

Physical Meeting Location:
Pierce Transit Training Center
3720 96th Street SW
Lakewood, WA 98499

Virtual Meeting Participation Information:

Dial: 1-253-215-8782 Meeting ID No. 83626450476

Webinar link: <https://us02web.zoom.us/j/83626450476>

Call to Order

Roll Call

Flag Salute

Special Business

1. Welcoming New Commissioner Jim Kastama from the City of Puyallup, Representing the Cities of Puyallup and Edgewood Chair Walker
2. Appointments to the Executive Finance Committee and Service Delivery and Capital Committee Chair Walker
3. FS 2024-001, Election to Puget Sound Regional Council Transportation Policy Board for Calendar Year 2024, or Until a Successor is Elected Chair Walker

Presentations

1. Honoring Moe Joseph for Operator of the Month for December 2023 and Lisa Avila for Operator of the Month for January 2024 Assistant Transportation Managers
Tina Thomas & Docc Howard
2. Overview of 2024-2029 Customer Experience Plan Andrew Arnes
Service Planning Assistant Mgr.

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.*

Consent Agenda

1. Approval of Vouchers: December 1-31, 2023; January 1-31, 2024
2. Approval of Minutes: November 30, 2023, Special Study Session and December 11, 2023, Regular Board Meeting
3. 2023 Q4 Quarterly Report of Contracts Executed over \$100,000 and Sole Source Contracts over \$10,000

4. FS 2024-002, Housekeeping - Authorize the Chief Executive Officer to Increase the Stream Pacific Avenue/SR-7 Enhanced Bus project by \$4 million by Transferring Funds from the Move Ahead Washington/LEAP Grant for a New Project Budget of \$5,648,218
5. FS 2024-003, Authority to Purchase up to Thirty-Four (34) Budgeted Replacement Rideshare Vehicles and up to Fourteen (14) Budgeted Replacement Support Vehicles Which Includes One (1) Additional Support Vehicle Utilizing Washington State Department of Enterprise Services (DES) Contract No. 05916 for a total not to exceed amount of \$2,898,451
6. FS 2024-004, Authority to Purchase 28 ConnectPoint Real Time Signage (PO No. 1856) for the Stream Pacific Avenue / SR -7 Enhanced Bus Route Utilizing King County Metro Contract No. 6173186 in the Amount of \$281,384

Action Agenda

1. FS 2024-005, A Resolution Adopting a New Transit Advertising Policy and Repealing the Previous Transit Advertising Policy
Kathy Walton
Marketing Supervisor
2. FS 2024-006, A Resolution Adopting the 2024-2029 Strategic Plan
Mike Griffus
Chief Executive Officer
3. FS 2024-007, A Resolution Authorizing the Terms and Conditions of the Collective Bargaining Agreement with the International Association of Machinists and Aerospace Workers AFL-CIO, District Lodge 160, Local 297, for the Period of January 1, 2024, Through December 31, 2024
Kendra Brokman
Labor Negotiator
4. FS 2024-008, Authorize the Chief Executive Officer to Execute a Sole Source Purchase Contract with Brasco for the Fabrication of Bus Stop Shelters for the Stream Pacific Avenue/SR-7 Enhanced Bus Corridor
Sean Robertson
Sr. Construction Project Mgr.
5. FS 2024-009, Authorize the Chief Executive Officer to Execute a Multi-Year Contract with Centennial Contractors Enterprises, Inc., (Contract No. 1806) to Conduct Public Works Projects Within the Pierce Transit System
Linda Shilley
Procurement Manager
&
Brian Matthews
Sr. Construction Manager

Staff Updates

1. CEO's Report
Mike Griffus
Chief Executive Officer

Informational Items

- | | |
|--|--------------------|
| 1. Chair Report | Chair Walker |
| 2. Sound Transit Update | Chair Walker |
| 3. Puget Sound Regional Council Transportation Policy Board Update | Commissioner Mello |
| 4. Commissioners' Comments | |

Executive Session – None Scheduled

Adjournment

Handouts: None

Pierce Transit does not discriminate on the basis of disability in any of its programs, activities, or services. To request this information in an alternative format or to request a reasonable accommodation, please contact the Clerk's Office at 253.581.8066, before 4:00 p.m., no later than the Thursday preceding the Board meeting.

TITLE: Electing a Primary and Alternate Transit Representatives to the Puget Sound Regional Council Transportation Policy Board (TPB) for Calendar Year 2024 or Until a Successor is Elected

DIVISION: Executive

SUBMITTED BY: Deanne Jacobson, Clerk of the Board

RELATED ACTION: N/A

ATTACHMENTS: Proposed Resolution

RELATION TO STRATEGIC PLAN: N/A

BUDGET INFORMATION: N/A

BACKGROUND:

Each year, the Pierce Transit Board of Commissioners elects a primary and alternate representative to serve on the Puget Sound Regional Council Transportation Policy Board to represent all transit interests and providers within the county. The term of these appointments shall be from January 1, 2024, through December 31, 2024.

The representatives for the 2023 calendar year were Marty Campbell – primary; Daryl Eiding – alternate member.

As information, the TPB advises the Executive Board of the Puget Sound Regional Council on transportation issues pursuant to federal and state legislation and appropriate related concerns of jurisdictions, citizens, and other interests. Transit-related work of the TPB includes, but is not limited to:

- Updating Regional Transportation Plans;
- Recommending Executive Board action on federal transportation funds;
- Reviewing and commenting on annual transit coordination reports and other transit-related documents that are presented to the TPB; and
- Discussing and making recommendations on emerging transportation issues.

The TPB meets the second Thursday of each month from 9:30 – 11:30 a.m. at the Puget Sound Regional Council office located at 1011 Western Ave., 5th Floor, Seattle. The next meeting is Thursday, February 8, 2024.

Nomination and Election Process

1. Chair opens the floor to receive nominations from members for Primary Representative.
2. After all nominations have been made, the Chair seeks a motion and second to close nominations.
3. The Chair should call for the vote on each nominee in the order in which they were nominated.
4. The first nominee to receive a majority vote is elected.
5. Repeat process for Alternate Representative if needed.

STAFF RECOMMENDATION: N/A

ALTERNATIVES: N/A

PROPOSED MOTION:

Move to: Approve Resolution No. 2024-001, electing Commissioner _____ to serve as the primary transit representative, and Commissioner _____ to serve as the alternate transit representative for the Puget Sound Regional Council Transportation Policy Board for calendar year 2024, or until a successor is elected.

RESOLUTION NO. 2024-001

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Electing a Primary and Alternate Transit
2 Representative to the Puget Sound Regional Council Transportation Policy Board for Calendar Year 2024
3

4 WHEREAS, the Puget Sound Regional Council (PSRC) has multiple committees including the
5 Transportation Policy Board (TPB); and

6 WHEREAS, pursuant to PSRC policy, Pierce Transit is the largest transit agency in Pierce County and
7 serves as the appointing authority for the transit TPB representative; and

8 WHEREAS, the Pierce Transit Board of Commissioners shall appoint a primary representative and an
9 alternate to the TPB; and

10 WHEREAS, the appointed representatives shall represent all transit interests and providers within the
11 county; and

12 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

13 Section 1. The Board of Commissioners authorizes the appointment of _____ to serve as the
14 primary Pierce County transit representative to the Puget Sound Regional Council Transportation Policy
15 Board; and _____ to serve as the alternate Pierce County transit representative to the Puget Sound
16 Regional Council Transportation Policy Board for calendar year 2024 or until a successor is elected.

17 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
18 the 12th day of February 2024.

19 PIERCE TRANSIT

20
21 _____
22 Kristina Walker, Chair
23 Board of Commissioners
24
25

26 ATTEST/AUTHENTICATED

27
28 _____
29 Deanne Jacobson, CMC
30 Clerk of the Board



**Pierce
Transit**

**Operator of the Month
December 2023**

524

Pierce Transit

WASHINGTON
C4313C

Moe Joseph

December 2023

- Operator since 1998
- Excellent Customer Service
- Outstanding Safety Record

Meet one of Pierce Transit's finest drivers.

TRANSIT OPERATOR OF THE MONTH

Moe



December 2023



"I enjoy helping my passengers and meeting new people while providing a vital service to the community."





Customer Experience

ACTION PLAN



Page intentionally left blank.

Our Customer Promise

At Pierce Transit,
your satisfaction
is our primary focus.
That's why we're
renewing our promise
to put you at the center
of everything we do.

Your safety, your time, and your connections are our priority. Whether you're commuting to work or exploring the city, we're committed to providing a reliable, comfortable, and hassle-free experience. We understand your time is valuable, so we'll always strive to be on time and efficient. We are dedicated to creating a safe environment every step of the way so you can travel with peace of mind. We believe that public transportation should be about more than simply getting from point A to point B. It should be about connecting you to the people and places that are most important. At Pierce Transit, we're more than just a transportation provider – we're your community partner in connecting you with life.

Table of Contents



A MESSAGE FROM OUR CEO.....	5
YOU ARE AT THE CENTER OF EVERYTHING WE DO.....	7
BUILDING ON OUR PAST.....	10
EVOLVING TO MEET YOUR NEEDS.....	13
THE CUSTOMER JOURNEY.....	16
FOCUSING ON WHAT MATTERS.....	19
PRIORITY 1 Route Frequency and Service Reliability.....	21
PRIORITY 2 Communication.....	23
PRIORITY 3 Convenience and Accessibility.....	26
PRIORITY 4 Safety.....	29
PRIORITY 5 Cleanliness and Comfort.....	32
MEASURING SUCCESS.....	34
ROADMAP 2024 TO 2029.....	36
NEXT STEPS.....	47



A Message From Our CEO



More than 15,000 times a day, people from across our community board a Pierce Transit bus, SHUTTLE, Rideshare, or Runner vehicle to get somewhere important to them – work, school, a medical appointment, shopping, or visiting friends and family.

Behind those essential rides stands a team of almost 1,000 employees, dedicated to providing essential transportation services to the people in your community. These professionals have a passion not only for meeting our customers' needs but exceeding them.

As Pierce Transit CEO, I am proud to lead an agency that is dedicated to putting our customers first. We believe that every decision we make should start from the perspective of a passenger waiting at a bus stop or onboard one of our vehicles. Our goal is to provide our riders with the best possible experience – from the moment they plan their trip to the time they reach their destination and deboard.

While we have already made great strides toward achieving this goal, there is still much work to do. The best way to reach your destination is to have a roadmap, and that's what this Customer Experience Action Plan is all about. Not only does it capture what we are already doing to enhance our customers' riding experience, it also outlines the next phase of our journey.

As you'll discover, some of those tasks are already underway. For example, we are working to transition our fleet to include more zero emission vehicles and are crafting a pilot program to pair security personnel and mental health professionals to provide front-line assistance to customers who may be in crisis and/or experiencing homelessness. We are also embarking on a formal study of how ridership patterns have changed over the past few years and will seek customers' feedback on reallocating resources to where they are needed most.

You will see that many of the actions identified in this plan are the result of customer input, with the goal of enhancing our service in the areas of convenience, safety, and reliability. We have studied what other transit agencies are doing in this area and mapped the customer experiences step-by-step as they use our system, identifying what is working well and what we could improve. As always, your input guides our actions.

Thank you for your interest in Pierce Transit, and in helping us provide the best customer experience possible on our various transportation services. We look forward to serving you as we move into the next phase of this journey.

Mike Griffus
CEO, Pierce Transit

PIERCE TRANSIT

You Are at the Center of Everything We Do



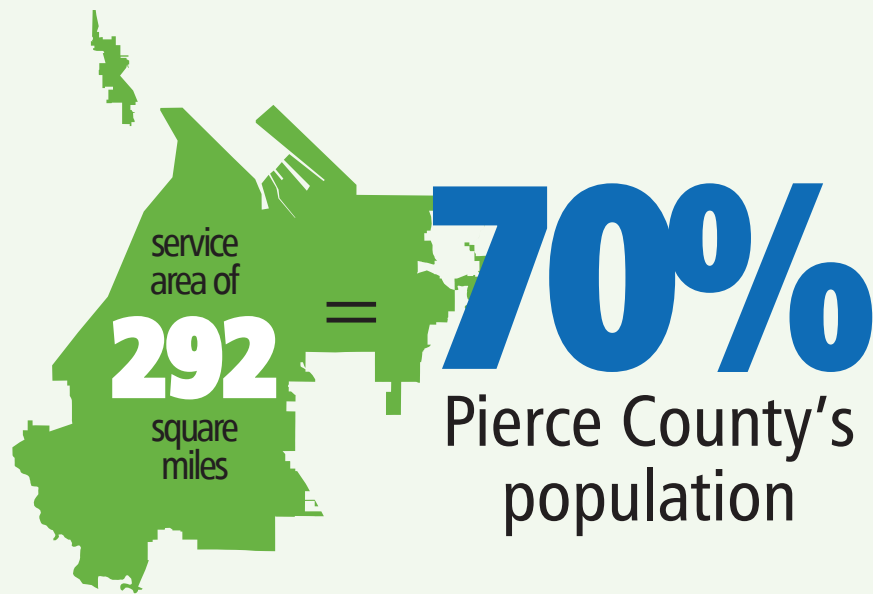
You have always been our central focus. This new Action Plan will guide our efforts as we work to take customer experience to the next level.

Pierce Transit is taking action to address the things that matter most to our customers. We are refocusing our energy to enhance the customer experience and doing all we can to better understand and support the unique needs of our community. This new plan will guide our actions over the next six years as we work to begin the next era of customer experience at Pierce Transit.



Our promise extends to the entire community – no exceptions.

Our customers live and work throughout the Puget Sound region. Over 20,000 people use public transportation each day in Pierce County. They represent all ages, abilities, races and ethnicities, and socio-economic backgrounds. Despite their many differences, our customers have one thing in common: they rely on us to deliver on our promise to put them at the center of everything we do.



Transit benefits everyone whether you use it or not.

Supporting and empowering an active and thriving community is central to our mission. Pierce Transit provides access to employment, education, healthcare, and other essential services, which are crucial to the well-being of individuals and our entire community. Without adequate mobility, which is the potential for movement and the ability to get from one place to another using one or more mode of transportation, opportunities are limited, and quality of life is significantly reduced.

Our services facilitate social interactions, allowing people to connect with family and friends, attend cultural and recreational events, and participate in community activities. We also support economic development by enabling the movement of goods and services, connecting businesses with customers and suppliers, and supporting tourism and other local industries. That's why we must continue doing our part to provide quality transportation experiences in our community.

Whether you ride with us or not, you're at the center of everything we do.

Each year, Pierce Transit facilitates over



5,500,000
connections



9,800,000
miles



635,000
service hours

Building On Our Past

We're leaning into our successes and learning from our mistakes.



Pierce Transit is proud to be Pierce County's local public transportation service. Since our founding in 1979, we have become a nationally recognized leader in the public transportation industry. By building on our past successes, we are well positioned to replicate effective strategies, improve our service efficiency and productivity, and build momentum towards further delivering on our promise to put our customers at the center of everything we do.

At the same time, it is essential to recognize and learn from our mistakes to avoid repeating them in the future. This involves identifying the root causes

of problems and developing strategies to address and prevent similar issues. By adopting a mindset of continuous improvement that values both success and failure as opportunities for growth and learning, we know we can achieve even greater things moving forward.

We understand your needs are changing and that we need to be responsive.

The success of our customers is critical to our success as an agency. Our mission is to improve people's quality of life by providing, safe, reliable, and accessible transportation services that are locally based and regionally connected..

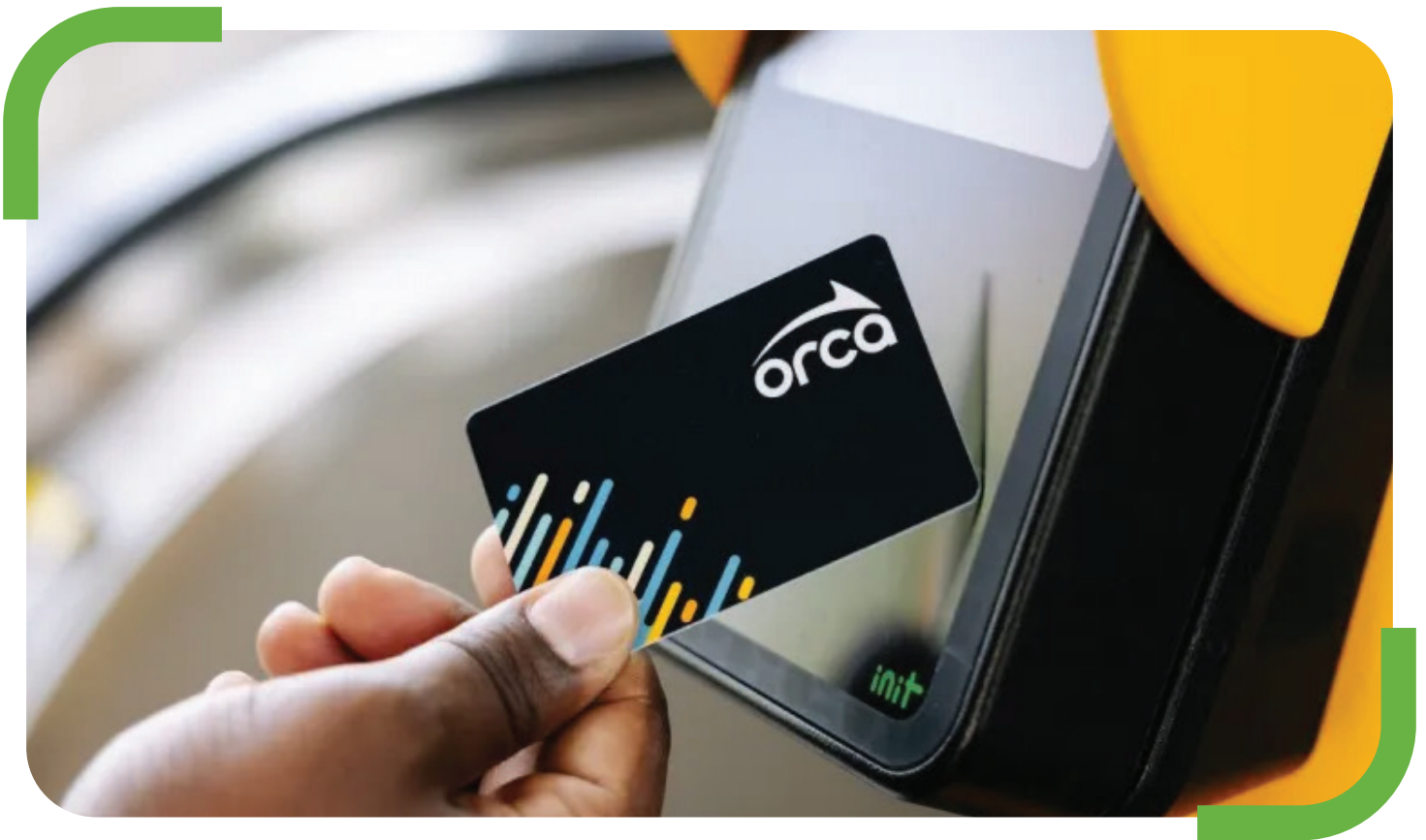
To continuing doing that, we need to understand and anticipate the evolving needs of our customers. This new plan will guide our efforts to seek better insight and feedback so that we can identify the things that matter most and leverage opportunities to deliver a better transit experience now and into the future.

You can trust us to deliver. Over the past few years, Pierce Transit has already completed numerous customer-facing projects, including:

- Launched the Free Youth Transit Pass, helping more than 20,000 young people access free rides on Pierce Transit and on other public transportation services in the region.
- Increased the number of security staff at our major transit centers.
- Partnered with federal agencies to conduct regular safety drills.
- Provided new high-tech virtual reality training for our bus operators to ensure our team is the safest on the road.
- Expanded features on the Transit app, including in-app transit ticket purchases, real-time bus locations and arrival times, and step-by-step directions and easy trip planning.
- Added 9 electric buses and 15 vehicle charging stations for buses and EVs.
- Expanded the on-demand service to Spanaway and Puyallup, connecting students, workers, seniors, and those with limited mobility to community resources and transit hubs.
- Simplified Rideshare fares by implementing flat rates, which reduced fare options from over 2,000 to 6 and provided riders with a consistent and predictable monthly fare.
- Launched a permanent daily rider option on all Rideshare vehicles giving hybrid workers who don't commute every day the opportunity to join a Rideshare group.

And several more are currently under construction:

- Constructing the Spanaway Transit Center, serving Route 1 and soon a Stream bus line.
- Joining the regional ORCA LIFT program, a regional reduced fare option for income-qualified residents.
- Installing benches at more bus stops, including an additional 120 new benches in 2023.
- Converting 20% of our entire fleet of buses, SHUTTLE, and Rideshare vehicles to zero emissions by 2030.
- Renovating the Tacoma Dome Station elevators to improve performance and reliability and provide quick and easy access to multiple transit services.
- Modernizing Pierce Transit's 34-year-old maintenance facilities to accommodate modern and electric vehicles enabling us to serve transit riders well into the future.
- Growing the on-demand service and incorporating new technologies that will make it easier to schedule on-demand transit.





Evolving to Meet Your Needs



We are actively seeking to better understand your needs and expectations.

To truly put our customers at the center of everything we do, we must first seek to understand what customers want and what they feel is missing from their transit experience. We acknowledge the need to hear from our customers and listen to their input on how we can further build on what is already being done to deliver an even better customer experience.

Here are the top five things you said we could do to improve your transit experience:

- Increase route frequency and service reliability
- Increase the quality and frequency of real-time information and customer feedback
- Grow our destination footprint and on-demand service options
- Improve personal safety at bus stops and transit centers
- Improve cleanliness of bus stops and transit centers

Here are the top three things you said we could do to get you to ride more:

- Improve the accuracy of real-time information
- Improve the quality of transit stops
- Improve personal safety at transit stops

We are investing in new tools and technology so that we can deliver on what matters most to you.

Over time, we know that customer needs will change and that we will need to pivot to accommodate the evolving needs of the community we serve. This requires a deep understanding of our customers, an ability to adapt to changing trends, and a willingness to invest in the right tools and technology to deliver on the services and experiences that matter most to our customers. That's why we're focused on learning more about how and why customers use Pierce Transit.

We know you use transit for a variety of activities:

- Work
- Shopping
- Medical Appointments
- Recreation
- Dining
- Education



And for a variety of reasons:

- Affordability
- Primary mode of transportation
- Availability
- Convenience
- Don't drive
- Avoiding traffic



We're committed to delivering more of what you value most:

- Friendly drivers and staff
- Accessibility to different places
- Reliability
- Affordability
- Availability
- Convenience



The Customer Journey





How is customer experience related to the customer journey?

The customer experience is everything related to the overall journey while using public transportation services. It encompasses all aspects of the experience, from planning and purchasing tickets to boarding, riding, and exiting the vehicle. A positive customer experience includes things like ease of use, comfort, safety, reliability, and accessibility. We understand that providing a high-quality customer experience is essential to attracting and retaining customers and promoting mobility options.

By defining the key steps in the customer journey that matter most to our riders, we can identify opportunities to maximize our impact on the overall customer experience.

Trip Planning

Information and tools to support route planning, including schedule, speed, and price of all travel options.

Pre-Departure

Insights and status updates, including vehicle location and current occupancy.

First Mile

Mobility options from initial destination to a transit stop, including on-demand transportation and ridesharing.

Waiting

Accurate and timely information on vehicle arrivals, delays, or schedule disruptions. Comfort and safety while waiting, including benches and shelters.

Customer Experience



Payment

Easy and convenient fare payment, including in-system, in-app, and pre-paid options.

In-System Experience

Comfort and safety while on the vehicle, including cleanliness, seat availability, and appropriate personal space.

In-System Navigation

Real-time information on alternative routes, availability and support from transit staff, and simple wayfinding and signage.

Connections

Timely and reliable connections between transit modes.

Last Mile

Ability to complete trips with last-mile mobility options, including on-demand transportation and ridesharing.

Return Trip

Information about schedules and service updates for available return trips.

Post-Travel

Information on transit usage and remaining fare balances. Information on rider decisions and environmental impacts.

The background image shows a transit station scene. On the left, a person is riding a bicycle away from the camera. In the center, there is a large, multi-story transit building with a complex structure of scaffolding or stairs. On the right, a white Pierce Transit bus is visible, with the text 'Pierce Transit' and 'WELCOME ABOARD' on its side. Below the main title, there is a horizontal green bar and a large green circle in the bottom right corner.

Focusing On What Matters

We're focused on the things you care about.

We know that all public transportation providers have a shared mission to provide customers with safe, clean, reliable, and convenient mobility options. These are the core elements that matter most to customers across a wide range of transportation services.

At Pierce Transit, we're committed to providing our customers with the best possible service. That's why we're focusing on perfecting the basics – the things our customers value most, while working to implement new tools and technologies that elevate the customer experience to a new level.

Our top priorities for the next six years:



Route Frequency & Service Reliability

Ensure you can rely on us to get you where you need to go, on time, and without interruption.



Communication

Provide quality, frequent, real-time information you can trust to make informed travel decisions and minimize inconveniences.



Convenience & Accessibility

Grow our destination footprint and on-demand mobility options and increase overall system accessibility.



Safety

Maintain an environment that fosters a sense of safety, trust, and security at every step in the customer journey.



Cleanliness

Uphold the highest standards of cleanliness on every vehicle and at every bus stop and transit center.

PRIORITY 1

Route Frequency and Service Reliability



One of the main focuses of this plan is to ensure our customers can rely on us to get them where they need to go, on time, and without interruption.

