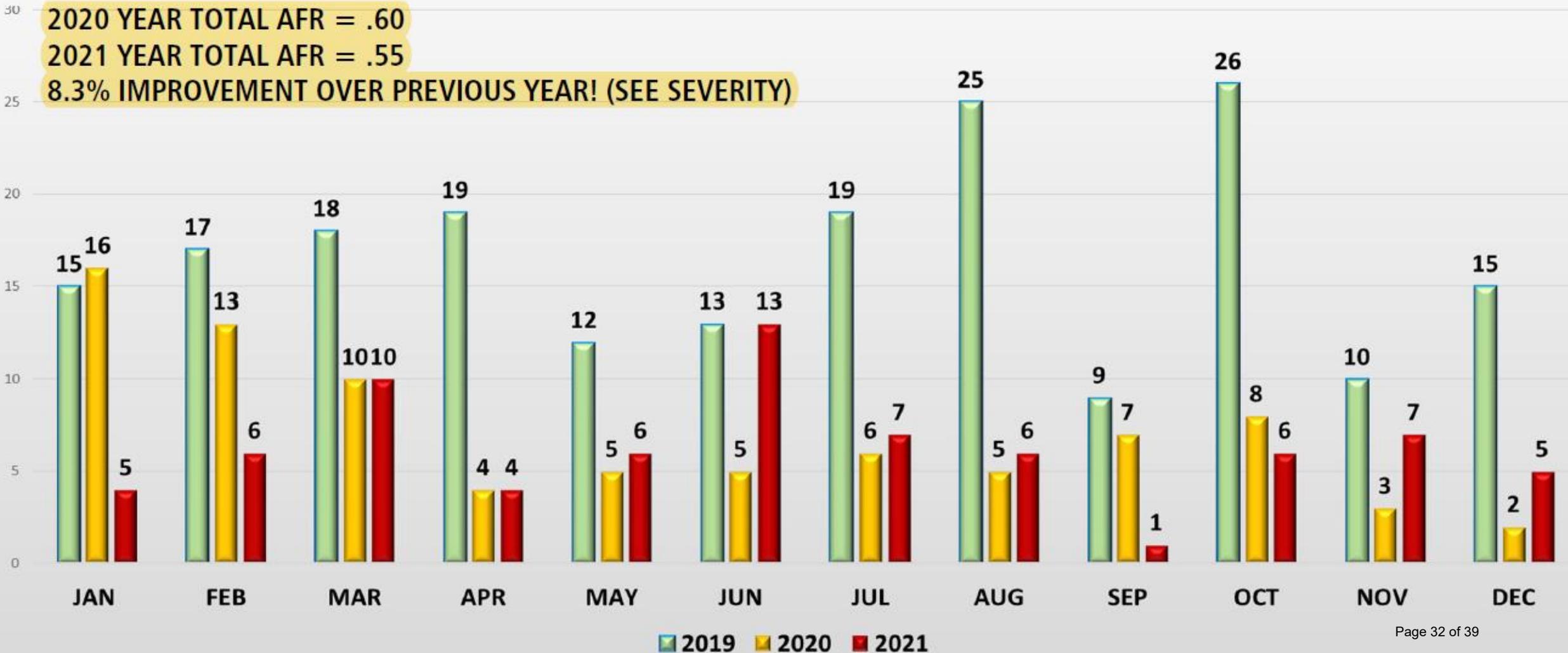
2020 = 84

2021 = 76

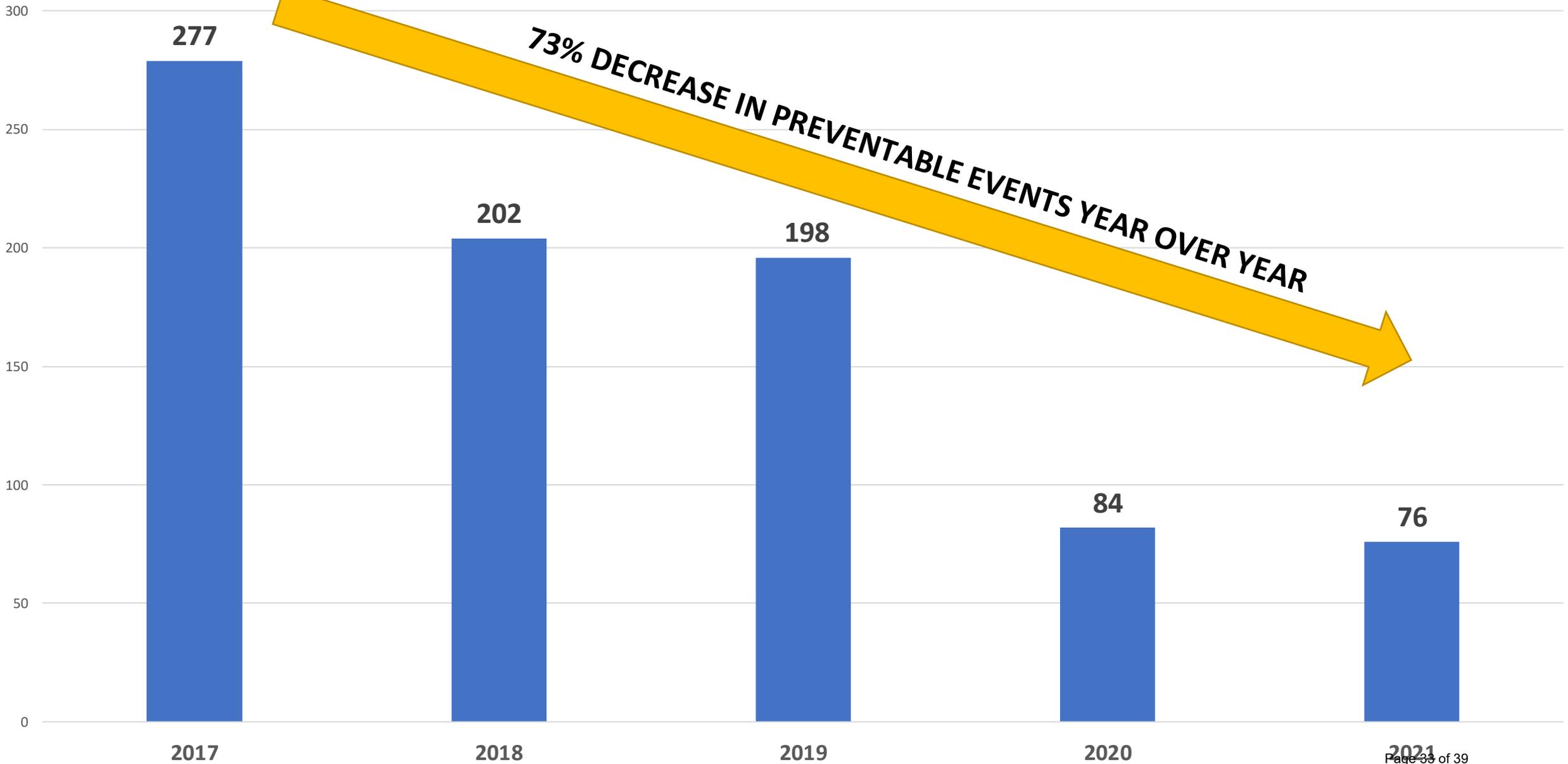
