

AGENDA

**CALL TO ORDER**

**APPROVAL OF MINUTES – September 27, 2018**

**SPECIAL BUSINESS**

1. Election of Chair and Vice Chair

**ACTION AGENDA:**

1. FS 2019-007, Authorize a Contract with Selectron Technologies, Inc., to Provide Integrated Voice Response (IVR) Software, Implementation and Training Services
2. FS 2019-008, Authority to Execute a Multi-Year Contract to Briotix for ADA Functional Assessments
3. FS 2019-009, Authority to Execute a Contract with Governmentjobs.com (d.b.a. “NEOGOV”) for a Three-Year Contract to Provide Online Services Subscription and Applicable Implementation and Training Costs
4. FS 2019-010, Authority to Execute a Contract with e-Builder, Inc., for Annual Software Subscription and Implementation Services Utilizing the General Services Administration (GSA) Contract No. GS-35F-408AA

Monica Adams  
Project Manager

Tim Renfro  
ADA Eligibility Administrator

Samantha Einarson  
Lean & Change Management  
Administrator

Ashley DeGraffenreid  
Project Controls Administrator

**DISCUSSION/UPDATE:**

1. Compensation Eligibility Guidelines

Dana Henderson  
General Counsel

**COMMISSIONER COMMENTS**

**EXECUTIVE SESSION**

**ADJOURNMENT**

**PIERCE TRANSIT  
EXECUTIVE FINANCE COMMITTEE MEETING  
3701 96<sup>th</sup> STREET SW, LAKEWOOD, WA  
GRAND CONFERENCE ROOM**

**September 27, 2018**

**MINUTES**

**CALL TO ORDER**

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

**ATTENDANCE**

Executive Finance Committee Commissioners present:

Daryl Eidinger, Vice Chair, City of Edgewood Mayor

*(representing Edgewood, Fife and Milton)*

Nancy Henderson, Town of Steilacoom Councilmember

*(representing Auburn/Gig Harbor/Fircrest/Pacific/Ruston/Steilacoom)*

Rick Talbert, Chair, Pierce County Councilmember (appeared by phone)

Executive Finance Committee Commissioners excused:

Don Anderson, City of Lakewood Mayor

Staff present:

Deanne Jacobson, Assistant to the CEO/Clerk of the Board

Staff excused:

Sue Dreier, CEO

Dana Henderson, General Counsel

**APPROVAL OF MINUTES**

Commissioners Henderson and Talbert **moved** and seconded to approve the August 23, 2018, meeting minutes as presented.

Motion **carried**, 3-0.

**ACTION AGENDA**

- 1. FS 2018-082, Authority to Execute a Master Contract with Kidder Mathews to Provide Commercial Real Estate Broker Services as Needed**

Senior Planner Janine Robinson presented on the item and reported that the Agency's current real estate broker contract is expired. She noted that Pierce Transit does not have in-house capacity or

experience to handle real estate transactions and these services would be utilized on an as needed basis. Ms. Robinson provided an overview of the procurement process.

Commissioners Henderson and Talbert **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a five-year master contract with Kidder Mathews to provide Commercial Real Estate Broker Services in amount not to exceed \$275,000 on an as needed basis.

Motion **carried**, 3-0.

**2. FS 2018-083, Authorization to Execute a Contract with Parametrix for General Contractor/Construction Manager (GC/CM) Advisor Services for the Base Master Plan Implementation Phase 1 Projects**

Executive Director of Finance Brett Freshwaters presented on the item and provided an overview of the benefits of using GC/CM Advisor Services to facilitate the Base Master Plan Implementation Phase 1 Projects.

Commissioners Talbert and Henderson **moved** and seconded to authorize the CEO to enter into and execute a contract with Parametrix for GC/CM Advisory services for the Base Master Plan Implementation Phase 1 for an amount not to exceed \$332,806, including any amendments.

Motion **carried**, 3-0.

**3. FS 2018-084, Authority to Execute a Master Contract with Hultz/BHU to Provide Architecture and Engineering Services for the Commerce Street Bus Turnaround Improvements Design**

Senior Construction Project Manager Doug Dickinson presented on the item, noting that the Commerce Street Tunnel facility is 25 years old with much deferred maintenance.