We know our customers want to stay connected to the people and places that are most important to them, and we know they will use transit if it is timely and reliable. By increasing route frequency and service reliability, we can improve the customer experience and provide a more convenient and flexible service for our riders.



Route Headway

The time between vehicles on a route. Pierce Transit operates fixed route services on **15, 30, or 60** minute headways depending on the route.



Service Reliability

How closely our service adheres to the anticipated operating schedule. Pierce Transit has an average on-time performance rating of **75%** and missed trips rating of **.35%**.

Objective:

Ensure you can rely on us to get you where you need to go, on time, and without interruption.

Our Actions:

1. Finalize implementation of the new Computer-Aided Dispatch-Automatic Vehicle Location (CAD-AVL) system.
2. Adopt and implement a Service Restoration Plan.
3. Optimize staff ratios to ensure coverage during absences.
4. Expand on-demand service coverage areas.
5. Improve headway schedules on primary routes.
6. Provide more instructors and facilitate additional training classes for onboarding new operators.
7. Ensure that all service-related data provided to customers is timely and accurate.
8. Increase reliability reviews conducted by the On-Time Performance Group of on time performance and missed trips.
9. Implement timed transfers on lead frequency routes.
10. Optimize service schedules and conduct regular scheduling reviews.

Areas of Opportunity:

1. Explore revisions to current service levels in an effort to maximize operational efficiencies.
2. Explore ballot measure initiative for funding to support target service level performance.



Pierce Transit			
ROUTE	ZN	DESTINATION	TIMES
501	C	Milton-Federal Way Via Valley & 70	7:28 AM 36 min 9:04 AM
501	C	Milton/Federal Way - via 20th St	10:05 AM 11:05 AM
501	D	Milton/Federal Way Via Valley & 70	21 min 8:49 AM

PRIORITY 2

Communication



**Pierce
Transit**
INFORMATION





We believe that fostering strong relationships through reliable communication is essential for providing an exceptional transportation service.

We understand that providing timely updates about routes, schedules, fare changes, service disruptions and anything else that may impact our customers helps to align expectations and provides a more seamless travel experience.

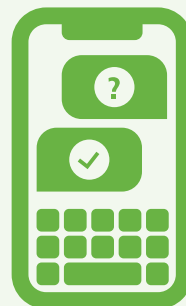
We genuinely care about your satisfaction and value customer feedback as it helps us identify areas where we can make meaningful

improvements. By providing quality, frequent, real-time information to riders and actively listening and responding to feedback we can continue to build trust and confidence and better understand the needs of our customers.

Communicating With Our Community



36,390
subscriptions to
our newsletters



25,000
subscriptions to
our text messages

Objective:

Provide quality, frequent, real-time information you can trust to make informed travel decisions and minimize inconveniences.

Our Actions:

1. Design and implement a more user-friendly, customer-focused website.
2. Streamline route updates and trip planning software and implement real-time updates to both customers and internal staff.
3. Increase customer service presence, hours and locations.
4. Provide marketing materials in additional languages and produce additional service explainer videos.
5. Implement consistent Pierce Transit branding on all service vehicles (bus, SHUTTLE, Rideshare).
6. Establish a curriculum that empowers all frontline staff to be agency ambassadors.
7. Create a Customer-Facing Software Focus Group tasked with ensuring a consistent user experience across all tech platforms.
8. Ensure that all service-related data provided to customers is timely and accurate.
9. Implement new ADA/SHUTTLE scheduling software.
10. Ensure consistent messaging at all transit centers and bus stops.

Areas of Opportunity:

1. Explore adding route destination information on bus stop signs.
2. Explore Transit app improvements and simplify user experience.
3. Explore development of a digital route schedule book for operators.
4. Explore adding additional digital monitors at transit centers.
5. Explore adding last stop audio announcements on coaches.

PRIORITY 3

Convenience and Accessibility



We're focused on evolving to meet the changing needs of our customers by making public transportation services more convenient and accessible.

We realize there are members of our community that would benefit from growing our destination footprint and expanding our service area. We understand that customers want flexible, on-demand, personalized transportation options that complement our existing fixed-route system. And we know that riders want a user-friendly experience and that is more inclusive for individuals with disabilities and other vulnerable populations.

By growing our destination footprint, introducing additional on-demand service options, and increasing overall system accessibility, we can create a more streamlined and convenient transportation experience and improve our customers' ability to reach their desired destinations.



99%
of Pierce Transit's
2,072 bus stops
are ADA accessible

Objective:

Grow our destination footprint and on-demand mobility options and increase overall system accessibility.

Our Actions:

1. Adopt an ADA Transition Plan to ensure accessibility throughout service network.
2. Advocate to local jurisdictions for accessibility improvements throughout service network.
3. Improve route connections at Tacoma Dome Station and transit centers.
4. Implement consistent wayfinding signage at Tacoma Dome Station and all transit centers.
5. Finalize the elevator project at Tacoma Dome Station.
6. Implement tactile wayfinding aids for visually impaired at Tacoma Dome Station, transit centers and at all stops.
7. Expand on-demand service to fill in service gaps and cover cancelled trips.
8. Improve headway schedules on primary routes.

Areas of Opportunity:

1. Explore how to increase span of service to better align Pierce Transit operating hours with businesses and manufacturers.
2. Explore additional fare payment options.

PRIORITY 4

Safety



We are committed to providing a safe, secure, and welcoming transit experience at every step in the customer journey.

We understand there are many factors that contribute to maintaining a sense of safety, trust, and well-being.

To increase feelings of safety, we're dedicated to better utilizing our current resources across the entire system, including our frontline staff and Public Safety Officers. We also want to provide customers with more reasons to enjoy our service and engage with the community. We intend to create facilities that are inviting, well-lit, and designed with input from our customers.



By doing all we can to further enhance our safety and security measures throughout the system we can create an environment where customers feel safe and have confidence in their journey.



Pierce Transit averages

.66

preventable accidents per 100,000 miles

Objective:

Maintain an environment that fosters a sense of safety, trust, and security at every step in the customer journey.

Our Actions:

1. Host a public campaign featuring current/provided safety measures.
2. Increase Public Safety personnel in the field, at transit centers and on coaches.
3. Host a Be Fair, Pay Your Fare campaign.
4. Implement a Transit Watch system where customers can easily report safety concerns.
5. Implement additional de-escalation training for all frontline staff.
6. Launch Mental Health Crises Response Team – Hardship Assistance Response Team (HART).
7. Install additional cameras at transit centers and park and ride facilities.
8. Conduct a stop location review focused on safety parameters.
9. Incorporate human trafficking awareness materials on coaches and provide reporting tools and instructions.

Areas of Opportunity:

1. Explore installing better lighting at all bus stops and transit centers.
2. Explore hosting shared community and outreach events at transit centers.
3. Explore robot patrol options at transit centers.
4. Explore offering visibility equipment as part of outreach efforts to customers.
5. Explore ways to bring attention to current cameras on coaches, including installing additional signs and monitors.
6. Explore installing reflective markers/strips on poles at stops.
7. Explore launching a Safe Place program.
8. Explore adding occupied/unoccupied flags on restroom doors at transit centers to help public safety team with monitoring.



PRIORITY 5

Cleanliness and Comfort



We recognize the importance of maintaining a clean, comfortable, and healthy transit system and strive to meet the highest standards on every vehicle and at every bus stop and transit center.

We know customers expect to use clean facilities and travel on clean vehicles.

We are committed to remaining at the forefront of best cleanliness practices, adapting where needed, and implementing new strategies and technologies that support a cleaner and healthier environment. By working to uphold these principles we can instill further confidence with our customers and ensure a safe and clean transit experience.



Pierce Transit completes over **31,000** bus washes each year.



Objective:

Uphold the highest standards of cleanliness on every vehicle and at every bus stop and transit center.

Our Actions:

1. Implement an Adopt-A-Stop program.
2. Implement a rapid response process to respond to immediate cleanliness issues.
3. Implement additional supervisor patrols focused on reporting unsanitary conditions at stops.
4. Transition to a new shelter design that has smaller glass panels and is more resistant to vandalism.
5. Place a bench at every stop in accordance with agency funding.

Areas of Opportunity:

1. Explore adding additional/better lighting in coaches.
2. Explore adding compacting garbage cans at transit centers.
3. Explore collaborating with local artists to display art in shelters as a deterrent to vandalism.



Measuring Success

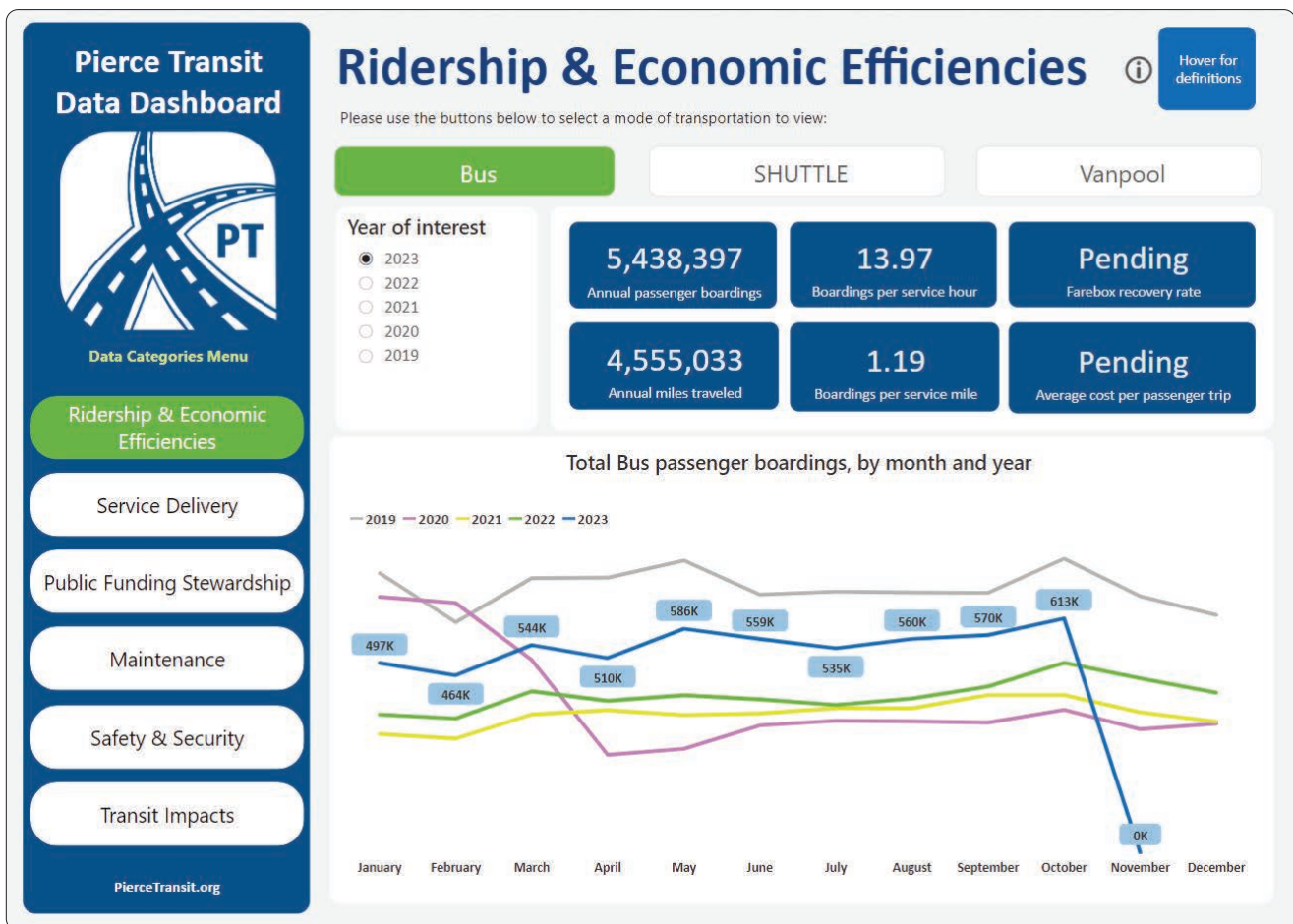
 **Pierce Transit**
RIDESHARE

How do we know we're headed in the right direction?

We understand the importance of measuring our own success and ensuring that we deliver on the things we've said we would do. We recognize that assessing our performance is a critical element of our new customer experience action plan. We need to know where we are succeeding and when we need to implement corrective measure to ensure we stay on course.

We already monitor a variety of Key Performance Indicators (KPIs), including ridership, on time performance, customer complaints, and customer satisfaction scores. Our online data dashboard serves as a report card to the community on how we're measuring up and provides us with useful data for identifying areas that we need to focus on.

To further support our customer experience focused goals and provide even more transparency, we're introducing additional metrics and customer feedback opportunities to ensure we have consistent touchpoints with our customers and that we're measuring and reporting on our progress.





Road Map: 2024-2029



Defining our path forward.

It's one thing to write a plan and create project outlines and objectives, it's another to create an implementation roadmap and track our progress. The roadmap below will serve as our guide to identifying the steps, timelines, and resources required to implement the various initiatives and elements identified in this plan.



PRIORITY 1

Route Frequency and Service Reliability

Finalize implementation
of the new
Computer-Aided
Dispatch-Automatic
Vehicle Location
(CAD-AVL) system.

Q1 2024

Adopt and implement
a Service
Restoration Plan.

Q2 2024

Optimize staff ratios
to ensure coverage
during absences.

Q4 2024

Provide more
instructors and facilitate
additional training
classes for onboarding
new operators.

Q2 2025

Improve headway
schedules on
primary routes.

Q1 2025

Expand on-demand
service coverage areas.

Q3 2025

Ensure that all service-related data provided to customers is timely and accurate.

Q3 2024

Increase reliability reviews conducted by the On-Time Performance Group of on-time performance and missed trips.

Q3 2024

Implement timed transfers on lead frequency routes.

Q2 2024

Optimize service schedules and conduct regular scheduling reviews.

Q4 2024



PRIORITY 2
Communication

Explore ballot measure initiatives for funding to support target service level performance.

Q2 2024

Explore revisions to current service levels in an effort to maximize operational efficiencies.

Q2 2024

Design and implement a more user-friendly, customer-focused website.

Q4 2025

Create a Customer-Facing Software Focus Group tasked with ensuring a consistent user experience across all tech platforms.

Q1 2024

Streamline route updates and trip planning software and implement real-time updates to both customers and internal staff.

Q3 2025

Establish a curriculum that empowers all frontline staff to be agency ambassadors.

Q3 2025

Increase customer service presence, hours and locations.

Q1 2026

Provide marketing materials in additional languages and produce additional service explainer videos.

Q2 2026

Implement consistent Pierce Transit branding on all service vehicles (bus, SHUTTLE and Rideshare).

Q2 2026

Ensure that all service-related data provided to customers is timely and accurate.

Q3 2024

Explore adding additional digital monitors at transit centers.

Q2 2027

Implement new ADA/SHUTTLE scheduling software.

Q4 2024

Explore development of a digital route schedule book for operators.

Q3 2024

Ensure consistent messaging at all transit centers and bus stops.

Q1 2026

Explore adding route destination information on bus stop signs.

Q1 2025

Explore Transit app improvements and simplify user experience.

Q4 2024

Explore adding last stop audio announcements on coaches.

Q1 2024

Finalize the elevator project at Tacoma Dome Station.

Q2 2025



PRIORITY 3
**Convenience
and Accessibility**

Implement consistent wayfinding signage at Tacoma Dome Station and all transit centers.

Q2 2026

Adopt an ADA Transition Plan to ensure accessibility throughout service network.

Q2 2026

Advocate to local jurisdictions for accessibility improvements throughout service network.

Q3 2025

Improve route connections at Tacoma Dome Station and transit centers.

Q3 2025

Implement tactile wayfinding aids for visually impaired at Tacoma Dome Station, transit centers and at all stops.

Q1 2026

Host a public campaign featuring current/provided safety measures.

Q3 2025

Expand on-demand service to fill in service gaps and cover cancelled trips.

Q1 2026



**PRIORITY 4
Safety**

Improve headway schedules on primary routes.

Q1 2025

Explore how to increase span of service to better align Pierce Transit operating hours with businesses and manufacturers.

Q4 2026

Explore additional fare payment options.

Q2 2025

Increase Public Safety personnel in the field, at transit centers and on coaches.

Q2 2025

Conduct a stop location review focused on safety parameters.

Q4 2024

Host a Be Fair, Pay Your Fare campaign.

Q4 2024

Install additional cameras at transit centers and park and ride facilities.

Q3 2026

Implement a Transit Watch system where customers can easily report safety concerns.

Q4 2026

Implement additional de-escalation training for all frontline staff.

Q2 2025

Launch Mental Health Crises Response Team – Hardship Assistance Response Team (HART).

Q4 2025

Incorporate human trafficking awareness materials on coaches and provide reporting tools and instructions.

Q4 2024

Explore installing reflective markers/strips on poles at stops.

Q2 2025

Explore installing better lighting at all bus stops and transit centers.

Q3 2026

Explore ways to bring attention to current cameras on coaches, including installing additional signs and monitors.

Q1 2026

Explore hosting shared community and outreach events at transit centers.

Q3 2025

Explore robot patrol options at transit centers.

Q1 2029

Explore offering visibility equipment as part of outreach efforts to customers.

Q2 2024

Explore launching a Safe Place program.

Q3 2025

Transition to new shelter design that has smaller glass panels and is more resistant to vandalism.

Q1 2027

Explore adding occupied/unoccupied flags on restroom doors at transit centers to help public safety team with monitoring.

Q3 2024

Implement additional supervisor patrols focused on reporting unsanitary conditions at stops.

Q1 2026



**PRIORITY 5
Cleanliness
and Comfort**

Implement an Adopt-A-Stop program.

Q3 2026

Implement a rapid response process to respond to immediate cleanliness issues.

Q2 2026

Place a bench at every stop in accordance with agency funding.

Q1 2027

Explore adding additional/better lighting in coaches.

Q3 2026

Explore adding compacting garbage cans at transit centers.

Q2 2029

Explore collaborating with local artists to display art in shelters as a deterrent to vandalism.

Q4 2026



Next Steps

This plan is only the beginning.

We are thrilled to have our first customer experience action plan in place as we continue to keep our valued customers at the center of everything we do. However, we know that this is only the beginning. We have our work cut out for us as we strive to take our customer experience to the next level. We're committed to ensuring we have the resources and tools we need to make this plan a reality.

As we move forward, we will continue listening to our customers and remain flexible in our pursuit to provide services that are tailored to fit their unique needs. We know that transparency and accountability are critical to our success, and we are committed to keeping our customers and the community in the loop at every step of the way.

We will continue monitoring our projects and reporting on our progress as we move forward so that we ensure we are being as efficient and effective as possible in delivering the best value to our customers and the community.



*Because you are at the center
of everything we do, we will always
find ways to better serve you.*

We want to hear from you!

Please share your comments and suggestions
with us at PierceTransit.org/contact-us

Mission

Improve people's quality of life by providing safe, reliable and accessible transportation services that are locally based and regionally connected.

Vision

Your preferred transportation choice.



253.581.8000 | TTY: 711 | PierceTransit.org



Customer Experience

ACTION PLAN



Page intentionally left blank.

Our Customer Promise

At Pierce Transit,
your satisfaction
is our primary focus.
That's why we're
renewing our promise
to put you at the center
of everything we do.

Your safety, your time, and your connections are our priority. Whether you're commuting to work or exploring the city, we're committed to providing a reliable, comfortable, and hassle-free experience. We understand your time is valuable, so we'll always strive to be on time and efficient. We are dedicated to creating a safe environment every step of the way so you can travel with peace of mind. We believe that public transportation should be about more than simply getting from point A to point B. It should be about connecting you to the people and places that are most important. At Pierce Transit, we're more than just a transportation provider – we're your community partner in connecting you with life.

Table of Contents



A MESSAGE FROM OUR CEO.....	5
YOU ARE AT THE CENTER OF EVERYTHING WE DO.....	7
BUILDING ON OUR PAST.....	10
EVOLVING TO MEET YOUR NEEDS.....	13
THE CUSTOMER JOURNEY.....	16
FOCUSING ON WHAT MATTERS.....	19
PRIORITY 1 Route Frequency and Service Reliability.....	21
PRIORITY 2 Communication.....	23
PRIORITY 3 Convenience and Accessibility.....	26
PRIORITY 4 Safety.....	29
PRIORITY 5 Cleanliness and Comfort.....	32
MEASURING SUCCESS.....	34
ROADMAP 2024 TO 2029.....	36
NEXT STEPS.....	47



A Message From Our CEO



More than 15,000 times a day, people from across our community board a Pierce Transit bus, SHUTTLE, Rideshare, or Runner vehicle to get somewhere important to them – work, school, a medical appointment, shopping, or visiting friends and family.

Behind those essential rides stands a team of almost 1,000 employees, dedicated to providing essential transportation services to the people in your community. These professionals have a passion not only for meeting our customers' needs but exceeding them.

As Pierce Transit CEO, I am proud to lead an agency that is dedicated to putting our customers first. We believe that every decision we make should start from the perspective of a passenger waiting at a bus stop or onboard one of our vehicles. Our goal is to provide our riders with the best possible experience – from the moment they plan their trip to the time they reach their destination and deboard.

While we have already made great strides toward achieving this goal, there is still much work to do. The best way to reach your destination is to have a roadmap, and that's what this Customer Experience Action Plan is all about. Not only does it capture what we are already doing to enhance our customers' riding experience, it also outlines the next phase of our journey.

As you'll discover, some of those tasks are already underway. For example, we are working to transition our fleet to include more zero emission vehicles and are crafting a pilot program to pair security personnel and mental health professionals to provide front-line assistance to customers who may be in crisis and/or experiencing homelessness. We are also embarking on a formal study of how ridership patterns have changed over the past few years and will seek customers' feedback on reallocating resources to where they are needed most.

You will see that many of the actions identified in this plan are the result of customer input, with the goal of enhancing our service in the areas of convenience, safety, and reliability. We have studied what other transit agencies are doing in this area and mapped the customer experiences step-by-step as they use our system, identifying what is working well and what we could improve. As always, your input guides our actions.

Thank you for your interest in Pierce Transit, and in helping us provide the best customer experience possible on our various transportation services. We look forward to serving you as we move into the next phase of this journey.

Mike Griffus
CEO, Pierce Transit

PIERCE TRANSIT

You Are at the Center of Everything We Do



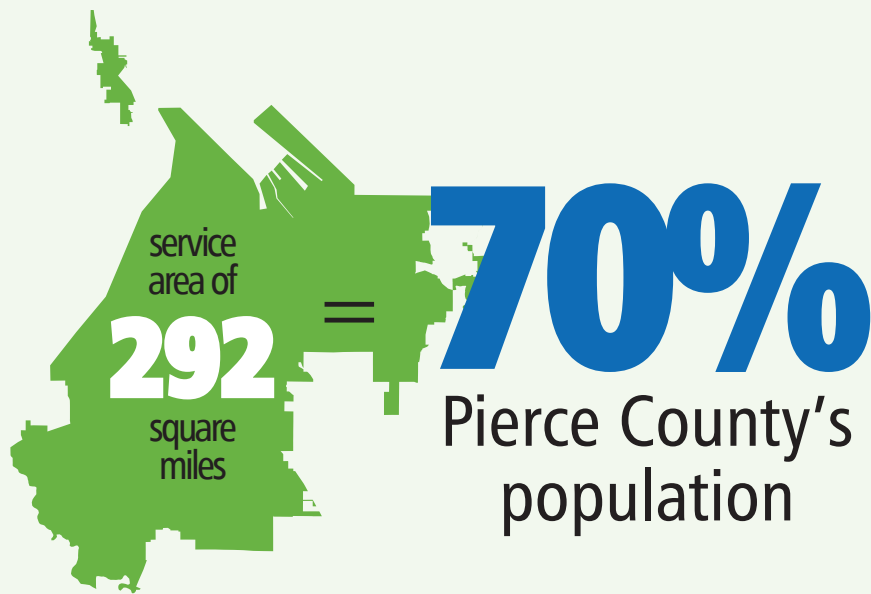
You have always been our central focus. This new Action Plan will guide our efforts as we work to take customer experience to the next level.

Pierce Transit is taking action to address the things that matter most to our customers. We are refocusing our energy to enhance the customer experience and doing all we can to better understand and support the unique needs of our community. This new plan will guide our actions over the next six years as we work to begin the next era of customer experience at Pierce Transit.



Our promise extends to the entire community – no exceptions.

Our customers live and work throughout the Puget Sound region. Over 20,000 people use public transportation each day in Pierce County. They represent all ages, abilities, races and ethnicities, and socio-economic backgrounds. Despite their many differences, our customers have one thing in common: they rely on us to deliver on our promise to put them at the center of everything we do.



Transit benefits everyone whether you use it or not.

Supporting and empowering an active and thriving community is central to our mission. Pierce Transit provides access to employment, education, healthcare, and other essential services, which are crucial to the well-being of individuals and our entire community. Without adequate mobility, which is the potential for movement and the ability to get from one place to another using one or more mode of transportation, opportunities are limited, and quality of life is significantly reduced.

Our services facilitate social interactions, allowing people to connect with family and friends, attend cultural and recreational events, and participate in community activities. We also support economic development by enabling the movement of goods and services, connecting businesses with customers and suppliers, and supporting tourism and other local industries. That's why we must continue doing our part to provide quality transportation experiences in our community.

Whether you ride with us or not, you're at the center of everything we do.