2020 YEAR TOTAL AFR = .60

2021 YEAR TOTAL AFR = .55

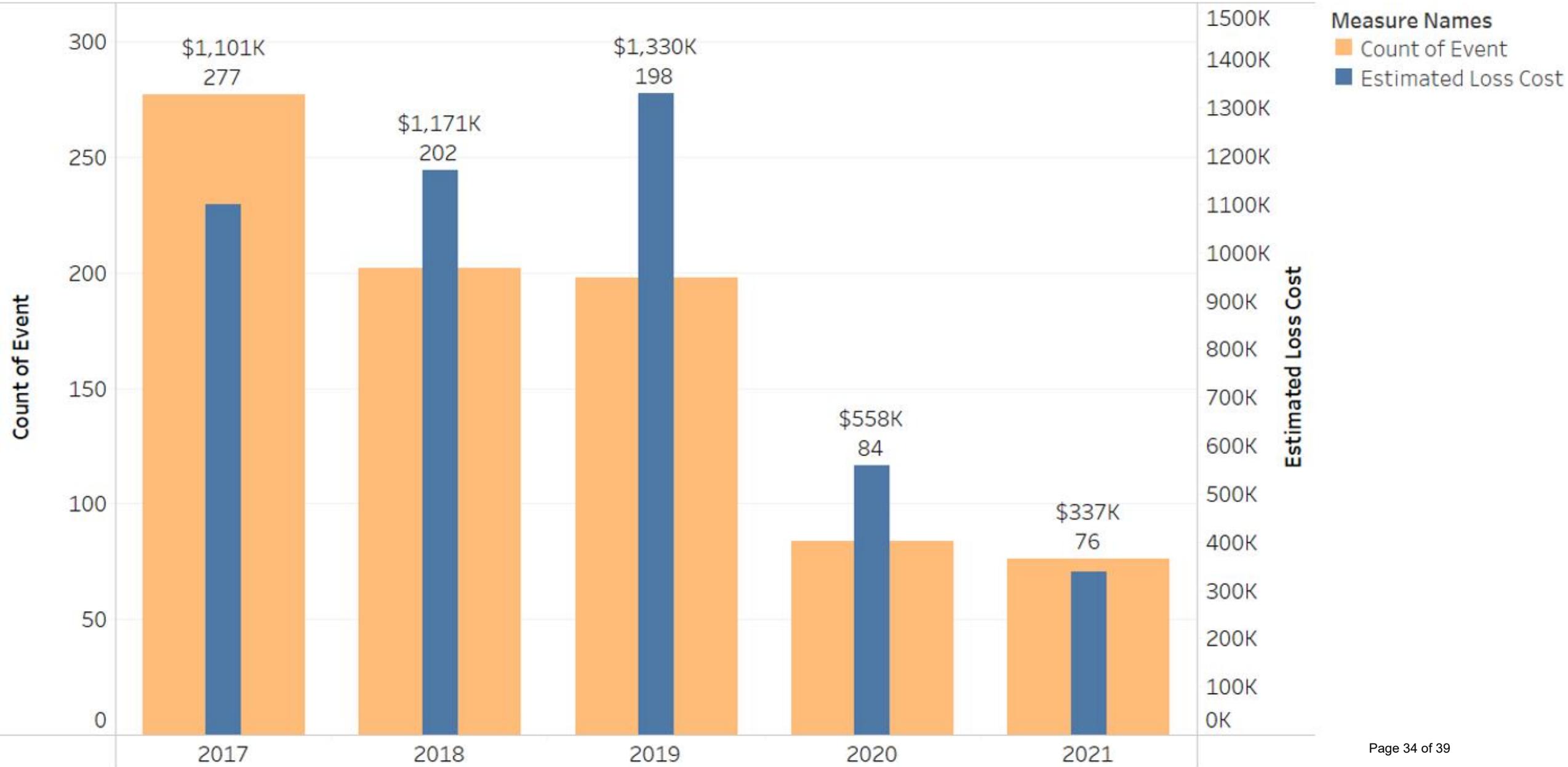
8.3% IMPROVEMENT OVER PREVIOUS YEAR! (SEE SEVERITY)