Commissioners Henderson and Talbert **moved** and seconded to authorize the CEO to enter into and execute a Master Contract with Hultz/BHU to provide architecture and engineering services for the Commerce Street Bus Turnaround Improvements Design in an amount not to exceed \$277,373.02.

Motion **carried**, 3-0.

## **DISCUSSION/UPDATE**

**1. Analysis of Life Cycle Costs for Maintenance**

Executive Director of Maintenance Skip Huck provided a lengthy overview of the life cycle costs for maintenance of the coach fleet. (*Commissioner Talbert left the meeting.*) He noted that Pierce Transit follows the Federal Transportation Administration's (FTA's) guidelines for useful life standards. Mr. Huck also reviewed data relating to costs associated with

various components of maintenance, mid-life overhauls of vehicles, degradation of vehicles, average ridership reliability impacted by road calls, road failure calls March - August 2018, and preventative maintenance schedule.

## **2. Board Expectation Document**

Commissioner Henderson presented on the item and briefly reviewed the content of the document. At the end of the short discussion, she requested that this item be presented at the October 8, 2018, study session meeting.

## **3. Compensation for Boards of Special Purpose Districts**

Clerk of the Board Deanne Jacobson presented on the item, noting that the Office of Financial Management (OFM) reviews the compensation for Boards and Commissions for Special Purpose Districts every five years to ensure that the per diem rates keep up with inflation. The OFM increased the maximum per diem rate to \$128, and Pierce Transit Resolution No. 90-147 authorizes that Pierce Transit commissioners eligible to receive compensation (pursuant to RCW 36.57A.050) shall receive the maximum per diem amount unless a resolution allowing a different amount is adopted.

## **COMMISSIONER COMMENTS**

None.

## **EXECUTIVE SESSION**

None.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 4:07 p.m.

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Deanne Jacobson  
Clerk of the Board

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Daryl Eiding, Vice Chair  
Executive Finance Committee

TITLE: Authorize the Chief Executive Officer to Execute a Contract with Selectron Technologies, Inc., to Provide Integrated Voice Response (IVR) Software, Implementation and Training Services

DIVISION: Finance

SUBMITTED BY: Monica Adams, Project Manager

RELATED ACTION: N/A

ATTACHMENTS: None

RELATION TO STRATEGIC PLAN: Financial

**BUDGET INFORMATION**

Is it Budgeted?  Yes /  No

Project Name or Number: SHUTTLE IVR

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 120,890	<p><b>Capital:</b> Funds will be allocated to the contract for implementation, training and use tax.</p> <p><b>Operating:</b> Operating funds will provide annual outgoing message bundle, similar to a cell phone data plan.</p> <p>This is a three-year contract with the option to extend one year.</p>
Implementation contract + 1 <sup>st</sup> year messaging bundle		
Operating Message bundle for 4 years	\$ 120,890/year	
Total Expenditure	\$ 483,560 for 4 years	

**BACKGROUND:**

Pierce Transit's call center receives over 100 calls daily from clients asking when their SHUTTLE ride will arrive. Having Integrated Voice Response (IVR) make automated calls to inform clients when their ride is near will eliminate a large portion of these calls and allow Customer Service Representatives to redirect their time more appropriately.

Currently, approximately 15% of all trips are either No Shows or same day cancels. No Shows and Late Cancels are especially costly, as they consume service hours/miles without providing service.

Each customer must be notified whenever Pierce Transit records a trip as a No Show to be counted against him/her. Every day, approximately 45 minutes is spent on this task alone. IVR reminders provide a relatively inexpensive and effective solution to improve customer service and operational efficiency in SHUTTLE. IVR will reduce the number of

No Shows, reduce the number of incoming calls asking "when will my ride arrive", reduce the number of outgoing calls informing a customer of the process when they fail to show up for a ride, and staff time to process a No Show.