Each year, Pierce Transit facilitates over



A blue-tinted photograph of a bus stop. A bus is visible at the stop, and a street sign is mounted on a pole. The scene is set in a snowy environment. The text "Building On Our Past" is overlaid in white, bold font, with a green horizontal line below it.

Building On Our Past

We're leaning into our successes and learning from our mistakes.

Pierce Transit is proud to be Pierce County's local public transportation service. Since our founding in 1979, we have become a nationally recognized leader in the public transportation industry. By building on our past successes, we are well positioned to replicate effective strategies, improve our service efficiency and productivity, and build momentum towards further delivering on our promise to put our customers at the center of everything we do.

At the same time, it is essential to recognize and learn from our mistakes to avoid repeating them in the future. This involves identifying the root causes

of problems and developing strategies to address and prevent similar issues. By adopting a mindset of continuous improvement that values both success and failure as opportunities for growth and learning, we know we can achieve even greater things moving forward.

We understand your needs are changing and that we need to be responsive.

The success of our customers is critical to our success as an agency. Our mission is to improve people's quality of life by providing, safe, reliable, and accessible transportation services that are locally based and regionally connected..

To continuing doing that, we need to understand and anticipate the evolving needs of our customers. This new plan will guide our efforts to seek better insight and feedback so that we can identify the things that matter most and leverage opportunities to deliver a better transit experience now and into the future.

You can trust us to deliver. Over the past few years, Pierce Transit has already completed numerous customer-facing projects, including:

- Launched the Free Youth Transit Pass, helping more than 20,000 young people access free rides on Pierce Transit and on other public transportation services in the region.
- Increased the number of security staff at our major transit centers.
- Partnered with federal agencies to conduct regular safety drills.
- Provided new high-tech virtual reality training for our bus operators to ensure our team is the safest on the road.
- Expanded features on the Transit app, including in-app transit ticket purchases, real-time bus locations and arrival times, and step-by-step directions and easy trip planning.
- Added 9 electric buses and 15 vehicle charging stations for buses and EVs.
- Expanded the on-demand service to Spanaway and Puyallup, connecting students, workers, seniors, and those with limited mobility to community resources and transit hubs.
- Simplified Rideshare fares by implementing flat rates, which reduced fare options from over 2,000 to 6 and provided riders with a consistent and predictable monthly fare.
- Launched a permanent daily rider option on all Rideshare vehicles giving hybrid workers who don't commute every day the opportunity to join a Rideshare group.



And several more are currently under construction:

- Constructing the Spanaway Transit Center, serving Route 1 and soon a Stream bus line.
- Joining the regional ORCA LIFT program, a regional reduced fare option for income-qualified residents.
- Installing benches at more bus stops, including an additional 120 new benches in 2023.
- Converting 20% of our entire fleet of buses, SHUTTLE, and Rideshare vehicles to zero emissions by 2030.
- Renovating the Tacoma Dome Station elevators to improve performance and reliability and provide quick and easy access to multiple transit services.
- Modernizing Pierce Transit's 34-year-old maintenance facilities to accommodate modern and electric vehicles enabling us to serve transit riders well into the future.
- Growing the on-demand service and incorporating new technologies that will make it easier to schedule on-demand transit.





Evolving to Meet Your Needs



We are actively seeking to better understand your needs and expectations.

To truly put our customers at the center of everything we do, we must first seek to understand what customers want and what they feel is missing from their transit experience. We acknowledge the need to hear from our customers and listen to their input on how we can further build on what is already being done to deliver an even better customer experience.

Here are the top five things you said we could do to improve your transit experience:

- Increase route frequency and service reliability
- Increase the quality and frequency of real-time information and customer feedback
- Grow our destination footprint and on-demand service options
- Improve personal safety at bus stops and transit centers
- Improve cleanliness of bus stops and transit centers

Here are the top three things you said we could do to get you to ride more:

- Improve the accuracy of real-time information
- Improve the quality of transit stops
- Improve personal safety at transit stops

We are investing in new tools and technology so that we can deliver on what matters most to you.

Over time, we know that customer needs will change and that we will need to pivot to accommodate the evolving needs of the community we serve. This requires a deep understanding of our customers, an ability to adapt to changing trends, and a willingness to invest in the right tools and technology to deliver on the services and experiences that matter most to our customers. That's why we're focused on learning more about how and why customers use Pierce Transit.

We know you use transit for a variety of activities:

- Work
- Shopping
- Medical Appointments
- Recreation
- Dining
- Education



And for a variety of reasons:

- Affordability
- Primary mode of transportation
- Availability
- Convenience
- Don't drive
- Avoiding traffic



We're committed to delivering more of what you value most:

- Friendly drivers and staff
- Accessibility to different places
- Reliability
- Affordability
- Availability
- Convenience





The Customer Journey



How is customer experience related to the customer journey?

The customer experience is everything related to the overall journey while using public transportation services. It encompasses all aspects of the experience, from planning and purchasing tickets to boarding, riding, and exiting the vehicle. A positive customer experience includes things like ease of use, comfort, safety, reliability, and accessibility. We understand that providing a high-quality customer experience is essential to attracting and retaining customers and promoting mobility options.

By defining the key steps in the customer journey that matter most to our riders, we can identify opportunities to maximize our impact on the overall customer experience.

Trip Planning

Information and tools to support route planning, including schedule, speed, and price of all travel options.

Pre-Departure

Insights and status updates, including vehicle location and current occupancy.

First Mile

Mobility options from initial destination to a transit stop, including on-demand transportation and ridesharing.

Waiting

Accurate and timely information on vehicle arrivals, delays, or schedule disruptions. Comfort and safety while waiting, including benches and shelters.

Customer Experience



Payment

Easy and convenient fare payment, including in-system, in-app, and pre-paid options.

In-System Experience

Comfort and safety while on the vehicle, including cleanliness, seat availability, and appropriate personal space.

In-System Navigation

Real-time information on alternative routes, availability and support from transit staff, and simple wayfinding and signage.

Connections

Timely and reliable connections between transit modes.

Last Mile

Ability to complete trips with last-mile mobility options, including on-demand transportation and ridesharing.

Return Trip

Information about schedules and service updates for available return trips.

Post-Travel

Information on transit usage and remaining fare balances. Information on rider decisions and environmental impacts.

The background image shows a transit station scene. On the left, a person is riding a bicycle away from the camera. In the center, there is a building with a complex metal structure, possibly a transit shelter or station entrance. On the right, a white Pierce Transit bus is visible, with the text 'Pierce Transit' and 'WELCOME ABOARD' on its side. The entire image is overlaid with a blue gradient. A green horizontal bar is positioned below the main title, and a large green circle is partially visible in the bottom right corner.

Focusing On What Matters



We're focused on the things you care about.

We know that all public transportation providers have a shared mission to provide customers with safe, clean, reliable, and convenient mobility options. These are the core elements that matter most to customers across a wide range of transportation services.

At Pierce Transit, we're committed to providing our customers with the best possible service. That's why we're focusing on perfecting the basics – the things our customers value most, while working to implement new tools and technologies that elevate the customer experience to a new level.

Our top priorities for the next six years:



Route Frequency & Service Reliability

Ensure you can rely on us to get you where you need to go, on time, and without interruption.



Communication

Provide quality, frequent, real-time information you can trust to make informed travel decisions and minimize inconveniences.



Convenience & Accessibility

Grow our destination footprint and on-demand mobility options and increase overall system accessibility.



Safety

Maintain an environment that fosters a sense of safety, trust, and security at every step in the customer journey.



Cleanliness

Uphold the highest standards of cleanliness on every vehicle and at every bus stop and transit center.

PRIORITY 1

Route Frequency and Service Reliability





One of the main focuses of this plan is to ensure our customers can rely on us to get them where they need to go, on time, and without interruption.

We know our customers want to stay connected to the people and places that are most important to them, and we know they will use transit if it is timely and reliable. By increasing route frequency and service reliability, we can improve the customer experience and provide a more convenient and flexible service for our riders.



Route Headway

The time between vehicles on a route. Pierce Transit operates fixed route services on **15, 30, or 60** minute headways depending on the route.



Service Reliability

How closely our service adheres to the anticipated operating schedule. Pierce Transit has an average on-time performance rating of **75%** and missed trips rating of **.35%**.

Objective:

Ensure you can rely on us to get you where you need to go, on time, and without interruption.

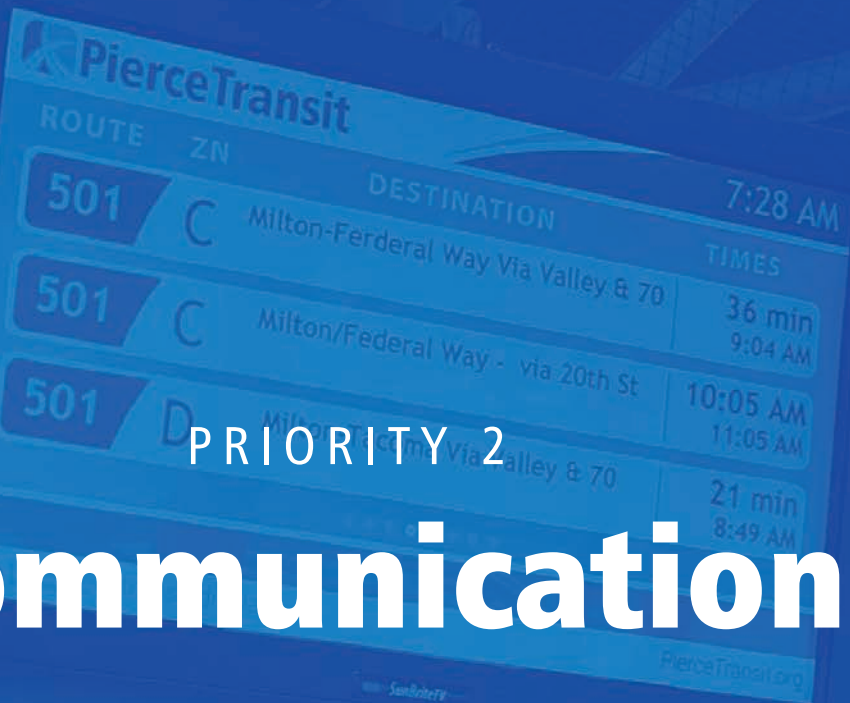
Our Actions:

1. Finalize implementation of the new Computer-Aided Dispatch-Automatic Vehicle Location (CAD-AVL) system.
2. Adopt and implement a Service Restoration Plan.
3. Optimize staff ratios to ensure coverage during absences.
4. Expand on-demand service coverage areas.
5. Improve headway schedules on primary routes.
6. Provide more instructors and facilitate additional training classes for onboarding new operators.
7. Ensure that all service-related data provided to customers is timely and accurate.
8. Increase reliability reviews conducted by the On-Time Performance Group of on time performance and missed trips.
9. Implement timed transfers on lead frequency routes.
10. Optimize service schedules and conduct regular scheduling reviews.

Areas of Opportunity:

1. Explore revisions to current service levels in an effort to maximize operational efficiencies.
2. Explore ballot measure initiative for funding to support target service level performance.

Communication



Pierce Transit

ROUTE	ZN	DESTINATION	TIMES
501	C	Milton-Federal Way Via Valley & 70	7:28 AM 36 min 9:04 AM
501	C	Milton/Federal Way - via 20th St	10:05 AM 11:05 AM
501	D	Milton/Federal Way Via Valley & 70	21 min 8:49 AM

PierceTransit.org

PRIORITY 2



**Pierce
Transit**
INFORMATION





We believe that fostering strong relationships through reliable communication is essential for providing an exceptional transportation service.

We understand that providing timely updates about routes, schedules, fare changes, service disruptions and anything else that may impact our customers helps to align expectations and provides a more seamless travel experience.

We genuinely care about your satisfaction and value customer feedback as it helps us identify areas where we can make meaningful

improvements. By providing quality, frequent, real-time information to riders and actively listening and responding to feedback we can continue to build trust and confidence and better understand the needs of our customers.

Communicating With Our Community



36,390

subscriptions to our newsletters



25,000

subscriptions to our text messages

Objective:

Provide quality, frequent, real-time information you can trust to make informed travel decisions and minimize inconveniences.

Our Actions:

1. Design and implement a more user-friendly, customer-focused website.
2. Streamline route updates and trip planning software and implement real-time updates to both customers and internal staff.
3. Increase customer service presence, hours and locations.
4. Provide marketing materials in additional languages and produce additional service explainer videos.
5. Implement consistent Pierce Transit branding on all service vehicles (bus, SHUTTLE, Rideshare).
6. Establish a curriculum that empowers all frontline staff to be agency ambassadors.
7. Create a Customer-Facing Software Focus Group tasked with ensuring a consistent user experience across all tech platforms.
8. Ensure that all service-related data provided to customers is timely and accurate.
9. Implement new ADA/SHUTTLE scheduling software.
10. Ensure consistent messaging at all transit centers and bus stops.

Areas of Opportunity:

1. Explore adding route destination information on bus stop signs.
2. Explore Transit app improvements and simplify user experience.
3. Explore development of a digital route schedule book for operators.
4. Explore adding additional digital monitors at transit centers.
5. Explore adding last stop audio announcements on coaches.

PRIORITY 3

Convenience and Accessibility

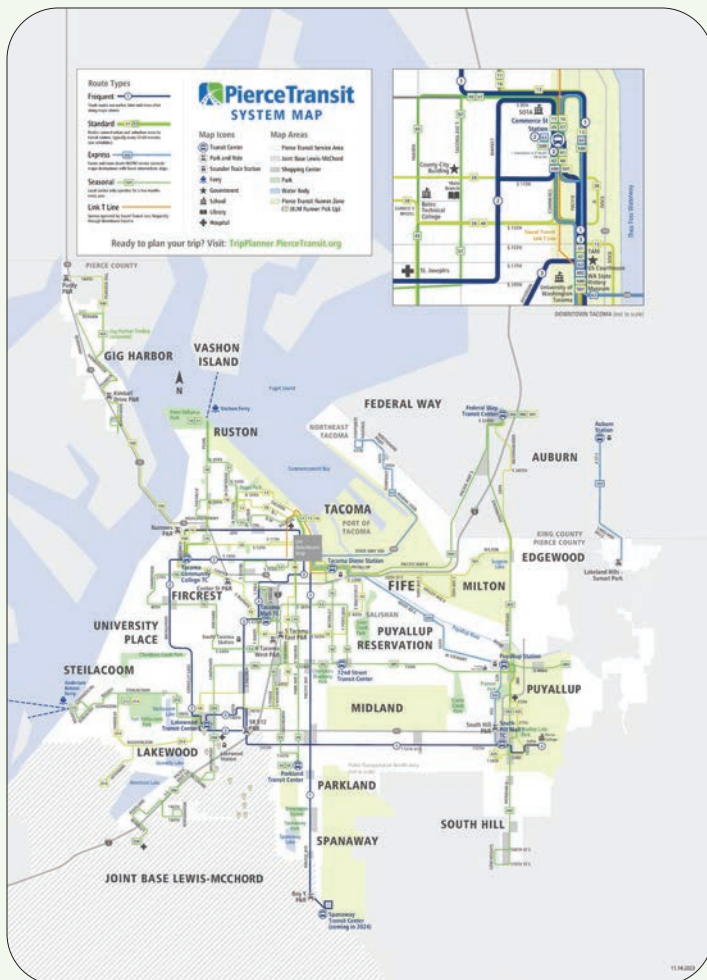




We're focused on evolving to meet the changing needs of our customers by making public transportation services more convenient and accessible.

We realize there are members of our community that would benefit from growing our destination footprint and expanding our service area. We understand that customers want flexible, on-demand, personalized transportation options that complement our existing fixed-route system. And we know that riders want a user-friendly experience and that is more inclusive for individuals with disabilities and other vulnerable populations.

By growing our destination footprint, introducing additional on-demand service options, and increasing overall system accessibility, we can create a more streamlined and convenient transportation experience and improve our customers' ability to reach their desired destinations.



99%
of Pierce Transit's
2,072 bus stops
are ADA accessible

Objective:

Grow our destination footprint and on-demand mobility options and increase overall system accessibility.

Our Actions:

1. Adopt an ADA Transition Plan to ensure accessibility throughout service network.
2. Advocate to local jurisdictions for accessibility improvements throughout service network.
3. Improve route connections at Tacoma Dome Station and transit centers.
4. Implement consistent wayfinding signage at Tacoma Dome Station and all transit centers.
5. Finalize the elevator project at Tacoma Dome Station.
6. Implement tactile wayfinding aids for visually impaired at Tacoma Dome Station, transit centers and at all stops.
7. Expand on-demand service to fill in service gaps and cover cancelled trips.
8. Improve headway schedules on primary routes.

Areas of Opportunity:

1. Explore how to increase span of service to better align Pierce Transit operating hours with businesses and manufacturers.
2. Explore additional fare payment options.

PRIORITY 4

Safety



We are committed to providing a safe, secure, and welcoming transit experience at every step in the customer journey.

We understand there are many factors that contribute to maintaining a sense of safety, trust, and well-being.

To increase feelings of safety, we're dedicated to better utilizing our current resources across the entire system, including our frontline staff and Public Safety Officers. We also want to provide customers with more reasons to enjoy our service and engage with the community. We intend to create facilities that are inviting, well-lit, and designed with input from our customers.



By doing all we can to further enhance our safety and security measures throughout the system we can create an environment where customers feel safe and have confidence in their journey.



Pierce Transit averages

.66

preventable accidents per 100,000 miles

Objective:

Maintain an environment that fosters a sense of safety, trust, and security at every step in the customer journey.

Our Actions:

1. Host a public campaign featuring current/provided safety measures.
2. Increase Public Safety personnel in the field, at transit centers and on coaches.
3. Host a Be Fair, Pay Your Fare campaign.
4. Implement a Transit Watch system where customers can easily report safety concerns.
5. Implement additional de-escalation training for all frontline staff.
6. Launch Mental Health Crises Response Team – Hardship Assistance Response Team (HART).
7. Install additional cameras at transit centers and park and ride facilities.
8. Conduct a stop location review focused on safety parameters.
9. Incorporate human trafficking awareness materials on coaches and provide reporting tools and instructions.

Areas of Opportunity:

1. Explore installing better lighting at all bus stops and transit centers.
2. Explore hosting shared community and outreach events at transit centers.
3. Explore robot patrol options at transit centers.
4. Explore offering visibility equipment as part of outreach efforts to customers.
5. Explore ways to bring attention to current cameras on coaches, including installing additional signs and monitors.
6. Explore installing reflective markers/strips on poles at stops.
7. Explore launching a Safe Place program.
8. Explore adding occupied/unoccupied flags on restroom doors at transit centers to help public safety team with monitoring.



PRIORITY 5

Cleanliness and Comfort

PIERCE
TRANSIT



We recognize the importance of maintaining a clean, comfortable, and healthy transit system and strive to meet the highest standards on every vehicle and at every bus stop and transit center.

We know customers expect to use clean facilities and travel on clean vehicles.

We are committed to remaining at the forefront of best cleanliness practices, adapting where needed, and implementing new strategies and technologies that support a cleaner and healthier environment. By working to uphold these principles we can instill further confidence with our customers and ensure a safe and clean transit experience.



Pierce Transit completes over **31,000** bus washes each year.



Objective:

Uphold the highest standards of cleanliness on every vehicle and at every bus stop and transit center.

Our Actions:

1. Implement an Adopt-A-Stop program.
2. Implement a rapid response process to respond to immediate cleanliness issues.
3. Implement additional supervisor patrols focused on reporting unsanitary conditions at stops.
4. Transition to a new shelter design that has smaller glass panels and is more resistant to vandalism.
5. Place a bench at every stop in accordance with agency funding.

Areas of Opportunity:

1. Explore adding additional/better lighting in coaches.
2. Explore adding compacting garbage cans at transit centers.
3. Explore collaborating with local artists to display art in shelters as a deterrent to vandalism.



Measuring Success

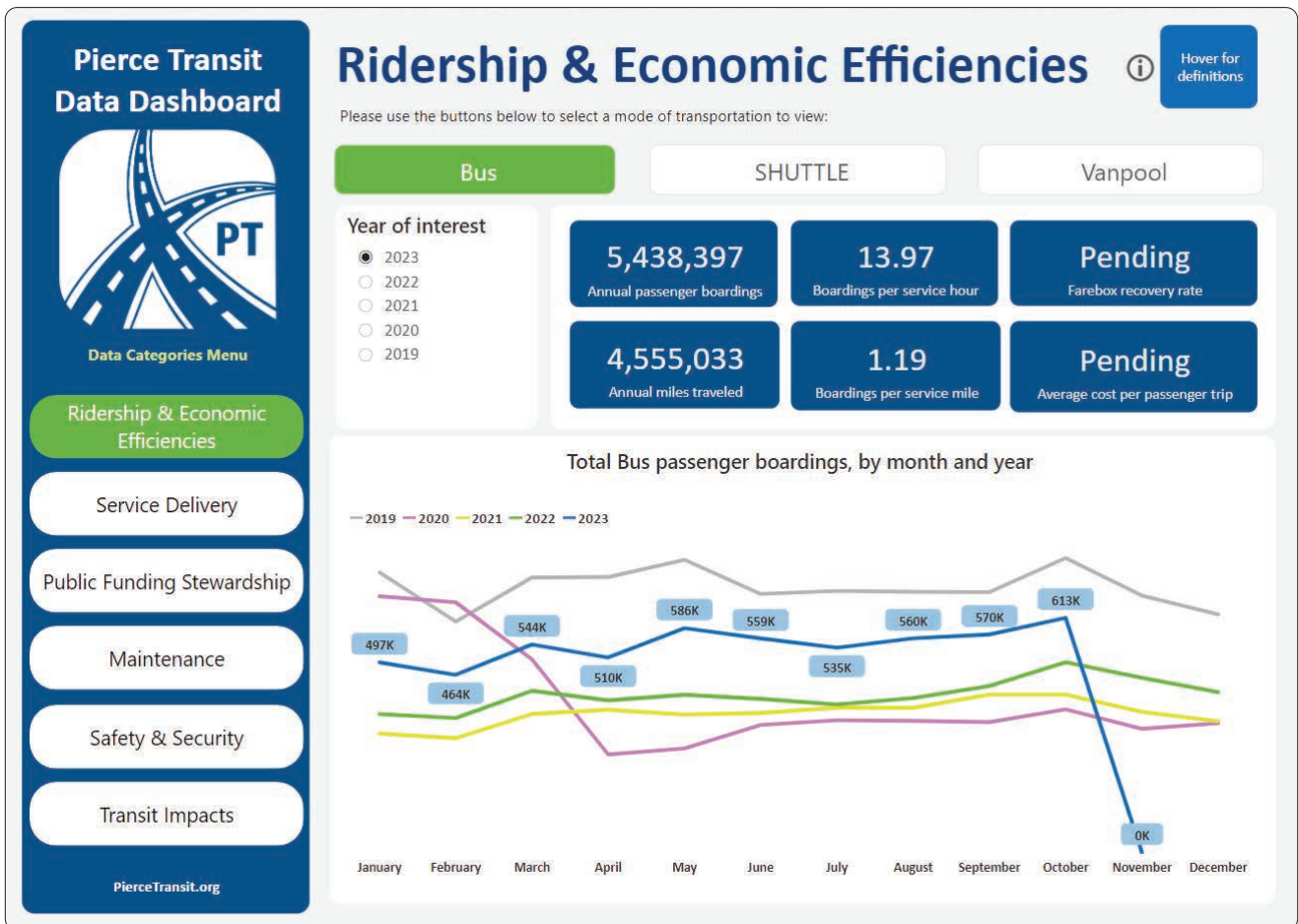
 **Pierce Transit**
RIDESHARE

How do we know we're headed in the right direction?

We understand the importance of measuring our own success and ensuring that we deliver on the things we've said we would do. We recognize that assessing our performance is a critical element of our new customer experience action plan. We need to know where we are succeeding and when we need to implement corrective measure to ensure we stay on course.

We already monitor a variety of Key Performance Indicators (KPIs), including ridership, on time performance, customer complaints, and customer satisfaction scores. Our online data dashboard serves as a report card to the community on how we're measuring up and provides us with useful data for identifying areas that we need to focus on.

To further support our customer experience focused goals and provide even more transparency, we're introducing additional metrics and customer feedback opportunities to ensure we have consistent touchpoints with our customers and that we're measuring and reporting on our progress.





Road Map: 2024-2029

Defining our path forward.

It's one thing to write a plan and create project outlines and objectives, it's another to create an implementation roadmap and track our progress. The roadmap below will serve as our guide to identifying the steps, timelines, and resources required to implement the various initiatives and elements identified in this plan.



PRIORITY 1

Route Frequency and Service Reliability

Finalize implementation of the new Computer-Aided Dispatch-Automatic Vehicle Location (CAD-AVL) system.

Q1 2024

Adopt and implement a Service Restoration Plan.

Q2 2024

Optimize staff ratios to ensure coverage during absences.

Q4 2024

Provide more instructors and facilitate additional training classes for onboarding new operators.

Q2 2025

Improve headway schedules on primary routes.

Q1 2025

Expand on-demand service coverage areas.

Q3 2025

Ensure that all service-related data provided to customers is timely and accurate.

Q3 2024

Increase reliability reviews conducted by the On-Time Performance Group of on-time performance and missed trips.

Q3 2024

Implement timed transfers on lead frequency routes.

Q2 2024

Optimize service schedules and conduct regular scheduling reviews.

Q4 2024



PRIORITY 2
Communication

Explore ballot measure initiatives for funding to support target service level performance.

Q2 2024

Explore revisions to current service levels in an effort to maximize operational efficiencies.