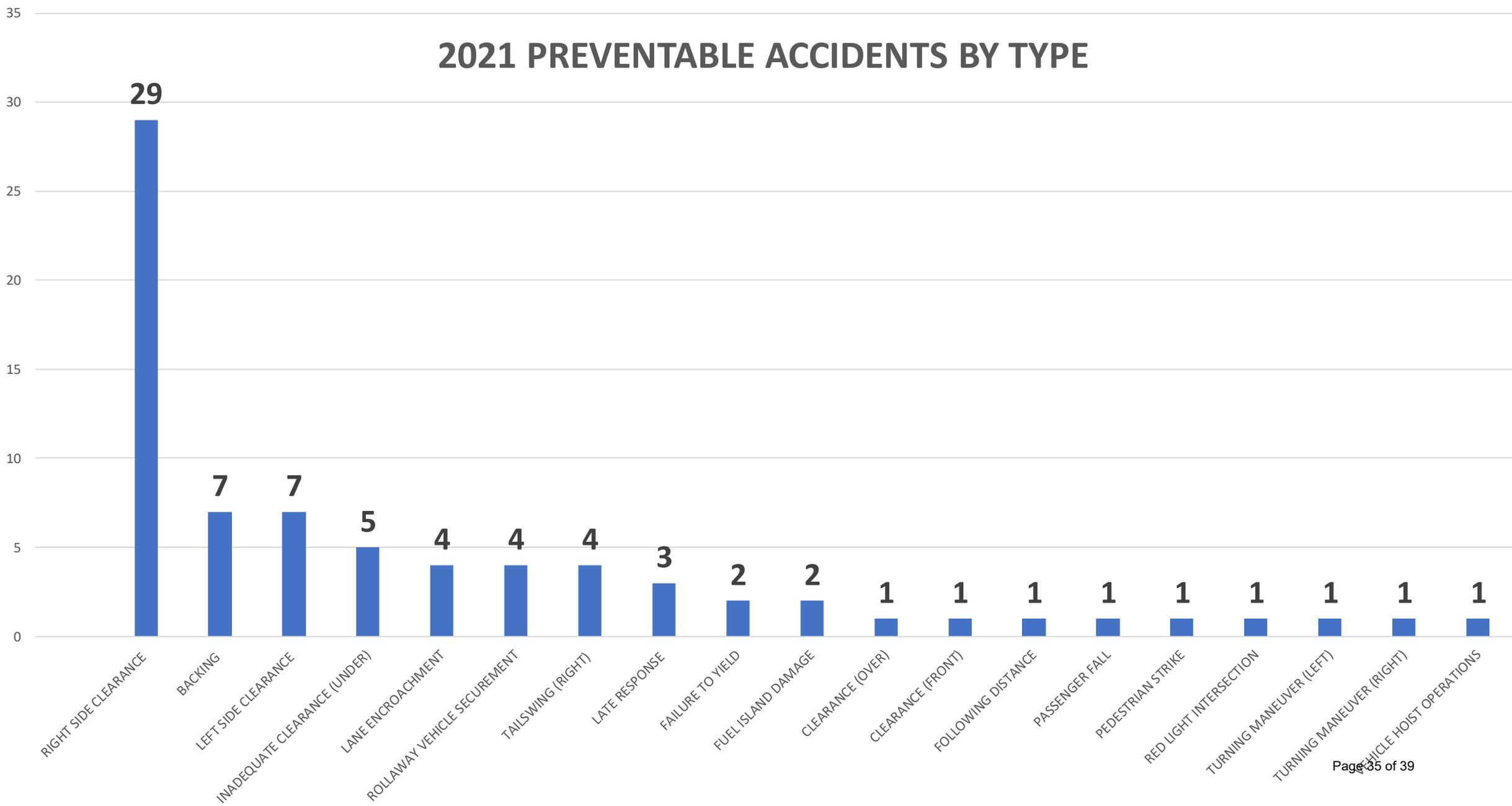
Preventable Accidents



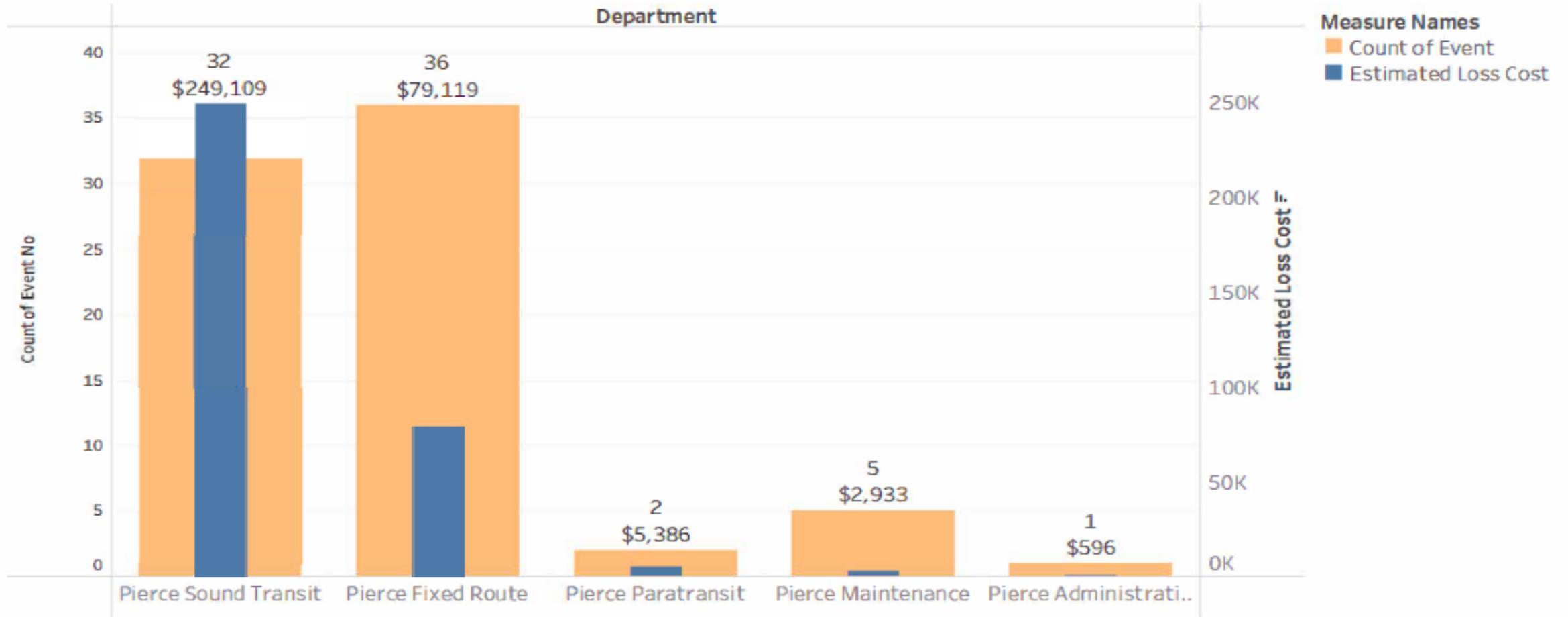
5 YEAR FREQUENCY / SEVERITY COMPARISON



2021 PREVENTABLE ACCIDENTS BY TYPE

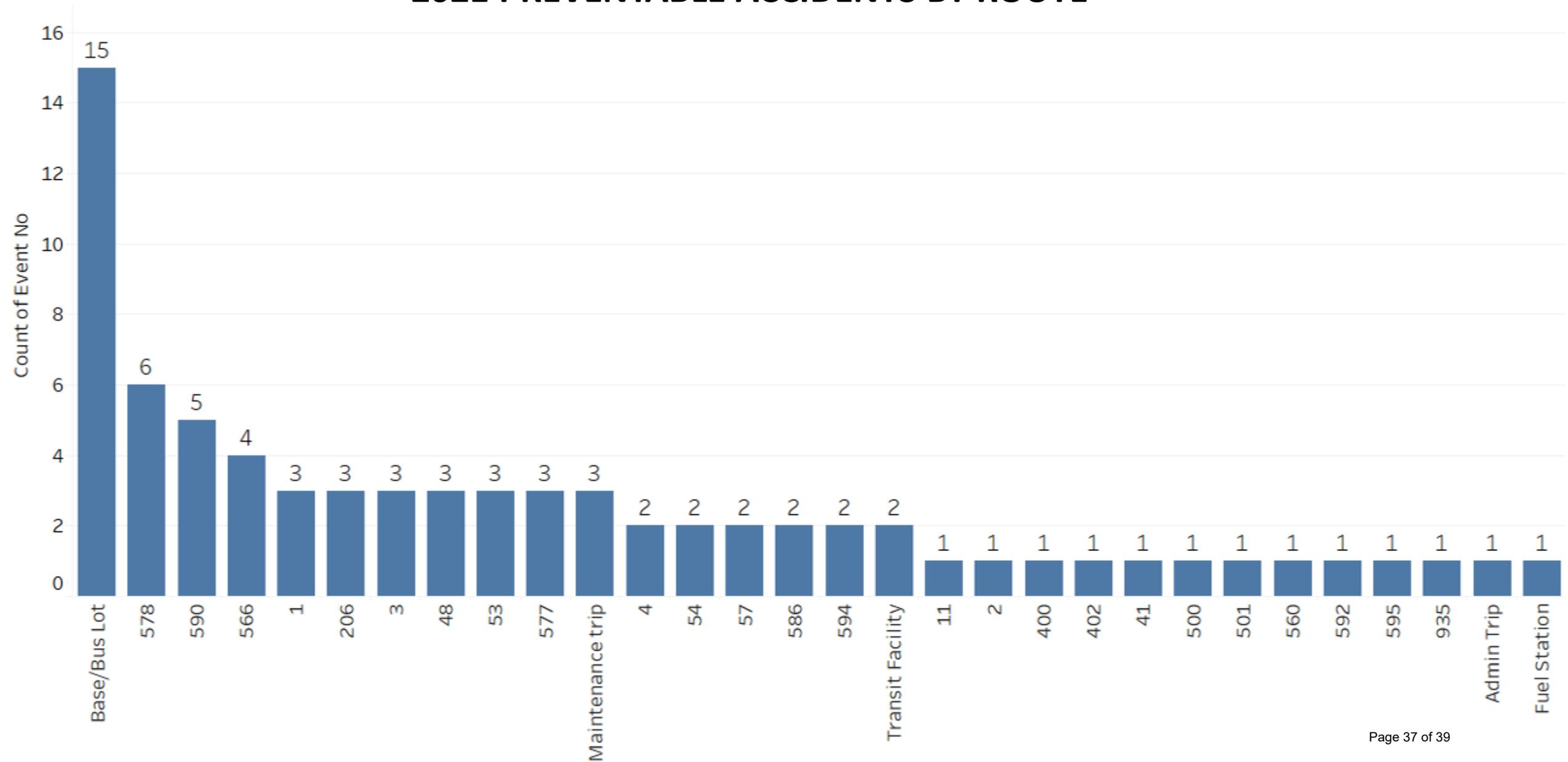


2021 PREVENTABLE ACCIDENT FREQUENCY/SEVERITY BY SERVICE TYPE



Count of Event and Estimated Loss Cost for each Department. Color shows details about Count of Event and Estimated Loss Cost. The marks are labeled by Count of Event and Estimated Loss Cost. The data is filtered on Event Date (MY), which keeps 12 members.