The Request for Proposals was released on August 24, 2018 and Proposals were due September 21, 2018. An extension was offered with Proposals due October 5, 2018. The Proposal was advertised with the Daily Journal of Commerce, Tacoma Daily Index, Office of Minority Women's and Business Enterprises, Transit Talent, WEBS and Pierce Transit's website as well as being distributed by Plan Centers registered on Pierce Transit's eBids website. Eight (8) Proposals were received and evaluated by committee. The committee ranked each based on criteria such as functionality and implementation and determined that Selectron's proposal is able to meet all of the requirements while being one of the least expensive solutions.

**STAFF RECOMMENDATION:**

Authorize the Chief Executive Officer to enter into and execute a Contract with Selectron Technologies, Inc. to provide Integrated Voice Response software, implementation and training services with ongoing outgoing messages services for three (s) years with an option to extend the messages services portion for two (s) additional years with negotiated hours, services and costs for a not to exceed capital cost of \$120,890.00 and a not to exceed operating cost of \$483,560.00. The contract will go into effect upon mutual execution of the agreement.

**ALTERNATIVES:**

1. Do nothing. This is not recommended. It is estimated that IVR software will save the Agency over \$200,000 annually based on the cost of "no shows" and staff time to field and respond to incoming and outgoing calls.
2. Reject the Proposal and re-solicit. This is not recommended because there was adequate response to our Request for Proposal and several solutions would meet our needs. The Price Proposal from Selectron has been reviewed and has been deemed responsive, fair and reasonable.

**PROPOSED MOTION:**

Authorize the Chief Executive Officer to enter into and execute a multi-year contract with Selectron Technologies, Inc. to provide Integrated Voice Response Software, Implementation and Training Services in an amount not to exceed \$483,450.

TITLE: Authority to Execute a Multi-Year Contract with Briotix Health to Conduct ADA Functional Assessments

DIVISION: Service Delivery & Support

SUBMITTED BY: Tim Renfro, ADA Eligibility Administrator

RELATED ACTION: N/A

ATTACHMENTS: Exh A, Proposed Fee Schedule

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	\$ 400,000	This is a two-year contract with three (3) optional one-year extensions. Assessments are conducted on an as-needed basis.
Grant/Other Amounts	\$	
Total Expenditure	\$ \$400,000 (5 year total)	

**BACKGROUND:**

According to FTA/ADA requirements, SHUTTLE (paratransit) eligibility is based on functional ability. Pierce Transit has used contracted professionals as a tool to assist by conducting in person physical and cognitive assessments of applicants' ability to board, deboard, travel in the community to access the bus, and ability to cognitively navigate the system. Contracted staff providing functional assessments is common within the industry and has been Pierce Transit's practice for nearly 20 years.

Pierce Transit has worked with BRIOTIX HEALTH for nearly five years. In 2018 the Eligibility Department scheduled 918 applicants to come in for an assessment. Among the two available contractors used for assessment, BRIOTIX HEALTH was utilized 74% of the time last year. This organization has been productive and has consistently provided quality evaluations at a reasonable cost. We anticipate a possible range of 800-1,000 assessments per year under this contract. Application volumes vary.

The cost of \$78.94 per evaluation, which involves both physical and cognitive testing, compares favorably with King County Metro which pays over \$140 for a similar type of assessment.

**STAFF RECOMMENDATION:**

Staff recommend contracting with BRIOTIX HEALTH to continue the work they have been doing.

ALTERNATIVES:

Do not execute this contract, and re-issue a RFP. This is not recommended as there were no other respondents to our recent RFP, and staff does not have a sense that we are missing some possible contractors. Because physical therapists have an abundance of work possibilities in this community, few or only one response has been common for Pierce Transit throughout the years. Given the quality and quantity of the work performed through Briotix, staff is of the opinion that this is an excellent contractor.

PROPOSED MOTION:

Move to authorize the Chief Executive Officer to enter into and execute a multi-year contract with Briotix Health to conduct ADA Functional Assessments in an amount not to exceed \$400,000.