Q2 2024

Design and implement a more user-friendly, customer-focused website.

Q4 2025

Create a Customer-Facing Software Focus Group tasked with ensuring a consistent user experience across all tech platforms.

Q1 2024

Streamline route updates and trip planning software and implement real-time updates to both customers and internal staff.

Q3 2025

Establish a curriculum that empowers all frontline staff to be agency ambassadors.

Q3 2025

Increase customer service presence, hours and locations.

Q1 2026

Provide marketing materials in additional languages and produce additional service explainer videos.

Q2 2026

Implement consistent Pierce Transit branding on all service vehicles (bus, SHUTTLE and Rideshare).

Q2 2026

Ensure that all service-related data provided to customers is timely and accurate.

Q3 2024

Explore adding additional digital monitors at transit centers.

Q2 2027

Implement new ADA/SHUTTLE scheduling software.

Q4 2024

Explore development of a digital route schedule book for operators.

Q3 2024

Ensure consistent messaging at all transit centers and bus stops.

Q1 2026

Explore adding route destination information on bus stop signs.

Q1 2025

Explore Transit app improvements and simplify user experience.

Q4 2024

Explore adding last stop audio announcements on coaches.

Q1 2024

Finalize the elevator project at Tacoma Dome Station.

Q2 2025



PRIORITY 3
**Convenience
and Accessibility**

Implement consistent wayfinding signage at Tacoma Dome Station and all transit centers.

Q2 2026

Adopt an ADA Transition Plan to ensure accessibility throughout service network.

Q2 2026

Advocate to local jurisdictions for accessibility improvements throughout service network.

Q3 2025

Improve route connections at Tacoma Dome Station and transit centers.

Q3 2025

Implement tactile wayfinding aids for visually impaired at Tacoma Dome Station, transit centers and at all stops.

Q1 2026

Host a public campaign featuring current/provided safety measures.

Q3 2025

Expand on-demand service to fill in service gaps and cover cancelled trips.

Q1 2026



**PRIORITY 4
Safety**

Improve headway schedules on primary routes.

Q1 2025

Explore how to increase span of service to better align Pierce Transit operating hours with businesses and manufacturers.

Q4 2026

Explore additional fare payment options.

Q2 2025

Increase Public Safety personnel in the field, at transit centers and on coaches.

Q2 2025

Conduct a stop location review focused on safety parameters.

Q4 2024

Host a Be Fair, Pay Your Fare campaign.

Q4 2024

Install additional cameras at transit centers and park and ride facilities.

Q3 2026

Implement a Transit Watch system where customers can easily report safety concerns.

Q4 2026

Implement additional de-escalation training for all frontline staff.

Q2 2025

Launch Mental Health Crises Response Team – Hardship Assistance Response Team (HART).

Q4 2025

Incorporate human trafficking awareness materials on coaches and provide reporting tools and instructions.

Q4 2024

Explore installing reflective markers/strips on poles at stops.

Q2 2025

Explore installing better lighting at all bus stops and transit centers.

Q3 2026

Explore ways to bring attention to current cameras on coaches, including installing additional signs and monitors.

Q1 2026

Explore hosting shared community and outreach events at transit centers.

Q3 2025

Explore robot patrol options at transit centers.

Q1 2029

Explore offering visibility equipment as part of outreach efforts to customers.

Q2 2024

Explore launching a Safe Place program.

Q3 2025

Transition to new shelter design that has smaller glass panels and is more resistant to vandalism.

Q1 2027

Explore adding occupied/unoccupied flags on restroom doors at transit centers to help public safety team with monitoring.

Q3 2024

Implement additional supervisor patrols focused on reporting unsanitary conditions at stops.

Q1 2026



**PRIORITY 5
Cleanliness
and Comfort**

Implement an Adopt-A-Stop program.

Q3 2026

Implement a rapid response process to respond to immediate cleanliness issues.

Q2 2026

Place a bench at every stop in accordance with agency funding.

Q1 2027

Explore adding additional/better lighting in coaches.

Q3 2026

Explore adding compacting garbage cans at transit centers.

Q2 2029

Explore collaborating with local artists to display art in shelters as a deterrent to vandalism.

Q4 2026



Next Steps

This plan is only the beginning.

We are thrilled to have our first customer experience action plan in place as we continue to keep our valued customers at the center of everything we do. However, we know that this is only the beginning. We have our work cut out for us as we strive to take our customer experience to the next level. We're committed to ensuring we have the resources and tools we need to make this plan a reality.

As we move forward, we will continue listening to our customers and remain flexible in our pursuit to provide services that are tailored to fit their unique needs. We know that transparency and accountability are critical to our success, and we are committed to keeping our customers and the community in the loop at every step of the way.

We will continue monitoring our projects and reporting on our progress as we move forward so that we ensure we are being as efficient and effective as possible in delivering the best value to our customers and the community.



*Because you are at the center
of everything we do, we will always
find ways to better serve you.*

We want to hear from you!

Please share your comments and suggestions
with us at PierceTransit.org/contact-us

Mission

Improve people's quality of life by providing safe, reliable and accessible transportation services that are locally based and regionally connected.

Vision

Your preferred transportation choice.



253.581.8000 | TTY: 711 | PierceTransit.org



PIERCE TRANSIT
Board Payments Over \$50,000
Payments From: Dec 1, 2023 to Dec 31, 2023
Cash and Investment Balance: \$226,102,807.59

Payment Numbers CK 00382244 through CK 00382449
 Wire Numbers EFT 00015539 through EFT 00015785
 No Advance Travel Checks

Total \$8,691,662.07

Payments in Excess of \$50,000 are as follows:

Operating Fund

	Check	Vendor	Item/Service	Amount
CHK	00382287	US BANK NA	MISC BUSN EXPENSES	71,147.94
CHK	00382292	UNIVERSAL PROTECTION SERVICE L	SEC FIRST TRAN 10/27-11/30/23	178,969.76
CHK	00382293	ATU LOCAL 758 CORP	EE DED PP25 2023	51,761.82
CHK	00382334	PIERCE COUNTY	RADIO SYS ACCESS FEES 2023	98,044.80
CHK	00382389	PIERCE COUNTY	POLICING SVC 10/23	91,775.56
CHK	00382421	PIERCE COUNTY	POLICING SVC SPEC OT 11/23	62,253.68
EFT	00015539	EMPOWER	DEF COMP CEO PP24 2023	60,414.59
EFT	00015540	ICMA RETIREMENT	DEF COMP LOAN PP24 2023	167,207.83
EFT	00015574	NELSON NYGAARD CONSULTING ASSO	CONS STRAT PLAN 09/30-10/27/23	109,926.79
EFT	00015578	PETROCARD INC	DIESEL USAGE	82,949.33
EFT	00015610	BRIDGESTONE AMERICA	TIRE MILES 11/23	62,875.81
EFT	00015623	FIRST TRANSIT INC	ADA PARARANSIT SVCS 11/23	846,116.85
EFT	00015665	UNITED ENERGY TRADING LLC	CNG SUPPLY 11/23	110,715.30
EFT	00015672	US BANK CORPORATE PAYMENT SYST	MISC BUSN EXPENSES	49,436.53
EFT	00015674	AWC EMPLOYEE BENEFIT TRUST	ER BGLI 12.23	1,269,445.85
EFT	00015675	EMPOWER	DEF COMP CEO PP25 2023	53,770.85
EFT	00015676	ICMA RETIREMENT	DEF COMP LOAN PP25 2023	149,737.97
EFT	00015698	IPKEYS POWER PARTNERS INC	NETWORK ENG SVCS 05/23-07/23	55,251.51
EFT	00015709	PETROCARD INC	DIESEL USAGE	119,196.43
EFT	00015717	SOUND TRANSIT	FARES COLLECTED 11/23	58,324.45
EFT	00015750	GILLIG LLC	MISC INVENTORY BUS PARTS	69,780.77
EFT	00015780	ASSOCIATED PETROLEUM	DIESEL USAGE	54,909.20
EFT	00015782	EMPOWER	DEF COMP CEO PP26 2023	51,336.99
EFT	00015783	ICMA RETIREMENT	DEF COMP LOAN PP26 2023	147,694.85
Payments for Fund 1 Total				\$ 4,073,045.46

Capital Fund

	Check	Vendor	Item/Service	Amount
CHK	00382290	WATSON FURNITURE GROUP	CONSOLES COMM CTR 09/23	171,758.77
CHK	00382345	SECURITY SOLUTIONS NORTHWEST I	RET SSNW 20 1162A	88,574.51
CHK	00382387	PEASE CONSTRUCTION INC.	BRANCH CIR/SYS RW TDS 11/23	146,965.32
EFT	00015555	CLARY LONGVIEW LLC	2023 FORD TRANSIT CONNECT 285C	110,393.34
EFT	00015590	SUNRISE SYSTEMS ELECTRONICS CO	HEADSIGNS CAD/AVL RS485	58,859.46
EFT	00015613	CLEVER DEVICES LTD	SYS ACCEPT #4 CAD/AVL	309,200.45
EFT	00015619	DELL MARKETING LP	AMER AX750	638,527.99
EFT	00015681	ABSHER CONSTRUCTION COMPANY	B&O TAX MOBI F/W 11/23	345,675.36
EFT	00015687	CLEVER DEVICES LTD	REL RET CLEVDEV 1065	313,321.66
EFT	00015772	TESLA INC	2023 TESLA MODEL Y 7720	551,300.00
Payments for Fund 9 Total				\$ 2,734,576.86

Total Payments in Excess of \$50,000.00

\$ 6,807,622.32

Pierce Transit
Payment Certification for Dec 31, 2023
Payments Dec 1, 2023 to Dec 31, 2023

Payment Numbers CK 00382244 through CK 00382449

Wire Numbers EFT 00015539 through EFT 00015785

No Advance Travel Checks

Bank ID	Check Number	Check Date	Amount	Vendor Name	Status
01	CHK	00382244	12/05/2023	1,000.00 MARIO MOORE	
01	CHK	00382245	12/07/2023	29.28 AT&T	
01	CHK	00382246	12/07/2023	578.81 AUTO TECH	
01	CHK	00382247	12/07/2023	1,029.80 MIDWAY MUFFLER AND RADIATOR IN	
01	CHK	00382248	12/07/2023	56.13 CALVIN WEEMS	
01	CHK	00382249	12/07/2023	13.00 CHARLES WHITE	
01	CHK	00382250	12/07/2023	1,239.89 CITY OF GIG HARBOR	
01	CHK	00382251	12/07/2023	6,328.61 CITY OF TACOMA	
01	CHK	00382252	12/07/2023	20,000.00 CITY OF TACOMA	
01	CHK	00382253	12/07/2023	158.91 COMCAST HOLDINGS CORPORATION	
01	CHK	00382254	12/07/2023	163.87 COMCAST HOLDINGS CORPORATION	
01	CHK	00382255	12/07/2023	2,642.40 CWA INC	
01	CHK	00382256	12/07/2023	151.25 DAILY JOURNAL OF COMMERCE INC	
01	CHK	00382257	12/07/2023	1,802.06 DM RECYCLING CO INC	
01	CHK	00382258	12/07/2023	10.00 ED BOLIBOL	
01	CHK	00382259	12/07/2023	29.82 FEDERAL EXPRESS CORPORATION	
01	CHK	00382260	12/07/2023	2,381.11 FIRST RESPONDER OUTFITTERS INC	
01	CHK	00382261	12/07/2023	50.00 FORMFOX INC.	
01	CHK	00382262	12/07/2023	128.12 FRUITLAND MUTUAL WATER COMPANY	
01	CHK	00382263	12/07/2023	2,884.96 GENES TOWING CORP	
01	CHK	00382264	12/07/2023	2,170.15 GILCHRIST CHEVROLET BUICK GMC	
01	CHK	00382265	12/07/2023	150.00 GOVERNMENT FINANCE OFFICERS AS	
01	CHK	00382266	12/07/2023	8,141.06 HAROLD LEMAY ENTERPRISES	
01	CHK	00382267	12/07/2023	181.56 HOME DEPOT USA INC	
01	CHK	00382268	12/07/2023	4,157.86 KING COUNTY REAL ESTATE SERVIC	
01	CHK	00382269	12/07/2023	1,836.01 LAKEWOOD WATER DISTRICT	
01	CHK	00382270	12/07/2023	344.00 LEMAY MOBILE SHREDDING	
01	CHK	00382271	12/07/2023	1,315.49 LOOMIS ARMORED US LLC	
01	CHK	00382272	12/07/2023	1,501.01 SYNCHRONY BANK	
01	CHK	00382273	12/07/2023	238.00 OCCUPATIONAL HEALTH CENTERS OF	
01	CHK	00382274	12/07/2023	184.95 ODP BUSINESS SOLUTIONS LLC	
01	CHK	00382275	12/07/2023	5,017.50 PIERCE COUNTY	
01	CHK	00382276	12/07/2023	240.00 PREMIER MEDIA GROUP	
01	CHK	00382277	12/07/2023	1,073.76 PURCELL TIRE & RUBBER COMPANY	
01	CHK	00382278	12/07/2023	136.61 RAINIER LIGHTING & ELECTRICAL	
01	CHK	00382279	12/07/2023	622.08 SCA PACIFIC INC	
01	CHK	00382280	12/07/2023	844.57 OD SNIDER & SON INC	
01	CHK	00382281	12/07/2023	442.34 T-MOBILE	
01	CHK	00382282	12/07/2023	72.66 SOUND PUBLISHING	
01	CHK	00382283	12/07/2023	4,500.00 THE BUS COALITION	
01	CHK	00382284	12/07/2023	10,000.00 THOMPSON CONSULTING GROUP INC	
01	CHK	00382285	12/07/2023	3,259.63 UNITED SITE SERVICES OF NEVADA	
01	CHK	00382286	12/07/2023	20,000.00 US POSTMASTER	
01	CHK	00382287	12/07/2023	71,147.94 US BANK NA	
01	CHK	00382288	12/07/2023	457.00 WA ST DEPT OF LABOR & INDUSTRI	
01	CHK	00382289	12/07/2023	2,552.96 WALTER E NELSON CO	
01	CHK	00382290	12/07/2023	171,758.77 WATSON FURNITURE GROUP	
01	CHK	00382291	12/07/2023	1,600.00 WHENTOWORK INC	
01	CHK	00382292	12/14/2023	178,969.76 UNIVERSAL PROTECTION SERVICE L	
01	CHK	00382293	12/14/2023	51,761.82 ATU LOCAL 758 CORP	
01	CHK	00382294	12/14/2023	88.76 AUTOZONE STORES LLC	
01	CHK	00382295	12/14/2023	1,544.71 MIDWAY MUFFLER AND RADIATOR IN	
01	CHK	00382296	12/14/2023	72.99 QWEST CORPORATION	
01	CHK	00382297	12/14/2023	918.20 QWEST CORPORATION	
01	CHK	00382298	12/14/2023	87.37 QWEST CORPORATION	
01	CHK	00382299	12/14/2023	313.38 CHAPTER 13 TRUSTEE	
01	CHK	00382300	12/14/2023	27,799.76 CITY OF FEDERAL WAY	
01	CHK	00382301	12/14/2023	817.95 CITY OF TACOMA	
01	CHK	00382302	12/14/2023	51.00 CITY OF TACOMA	
01	CHK	00382303	12/14/2023	158.91 COMCAST HOLDINGS CORPORATION	
01	CHK	00382304	12/14/2023	194.32 COMCAST HOLDINGS CORPORATION	
01	CHK	00382305	12/14/2023	313.81 CONSERVE	
01	CHK	00382306	12/14/2023	1,188.00 DDMK INC	

01	CHK	00382307	12/14/2023	1,197.47	DEZRA NAULS	
01	CHK	00382308	12/14/2023	114.13	DISH NETWORK LLC	
01	CHK	00382309	12/14/2023	2,336.62	ENERGY SYSTEMS MANAGEMENT/TRS	
01	CHK	00382310	12/14/2023	2,451.56	GENES TOWING CORP	
01	CHK	00382311	12/14/2023	149.73	GILCHRIST CHEVROLET BUICK GMC	
01	CHK	00382312	12/14/2023	420.00	GOVERNMENT FINANCE OFFICERS AS	
01	CHK	00382313	12/14/2023	41.25	HARBOR FREIGHT TOOLS USA INC	
01	CHK	00382314	12/14/2023	1,367.54	HAROLD LEMAY ENTERPRISES	
01	CHK	00382315	12/14/2023	220.00	INTERNAL REVENUE SERVICE	
01	CHK	00382316	12/14/2023	950.00	IOPREDICT INC	
01	CHK	00382317	12/14/2023	30.75	JAMES GUERRERO ARCHITECT	
01	CHK	00382318	12/14/2023	97.80	JANSEN KNEZ	
01	CHK	00382319	12/14/2023	40.22	SADLER ENTERPRISES INC	
01	CHK	00382320	12/14/2023	12.39	LANGUAGE LINE SERVICES	
01	CHK	00382321	12/14/2023	5,145.32	LEVEL 3 FINANCING INC	
01	CHK	00382322	12/14/2023	1,074.96	LEVEL 3 FINANCING INC	
01	CHK	00382323	12/14/2023	18,567.49	METRO GLASS CO INC	
01	CHK	00382324	12/14/2023	293.08	MICHAEL G MALAIER	
01	CHK	00382325	12/14/2023	269.75	JOHN JEROME HAVENS	
01	CHK	00382326	12/14/2023	420.87	NELSON TRUCK EQUIPMENT CO INC	
01	CHK	00382327	12/14/2023	419.50	NH DEPT OF H&HS	
01	CHK	00382328	12/14/2023	192.02	O'REILLY AUTO ENTERPRISES LLC	
01	CHK	00382329	12/14/2023	183.38	ODP BUSINESS SOLUTIONS LLC	
01	CHK	00382330	12/14/2023	200.00	OFFICE OF THE SECRETARY OF STA	
01	CHK	00382331	12/14/2023	200.00	OFFICE OF THE SECRETARY OF STA	
01	CHK	00382332	12/14/2023	40.76	WASHINGTON STATE SCHOOL FOR TH	
01	CHK	00382333	12/14/2023	308.84	AMERIDIAN INDUSTRIES LLC	
01	CHK	00382334	12/14/2023	98,044.80	PIERCE COUNTY	
01	CHK	00382335	12/14/2023	4,000.00	PIERCE COUNTY	
01	CHK	00382336	12/14/2023	165.00	PUGET SOUND CLEAN AIR AGENCY	
01	CHK	00382337	12/14/2023	1,640.71	PURCELL TIRE & RUBBER COMPANY	
01	CHK	00382338	12/14/2023	649.50	QUADIENT INC	
01	CHK	00382339	12/14/2023	101.02	RAINIER LIGHTING & ELECTRICAL	
01	CHK	00382340	12/14/2023	92.29	REX V PEGG FABRICS INC	
01	CHK	00382341	12/14/2023	5,639.26	RIDER LEVETT BUCKNALL LTD	
01	CHK	00382342	12/14/2023	11.02	RON JONES POWER EQUIPMENT INC	
01	CHK	00382343	12/14/2023	3,351.28	SAFETY VISION	
01	CHK	00382344	12/14/2023	616.56	SCHINDLER ELEVATOR CORPORATION	
01	CHK	00382345	12/14/2023	88,574.51	SECURITY SOLUTIONS NORTHWEST I	
01	CHK	00382346	12/14/2023	58.90	ROBERT MUSTAIN	
01	CHK	00382347	12/14/2023	10,500.00	SPV ASSOCIATES INC	
01	CHK	00382348	12/14/2023	146.08	TERMINIX INTERNATIONAL COMPANY	
01	CHK	00382349	12/14/2023	323.45	TRANSOURCE	
01	CHK	00382350	12/14/2023	393.27	TRANSWORLD SYSTEMS INC	
01	CHK	00382351	12/14/2023	4,591.09	TRUVIEW BSI LLC	
01	CHK	00382352	12/14/2023	129.68	ULINE INC	
01	CHK	00382353	12/14/2023	1,108.83	UNITED WAY OF PIERCE COUNTY	
01	CHK	00382354	12/14/2023	372.78	US DEPARTMENT OF THE TREASURY	
01	CHK	00382355	12/14/2023	37.50	WA ST DEPT OF SOCIAL & HEALTH	
01	CHK	00382356	12/15/2023	952.39	WA ST DEPT OF RETIREMENT SYSTE	VOIDED
01	CHK	00382357	12/21/2023	1,805.50	ARTISTIC SOLUTIONS LLC	
01	CHK	00382358	12/21/2023	23,061.01	AT&T	
01	CHK	00382359	12/21/2023	22,995.62	AT&T	
01	CHK	00382360	12/21/2023	123.85	AT&T	
01	CHK	00382361	12/21/2023	1,018.44	AUTOZONE STORES LLC	
01	CHK	00382362	12/21/2023	514.90	MIDWAY MUFFLER AND RADIATOR IN	
01	CHK	00382363	12/21/2023	132.43	BUNCE RENTALS INC	
01	CHK	00382364	12/21/2023	8,983.63	QWEST CORPORATION	
01	CHK	00382365	12/21/2023	435.64	CITY OF PUYALLUP	
01	CHK	00382366	12/21/2023	5,673.13	CITY OF TACOMA	
01	CHK	00382367	12/21/2023	158.87	COMCAST HOLDINGS CORPORATION	
01	CHK	00382368	12/21/2023	158.87	COMCAST HOLDINGS CORPORATION	
01	CHK	00382369	12/21/2023	94.58	CONSOLIDATED ELECTRICAL DISTRI	
01	CHK	00382370	12/21/2023	4,206.10	CONVERGINT TECHNOLOGIES LLC	
01	CHK	00382371	12/21/2023	14,201.00	COURVAL SCHEDULING INC	
01	CHK	00382372	12/21/2023	10,439.61	ENERGY SYSTEMS MANAGEMENT/TRS	
01	CHK	00382373	12/21/2023	17.61	FEDERAL EXPRESS CORPORATION	
01	CHK	00382374	12/21/2023	4,971.10	GENES TOWING CORP	
01	CHK	00382375	12/21/2023	1,448.44	GILCHRIST CHEVROLET BUICK GMC	
01	CHK	00382376	12/21/2023	592.17	HARBOR FREIGHT TOOLS USA INC	
01	CHK	00382377	12/21/2023	488.35	SADLER ENTERPRISES INC	
01	CHK	00382378	12/21/2023	95.46	JON-DON LLC	
01	CHK	00382379	12/21/2023	906.87	LAWSON PRODUCTS INC	
01	CHK	00382380	12/21/2023	5,181.14	LAKEWOOD WATER DISTRICT	