2021 PREVENTABLE ACCIDENTS BY ROUTE



2021 NEW HIRE TRAINING CALENDAR AND GRADUATES

2021 New Operator Classes	Onboarding Date	Training Day 1	Graduation	# Planned Trainees	# Trainees	Graduating Trainees
✓ 01-21	Jan 19th-21 st	Jan 22, 2021	Mar 3, 2021	8-12	8	6
✓ 02-21	Mar 15 th -18 th	Mar 19, 2021	Apr 26, 2021	8-12	10	6
✓ 03-21	May 17 th -19 th	May 20, 2021	Jun 29, 2021	8-12	8	7
✓ 04-21	June 21 st -23 rd	June 24, 2021	Aug 3, 2021	8-12	4	1
✓ 05-21	July 26 th -28 th	July 29, 2021	Sept 7, 2021	8-12	10	7
✓ 06-21	Sept 7 th -9 th	Sept 10, 2021	Oct 19, 2021	8-12	5	2
✓ 07-21	Oct 11 th -13 th	Oct 14, 2021	Nov 23, 2021	8-12	3	2
✓ 08-21	Nov 15 th -17 th	Nov 18, 2021	Dec 30, 2021	8-12	8	7
✓ 09-21	Dec 13 th -15 th	Dec 16, 2021	Jan 27, 2022	8-12	10	7
					Total 66	Total 45

2021 TOTAL OPERATOR SAFETY EVALUATIONS = 680



**Pierce
Transit**

Thank you, are there questions?

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**2021 Year End
System Safety Performance Review**

WASHINGTON
C4313C