## Fee Structure

Evaluation	\$78.94 each
No shows	\$59.21 each
Deposition	\$350.00 for the first hour with a one hour minimum and \$200 for each additional hour
Consultation	Consultation shall be \$200 for the first hour with a one hour minimum and \$150 for each additional hour
Medical Chart Review	\$175 per hour with a one hour minimum and \$125 for each additional hour
Medical Court Testimony	\$400 for the first hour with one hour minimum and \$275 for each additional hour

*Compensation shall be valid for the first contract year. Increases for future years shall be limited to one per year, equal to the Consumer Price Index for the Seattle/Tacoma/Bremerton area or 3% per year, whichever is less.*

TITLE: Authority to Execute a Multi-Year Contract with Governmentjobs.com (d.b.a. "NEOGOV") for a Three-Year Online Services Subscription and Applicable Implementation and Training Costs

DIVISION: Administration

SUBMITTED BY: Samantha Einarson, Lean and Change Management Administrator

RELATED ACTION: N/A

ATTACHMENTS: NA

RELATION TO STRATEGIC PLAN: Employee

**BUDGET INFORMATION**

Is it Budgeted?  Yes /  No

Project Name or Number: NA

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ \$375,000	The total costs include operating costs for a three-year online service subscription and additional implementation and training costs.
Grant/Other Amounts	\$	
Total Expenditure	\$ \$375,000	

**BACKGROUND:**

Pierce Transit currently utilizes the NEOGOV online platform for multiple Human Resources cloud services: 1) Applicant Tracking System (ATS); 2) Onboarding of new employees; 3) Performance Management for non-represented employees; and 4) Learning Management System (LMS). The online services provide the agency with the ability to increase and improve recruitment, ensure day-one readiness for new employees with successful onboarding, establish a sense of purpose through performance management, and create a culture of learning with the learning management system.

Pierce Transit first purchased NEOGOV's ATS in 2016 which decreased the time to hire an employee from an average of 12-13 weeks to just over 8 weeks. This was followed by the Onboarding module in 2017 where over 10,000 manual tasks have been automated for employees' initial employee orientation. In 2018, Pierce Transit implemented the Performance Management module which creates additional automation, improves transparency of the process, and more efficient goal tracking. In 2019, the LMS was purchased, and integrations between the NEOGOV modules and Pierce Transit's Human Resources Information System (HRIS), Highline, are scheduled in early 2019.

Pierce Transit has established its recruiting, onboarding, and performance management processes based on the NEOGOV functionality which is not available elsewhere. Additionally, the purchase of Pierce

Transit's HRIS by NEOGOV has added increased integration that will lead to a decrease in manual processes and other systems are not compatible with NEOGOV.

**STAFF RECOMMENDATION:**

It is the recommendation of the staff to execute a 3-year contract with NEOGOV. This contract includes funding to continue the current modules, but also allow for the introduction of future modules. One of these future models, E-Forms, is scheduled to launch in late March of 2019. This module creates an online personnel file with decreased manual processes for most HR functions like open enrollment and actions resulting from a life event (i.e. birth of a child, marriage, etc.). With the integration of these modules and Pierce Transit's HRIS, the agency will be able to decrease manual entry of data into the HRIS for many of these important HR functions. Also, Pierce Transit's HRIS was purchased by NEOGOV in late 2018 which allows for further integrations of HR, payroll, and time keeping functions in late 2019. Together the NEOGOV suite helps Pierce Transit address most of its strategic initiatives like increased and improved recruiting and retention, innovation, cost savings, and improving employee engagement.

**ALTERNATIVES:**

Do not authorize the CEO to execute the 3-year contract with NEOGOV. Pierce Transit would revert to manual processes for recruiting, performance management, onboarding, and have no online training available to staff. This would lead to a reduced outreach area for recruiting, an average of 50 manual tasks for new employee orientation, as well as manual processing of over 120 performance evaluations. Additionally, with the lack of online training, Pierce Transit would need to create additional instructor-led training to manage compliance training and certification training.

**PROPOSED MOTION:**

Authorize the Chief Executive Officer to enter into and execute a three-year contract with NEOGOV for an online services subscription and applicable implementation and training costs to not exceed \$375,000.