01	CHK	00382381	12/21/2023	4,535.27	LEVEL 3 FINANCING INC
01	CHK	00382382	12/21/2023	8,715.08	METRO GLASS CO INC
01	CHK	00382383	12/21/2023	228.39	O'REILLY AUTO ENTERPRISES LLC
01	CHK	00382384	12/21/2023	1,433.21	ODP BUSINESS SOLUTIONS LLC
01	CHK	00382385	12/21/2023	767.12	AMERIDIAN INDUSTRIES LLC
01	CHK	00382386	12/21/2023	270.27	PARKLAND LIGHT & WATER CO
01	CHK	00382387	12/21/2023	146,965.32	PEASE CONSTRUCTION INC.
01	CHK	00382388	12/21/2023	299.89	PENINSULA LIGHT COMPANY
01	CHK	00382389	12/21/2023	91,775.56	PIERCE COUNTY
01	CHK	00382390	12/21/2023	2,142.64	PUGET SOUND ENERGY
01	CHK	00382391	12/21/2023	983.53	PURCELL TIRE & RUBBER COMPANY
01	CHK	00382392	12/21/2023	877.35	OD SNIDER & SON INC
01	CHK	00382393	12/21/2023	700.00	RANGER PUBLISHING CO INC
01	CHK	00382394	12/21/2023	10,000.00	THOMPSON CONSULTING GROUP INC
01	CHK	00382395	12/21/2023	1,455.47	WURTH USA INC
01	CHK	00382396	12/28/2023	1,419.00	20/10 PRODUCTS INC
01	CHK	00382397	12/28/2023	589.03	AAA FIRE PROTECTION INC
01	CHK	00382398	12/28/2023	4,909.30	ARTISTIC SOLUTIONS LLC
01	CHK	00382399	12/28/2023	313.38	CHAPTER 13 TRUSTEE
01	CHK	00382400	12/28/2023	1,049.53	CITY OF TACOMA
01	CHK	00382401	12/28/2023	158.91	COMCAST HOLDINGS CORPORATION
01	CHK	00382402	12/28/2023	280.43	CONSERVE
01	CHK	00382403	12/28/2023	424.47	CONSOLIDATED ELECTRICAL DISTRI
01	CHK	00382404	12/28/2023	5,222.25	COURVAL SCHEDULING INC
01	CHK	00382405	12/28/2023	9,500.00	CUSTOM TRAINING GROUP INC
01	CHK	00382406	12/28/2023	2,237.23	CWA INC
01	CHK	00382407	12/28/2023	558.13	FIRST RESPONDER OUTFITTERS INC
01	CHK	00382408	12/28/2023	649.12	GENES TOWING CORP
01	CHK	00382409	12/28/2023	2,738.98	GILCHRIST CHEVROLET BUICK GMC
01	CHK	00382410	12/28/2023	220.00	INTERNAL REVENUE SERVICE
01	CHK	00382411	12/28/2023	50.06	K-D-L HARDWARE SUPPLY INC
01	CHK	00382412	12/28/2023	11,666.66	KARRAS CONSULTING
01	CHK	00382413	12/28/2023	977.62	KITE REALTY GROUP LP
01	CHK	00382414	12/28/2023	422.72	MCMaster-CARR SUPPLY
01	CHK	00382415	12/28/2023	293.08	MICHAEL G MALAIER
01	CHK	00382416	12/28/2023	238.61	SIT TOOL CO INC
01	CHK	00382417	12/28/2023	136.74	O'REILLY AUTO ENTERPRISES LLC
01	CHK	00382418	12/28/2023	2,402.04	ODP BUSINESS SOLUTIONS LLC
01	CHK	00382419	12/28/2023	349.59	AMERIDIAN INDUSTRIES LLC
01	CHK	00382420	12/28/2023	87.12	PENINSULA LIGHT COMPANY
01	CHK	00382421	12/28/2023	62,253.68	PIERCE COUNTY
01	CHK	00382422	12/28/2023	11,957.65	PUGET SOUND ENERGY
01	CHK	00382423	12/28/2023	2,629.33	PURCELL TIRE & RUBBER COMPANY
01	CHK	00382424	12/28/2023	9,500.00	PUYALLUP/SUMNER CHAMBER OF COM
01	CHK	00382425	12/28/2023	7,500.00	SIMON AND COMPANY INC
01	CHK	00382426	12/28/2023	303.88	SMITH FIRE SYSTEMS INC
01	CHK	00382427	12/28/2023	7,832.89	OD SNIDER & SON INC
01	CHK	00382428	12/28/2023	500.00	SOURCE PANEL
01	CHK	00382429	12/28/2023	5,278.21	TACOMA MALL PARTNERSHIP
01	CHK	00382430	12/28/2023	352.85	TRANSWORLD SYSTEMS INC
01	CHK	00382431	12/28/2023	373.27	US DEPARTMENT OF THE TREASURY
01	CHK	00382432	12/28/2023	709.25	VERIZON WIRELESS
01	CHK	00382433	12/28/2023	559.25	VERIZON WIRELESS
01	CHK	00382434	12/28/2023	574.25	VERIZON WIRELESS
01	CHK	00382435	12/28/2023	619.25	VERIZON WIRELESS
01	CHK	00382436	12/28/2023	957.65	VERIZON WIRELESS
01	CHK	00382437	12/28/2023	1,064.58	VERIZON WIRELESS
01	CHK	00382438	12/28/2023	559.25	VERIZON WIRELESS
01	CHK	00382439	12/28/2023	381.72	VERIZON WIRELESS
01	CHK	00382440	12/28/2023	408.55	VERIZON WIRELESS
01	CHK	00382441	12/28/2023	559.25	VERIZON WIRELESS
01	CHK	00382442	12/28/2023	559.25	VERIZON WIRELESS
01	CHK	00382443	12/28/2023	579.59	VERIZON WIRELESS
01	CHK	00382444	12/28/2023	1,264.84	VERIZON WIRELESS
01	CHK	00382445	12/28/2023	1,487.40	VERIZON WIRELESS
01	CHK	00382446	12/28/2023	80.02	VERIZON WIRELESS
01	CHK	00382447	12/28/2023	1,277.34	WALTER E NELSON CO
01	CHK	00382448	12/28/2023	1,103.08	WURTH USA INC
01	CHK	00382449	12/28/2023	5,003.60	ACUITY SPECIALTY PRODUCTS INC
01	EFT	00015539	12/04/2023	60,414.59	EMPOWER
01	EFT	00015540	12/04/2023	167,207.83	ICMA RETIREMENT
01	EFT	00015541	12/04/2023	15,014.63	NAVIA BENEFIT SOLUTIONS
01	EFT	00015542	12/04/2023	14,139.94	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00015543	12/04/2023	5,147.61	WA ST CHILD SUPPORT REGISTRY

01	EFT	00015544	12/07/2023	785.85	A & E IMAGING
01	EFT	00015545	12/07/2023	146.72	ALEXANDRA MATHER
01	EFT	00015546	12/07/2023	7,573.50	ALL STARZ STAFFING AND CONSULT
01	EFT	00015547	12/07/2023	33,721.53	AMAZON CAPITAL SERVICES INC
01	EFT	00015548	12/07/2023	388.09	CONTINENTAL BATTERY COMPANY
01	EFT	00015549	12/07/2023	168.93	BRANDY TUGGLE
01	EFT	00015550	12/07/2023	282.36	BRAUN CORPORATION
01	EFT	00015551	12/07/2023	4,954.50	CDW GOVERNMENT INC
01	EFT	00015552	12/07/2023	7,272.00	CENTRAL PUGET SOUND REGIONAL T
01	EFT	00015553	12/07/2023	10,640.52	CINTAS CORPORATION NO 2
01	EFT	00015554	12/07/2023	1,795.74	CIVICPLUS LLC
01	EFT	00015555	12/07/2023	110,393.34	CLARY LONGVIEW LLC
01	EFT	00015556	12/07/2023	4,605.92	CUMMINS INC
01	EFT	00015557	12/07/2023	250.00	CYBERSOURCE CORPORATION
01	EFT	00015558	12/07/2023	46,162.40	DELL MARKETING LP
01	EFT	00015559	12/07/2023	1,993.86	TRUCKPRO HOLDING CORPORTATION
01	EFT	00015560	12/07/2023	1,596.68	FIVE9 INC
01	EFT	00015561	12/07/2023	176.00	FOISAGA FULU
01	EFT	00015562	12/07/2023	11,608.65	GALLS LLC
01	EFT	00015563	12/07/2023	8,408.05	GILLIG LLC
01	EFT	00015564	12/07/2023	289.47	GRAINGER
01	EFT	00015565	12/07/2023	1,270.00	JAJ ENTERPRISES LLC
01	EFT	00015566	12/07/2023	1,246.52	K & L GATES
01	EFT	00015567	12/07/2023	28,474.88	MEDSTAR CABULANCE INC
01	EFT	00015568	12/07/2023	13,372.73	DB PRINTING LLC
01	EFT	00015569	12/07/2023	915.10	MOHAWK MFG & SUPPLY
01	EFT	00015570	12/07/2023	611.06	MOTOROLA SOLUTIONS INC
01	EFT	00015571	12/07/2023	1,740.13	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015572	12/07/2023	42,000.00	MYPAD3D INC
01	EFT	00015573	12/07/2023	1,510.00	NAVIA BENEFIT SOLUTIONS
01	EFT	00015574	12/07/2023	109,926.79	NELSON NYGAARD CONSULTING ASSO
01	EFT	00015575	12/07/2023	1,046.49	NEOPART TRANSIT LLC
01	EFT	00015576	12/07/2023	14.06	PACIFIC WELDING SUPPLY INC
01	EFT	00015577	12/07/2023	3,622.11	PEAK INDUSTRIAL INC
01	EFT	00015578	12/07/2023	82,949.33	PETROCARD INC
01	EFT	00015579	12/07/2023	8,522.11	QUALITY BUSINESS SYSTEMS INC
01	EFT	00015580	12/07/2023	602.19	QUALITY PRESS
01	EFT	00015581	12/07/2023	467.20	SHUMAN LLC
01	EFT	00015582	12/07/2023	288.47	ROBERT SCHMID
01	EFT	00015583	12/07/2023	208.18	RS AMERICAS INC
01	EFT	00015584	12/07/2023	493.77	SCHETKY NORTHWEST SALES INC
01	EFT	00015585	12/07/2023	56.99	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015586	12/07/2023	12,528.87	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015587	12/07/2023	551.48	SOUTH TACOMA GLASS
01	EFT	00015588	12/07/2023	1,326.44	STANDARD PARTS CORP
01	EFT	00015589	12/07/2023	543.68	STAPLES INC
01	EFT	00015590	12/07/2023	58,859.46	SUNRISE SYSTEMS ELECTRONICS CO
01	EFT	00015591	12/07/2023	4,814.45	UNIVERSAL AUTO GROUP 1
01	EFT	00015592	12/07/2023	35.79	TACOMA RUBBER STAMP & MARKING
01	EFT	00015593	12/07/2023	927.80	SIJ HOLDINGS LLC
01	EFT	00015594	12/07/2023	1,647.26	TITUS-WILL FORD SALES INC
01	EFT	00015595	12/07/2023	10,264.05	THE AFTERMARKET PARTS CO LLC
01	EFT	00015596	12/07/2023	1,092.85	WAXIE SANITARY SUPPLY
01	EFT	00015597	12/07/2023	1,379.01	WESMAR COMPANY INC
01	EFT	00015598	12/07/2023	5,001.96	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015599	12/07/2023	55.26	WOFSCO INC
01	EFT	00015600	12/07/2023	38,547.96	ASSOCIATED PETROLEUM
01	EFT	00015601	12/07/2023	300.00	WASHINGTON STATE TRANSIT ASSOC
01	EFT	00015602	12/07/2023	8,569.90	ZONAR SYSTEMS INC
01	EFT	00015603	12/14/2023	23,135.00	AMERICAN CUSTODIAN INC
01	EFT	00015604	12/14/2023	289.70	AIRGAS INC
01	EFT	00015605	12/14/2023	704.95	ALL STARZ STAFFING AND CONSULT
01	EFT	00015606	12/14/2023	5,447.70	AMAZON CAPITAL SERVICES INC
01	EFT	00015607	12/14/2023	88.12	ALASKA RUBBER GROUP, INC
01	EFT	00015608	12/14/2023	2,998.28	CONTINENTAL BATTERY COMPANY
01	EFT	00015609	12/14/2023	4,878.13	BRAVO ENVIRONMENTAL NW INC
01	EFT	00015610	12/14/2023	62,875.81	BRIDGESTONE AMERICA
01	EFT	00015611	12/14/2023	428.73	CHEVRON PRODUCTS CO
01	EFT	00015612	12/14/2023	3,165.89	CINTAS CORPORATION NO 2
01	EFT	00015613	12/14/2023	309,200.45	CLEVER DEVICES LTD
01	EFT	00015614	12/14/2023	2,804.10	COGENT COMMUNICATIONS INC
01	EFT	00015615	12/14/2023	1,718.16	COMMERCIAL BRAKE & CLUTCH
01	EFT	00015616	12/14/2023	880.00	CONFLICT MANAGEMENT STRATEGIES
01	EFT	00015617	12/14/2023	16,911.55	CUMMINS INC

01	EFT	00015618	12/14/2023	624.82	CUSTOM EDGE INC
01	EFT	00015619	12/14/2023	638,527.99	DELL MARKETING LP
01	EFT	00015620	12/14/2023	6,225.50	DRUG FREE BUSINESS
01	EFT	00015621	12/14/2023	506.68	CLEAN AIR TECHNOLOGIES INC
01	EFT	00015622	12/14/2023	204.72	FINISHMASTER INC
01	EFT	00015623	12/14/2023	846,116.85	FIRST TRANSIT INC
01	EFT	00015624	12/14/2023	7,024.39	GORDON TRUCK CENTERS INC
01	EFT	00015625	12/14/2023	49,442.30	GILLIG LLC
01	EFT	00015626	12/14/2023	3,349.13	GRAINGER
01	EFT	00015627	12/14/2023	2,354.63	GROENEVELD LUBRICATION SOLUTIO
01	EFT	00015628	12/14/2023	3,993.94	INTERCLEAN EQUIPMENT LLC
01	EFT	00015629	12/14/2023	304.95	KAMAN FLUID POWER LLC
01	EFT	00015630	12/14/2023	1,366.85	LARSCO INC
01	EFT	00015631	12/14/2023	280.76	LARSEN SIGN COMPANY
01	EFT	00015632	12/14/2023	287.37	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015633	12/14/2023	426.23	DB PRINTING LLC
01	EFT	00015634	12/14/2023	1,499.21	MOHAWK MFG & SUPPLY
01	EFT	00015635	12/14/2023	24.00	NATIONAL AUTO PARTS WAREHOUSE
01	EFT	00015636	12/14/2023	6,014.19	NEOPART TRANSIT LLC
01	EFT	00015637	12/14/2023	14,092.80	NORTHWEST CASCADE INC
01	EFT	00015638	12/14/2023	20.92	PACIFIC WELDING SUPPLY INC
01	EFT	00015639	12/14/2023	3,860.00	PACIFICA LAW GROUP LLP
01	EFT	00015640	12/14/2023	37,769.53	PARAMETRIX ENGINEERING
01	EFT	00015641	12/14/2023	453.98	PEAK INDUSTRIAL INC
01	EFT	00015642	12/14/2023	2,255.00	STEVAN GORCESTER
01	EFT	00015643	12/14/2023	628.71	VIVASOURCE INC
01	EFT	00015644	12/14/2023	288.34	PRINT NW
01	EFT	00015645	12/14/2023	590.09	PROTERRA OPERATING COMPANY INC
01	EFT	00015646	12/14/2023	123.20	QUADIENNT FINANCE USA INC
01	EFT	00015647	12/14/2023	227.70	QUALITY PRESS
01	EFT	00015648	12/14/2023	5,140.25	ROMAINE ELECTRIC CORP
01	EFT	00015649	12/14/2023	165.00	SHUMAN LLC
01	EFT	00015650	12/14/2023	165.00	ROBERT SYLVIA
01	EFT	00015651	12/14/2023	210.03	ROGER JENSEN
01	EFT	00015652	12/14/2023	181.21	SAMBA HOLDINGS INC
01	EFT	00015653	12/14/2023	13,845.18	SAYBR CONTRACTORS INC
01	EFT	00015654	12/14/2023	341.93	SCHETKY NORTHWEST SALES INC
01	EFT	00015655	12/14/2023	83.68	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015656	12/14/2023	7,840.37	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015657	12/14/2023	1,053.12	SOUTH TACOMA GLASS
01	EFT	00015658	12/14/2023	1,451.95	STANDARD PARTS CORP
01	EFT	00015659	12/14/2023	1,495.68	STAPLES INC
01	EFT	00015660	12/14/2023	7,316.56	UNIVERSAL AUTO GROUP 1
01	EFT	00015661	12/14/2023	3,860.48	TACOMA SCREW PRODUCTS INC
01	EFT	00015662	12/14/2023	182.32	TALALELEI BROWN
01	EFT	00015663	12/14/2023	12,494.70	THE WW WILLIAMS COMPANY LLC
01	EFT	00015664	12/14/2023	36,609.82	THE AFTERMARKET PARTS CO LLC
01	EFT	00015665	12/14/2023	110,715.30	UNITED ENERGY TRADING LLC
01	EFT	00015666	12/14/2023	7,899.03	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015667	12/14/2023	110.39	WOFSCO INC
01	EFT	00015668	12/14/2023	9,711.57	ASSOCIATED PETROLEUM
01	EFT	00015669	12/14/2023	248.43	XPO LOGISTICS FREIGHT INC
01	EFT	00015670	12/14/2023	1,574.30	ZAYO GROUP HOLDINGS INC
01	EFT	00015671	12/14/2023	11,296.26	ZONAR SYSTEMS INC
01	EFT	00015672	12/14/2023	50,994.25	US BANK CORPORATE PAYMENT SYST
01	EFT	00015673	12/14/2023	2,493.07	US BANK CORPORATE PAYMENT SYST
01	EFT	00015674	12/15/2023	1,269,445.85	AWC EMPLOYEE BENEFIT TRUST
01	EFT	00015675	12/15/2023	53,770.85	EMPOWER
01	EFT	00015676	12/15/2023	149,737.97	ICMA RETIREMENT
01	EFT	00015677	12/15/2023	15,885.72	NAVIA BENEFIT SOLUTIONS
01	EFT	00015678	12/15/2023	14,164.05	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00015679	12/15/2023	4,773.11	WA ST CHILD SUPPORT REGISTRY
01	EFT	00015680	12/15/2023	952.39	WA ST DEPT OF RETIREMENT SYSTE
01	EFT	00015681	12/21/2023	345,675.36	ABSHER CONSTRUCTION COMPANY
01	EFT	00015682	12/21/2023	3,855.60	ALL STARZ STAFFING AND CONSULT
01	EFT	00015683	12/21/2023	14,467.27	AMAZON CAPITAL SERVICES INC
01	EFT	00015684	12/21/2023	170.77	CONTINENTAL BATTERY COMPANY
01	EFT	00015685	12/21/2023	663.67	BRAUN CORPORATION
01	EFT	00015686	12/21/2023	5,026.53	BRAVO ENVIRONMENTAL NW INC
01	EFT	00015687	12/21/2023	313,321.66	CLEVER DEVICES LTD
01	EFT	00015688	12/21/2023	16,851.59	CUMMINS INC
01	EFT	00015689	12/21/2023	2,157.96	CUSTOM EDGE INC
01	EFT	00015690	12/21/2023	26,437.10	TECH DATA CORPORATION
01	EFT	00015691	12/21/2023	1,668.50	EASTER SEALS WASHINGTON

01	EFT	00015692	12/21/2023	9,509.89	SPX CORPORATION
01	EFT	00015693	12/21/2023	28,948.11	GILLIG LLC
01	EFT	00015694	12/21/2023	1,312.22	GRAINGER
01	EFT	00015695	12/21/2023	600.18	B & G MACHINE INC
01	EFT	00015696	12/21/2023	43,752.78	HUITT-ZOLLARS INC
01	EFT	00015697	12/21/2023	150.00	INTERCITY TRANSIT
01	EFT	00015698	12/21/2023	55,251.51	IPKEYS POWER PARTNERS INC
01	EFT	00015699	12/21/2023	2,095.00	JAJ ENTERPRISES LLC
01	EFT	00015700	12/21/2023	19,581.00	RONALD E JENSEN & JAMES W JENS
01	EFT	00015701	12/21/2023	1,288.34	KAMAN FLUID POWER LLC
01	EFT	00015702	12/21/2023	45,100.97	LAKEVIEW LIGHT & POWER CO
01	EFT	00015703	12/21/2023	995.99	LARSCO INC
01	EFT	00015704	12/21/2023	871.99	LARSEN SIGN COMPANY
01	EFT	00015705	12/21/2023	6,704.25	LEXIPOL LLC
01	EFT	00015706	12/21/2023	198.18	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015707	12/21/2023	20.00	MARK COSME
01	EFT	00015708	12/21/2023	8,330.57	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015709	12/21/2023	119,196.43	PETROCARD INC
01	EFT	00015710	12/21/2023	347.77	PRINT NW
01	EFT	00015711	12/21/2023	188.23	QUALITY PRESS
01	EFT	00015712	12/21/2023	2,034.42	ROMAINE ELECTRIC CORP
01	EFT	00015713	12/21/2023	165.00	SHUMAN LLC
01	EFT	00015714	12/21/2023	2,206.00	S AND S METAL FABRICATION INC
01	EFT	00015715	12/21/2023	131.02	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015716	12/21/2023	77.00	SITECRAFTING INC
01	EFT	00015717	12/21/2023	58,324.45	SOUND TRANSIT
01	EFT	00015718	12/21/2023	10,144.66	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015719	12/21/2023	813.96	SOUTH TACOMA GLASS
01	EFT	00015720	12/21/2023	2,243.30	STANDARD PARTS CORP
01	EFT	00015721	12/21/2023	2,376.54	STAPLES INC
01	EFT	00015722	12/21/2023	5,458.15	TACOMA COMMUNITY COLLEGE
01	EFT	00015723	12/21/2023	5,256.75	UNIVERSAL AUTO GROUP 1
01	EFT	00015724	12/21/2023	1,641.77	TACOMA SCREW PRODUCTS INC
01	EFT	00015725	12/21/2023	3,409.49	THE WW WILLIAMS COMPANY LLC
01	EFT	00015726	12/21/2023	17,586.68	THE AFTERMARKET PARTS CO LLC
01	EFT	00015727	12/21/2023	126.49	TYLER PEDERSEN
01	EFT	00015728	12/21/2023	5,733.52	VANNER INC
01	EFT	00015729	12/21/2023	29,444.61	VIA TRANSPORTATION INC
01	EFT	00015730	12/21/2023	615.94	WA ST TRANSIT INSURANCE POOL
01	EFT	00015731	12/21/2023	5,918.04	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015732	12/21/2023	568.12	WHELEN ENGINEERING CO INC
01	EFT	00015733	12/21/2023	298.34	WOFSCO INC
01	EFT	00015734	12/21/2023	11,069.93	ASSOCIATED PETROLEUM
01	EFT	00015735	12/21/2023	304.20	ZAYO GROUP HOLDINGS INC
01	EFT	00015736	12/21/2023	23,514.89	WA ST DEPT OF REVENUE
01	EFT	00015737	12/21/2023	1,313.52	WA ST DEPT OF REVENUE
01	EFT	00015738	12/27/2023	980.00	US BANK CORPORATE PAYMENT SYST
01	EFT	00015739	12/27/2023	153.68	US BANK CORPORATE PAYMENT SYST
01	EFT	00015740	12/28/2023	3,097.43	AMAZON CAPITAL SERVICES INC
01	EFT	00015741	12/28/2023	250.74	CONTINENTAL BATTERY COMPANY
01	EFT	00015742	12/28/2023	8,611.38	CINTAS CORPORATION NO 2
01	EFT	00015743	12/28/2023	38,813.00	CLARY LONGVIEW LLC
01	EFT	00015744	12/28/2023	1,002.58	COMMERCIAL BRAKE & CLUTCH
01	EFT	00015745	12/28/2023	7,859.90	CUMMINS INC
01	EFT	00015746	12/28/2023	164.99	ERICH SCHIMITSCHEK
01	EFT	00015747	12/28/2023	4,567.50	FENCE SPECIALISTS INC
01	EFT	00015748	12/28/2023	3,707.93	FINISHMASTER INC
01	EFT	00015749	12/28/2023	2,856.72	SPX CORPORATION
01	EFT	00015750	12/28/2023	69,780.77	GILLIG LLC
01	EFT	00015751	12/28/2023	6,500.00	GORDON THOMAS HONEYWELL
01	EFT	00015752	12/28/2023	3,367.81	GRAINGER
01	EFT	00015753	12/28/2023	430.41	KAMAN FLUID POWER LLC
01	EFT	00015754	12/28/2023	1,000.26	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015755	12/28/2023	32,822.61	MEDSTAR CABULANCE INC
01	EFT	00015756	12/28/2023	450.58	MOHAWK MFG & SUPPLY
01	EFT	00015757	12/28/2023	3,186.51	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015758	12/28/2023	120.82	NORTHWEST PUMP & EQUIPMENT CO
01	EFT	00015759	12/28/2023	1,066.19	PEAK INDUSTRIAL INC
01	EFT	00015760	12/28/2023	2,841.04	ROMAINE ELECTRIC CORP
01	EFT	00015761	12/28/2023	20,707.61	RIGHT! SYSTEMS INC
01	EFT	00015762	12/28/2023	27,969.17	SCHETKY NORTHWEST SALES INC
01	EFT	00015763	12/28/2023	912.72	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015764	12/28/2023	525.12	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015765	12/28/2023	551.48	SOUTH TACOMA GLASS

01	EFT	00015766	12/28/2023	1,961.21	STANDARD PARTS CORP
01	EFT	00015767	12/28/2023	2,164.82	STAPLES INC
01	EFT	00015768	12/28/2023	15,547.56	SUMMIT LAW GROUP PLLC
01	EFT	00015769	12/28/2023	2,117.46	UNIVERSAL AUTO GROUP 1
01	EFT	00015770	12/28/2023	595.36	TACOMA SCREW PRODUCTS INC
01	EFT	00015771	12/28/2023	7,076.07	GETTING PERSONAL IMPRINTING
01	EFT	00015772	12/28/2023	551,300.00	TESLA INC
01	EFT	00015773	12/28/2023	12,651.02	THE WW WILLIAMS COMPANY LLC
01	EFT	00015774	12/28/2023	10,862.03	TITUS-WILL FORD SALES INC
01	EFT	00015775	12/28/2023	26,803.04	THE AFTERMARKET PARTS CO LLC
01	EFT	00015776	12/28/2023	3,240.29	UNITED RENTALS (NORTH AMERICA)
01	EFT	00015777	12/28/2023	219.32	VEHICLE MAINTENANCE PROGRAM IN
01	EFT	00015778	12/28/2023	880.37	WAXIE SANITARY SUPPLY
01	EFT	00015779	12/28/2023	12,725.13	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015780	12/28/2023	54,909.20	ASSOCIATED PETROLEUM
01	EFT	00015781	12/28/2023	93.00	WORLD PAC INC
01	EFT	00015782	12/29/2023	51,336.99	EMPOWER
01	EFT	00015783	12/29/2023	147,694.85	ICMA RETIREMENT
01	EFT	00015784	12/29/2023	14,812.48	NAVIA BENEFIT SOLUTIONS
01	EFT	00015785	12/29/2023	14,185.18	TACOMA EMPLOYEES RETIREMENT SY
Total Payments				<u><u>\$8,691,662.07</u></u>	

PIERCE TRANSIT
Board Payments Over \$50,000
Payments From: Jan 1, 2024 to Jan 31, 2024
Cash and Investment Balance: \$221,391,559.90

Payment Numbers CK 00382450 through CK 00382632
Wire Numbers EFT 00015786 through EFT 00016027
No Advance Travel Checks
Total \$12,409,120.78

Payments in Excess of \$50,000 are as follows:

Operating Fund			
Check	Vendor	Item/Service	Amount
CHK 00382457	CITY OF PUYALLUP	Hiring 10/23	157,400.47
CHK 00382478	UNIVERSAL PROTECTION SERVICE L	Security 1st Tr 12/01-12/28/23	149,499.14
CHK 00382541	US BANK NA	Misc Busn Expenses	59,275.94
CHK 00382574	PIERCE COUNTY	Beyond the Borders Q423	108,470.09
CHK 00382590	ATU LOCAL 758 CORP	EE DED PP2 2024	51,465.22
CHK 00382629	WA ST DEPT OF LABOR & INDUSTRI	SELF INS RPT Q423	75,690.14
EFT 00015813	S & A SYSTEMS INC	License Fleetwatch 2024	54,703.70
EFT 00015819	CENTRALSQUARE TECHNOLOGIES LLC	Subscr F/E 12/31/23-12/30/24	135,361.04
EFT 00015820	SWIFTLY INC	Sub RealTime 11/19/23-11/18/23	218,033.32
EFT 00015829	ASSOCIATED PETROLEUM	Diesel Usage	99,853.54
EFT 00015835	ASSOCIATION OF WASHINGTON CITI	Assess Fee Benefit Trust 2024	104,528.46
EFT 00015838	BRIDGESTONE AMERICA	Tire Miles 12/23	63,102.09
EFT 00015839	CDW GOVERNMENT INC	Lic Commvlt 12/15/23-12/14/28	91,541.10
EFT 00015854	FIRST TRANSIT INC	ADA Paratransit Svcs 12/23	837,167.39
EFT 00015906	WA ST TRANSIT INSURANCE POOL	INSURANCE GL 01/24	3,664,494.00
EFT 00015914	EMPOWER	DEF COMP PP1 2024	83,640.23
EFT 00015915	ICMA RETIREMENT	DEF COMP CEO PP1 2024	246,798.38
EFT 00015919	US BANK CORPORATE PAYMENT SYST	Misc Busn Expenses	109,087.57
EFT 00015928	CUMMINS INC	Misc Inventory Bus Parts	82,889.36
EFT 00015947	PETROCARD INC	Diesel Usage	74,211.96
EFT 00015955	SOUND TRANSIT	Claims JUL-DEC 2023	183,009.46
EFT 00015965	UNITED ENERGY TRADING LLC	CNG Supply 12/23	110,573.40
EFT 00015968	WA ST TRANSIT INSURANCE POOL	Prem Excess Comm Liab 2024	422,100.80
EFT 00015971	ASSOCIATED PETROLEUM	Diesel Usage	95,103.57
EFT 00015974	ZONAR SYSTEMS INC	Subscr Mob Shield 01/24-10/24	112,962.60
EFT 00015975	AWC EMPLOYEE BENEFIT TRUST	ER BGLI 01.24	1,337,830.67
EFT 00015987	FIVE9 INC	Subscr Call Ctr S/W 2024	77,137.05
EFT 00016002	PETROCARD INC	Diesel Usage	73,745.09
EFT 00016006	SOUND TRANSIT SMART CARD CENTR	2023-4Q-040 CARDS/STOR 12/23	36,038.21
EFT 00016018	TRAPEZE SOFTWARE GROUP INC	Hosting RidePro 2024	281,762.45
EFT 00016023	EMPOWER	DEF COMP PP2 2024	95,393.97
EFT 00016024	ICMA RETIREMENT	DEF COMP CEO PP2 2024	274,921.98
Payments for Fund 1 Total			\$ 9,567,792.39
Self Insurance Fund			
Check	Vendor	Item/Service	Amount
CHK 00382629	WA ST DEPT OF LABOR & INDUSTRI	SELF INS RPT Q423	4,733.41
Payments for Fund 4 Total			\$ 4,733.41
Capital Fund			
Check	Vendor	Item/Service	Amount
CHK 00382524	PEASE CONSTRUCTION INC.	Concrete/Demo TDS Elev 12/23	77,170.05
EFT 00015792	CONSTRUCT INC	Comfort Sta SpanTC 11/23	228,590.00
EFT 00015830	ABSHER CONSTRUCTION COMPANY	B&O TAX MOBI F/W 12/23	250,753.10
EFT 00015842	CLEVER DEVICES LTD	Hardware CAD/AVL Repl	51,564.50
EFT 00015859	HUITT-ZOLLARS INC	Prof Sv Bldg 2/3 Demo 12/02/23	189,774.70
EFT 00015877	PARAMETRIX ENGINEERING	Adv Sv BRT GCCM 05/01-06/26/23	77,127.40
EFT 00015986	GREGORY BERGEMANN	Remove Film/Add Frost Bldg 5	59,223.85
EFT 00016006	SOUND TRANSIT SMART CARD CENTR	ngORCA 23-064CM Sys Int 11/23	26,280.98
Payments for Fund 9 Total			\$ 960,484.58
Total Payments in Excess of \$50,000.00			\$ 10,533,010.38

Feb 1, 2024 9:09:18 AM

Page 1 of 2

Pierce Transit
Payment Certification for Jan 31, 2024
Payments Jan 1, 2024 to Jan 31, 2024

Payment Numbers CK 00382450 through CK 00382632
 Wire Numbers EFT 00015786 through EFT 00016027
 No Advance Travel Checks

Bank ID	Check Numbe	Check Date	Amount	Vendor Name
01	CHK	00382450	01/04/2024	8,176.15 4IMPRINT
01	CHK	00382451	01/04/2024	333.33 AMPLIFIED WIRELESS SOLUTIONS I
01	CHK	00382452	01/04/2024	29.28 AT&T
01	CHK	00382453	01/04/2024	1,029.80 MIDWAY MUFFLER AND RADIATOR IN
01	CHK	00382454	01/04/2024	1,147.12 BUNCE RENTALS INC
01	CHK	00382455	01/04/2024	81.00 CABBROS CLEANING SERVICE LLC
01	CHK	00382456	01/04/2024	46,792.23 CITY OF LAKEWOOD
01	CHK	00382457	01/04/2024	157,400.47 CITY OF PUYALLUP
01	CHK	00382458	01/04/2024	254.17 COMCAST HOLDINGS CORPORATION
01	CHK	00382459	01/04/2024	162.21 COMCAST HOLDINGS CORPORATION
01	CHK	00382460	01/04/2024	8,594.75 COMCAST HOLDINGS CORPORATION
01	CHK	00382461	01/04/2024	13.57 FEDERAL EXPRESS CORPORATION
01	CHK	00382462	01/04/2024	846.54 GILCHRIST CHEVROLET BUICK GMC
01	CHK	00382463	01/04/2024	221.05 HARBOR FREIGHT TOOLS USA INC
01	CHK	00382464	01/04/2024	679.25 MATERIALS TESTING & CONSULTING
01	CHK	00382465	01/04/2024	104.94 ODP BUSINESS SOLUTIONS LLC
01	CHK	00382466	01/04/2024	328.27 PENINSULA LIGHT COMPANY
01	CHK	00382467	01/04/2024	5,017.50 PIERCE COUNTY
01	CHK	00382468	01/04/2024	3,469.50 PURCELL TIRE & RUBBER COMPANY
01	CHK	00382469	01/04/2024	694.40 OD SNIDER & SON INC
01	CHK	00382470	01/04/2024	8,400.00 THE CAFARO NORTHWEST PARTNERSH
01	CHK	00382471	01/04/2024	442.34 T-MOBILE
01	CHK	00382472	01/04/2024	375.00 TACOMA PIERCE COUNTY CHAMBER O
01	CHK	00382473	01/04/2024	7,799.04 TOKEN TRANSIT INC
01	CHK	00382474	01/04/2024	556.25 UNITED SITE SERVICES OF NEVADA
01	CHK	00382475	01/04/2024	1,220.00 US POSTMASTER
01	CHK	00382476	01/04/2024	225.00 WA ST RIDESHARING ORGANIZATION
01	CHK	00382477	01/04/2024	1,650.40 WRAPJAX LLC
01	CHK	00382478	01/11/2024	149,499.14 UNIVERSAL PROTECTION SERVICE L
01	CHK	00382479	01/11/2024	508.00 AMERICAN PUBLIC WORKS ASSOCIAT
01	CHK	00382480	01/11/2024	2,496.40 ATU LOCAL 758 CORP
01	CHK	00382481	01/11/2024	152.02 AUTOZONE STORES LLC
01	CHK	00382482	01/11/2024	675.13 MIDWAY MUFFLER AND RADIATOR IN
01	CHK	00382483	01/11/2024	120.50 BUILDERS EXCHANGE OF WASHINGTO
01	CHK	00382484	01/11/2024	72.99 QWEST CORPORATION
01	CHK	00382485	01/11/2024	490.00 CERTIFIED INSPECTION SERVICE
01	CHK	00382486	01/11/2024	313.38 CHAPTER 13 TRUSTEE
01	CHK	00382487	01/11/2024	22,474.14 CITY OF FEDERAL WAY
01	CHK	00382488	01/11/2024	35,086.17 CITY OF PUYALLUP
01	CHK	00382489	01/11/2024	6,440.94 CITY OF TACOMA
01	CHK	00382490	01/11/2024	17,422.00 CITY OF TACOMA
01	CHK	00382491	01/11/2024	2,998.38 COLONIAL SUPPLEMENTAL LIFE
01	CHK	00382492	01/11/2024	163.87 COMCAST HOLDINGS CORPORATION
01	CHK	00382493	01/11/2024	167.21 COMCAST HOLDINGS CORPORATION
01	CHK	00382494	01/11/2024	207.94 COMCAST HOLDINGS CORPORATION
01	CHK	00382495	01/11/2024	672.34 COMMITTEE ON POLITICAL EDUCATI
01	CHK	00382496	01/11/2024	334.49 CONSERVE
01	CHK	00382497	01/11/2024	19,847.24 COURVAL SCHEDULING INC
01	CHK	00382498	01/11/2024	1,802.06 DM RECYCLING CO INC
01	CHK	00382499	01/11/2024	20,000.00 DOWNTOWN ON THE GO
01	CHK	00382500	01/11/2024	50.00 FORMFOX INC.
01	CHK	00382501	01/11/2024	8.80 FRED ZIELKE
01	CHK	00382502	01/11/2024	1,443.54 GENES TOWING CORP
01	CHK	00382503	01/11/2024	380.42 GLEN JOHNSON
01	CHK	00382504	01/11/2024	59,223.85 GREGORY BERGEMANN VOIDED
01	CHK	00382505	01/11/2024	29.69 HARBOR FREIGHT TOOLS USA INC
01	CHK	00382506	01/11/2024	7,649.68 HAROLD LEMAY ENTERPRISES
01	CHK	00382507	01/11/2024	237.18 HOME DEPOT USA INC
01	CHK	00382508	01/11/2024	1,234.00 IAM & AW
01	CHK	00382509	01/11/2024	220.00 INTERNAL REVENUE SERVICE
01	CHK	00382510	01/11/2024	4,157.86 KING COUNTY REAL ESTATE SERVIC
01	CHK	00382511	01/11/2024	5.76 LANGUAGE LINE SERVICES
01	CHK	00382512	01/11/2024	518.40 LEMAY MOBILE SHREDDING
01	CHK	00382513	01/11/2024	1,424.92 LOOMIS ARMORED US LLC
01	CHK	00382514	01/11/2024	1,419.04 SYNCHRONY BANK
01	CHK	00382515	01/11/2024	390.86 M2 PROJECT LLC
01	CHK	00382516	01/11/2024	87.45 MCMaster-CARR SUPPLY
01	CHK	00382517	01/11/2024	293.08 MICHAEL G MALAIER
01	CHK	00382518	01/11/2024	8,000.00 NATIONAL CINEMEDIA LLC
01	CHK	00382519	01/11/2024	419.50 NH DEPT OF H&HS
01	CHK	00382520	01/11/2024	1,744.60 NORTHWEST IAM BENEFIT TRUST

01	CHK	00382521	01/11/2024	13.04	O'REILLY AUTO ENTERPRISES LLC
01	CHK	00382522	01/11/2024	1,389.00	OCCUPATIONAL HEALTH CENTERS OF
01	CHK	00382523	01/11/2024	179.13	ODP BUSINESS SOLUTIONS LLC
01	CHK	00382524	01/11/2024	77,170.05	PEASE CONSTRUCTION INC.
01	CHK	00382525	01/11/2024	11.90	PTBA PETTY CASH
01	CHK	00382526	01/11/2024	3,306.09	PURCELL TIRE & RUBBER COMPANY
01	CHK	00382527	01/11/2024	1,650.00	PUYALLUP MAIN STREET ASSOCIATI
01	CHK	00382528	01/11/2024	573.75	OD SNIDER & SON INC
01	CHK	00382529	01/11/2024	4,198.38	STANTEC CONSULTING SERVICES IN
01	CHK	00382530	01/11/2024	20,686.05	SM STEMPER ARCHITECTS PLLC
01	CHK	00382531	01/11/2024	26.00	STONE MOUNTAIN VENTURES INC
01	CHK	00382532	01/11/2024	4,116.75	TCF ARCHITECTURE PLLC
01	CHK	00382533	01/11/2024	138.98	TERMINIX INTERNATIONAL COMPANY
01	CHK	00382534	01/11/2024	146.08	TERMINIX INTERNATIONAL COMPANY
01	CHK	00382535	01/11/2024	382.08	TRANSWORLD SYSTEMS INC
01	CHK	00382536	01/11/2024	835.67	TUBE ART DISPLAYS INC
01	CHK	00382537	01/11/2024	2,578.13	UNITED SITE SERVICES OF NEVADA
01	CHK	00382538	01/11/2024	1,195.00	UNITED WAY OF PIERCE COUNTY
01	CHK	00382539	01/11/2024	15,000.00	UNIVOX MEDIA LLC
01	CHK	00382540	01/11/2024	417.43	US DEPARTMENT OF THE TREASURY
01	CHK	00382541	01/11/2024	59,275.94	US BANK NA
01	CHK	00382542	01/11/2024	37.50	WA ST DEPT OF SOCIAL & HEALTH
01	CHK	00382543	01/11/2024	1,277.34	WALTER E NELSON CO
01	CHK	00382544	01/11/2024	3,955.00	WESTERN GOVERNORS UNIVERSITY
01	CHK	00382545	01/18/2024	1,642.42	ALIGNMENT ON WHEELS INC
01	CHK	00382546	01/18/2024	1,865.16	MIDWAY MUFFLER AND RADIATOR IN
01	CHK	00382547	01/18/2024	104.71	BUNCE RENTALS INC
01	CHK	00382548	01/18/2024	15,201.00	CABBROS CLEANING SERVICE LLC
01	CHK	00382549	01/18/2024	87.45	QWEST CORPORATION
01	CHK	00382550	01/18/2024	918.20	QWEST CORPORATION
01	CHK	00382551	01/18/2024	407.16	CITY OF PUYALLUP
01	CHK	00382552	01/18/2024	760.00	CITY OF TACOMA
01	CHK	00382553	01/18/2024	1,214.20	CITY OF TACOMA
01	CHK	00382554	01/18/2024	162.17	COMCAST HOLDINGS CORPORATION
01	CHK	00382555	01/18/2024	162.17	COMCAST HOLDINGS CORPORATION
01	CHK	00382556	01/18/2024	5,492.94	COPLAN & COPLAN INC
01	CHK	00382557	01/18/2024	1,540.00	CRANE CONSULTANTS INC
01	CHK	00382558	01/18/2024	42.87	FEDERAL EXPRESS CORPORATION
01	CHK	00382559	01/18/2024	4,688.06	GENES TOWING CORP
01	CHK	00382560	01/18/2024	339.66	GILCHRIST CHEVROLET BUICK GMC
01	CHK	00382561	01/18/2024	20.00	JEFFREY ACHUFF
01	CHK	00382562	01/18/2024	1,858.00	KAISER FOUNDATION HEALTH PLAN
01	CHK	00382563	01/18/2024	133.60	LAKEWOOD WATER DISTRICT
01	CHK	00382564	01/18/2024	4,538.08	LEVEL 3 FINANCING INC
01	CHK	00382565	01/18/2024	5,398.81	LEVEL 3 FINANCING INC
01	CHK	00382566	01/18/2024	1,074.96	LEVEL 3 FINANCING INC
01	CHK	00382567	01/18/2024	1,825.00	MATERIALS TESTING & CONSULTING
01	CHK	00382568	01/18/2024	923.12	METRO GLASS CO INC
01	CHK	00382569	01/18/2024	30.72	O'REILLY AUTO ENTERPRISES LLC
01	CHK	00382570	01/18/2024	372.00	OCCUPATIONAL HEALTH CENTERS OF
01	CHK	00382571	01/18/2024	41.82	ODP BUSINESS SOLUTIONS LLC
01	CHK	00382572	01/18/2024	801.38	AMERIDIAN INDUSTRIES LLC
01	CHK	00382573	01/18/2024	317.11	PENINSULA LIGHT COMPANY
01	CHK	00382574	01/18/2024	108,470.09	PIERCE COUNTY
01	CHK	00382575	01/18/2024	1,610.65	PURCELL TIRE & RUBBER COMPANY
01	CHK	00382576	01/18/2024	1,152.35	QUADIENT LEASING USA INC
01	CHK	00382577	01/18/2024	276.14	RAINIER LIGHTING & ELECTRICAL
01	CHK	00382578	01/18/2024	256.33	RIDER LEVETT BUCKNALL LTD
01	CHK	00382579	01/18/2024	808.56	SCHINDLER ELEVATOR CORPORATION
01	CHK	00382580	01/18/2024	461.62	OD SNIDER & SON INC
01	CHK	00382581	01/18/2024	951.60	SSMC CASE MANAGEMENT
01	CHK	00382582	01/18/2024	11,608.22	SM STEMPER ARCHITECTS PLLC
01	CHK	00382583	01/18/2024	21,600.00	TOKEN TRANSIT INC
01	CHK	00382584	01/18/2024	5,381.79	TRUVIEW BSI LLC
01	CHK	00382585	01/18/2024	75.52	ULINE INC
01	CHK	00382586	01/18/2024	500.00	US POSTMASTER
01	CHK	00382587	01/18/2024	1,687.06	WALTER E NELSON CO
01	CHK	00382588	01/18/2024	601.39	WURTH USA INC
01	CHK	00382589	01/25/2024	97.18	AT&T
01	CHK	00382590	01/25/2024	51,465.22	ATU LOCAL 758 CORP
01	CHK	00382591	01/25/2024	1,350.26	MIDWAY MUFFLER AND RADIATOR IN
01	CHK	00382592	01/25/2024	5,688.64	CAMPBELL UNDERGROUND LLC
01	CHK	00382593	01/25/2024	8,987.25	QWEST CORPORATION
01	CHK	00382594	01/25/2024	313.38	CHAPTER 13 TRUSTEE
01	CHK	00382595	01/25/2024	30.00	CITY OF LAKEWOOD
01	CHK	00382596	01/25/2024	11,108.11	CITY OF TACOMA
01	CHK	00382597	01/25/2024	4,134.78	CITY OF TACOMA
01	CHK	00382598	01/25/2024	470.27	CITY OF TACOMA
01	CHK	00382599	01/25/2024	378.50	CONSERVE
01	CHK	00382600	01/25/2024	4,206.12	CONVERGINT TECHNOLOGIES LLC
01	CHK	00382601	01/25/2024	1,392.81	GENES TOWING CORP

01	CHK	00382602	01/25/2024	1,474.25	GILCHRIST CHEVROLET BUICK GMC
01	CHK	00382603	01/25/2024	220.00	INTERNAL REVENUE SERVICE
01	CHK	00382604	01/25/2024	977.62	KITE REALTY GROUP LP
01	CHK	00382605	01/25/2024	7.16	M2 PROJECT LLC
01	CHK	00382606	01/25/2024	293.08	MICHAEL G MALAIER
01	CHK	00382607	01/25/2024	419.50	NH DEPT OF H&HS
01	CHK	00382608	01/25/2024	371.24	PARKLAND LIGHT & WATER CO
01	CHK	00382609	01/25/2024	228.34	PUGET SOUND ENERGY
01	CHK	00382610	01/25/2024	2,988.44	PURCELL TIRE & RUBBER COMPANY
01	CHK	00382611	01/25/2024	79.58	REX V PEGG FABRICS INC
01	CHK	00382612	01/25/2024	18.00	SHAWN HARRIS
01	CHK	00382613	01/25/2024	19,079.43	SM STEMPE ARCHITECTS PLLC
01	CHK	00382614	01/25/2024	374.06	TRANSWORLD SYSTEMS INC
01	CHK	00382615	01/25/2024	1,180.00	UNITED WAY OF PIERCE COUNTY
01	CHK	00382616	01/25/2024	424.32	US DEPARTMENT OF THE TREASURY
01	CHK	00382617	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382618	01/25/2024	321.90	VERIZON WIRELESS
01	CHK	00382619	01/25/2024	2,085.95	VERIZON WIRELESS
01	CHK	00382620	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382621	01/25/2024	1,296.07	VERIZON WIRELESS
01	CHK	00382622	01/25/2024	579.60	VERIZON WIRELESS
01	CHK	00382623	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382624	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382625	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382626	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382627	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382628	01/25/2024	559.25	VERIZON WIRELESS
01	CHK	00382629	01/25/2024	80,423.55	WA ST DEPT OF LABOR & INDUSTRI
01	CHK	00382630	01/25/2024	37.50	WA ST DEPT OF SOCIAL & HEALTH
01	CHK	00382631	01/25/2024	75.00	WASHINGTON FINANCE OFFICERS AS
01	CHK	00382632	01/25/2024	225.00	WASHINGTON FINANCE OFFICERS AS
01	EFT	00015786	01/04/2024	2,842.12	AMAZON CAPITAL SERVICES INC
01	EFT	00015787	01/04/2024	836.80	CONTINENTAL BATTERY COMPANY
01	EFT	00015788	01/04/2024	31,048.20	CDW GOVERNMENT INC
01	EFT	00015789	01/04/2024	940.76	CINTAS CORPORATION NO 2
01	EFT	00015790	01/04/2024	17,042.82	CLEVER DEVICES LTD
01	EFT	00015791	01/04/2024	28.01	COMMERCIAL BRAKE & CLUTCH
01	EFT	00015792	01/04/2024	228,590.00	CONSTRUCT INC
01	EFT	00015793	01/04/2024	8,887.94	PACIFIC APEX CONSTRUCTION LLC
01	EFT	00015794	01/04/2024	11,053.77	CUMMINS INC
01	EFT	00015795	01/04/2024	19,961.68	DELL MARKETING LP
01	EFT	00015796	01/04/2024	7,371.01	DIAMOND PARKING SERVICES LLC
01	EFT	00015797	01/04/2024	491.05	ENVIRONMENTAL SYSTEMS RESEARCH
01	EFT	00015798	01/04/2024	50.89	FINISHMASTER INC
01	EFT	00015799	01/04/2024	25,950.50	GALLS LLC
01	EFT	00015800	01/04/2024	37,820.10	GILLIG LLC
01	EFT	00015801	01/04/2024	6,500.00	GORDON THOMAS HONEYWELL
01	EFT	00015802	01/04/2024	1,043.14	GRAINGER
01	EFT	00015803	01/04/2024	18,746.00	LIBERTY MUTUAL GROUP INC
01	EFT	00015804	01/04/2024	16,257.37	HUBSPOT INC
01	EFT	00015805	01/04/2024	2,295.00	JAJ ENTERPRISES LLC
01	EFT	00015806	01/04/2024	622.99	KAMAN FLUID POWER LLC
01	EFT	00015807	01/04/2024	136.52	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015808	01/04/2024	1,147.83	DB PRINTING LLC
01	EFT	00015809	01/04/2024	426.35	MOHAWK MFG & SUPPLY
01	EFT	00015810	01/04/2024	121.58	MOOD MEDIA NORTH AMERICA HOLDI
01	EFT	00015811	01/04/2024	2,435.21	NEOPART TRANSIT LLC
01	EFT	00015812	01/04/2024	479.47	ROMAINE ELECTRIC CORP
01	EFT	00015813	01/04/2024	54,703.70	S & A SYSTEMS INC
01	EFT	00015814	01/04/2024	44.72	SCHETKY NORTHWEST SALES INC
01	EFT	00015815	01/04/2024	16,654.31	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015816	01/04/2024	101.40	STANDARD PARTS CORP
01	EFT	00015817	01/04/2024	542.33	STAPLES INC
01	EFT	00015818	01/04/2024	86.36	STERICYCLE INC
01	EFT	00015819	01/04/2024	135,361.04	CENTRALSQUARE TECHNOLOGIES LLC
01	EFT	00015820	01/04/2024	218,033.32	SWIFTLY INC
01	EFT	00015821	01/04/2024	1,087.13	UNIVERSAL AUTO GROUP 1
01	EFT	00015822	01/04/2024	7,702.56	TACOMA SCREW PRODUCTS INC
01	EFT	00015823	01/04/2024	1,309.24	TENNANT SALES AND SERVICE COMP
01	EFT	00015824	01/04/2024	4,517.46	TITUS-WILL FORD SALES INC
01	EFT	00015825	01/04/2024	6,198.43	THE AFTERMARKET PARTS CO LLC
01	EFT	00015826	01/04/2024	40,800.00	TRAPEZE SOFTWARE GROUP INC
01	EFT	00015827	01/04/2024	2,217.38	WA ST TRANSIT INSURANCE POOL
01	EFT	00015828	01/04/2024	549.62	WHELEN ENGINEERING CO INC
01	EFT	00015829	01/04/2024	99,853.54	ASSOCIATED PETROLEUM
01	EFT	00015830	01/11/2024	250,753.10	ABSHER CONSTRUCTION COMPANY
01	EFT	00015831	01/11/2024	23,135.00	AMERICAN CUSTODIAN INC
01	EFT	00015832	01/11/2024	13,682.03	ALL STARZ STAFFING AND CONSULT
01	EFT	00015833	01/11/2024	40.00	AMANDA BERGMAN
01	EFT	00015834	01/11/2024	3,430.42	AMAZON CAPITAL SERVICES INC
01	EFT	00015835	01/11/2024	104,528.46	ASSOCIATION OF WASHINGTON CITI