TITLE: Authority to Execute a Contract with e-Builder, Inc.,  
 for Annual Software Subscription and Implementation  
 Services utilizing the General Services Administration  
 (GSA) Contract Number GS-35F-408AA

DIVISION: Finance

SUBMITTED BY: Ashley DeGraffenreid, Project Controls  
 Administrator

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Financial

**BUDGET INFORMATION**

Is it Budgeted?  Yes /  No

Project Name or Number: e-Builder Software (0575)

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 200,000 (Capital) 117,057 (Annual Operating) 317,057	The total expenditure includes operating costs for annual software subscription for one year and capital costs for one-time implementation services, including travel and expenses.
Grant/Other Amounts	\$ 0	
Total Expenditure	\$ 317,057	

**BACKGROUND:**

Pierce Transit requires a Project Management Information System to more effectively manage the multi-million-dollar projects currently underway, and those programmed in the Six-Year Capital Budget. The software is available to Pierce Transit through the General Services Administration (GSA) Contract Number GS-35F-408AA which was competitively bid. Pierce Transit reviewed capabilities of other project management software, including performing an RFP process in 2015 where no vendor was ultimately chosen due to funding constraints. Staff have verified that the software meets the agency needs for project management. The Agency will use e-Builder for Strategic Planning, Annual Project Selection, Project Management, and Procurement, among other tasks. The system will produce reports and dashboards to show progress towards strategic goals.

e-Builder was founded in 1994 and is well known in the industry, both locally as well as nationally. The software is used by City of Tacoma, Puyallup School District, Port of Tacoma, City of Olympia, and Port of Olympia. The Base Master Plan consultant team, including Huitt-Zollars, HDR and Parametrix, along with Stemper Architects Collaborative, Pierce Transit's On-Call Architect & Engineer, all have experience working with e-Builder.

E-Builder is a central repository that will assist in making data driven decisions for improving performance. The system is intended to allow Pierce Transit to measure and manage every step of the capital project delivery process

from planning, design, construction/implementation, and closing. Financial accounting ties to the contracts and tracks receipts and expenditures that can be categorized. Reporting is based on accepted accounting principles.

The e-Builder Bidding (Procurement) module allows for all Agency contracts to be managed in one system, therefore the benefits are agency-wide with transparency through user role-based permissions. Documents are routed electronically through a workflow to the appropriate parties for approval or rejection ensuring all stakeholders are included throughout the process. e-Builder integrates with Pierce Transit's new Financial Management System One Solution and offers fast file import and export capability with Microsoft and other software programs.

The Base Master Plan and Bus Rapid Transit projects are anticipated to have multiple funding sources, along with the requirement to account for multiple assets. In addition, Pierce Transit has been approved to use GCCM contracting method for the Base Master Plan project which makes it vital that the Agency have a web-based system that contractors use to ensure compliance with Agency procurement policies, established project controls and use of the contract templates that meet State, Federal, and Grant requirements.

Public records requests are expected to become easier to fulfill by having centralized contract and project documentation. By having documentation in one place, document production is expected to be faster and easier. Federal and State Auditors may also be given temporary external access to perform audits from their office location.

The Software Subscription includes unlimited cloud storage and unlimited user licenses. This allows internal and external users access to Pierce Transit's system for collaboration, enhanced project controls and document management. e-Builder will also reduce the need for electronic document storage space on Pierce Transit servers. The Information Technology Department has reviewed all documentation on information security and supports using the software.

#### STAFF RECOMMENDATION:

Execute a contract with e-Builder, Inc. for Annual Software Subscription and Implementation Services so that the Agency can implement the software now to ensure compliance and controls are in place as we work on the multi-million-dollar projects in the Capital budget. It is important that the software be implemented at this time to implement more efficient ways to support the initiatives that are underway which require robust internal and external collaboration, document and project controls throughout all phases of planning, design, implementation of Capital projects and management of Agency contracts.

#### ALTERNATIVES:

Do not authorize the CEO to execute a contract with e-Builder, Inc. This option will increase the risk of data errors through multiple MS Excel Spreadsheets, duplication through a manual process and the lack of workflows to enforce compliance. The Agency needs a collaborative system that includes controls to ensure compliance with State and Federal Regulations and the ability for outside team members to work in the Agencies system to ensure the efficient implementation of the large capital initiatives in the Six-Year plan.

PROPOSED MOTION:

Authorize the CEO to enter into and execute a contract with e-Builder, Inc., for annual software subscription and implementation services in an amount not to exceed \$317,057 utilizing General Services Administration (GSA) Contract Number GS-35F-408AA.