01	EFT	00015836	01/11/2024	11,024.29	ATWORK! COMMERCIAL ENTERPRISES
01	EFT	00015837	01/11/2024	71.22	BRIAN GATES
01	EFT	00015838	01/11/2024	63,102.09	BRIDGESTONE AMERICA
01	EFT	00015839	01/11/2024	91,541.10	CDW GOVERNMENT INC
01	EFT	00015840	01/11/2024	7,128.75	CENTRAL PUGET SOUND REGIONAL T
01	EFT	00015841	01/11/2024	15,464.75	CINTAS CORPORATION NO 2
01	EFT	00015842	01/11/2024	51,564.50	CLEVER DEVICES LTD
01	EFT	00015843	01/11/2024	2,804.10	COGENT COMMUNICATIONS INC
01	EFT	00015844	01/11/2024	213.79	COMMERCIAL BRAKE & CLUTCH
01	EFT	00015845	01/11/2024	11,025.18	CUMMINS INC
01	EFT	00015846	01/11/2024	250.00	CYBERSOURCE CORPORATION
01	EFT	00015847	01/11/2024	2,798.45	DIAMOND PARKING SERVICES LLC
01	EFT	00015848	01/11/2024	695.13	TRUCKPRO HOLDING CORPORTATION
01	EFT	00015849	01/11/2024	3,982.50	DRUG FREE BUSINESS
01	EFT	00015850	01/11/2024	45.00	DYNAMIC LANGUAGE CENTER LTD
01	EFT	00015851	01/11/2024	4,306.50	FENCE SPECIALISTS INC
01	EFT	00015852	01/11/2024	93.60	FERGUSON ENTERPRISES LLC #3007
01	EFT	00015853	01/11/2024	296.34	FINISHMASTER INC
01	EFT	00015854	01/11/2024	837,167.39	FIRST TRANSIT INC
01	EFT	00015855	01/11/2024	27,417.82	GALLS LLC
01	EFT	00015856	01/11/2024	1,651.50	GALLUP INC
01	EFT	00015857	01/11/2024	34,703.06	GILLIG LLC
01	EFT	00015858	01/11/2024	1,003.26	GRAINGER
01	EFT	00015859	01/11/2024	189,774.70	HUITT-ZOLLARS INC
01	EFT	00015860	01/11/2024	2,285.00	JAJ ENTERPRISES LLC
01	EFT	00015861	01/11/2024	2,767.16	K & L GATES
01	EFT	00015862	01/11/2024	1,073.86	KAMAN FLUID POWER LLC
01	EFT	00015863	01/11/2024	52.19	LARSCO INC
01	EFT	00015864	01/11/2024	871.99	LARSEN SIGN COMPANY
01	EFT	00015865	01/11/2024	52.85	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015866	01/11/2024	1,046.25	MAYES TESTING ENGINEERS INC
01	EFT	00015867	01/11/2024	1,516.24	MB ELECTRIC LLC
01	EFT	00015868	01/11/2024	1,749.87	MCLOUGHLIN & EARDLEY GROUP INC
01	EFT	00015869	01/11/2024	31,962.89	MEDSTAR CABULANCE INC
01	EFT	00015870	01/11/2024	6,877.62	DB PRINTING LLC
01	EFT	00015871	01/11/2024	1,339.64	MOHAWK MFG & SUPPLY
01	EFT	00015872	01/11/2024	1,589.39	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015873	01/11/2024	3,020.00	NAVIA BENEFIT SOLUTIONS
01	EFT	00015874	01/11/2024	18,955.60	NEOPART TRANSIT LLC
01	EFT	00015875	01/11/2024	21.67	PACIFIC WELDING SUPPLY INC
01	EFT	00015876	01/11/2024	6,939.00	PACIFICA LAW GROUP LLP
01	EFT	00015877	01/11/2024	77,127.40	PARAMETRIX ENGINEERING
01	EFT	00015878	01/11/2024	461.52	PEAK INDUSTRIAL INC
01	EFT	00015879	01/11/2024	2,677.81	PRINT NW
01	EFT	00015880	01/11/2024	576.20	PROTERRA OPERATING COMPANY INC
01	EFT	00015881	01/11/2024	10,312.56	QUALITY BUSINESS SYSTEMS INC
01	EFT	00015882	01/11/2024	2,192.35	QUADIANT FINANCE USA INC
01	EFT	00015883	01/11/2024	1,518.40	QUALITY PRESS
01	EFT	00015884	01/11/2024	833.31	ROMAINE ELECTRIC CORP
01	EFT	00015885	01/11/2024	300.94	SHUMAN LLC
01	EFT	00015886	01/11/2024	12,661.50	VIA TRANSPORTATION INC
01	EFT	00015887	01/11/2024	317.12	SAMBA HOLDINGS INC
01	EFT	00015888	01/11/2024	33.98	SCHETKY NORTHWEST SALES INC
01	EFT	00015889	01/11/2024	15.00	SCOTT CHENOWETH
01	EFT	00015890	01/11/2024	1,875.26	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015891	01/11/2024	3,997.96	SHI INTERNATIONAL CORP
01	EFT	00015892	01/11/2024	7,009.20	SITECRAFTING INC
01	EFT	00015893	01/11/2024	17,081.15	SOUND TRANSIT SMART CARD CENTR
01	EFT	00015894	01/11/2024	17,375.00	SOUTH SOUND 911
01	EFT	00015895	01/11/2024	4,831.08	STANDARD PARTS CORP
01	EFT	00015896	01/11/2024	1,054.21	STAPLES INC
01	EFT	00015897	01/11/2024	815.84	STELLAR INDUSTRIAL SUPPLY INC
01	EFT	00015898	01/11/2024	6,744.00	SURVEYMONKEY INC
01	EFT	00015899	01/11/2024	5,114.89	UNIVERSAL AUTO GROUP 1
01	EFT	00015900	01/11/2024	104.10	TACOMA SCREW PRODUCTS INC
01	EFT	00015901	01/11/2024	5,000.00	SIJ HOLDINGS LLC
01	EFT	00015902	01/11/2024	292.49	THE WW WILLIAMS COMPANY LLC
01	EFT	00015903	01/11/2024	191.11	TIFFANY WILLIAMS
01	EFT	00015904	01/11/2024	683.95	TITUS-WILL FORD SALES INC
01	EFT	00015905	01/11/2024	7,570.81	THE AFTERMARKET PARTS CO LLC
01	EFT	00015906	01/11/2024	3,664,494.00	WA ST TRANSIT INSURANCE POOL
01	EFT	00015907	01/11/2024	13,891.24	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015908	01/11/2024	90.99	WOFSCO INC
01	EFT	00015909	01/11/2024	233.16	XPO LOGISTICS FREIGHT INC
01	EFT	00015910	01/11/2024	1,574.30	ZAYO GROUP HOLDINGS INC
01	EFT	00015911	01/11/2024	11,296.26	ZONAR SYSTEMS INC
01	EFT	00015912	01/11/2024	2,636.90	ZUMAR INDUSTRIES INC
01	EFT	00015913	01/11/2024	23,794.34	ASSOCIATED PETROLEUM
01	EFT	00015914	01/12/2024	83,640.23	EMPOWER
01	EFT	00015915	01/12/2024	246,798.38	ICMA RETIREMENT
01	EFT	00015916	01/12/2024	17,184.22	NAVIA BENEFIT SOLUTIONS

01	EFT	00015917	01/12/2024	15,085.14	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00015918	01/12/2024	5,292.40	WA ST CHILD SUPPORT REGISTRY
01	EFT	00015919	01/16/2024	109,278.38	US BANK CORPORATE PAYMENT SYST
01	EFT	00015920	01/18/2024	297.72	AIRGAS INC
01	EFT	00015921	01/18/2024	14,885.37	ALL STARZ STAFFING AND CONSULT
01	EFT	00015922	01/18/2024	7,623.31	AMAZON CAPITAL SERVICES INC
01	EFT	00015923	01/18/2024	645.61	AM BRANAM TOOLS INC
01	EFT	00015924	01/18/2024	4,519.83	CONTINENTAL BATTERY COMPANY
01	EFT	00015925	01/18/2024	4,470.27	BRAVO ENVIRONMENTAL NW INC
01	EFT	00015926	01/18/2024	3,428.90	PRECARE INC
01	EFT	00015927	01/18/2024	222.48	PACIFIC WELDING SUPPLY INC
01	EFT	00015928	01/18/2024	82,889.36	CUMMINS INC
01	EFT	00015929	01/18/2024	5,123.25	DRUG FREE BUSINESS
01	EFT	00015930	01/18/2024	2,292.00	EASTER SEALS WASHINGTON
01	EFT	00015931	01/18/2024	19.91	FINISHMASTER INC
01	EFT	00015932	01/18/2024	1,520.44	FIVE9 INC
01	EFT	00015933	01/18/2024	28,492.68	GILLIG LLC
01	EFT	00015934	01/18/2024	1,929.18	GRAINGER
01	EFT	00015935	01/18/2024	5,509.30	HUITT-ZOLLARS INC
01	EFT	00015936	01/18/2024	473.75	KAMAN FLUID POWER LLC
01	EFT	00015937	01/18/2024	1,591.03	LARSCO INC
01	EFT	00015938	01/18/2024	1,169.45	LUMINATOR TECHNOLOGY GROUP GLO
01	EFT	00015939	01/18/2024	530.68	MALLORY SAFETY & SUPPLY LLC
01	EFT	00015940	01/18/2024	335.76	MOHAWK MFG & SUPPLY
01	EFT	00015941	01/18/2024	121.58	MOOD MEDIA NORTH AMERICA HOLDI
01	EFT	00015942	01/18/2024	2,944.66	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015943	01/18/2024	13,309.15	NELSON NYGAARD CONSULTING ASSO
01	EFT	00015944	01/18/2024	1,091.36	NEOPART TRANSIT LLC
01	EFT	00015945	01/18/2024	201.42	OUTFITTER SATELLITE INC
01	EFT	00015946	01/18/2024	38,252.80	PARAMETRIX ENGINEERING
01	EFT	00015947	01/18/2024	74,211.96	PETROCARD INC
01	EFT	00015948	01/18/2024	237.15	VIVASOURCE INC
01	EFT	00015949	01/18/2024	855.48	ROMAINE ELECTRIC CORP
01	EFT	00015950	01/18/2024	32,070.56	RIGHT! SYSTEMS INC
01	EFT	00015951	01/18/2024	43.68	ROBBLEE'S TOTAL SECURITY INC
01	EFT	00015952	01/18/2024	290.27	RS AMERICAS INC
01	EFT	00015953	01/18/2024	436.46	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00015954	01/18/2024	1,925.00	SITECRAFTING INC
01	EFT	00015955	01/18/2024	183,009.46	SOUND TRANSIT
01	EFT	00015956	01/18/2024	609.18	STANDARD PARTS CORP
01	EFT	00015957	01/18/2024	2,934.11	STAPLES INC
01	EFT	00015958	01/18/2024	150.00	SUSAN TORRES
01	EFT	00015959	01/18/2024	5,458.15	TACOMA COMMUNITY COLLEGE
01	EFT	00015960	01/18/2024	2,204.11	TACOMA SCREW PRODUCTS INC
01	EFT	00015961	01/18/2024	19,791.83	THE WW WILLIAMS COMPANY LLC
01	EFT	00015962	01/18/2024	127.82	TINY'S TIRE
01	EFT	00015963	01/18/2024	1,527.80	TITUS-WILL FORD SALES INC
01	EFT	00015964	01/18/2024	14,817.32	THE AFTERMARKET PARTS CO LLC
01	EFT	00015965	01/18/2024	110,573.40	UNITED ENERGY TRADING LLC
01	EFT	00015966	01/18/2024	813.54	VALIN CORPORATION
01	EFT	00015967	01/18/2024	2,999.57	VANNER INC
01	EFT	00015968	01/18/2024	422,100.80	WA ST TRANSIT INSURANCE POOL
01	EFT	00015969	01/18/2024	13,778.26	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00015970	01/18/2024	182.86	WOFSCO INC
01	EFT	00015971	01/18/2024	95,103.57	ASSOCIATED PETROLEUM
01	EFT	00015972	01/18/2024	10.78	WORLDPAC INC
01	EFT	00015973	01/18/2024	557.21	ZAYO GROUP HOLDINGS INC
01	EFT	00015974	01/18/2024	112,962.60	ZONAR SYSTEMS INC
01	EFT	00015975	01/19/2024	1,337,830.67	AWC EMPLOYEE BENEFIT TRUST
01	EFT	00015976	01/23/2024	14,255.71	WA ST DEPT OF REVENUE
01	EFT	00015977	01/25/2024	7,981.67	22ND CENTURY TECHNOLOGIES INC
01	EFT	00015978	01/25/2024	6,246.99	ALL STARZ STAFFING AND CONSULT
01	EFT	00015979	01/25/2024	3,279.74	AMAZON CAPITAL SERVICES INC
01	EFT	00015980	01/25/2024	31,789.67	CDW GOVERNMENT INC
01	EFT	00015981	01/25/2024	24,358.80	CHEVRON PRODUCTS CO
01	EFT	00015982	01/25/2024	9,767.44	CINTAS CORPORATION NO 2
01	EFT	00015983	01/25/2024	11,900.27	CUMMINS INC
01	EFT	00015984	01/25/2024	739.50	TRUCKPRO HOLDING CORPORTATION
01	EFT	00015985	01/25/2024	7,677.98	FINISHMASTER INC
01	EFT	00015986	01/25/2024	59,223.85	GREGORY BERGEMANN
01	EFT	00015987	01/25/2024	77,137.05	FIVE9 INC
01	EFT	00015988	01/25/2024	35,878.79	GILLIG LLC
01	EFT	00015989	01/25/2024	1,195.52	GRAINGER
01	EFT	00015990	01/25/2024	2,432.00	MARK HOLMES
01	EFT	00015991	01/25/2024	35,315.04	HUITT-ZOLLARS INC
01	EFT	00015992	01/25/2024	19,581.00	RONALD E JENSEN & JAMES W JENS
01	EFT	00015993	01/25/2024	381.58	KAMAN FLUID POWER LLC
01	EFT	00015994	01/25/2024	46,210.04	LAKEVIEW LIGHT & POWER CO
01	EFT	00015995	01/25/2024	280.76	LARSEN SIGN COMPANY
01	EFT	00015996	01/25/2024	3,326.36	M'CLOUGHLIN & EARDLEY GROUP INC
01	EFT	00015997	01/25/2024	536.65	MOHAWK MFG & SUPPLY

01	EFT	00015998	01/25/2024	2,513.43	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00015999	01/25/2024	6,903.60	NELSON NYGAARD CONSULTING ASSO
01	EFT	00016000	01/25/2024	451.55	NORTHWEST PUMP & EQUIPMENT CO
01	EFT	00016001	01/25/2024	165.00	OMID NASERI
01	EFT	00016002	01/25/2024	73,745.09	PETROCARD INC
01	EFT	00016003	01/25/2024	367.86	DANIEL A SHARRON
01	EFT	00016004	01/25/2024	10,061.82	ROBBLEE'S TOTAL SECURITY INC
01	EFT	00016005	01/25/2024	658.57	SEATTLE AUTOMOTIVE DISTRIBUTIN
01	EFT	00016006	01/25/2024	62,319.19	SOUND TRANSIT SMART CARD CENTR
01	EFT	00016007	01/25/2024	878.35	SOUTH TACOMA GLASS
01	EFT	00016008	01/25/2024	1,552.74	STANDARD PARTS CORP
01	EFT	00016009	01/25/2024	939.18	STAPLES INC
01	EFT	00016010	01/25/2024	11,216.54	SUMMIT LAW GROUP PLLC
01	EFT	00016011	01/25/2024	1,597.63	UNIVERSAL AUTO GROUP 1
01	EFT	00016012	01/25/2024	997.69	TACOMA SCREW PRODUCTS INC
01	EFT	00016013	01/25/2024	532.43	THE WW WILLIAMS COMPANY LLC
01	EFT	00016014	01/25/2024	167.09	TINY'S TIRE
01	EFT	00016015	01/25/2024	103.72	TITUS-WILL FORD SALES INC
01	EFT	00016016	01/25/2024	274.38	TITUS-WILL IMPORT SALES INC
01	EFT	00016017	01/25/2024	16,584.82	THE AFTERMARKET PARTS CO LLC
01	EFT	00016018	01/25/2024	281,762.45	TRAPEZE SOFTWARE GROUP INC
01	EFT	00016019	01/25/2024	2,906.24	UNITED RENTALS (NORTH AMERICA)
01	EFT	00016020	01/25/2024	3,832.50	WA ST TRANSIT INSURANCE POOL
01	EFT	00016021	01/25/2024	4,962.34	DOBBS HEAVY DUTY HOLDINGS LLC
01	EFT	00016022	01/25/2024	19,960.42	ASSOCIATED PETROLEUM
01	EFT	00016023	01/26/2024	95,393.97	EMPOWER
01	EFT	00016024	01/26/2024	274,921.98	ICMA RETIREMENT
01	EFT	00016025	01/26/2024	17,953.95	NAVIA BENEFIT SOLUTIONS
01	EFT	00016026	01/26/2024	15,169.14	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00016027	01/26/2024	5,519.70	WA ST CHILD SUPPORT REGISTRY
Total Payments				<u>\$12,409,120.78</u>	

**PIERCE TRANSIT
BOARD OF COMMISSIONERS
SPECIAL STUDY SESSION MEETING MINUTES**

November 30, 2023

CALL TO ORDER

Chair Walker called the special study session/Board Retreat meeting to order at 3:09 p.m.

ROLL CALL

Commissioners present:

Marty Campbell, Pierce County Councilmember
Daryl Eidinger, Mayor of the City of Edgewood (*representing Puyallup and Edgewood*)
Doug Fagundes, Fife Councilmember (*representing Fife/Milton/ Pacific/Auburn/Gig Harbor/
Ruston/Steilacoom*)
John Hines, City of Tacoma Councilmember
Ryan Mello, Pierce County Councilmember
Kristina Walker, Chair of the Board, Deputy Mayor of City of Tacoma
Jason Whalen, City of Lakewood Mayor
John Hoheusle, representing ATU 758

Commissioners excused:

Olgy Diaz, City of Tacoma Councilmember
Shannon Reynolds, City of Fircrest Councilmember (*representing University Place and
Fircrest*)

Staff present:

Mike Griffus, Chief Executive Officer
Deanne Jacobson, Clerk of the Board
Kevin Desmond, Consultant from Sam Swartz

INTRODUCTORY REMARKS

Chief Executive Officer Mike Griffus reviewed the Strategic Plan developments that occurred since the Board last reviewed the draft Plan at the September 21, 2023, Board Retreat meeting. He reviewed the steps that staff took to develop the draft Plan before the Board today and noted that the Agency is committed to making the Plan transparent and is committed to providing routine updates to the Board.

REVIEW AND DISCUSS THE FRAMEWORK FOR THE AGENCY'S SIX YEAR STRATEGIC PLAN

Consultant Kevin Desmond reported that a lot of good information was received at the Board Retreat Meeting in September, which have been incorporated into the current draft that is before the Board today. He reviewed the timeline for completion of the Plan.

Mr. Desmond reviewed the changes that occurred to the vision and mission statements and reviewed the Motto and Values statement, noting that “equitable” has been added to this section.

On behalf of the Board, Chair Walker expressed that the changes incorporated into the Plan seem to be consistent with the changes that were requested.

The Board reviewed the strategies and performance metrics for the following established goals of the Strategic Plan:

Goal 1: Adopt a “Customer First” mindset.

It was noted that the metric to achieve a 6 percent yearly ridership increase will be an ambitious goal, and that the goal is predicated on implementation of the Service Restoration Plan that will come before the Board soon for approval.

Goal 2: Engage with the community through outreach, partnerships, and listening opportunities.

It was recommended that the Agency develop a community-based definition of what “equity” means. (*Commissioner Hines arrived at 3:40 p.m.*)

The question was raised whether there is enough staff to carry this goal out.

Staff advised that the 2024 Budget has positions to support the strategic goals of the Strategic Plan.

Goal 3: Elevate the employee experience.

Goal 4: Assure sustainability of Agency’s finances, infrastructure, and environment.

Consultant Desmond concluded his portion of facilitating the meeting with closing remarks about his role in developing the Plan.

Chief Executive Officer Mike Griffus thanked the Board of Commissioners and staff for their help in developing the Plan. He noted that the Plan is challenging but achievable. He noted that the Plan should be ready for adoption in January 2024, and then the agency will begin working on the metrics dashboard.

Chair Walker expressed that the metric dashboard will add value to the Strategic Plan.

ADJOURNMENT

There being no further business before the Board of Commissioners, Chair Walker adjourned the meeting at 4:12 p.m.

Deanne Jacobson
Clerk of the Boar

Kristina Walker, Chair
Board of Commissioners

**PIERCE TRANSIT
BOARD OF COMMISSIONERS
REGULAR BOARD MEETING MINUTES**

December 11, 2023

CALL TO ORDER

Chair Walker called the regular board meeting to order at 4:04 p.m.

ROLL CALL

Commissioners present:

Marty Campbell, Pierce County Councilmember
Olgy Diaz, City of Tacoma Councilmember
Daryl Eidinger, Mayor of the City of Edgewood (*representing Edgewood and Puyallup*)
Doug Fagundes, City of Fife Councilmember,
(*representing Fife/Milton/Pacific/Auburn/Gig Harbor Ruston/Steilacoom*)
John Hines, City of Tacoma Councilmember
John Hoheusle, President of ATU 758, Represents IAM and ATU
Ryan Mello, Pierce County Councilmember
Shannon Reynolds, City of Fircrest Councilmember (*representing Fircrest and University Place*)
Kristina Walker, Chair, Deputy Mayor of City of Tacoma
Jason Whalen, Vice Chair, City of Lakewood Mayor

Staff present:

Mike Griffus, Chief Executive Officer
Deanne Jacobson, Clerk of the Board
Brittany Carbullido, Deputy Clerk of the Board
Dustin Annis, Executive Assistant
Abraham Weill, Counsel from KL Gates

LAND ACKNOWLEDGMENT AND FLAG SALUTE

Chair Walker led attendees in the land acknowledgment, followed by the flag salute.

OPENING REMARKS AND HOUSEKEEPING ITEMS

Chair Walker welcomed board members, staff, and citizens to the meeting and provided attendees with instructions for meeting participation.

SPECIAL BUSINESS

- 1. FS 2023-052, Appointing Sean Walker, Sherry Wilber, and Andrew McMillian Each to a CTAG Term Beginning January 25, 2024, and Ending January 28, 2027, and Reappointing Community Transportation Advisory Group (CTAG) Members Linda Moran and Deirdre Maxwell to Their Second Terms Beginning January 25, 2024, and Ending January 28, 2027**

Community Development Administrator Rachel Holzhaeuser gave a short overview of the purpose of the CTAG and reviewed the background and experience of the new members. She expressed that all members will be a benefit to Pierce Transit.

Ms. Holzhaeuser responded to various questions.

On behalf of the Board, Chair Walker expressed appreciation and thanks for the work the CTAG does for Pierce Transit.

Commissioners Whalen and Fagundes **moved** and seconded to approve Resolution No. 2023-012, appointing Sean Walker, Sherry Wilber, and Andrew McMillian each to a CTAG term beginning January 25, 2024, and ending January 28, 2027, and reappointing CTAG members Linda Moran and Deirdre Maxwell to their second terms beginning January 25, 2024, and ending January 28, 2027.

Motion **carried**, 7-0.

2. Community Transportation Advisory Group (CTAG) Q3 Update

CTAG Co-Chair Tony Hester reviewed the work that the CTAG conducted during Q3. (*Commissioners Hines and Reynolds joined the meeting at approximately 4:10 p.m.*) He advised that the CTAG recently added the “Transit Talk” agenda topic to their monthly agenda, which provides a platform for each CTAG member to discuss or ask transit-related questions.

PRESENTATIONS

1. Honoring Cara Mejia for Operator of the Month for November 2023

Transportation Assistant Manager Scott Gaines honored Cara Mejia for Operator of the Month for November 2023, highlighting that Ms. Mejia began her career at Pierce Transit in 1987, and is a member of the Million Miler Club. He expressed that safety is of the utmost importance to her and she takes great pride in serving and interacting with Pierce Transit customers.

On behalf of the Board, Chair Walker expressed appreciation for the service Ms. Mejia provides to the community and congratulated her on her achievement.

PUBLIC COMMENT

Chair Walker provided participation instructions to the public and opened public comment.

No public comments were provided, and public comment was closed.

CONSENT AGENDA

(Items listed below were distributed to Commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a commissioner.)

Commissioners Mello and Eidinger **moved** and seconded to approve the consent agenda as presented.

Motion **carried**, 9-0.

1. Approval of Vouchers, November 1-30, 2023
Operating Fund #10
Self-Insurance Fund #40
Capital Fund #90
Payment Nos. 381995 through 382243
Wire Nos. 15260 through 15538
No Advance Travel Checks
Total \$8,336,509.44
2. Approval of Minutes: November 13, 2023, Special Study Session and Regular Board Meeting
3. FS 2023-053, Authorized the Chief Executive Officer to increase Contract No. 1587 with Trapeze, Inc., in the amount of \$52,000.00 to continue providing maintenance and support to the Enterprise Asset Management System, ATIS Trip Planner System, and Vanpool RidePro Application System, for a new contract spending authority of \$512,030.00 through December 31, 2024.
4. FS 2023-054, Authorized the Chief Executive Officer to enter into and execute two sole source five-year agreements with S&A Systems, Inc., (Contract No. 1855) for maintenance and support of Pierce Transit's Fleetwatch Fueling System in the amount of \$320,605.
5. FS 2023-058, Approved Resolution No. 2023-013, authorizing the Chief Executive Officer to extend the current Non-Exclusive Franchise Between the City of Tacoma and Pierce Transit for transit-related infrastructure within city rights-of-way, effective January 1, 2024, and ending January 1, 2029, in accordance with City of Tacoma Ordinance No. 28921.

ACTION AGENDA

1. FS 2023-055, Adopting the Annual Budget for Fiscal Year 2024 with Attendant Wage Adjustments and Approval of 1,002 Positions as Presented Therein

Chief Financial Officer Chris Schuler presented on the item and recapped the budget review process entailed for this year's budget, noting that today's adoption of the Budget is the final step in the process. He recapped the budget highlights, advising that the budget contains 15 new positions. He reviewed the estimated revenue streams, noting that revenues exceed operating costs.

He recapped the major capital projects in the 2024 Budget and advised the Board about a change that occurred to the Budget since the Budget was reviewed in November that involved moving two projects totaling \$2.38 million from the Capital Budget to the Operating Budget. He reported that the budget is balanced and sustainable. Mr. Schuler also informed the Board that there may be budget amendments in calendar year 2024 as portions of the Service Restoration Plan are implemented.

Commissioners Mello and Fagundes **moved** and seconded to approve Resolution No. 2023-014, adopting the Annual Budget for Fiscal Year 2024 with attendant wage adjustments and approval of 1,002 positions as presented therein.

Motion **carried**, 9-0.

2. FS 2023-056, Accepting the Title VI Service Analysis for the Bus System Recovery Plan in the Substantially the Same Form as Exhibit A; and Authorizing Implementation of the Pierce Transit Bus System Recovery Plan, Including Stream Pacific Avenue/SR-7 Enhanced Bus Service

Planning Manager Tina Lee presented on the item. She advised that the Title VI Service Analysis for the Bus System Recovery Plan is required for the service proposal and is the final procedural step before implementing the service.

Ms. Lee reviewed the key elements/priorities that were considered when developing the Bus System Recovery Plan. She recapped the recommended changes to service that would occur. She advised that Routes 13, 63, 409, and 425 are low performing, and the Plan recommends on demand Runner Service for all or portions of the routes.

Ms. Lee advised that ADA customers along the Route 13 will not be affected by the Service Recovery Plan.

Ms. Lee reported that no disparate impact to riders were found as a result of the Service Restoration Plan and noted that riders will receive better quality service.

Ms. Lee also noted that the Service Restoration Plan does slightly change the Pierce Transit boundaries, which will impact some ADA customers since ADA service is complimentary within three-fourth miles of fixed route service.

Ms. Lee reviewed options available for ADA customers along the other routes, and advised that the options offered will be unique to each ADA situation.

Staff was encouraged to work closely with the affected ADA customers and to possibly consider honoring service for the affected ADA customers where no good alternatives can be identified.

Commissioners Mello and Eidinger **moved** and seconded to approve Resolution No. 2023-015, accepting the Title VI Service Analysis for the Bus System Recovery Plan in the substantially the same form as Exhibit A, and authorizing implementation of

the Pierce Transit Bus System Recovery Plan, including Stream Pacific Avenue/SR-7 Enhanced Bus service, in substantially the same form as Exhibit B.

Motion **carried**, 9.0.

3. FS 2023-057, Authority to Execute a Contract with Via Mobility, LLC, (Contract No. 1430) to Provide New ADA Paratransit Scheduling and Dispatching Software

Chief Operating Officer Grantley Martelly presented on the item. He gave an overview of the existing paratransit scheduling system and advised that the system is outdated and does not meet all of the agency's current and future needs.

Mr. Martelly reviewed the procurement process and reviewed the customer benefits of this new service as well as the operational benefits. He reviewed the new features that will be available to riders and reviewed the contract costs. He reviewed the timeline for implementation.

Upon inquiry about whether the new system will be able to accept ORCA cards, Mr. Martelly advised that the new system has an option for ORCA cards, but ultimately the ORCA Joint Board would need to approve this regional change. Mr. Martelly reported that in order to support ORCA payment on Shuttle vehicles, additional investments would need to be made, and staff would need to return to the Board for approval of the related expenditure.

Specialized Transportation Manager Cherry Thomas also added to the conversation, noting that the new software system will allow for more payment options.

Commissioners Mello and Fagundes **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a contract with Via Mobility, LLC., (Contract No. 1430) to implement a new ADA paratransit software system in the amount of \$539,330.00.

Motion **carried**, 9-0.

STAFF UPDATES

1. CEO'S Report

CEO Griffus reported on the following items:

- The Puget Sound region is launching an ORCA pilot program that will allow Android users to pay with a simple tap to the ORCA readers. This program is expected to expand to other platforms in the future.
- Staff is close to finalizing the agency's first-ever Customer Experience Action Plan. Staff will be seeking feedback from the Community Transportation Advisory Group and will bring the Plan to the Board in Q1 of 2024.

- The Puyallup Runner launched on November 14 utilizing the new partnership with Via. Ridership is looking promising. Pierce Transit will be transitioning the other Runner zones to the Via Platform in January 2024.
- CEO Griffus advised the Board of an operational change relating to the Replacement of Support/Relief Vehicles that was approved by the Board of Commissioners earlier in the year. He advised that instead of purchasing 10 Tesla Model Y, Long Range Relief Vehicles, the agency will purchase five. This revision better aligns with the charging resources on base. Pierce Transit will consider additional electric vehicles in the future in conjunction with grant opportunities for more charging infrastructure.
- He wished everybody a healthy and happy holiday season.

INFORMATIONAL BOARD ITEMS

1. Chair's Report – No report.

2. Sound Transit Update

Chair Walker reported on the following:

- Sound Transit is considering Link Light Rail fare changes. A flat fee has been recommended for all riders, excluding the Tacoma Link, patrons who qualify for ORCA LIFT and Youth Ride Free programs.
- Reported that a Compliance policy for fare enforcement was issued.
- Pre-Revenue testing will soon begin on the East Link between Bellevue and Redmond.
- Reported on upcoming Sound Transit events.

3. Puget Sound Regional Council Transportation Policy Board (TPB) Update

Commissioner Mello reported on the topics that will be discussed at the next meeting, which included the Equity Pilot Program. He noted that the Pilot may help Pierce Transit with their Shelter Replacement Project. He reported that the 2024 Project Selection will also be discussed, as well as advancing safety and equity.

4. Commissioners' Comments

Commissioner Eiding was honored by his colleagues for service on the Pierce Transit Board from June 2014 through October 2020 and from December 2022 through December 2023. He was also recognized for his service on the Executive Finance Committee and the Service Delivery and Capital Committee and for serving in the leadership role of Vice Chair from 2018-2019. He was presented with an honorary plaque.

EXECUTIVE SESSION

There was no executive session held.

ADJOURNMENT TO CLOSED SESSION

Commissioners Mello and Eiding **moved** and seconded to adjourn the meeting into Closed Session to discuss Labor Negotiations, pursuant to RCW 42.30.140(b) at 5:11 p.m.

Motion **carried**, 9-0.

Deanne Jacobson
Clerk of the Board

Kristina Walker, Chair
Board of Commissioners

4th Quarter 2023 Contracts Report

Report to Board of Commissioners
 Sole Source Over \$10,000 Approved by the CEO
 Contracts and Amendments - \$100,000 to \$200,000 Approved by the CEO

Sole Source Over \$10,000 Awarded from 10/1/23 through 12/31/23			
Name & Contract #	Explanation	Amount	Eff. Date
Formagrid Inc #1839	Airtable Grant Management Software	\$10,107.18	11.1.23
EDM Technology Inc #1836	All day Pass and HAS Tickets	\$64,391.44	10.24.23
Contracts and Amendments - \$100,000 to \$200,000 awarded from 10/2/23 through 12/31/23			
Name & Contract #	Explanation	Amount	Eff. Date
ioPredict Inc #1762	Pre-Employment Applicant Assessments	\$200,000.00	10.16.23
TalentClick Workforce Solutions Inc #1761	Pre-Employment Applicant Assessments	\$200,000.00	10.18.23
Sunrise Technologies #1823	Interior bus signage	\$138,543.51	10.3.23
CentralSquare Technologies, Inc. #1882	Financial system subscription renewal	\$135,361.04	12.20.23

Sole Source: A circumstance when the vendor is the sole provider of licensed or patented goods or services or has specialized knowledge or skill needed for a project when there is limited time and vendors with the expertise.

TITLE: Housekeeping - Authorize the Chief Executive Officer to Increase the Stream Pacific Avenue/ SR-7 Enhanced Bus Project by Transferring Grant Funds from the Move Ahead Washington/LEAP Grant

DIVISION: Finance

SUBMITTED BY: Sean Robertson, Senior Project Manager

RELATED ACTION:

FS 2023-030, Authorize the Chief Executive Officer to Pause the BRT Project and Begin Planning to Implement Enhanced Bus Service from Spanaway Transit Center to Tacoma Dome Station in March 2024.

FS 2023-042, Authorization to Add Enhanced Bus SR 7 Project to the 2023 Capital Budget.

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Internal

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: Enhanced Bus SR 7 (Capital Project No. 657)

Operating Budget

Capital Budget

FUNDING SOURCES:	EXPLANATION:
Grant (503) Amount: \$ 1,318,574	Grant 503: FTA 2019 5307 Corridor Speed and Reliability (WA-2020-017) - \$1,318,574 Grant with \$329,644 local match.
Local Match for 503 \$ 329,644	
Grant (448) Amount: \$ 4,000,000	Grant 448: PTD0788, Move Ahead Washington/LEAP -\$5M with \$1M reserved for system expansion study in 23-25 biennium.
Total Project Budget: \$ 5,648,218	

BACKGROUND:

At the August 14, 2023, Board of Commissioners Special Study Session meeting, the Board authorized the Chief Executive Officer to pause the BRT Pacific Avenue/SR-7 project and begin planning to implement Enhanced Bus SR-7 service from Spanaway Transit Center to Tacoma Dome Station beginning in March 2024.

Subsequently, on October 9, 2023, the Board of Commissioners authorized adding the Enhanced Bus Pacific Avenue/SR-7 project to the Capital Budget. At that time an initial budget was set up using grant program code 503 FTA 2019 5307 Corridor Speed and Reliability (WA-2020-017).

This motion before the Board is a procedural matter to formally move additional grant funds that were tied to the BRT Pacific Avenue/SR-7 project to the Enhanced Bus Pacific Avenue/SR-7 project so that additional capital enhancements related to improved speed and reliability of the system as well as upgraded bus shelter amenities can be implemented.

The Stream service on SR-7 is expected to be operational in March 2024. The grant funds will be used after the Stream service begins to further enhance the operational speed and reliability as well as enhance the user experience of the system.

STAFF RECOMMENDATION:

Authorize transferring grant program code 448 to the Enhanced Bus SR 7 project budget for a new total project budget of \$5,648,218.

ALTERNATIVES:

Do not authorize adding additional grant funds to the project budget. This will delay the installation of additional speed and reliability improvements because grant 503 can't be used for construction activities.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to increase the Stream Pacific Avenue/SR-7 Enhanced Bus project by \$4 million by transferring funds from the Move Ahead Washington/LEAP grant for a new project budget of \$5,648,218.

TITLE: Authority to Purchase up to Thirty-Four (34) Budgeted Replacement Rideshare Vehicles and up to Fourteen (14) Budgeted Replacement Support Vehicles Which Includes One (1) Additional Support Vehicle Utilizing Washington State Department of Enterprise Services (DES) Contract No. 05916

DIVISION: Maintenance

SUBMITTED BY: Brenda Lacey, Warranty Coordinator

RELATED ACTION: N/A

ATTACHMENTS: Exhibit A, Surplus Rideshare Vehicles
 Exhibit B, Surplus Support Vehicles

RELATION TO STRATEGIC PLAN: Financial

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: Rideshare 2024 and Support Vehicle Replacement and expansion 2024

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION: The Rideshare Replacement project is included in the 2024 Capital Budget in the amount of \$2,002,301. The Support Replacement project is included in the 2024 Capital Budget in the amount of \$896,150. Pierce Transit was awarded WSDOT Rideshare Replacement Grant No. PTD08622 in the amount of \$366,160 which requires a 20 percent agency match in the amount of \$97,040.
Local Amount	\$ 2,510,291	
Grant/Other Amounts	\$ 388,160	
Total Expenditure	\$ 2,898,451	

BACKGROUND:

The 2024 capital budget includes funds to replace existing vehicles that meet the replacement parameters and are beyond their useful life. Staff has reviewed the replacement schedule and found that up to thirty-four (34) Rideshare Vehicles and up to thirteen (13) Support Vehicles are eligible for replacement per Pierce Transit's and the FTA's Useful Life Benchmark Schedule (ULB) replacement policy of: eight (8) years or 120,000 miles. The replaced vehicles will be surplus in accordance with our surplus policy and exchanged one for one. Pierce Transit has also identified the need to add one (1) additional support vehicle, equipped with a mobility device lift.

The State of Washington has established vehicle contracts that allow for use by political subdivisions. Maintenance staff has reviewed the contracts available and is looking to replace these vehicles with vehicles appropriate for the intended purpose. State contract pricing is obtained on a competitive bid basis and is considered fair and

reasonable. Replacing the vehicles in accordance with the Pierce Transit and FTA 's ULB's will help mitigate major component failures, downtime, and unplanned maintenance cost. Replacing in accordance with the FTA schedule helps ensure we have a reliable fleet to meet the needs of our customers. Potential vendors include Bud Clary Dodge, Chevy and Ford, and Dwayne Lane Chrysler, Jeep, and Dodge and any other Vendors on contract though DES Contract No. 05916.

Considering the continued supply chain issues affecting vehicle inventory and previous order cancellations, utilizing the state contract provides Pierce Transit with the best opportunity to purchase vehicles when they become available. It is the intent to purchase Hybrid or Electric vehicles when they are available for purchase; however, at this time there are limited Electric or Hybrid vehicles that meet our requirements and previous orders have been canceled by the manufacturers. This may result in gas powered vehicles being ordered.

STAFF RECOMMENDATION:

Staff recommends replacing up to thirty-four (34) Rideshare Vehicles and up to fourteen (14) Support Vehicles. utilizing the state contract.

ALTERNATIVES:

Develop specifications and solicit bids ourselves; however, in the past Pierce Transit was not able to achieve the same discounts offered in the state contract due to combined statewide volume. Do not replace any of the Rideshare or Support Vehicles; however, these vehicles will be beyond their useful life and require higher maintenance costs.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to purchase up to thirty-four (34) budgeted Replacement Rideshare Vehicles in an amount not to exceed \$2,002,301 and to purchase up to fourteen (14) budgeted replacement Support Vehicles in an amount not to exceed \$896,150 from the Washington State Department of Enterprise Services Contract No. 05916, for a total not to exceed amount of \$2,898,451.

2024 Rideshare Replacement List

					Mileage	Replacement Year
7473	2016	Chevrolet	Express 3500	12 Pass	75425	2024
7474	2016	Chevrolet	Express 3500	12 Pass	88150	2024
7475	2016	Chevrolet	Express 3500	12 Pass	84873	2024
7476	2016	Chevrolet	Express 3500	12 Pass	117670	2024
7477	2016	Chevrolet	Express 3500	12 Pass	77851	2024
7478	2016	Chevrolet	Express 3500	12 Pass	76131	2024
7479	2016	Chevrolet	Express 3500	12 Pass	71775	2024
7480	2016	Chevrolet	Express 3500	12 Pass	87052	2024
7481	2016	Chevrolet	Express 3500	12 Pass	115667	2024
7482	2016	Chevrolet	Express 3500	12 Pass	80611	2024
7483	2016	Chevrolet	Express 3500	12 Pass	101310	2024
7484	2016	Chevrolet	Express 3500	12 Pass	63125	2024
7485	2016	Chevrolet	Express 3500	12 Pass	83444	2024
7486	2016	Chevrolet	Express 3500	12 Pass	80617	2024
7487	2016	Chevrolet	Express 3500	12 Pass	68125	2024
7488	2016	Chevrolet	Express 3500	12 Pass	69455	2024
7489	2016	Chevrolet	Express 3500	12 Pass	78274	2024
7490	2016	Chevrolet	Express 3500	12 Pass	118202	2024
7491	2016	Chevrolet	Express 3500	12 Pass	76665	2024
7492	2016	Chevrolet	Express 3500	12 Pass	103420	2024
7493	2016	Chevrolet	Express 3500	12 Pass	72660	2024
7494	2016	Chevrolet	Express 3500	12 Pass	69876	2024
7495	2016	Chevrolet	Express 3500	12 Pass	80884	2024
7496	2016	Chevrolet	Express 3500	12 Pass	32613	2024
7497	2016	Chevrolet	Express 3500	15 Pass	71352	2024
7524	2016	Chevrolet	Express 3500	15 Pass	110045	2024
7525	2016	Chevrolet	Express 3500	15 Pass	77217	2024
7526	2016	Chevrolet	Express 3500	15 Pass	54719	2024
7527	2016	Chevrolet	Express 3500	15 Pass	79313	2024
7528	2016	Chevrolet	Express 3500	15 Pass	69781	2024
7529	2016	Chevrolet	Express 3500	15 Pass	67697	2024
7530	2016	Chevrolet	Express 3500	15 Pass	73039	2024
7531	2016	Chevrolet	Express 3500	15 Pass	94489	2024
7532	2016	Chevrolet	Express 3500	15 Pass	73029	2024

2024 Support Replacement List

Mileage Replacement Year

2527	2014	DODGE	GRAND CARAVAN	SUPERVISOR	143824	2024
2528	2014	DODGE	GRAND CARAVAN	SUPERVISOR	138000	2024
2529	2014	DODGE	GRAND CARAVAN	SUPERVISOR	147197	2024
2530	2014	DODGE	GRAND CARAVAN	SUPERVISOR	146954	2024
2531	2014	DODGE	GRAND CARAVAN	SUPERVISOR	135015	2024
2532	2014	DODGE	GRAND CARAVAN	SUPERVISOR	146612	2024
2533	2014	DODGE	GRAND CARAVAN	SUPERVISOR	144268	2024
2534	2014	DODGE	GRAND CARAVAN	SUPERVISOR	157378	2024
2535	2014	DODGE	GRAND CARAVAN	SUPERVISOR	151517	2024
2536	2014	DODGE	GRAND CARAVAN	SUPERVISOR	147719	2024
2539	2014	DODGE	GRAND CARAVAN	SUPERVISOR	167515	2024
2540	2015	MOBILITY VENT	MV1	SUPERVISOR - SHUTTLE	35937	2025
2541	2015	MOBILITY VENT	MV1	SUPERVISOR - SHUTTLE	26383	2025

Replacing now as company went out of business, no one local works on vehicles, and w

e can no longer support these vehicles.

TITLE: Authority to Issue Purchase Order No. 1856 to Purchase 28 ConnectPoint Real Time Signage for the Stream Pacific Avenue/SR-7 Enhanced Bus Service Utilizing King County Metro Contract No. 6173186

DIVISION: Planning & Community Development

SUBMITTED BY: Tina Lee, Planning Manager

RELATED ACTION:

FS 2023-030, dated August 14, 2022, Authorize the Chief Executive Office to Pause the BRT Project and Begin Planning to Implement Enhanced Bus Service from Spanaway Transit Center to Tacoma Dome Station in March 2024.

ATTACHMENTS:
 Exhibit A, Preliminary Shelter Layout with Digital Bus Stop
 Exhibit B, 13-inch Real Time Signage Display

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number:

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 56,277	Grant Funds are available from Federal Transit Administration (FTA) WA-2020-017 Corridor Speed and Reliability grant. This grant requires a 20% local match which is budgeted. The funding request includes 20% contingency.
Grant/Other Amounts	\$ 225,107	
Total Expenditure	\$ 281,384	

BACKGROUND:

At the August 14, 2022, Board of Commissioners meeting Pierce Transit staff were directed to pause the BRT Pac. Ave. SR 7 project and begin planning to implement Stream high-capacity transit service from Spanaway Transit Center to Tacoma Dome Station beginning in March 2024. Elements of high-capacity transit service includes speed and reliability investments, and enhanced passenger stops. Staff is working to improve every Stream stop along the Pacific Avenue corridor with a new style passenger shelter that will include solar lighting and real time bus arrival information.

Pierce Transit Procurement has identified a competitively procured solicitation issued by King County Metro (KCM No. 6173186) with ConnectPoint as the successful bidder. That real time signage contract supports the KCM RapidRide corridors with real time signage information of various styles. The contract includes the ability for other public agencies to work with ConnectPoint for items identified on that solicitation. Pierce Transit proposes to utilize this contract to include a Digital Bus Stop at every Stream stop. The Digital Bus Stop is a solar and battery powered real-time information display with a 13-inch ePaper Display and can include push to talk audio announcements. If purchase is

authorized, ConnectPoint has the ePaper Display units available for immediate order. Our target is to install the real time signage for the March 31, 2024, launch of Stream service.

STAFF RECOMMENDATION:

Establish a high-quality high-capacity corridor with the first element being the Stream service from Spanaway Transit Center to Tacoma Dome Station on March 31, 2024, and the second element the improved passenger stops with new shelters, solar lighting and these real-time digital bus stop displays utilizing the KCM contract. Pierce Transit obtained a proposal from ConnectPoint for 28 solar real time ePaper and push to talk units – one for every potential bus stop along the Stream corridor. The estimate including tax is \$281,384, this staff proposal includes 20% contingency. Our recommendation is to utilize KCM contract No. 6173186 to begin to introduce real time passenger information along the first Stream high-capacity transit corridor for an improved customer experience.

ALTERNATIVES:

Utilize existing bus stops with no additional passenger experience improvements. Or, delay any passenger improvements to a later date when additional speed and reliability and customer convenience elements can be implemented along the corridor. Staff does not recommend this approach.


PROPOSED MOTION:


Move to: Authorize the Chief Executive Officer to issue Purchase Order No. 1856 for the purchase 28 ConnectPoint Real- Time Signage for the Stream Pacific Avenue / SR-7 Enhanced Bus service utilizing King County Metro Contract No. 6173186 for a total spending authority amount of \$281,384.00.



Digital Bus Stop®

Solar and battery powered
real-time information displays

or  Choose between solar power
direct power.

 Mounts to any bus stop pole or shelter.
Field swappable in minutes.

 Ruggedized to withstand extreme outdoor
environments.

“As VIA continues to improve the customer experience, we wanted the latest in digital signage technology. Through their ePaper displays, Connectpoint’s Digital Bus Stops provided the flexibility and readability needed to broadcast a variety of content including next departure, service alerts, maps and custom messages.”

Steve Young,
VICE PRESIDENT OF INFORMATION TECHNOLOGY,
VIA METROPOLITAN TRANSIT

ePaper Display

13", 22", 32" or 42"

Grayscale (up to 300 dpi)

130° viewing angle

Energy efficient

Edge illuminated
(13" and 32" only)

IP67 water resistant

Connectivity

Wireless IEEE 802.11 B/G/N

Mobile Wireless

Remote Management

Real-time departures

Web-based interface

Health monitoring

Alert management

Electrical & Operating

Direct power: low voltage

Battery type:
lithium for solar

Operating range:
-20°C to 60°C

Solar: 10W panel minimum

32"

13"

TITLE: A Resolution of the Board of Commissioners of Pierce Transit Adopting a New Transit Advertising Policy and Repealing the Previous Transit Advertising Policy

DIVISION: Planning & Community Development

SUBMITTED BY: Kathy Walton, Marketing Supervisor

RELATED ACTION: N/A

ATTACHMENTS: Exhibit A: Proposed Transit Advertising Policy

RELATION TO STRATEGIC PLAN: Financial

BUDGET INFORMATION: N/A

BACKGROUND:

On August 8, 2011, the Board of Commissioners of Pierce Transit approved Resolution No. 2011-020 adopting a Transit Advertising Policy governing advertisements appearing on Pierce Transit vehicles and facilities. This Policy was last revised on December 14, 2020 (approved by Resolution No. 2020-055) to, among other things, update existing categories of prohibited advertising. For example, a commercial retailer cannot advertise sales of vaping products or cannabis products.

Pierce Transit's Transit Advertising Policy permits certain specified advertising on its vehicles, facilities, and publications for the purpose of generating additional revenue to benefit the transit system as a whole. The Transit Advertising Policy also clarifies certain provisions consistent with Pierce Transit's mission and purpose to provide services that are safe, comfortable, convenient, and that retain and attract new users.

The current proposed revision to the Prohibited Advertising Content section of the Policy enables Pierce Transit to prohibit advertising by entities identified as Direct Competitors in a Pierce Transit Sponsorship or Naming Rights Agreement or where such advertising conflicts with or otherwise is prohibited by a Pierce Transit Sponsorship or Naming Rights Agreement. Minor stylistic changes are also included such as renumbering several paragraphs.

This revision enables Pierce Transit to fulfill requests for category exclusivity within Sponsorship or Naming Rights Agreements that the agency may choose to enter into.

STAFF RECOMMENDATION:

Staff recommends that the Board Adopt the proposed Transit Advertising Policy in the revised form.

ALTERNATIVES:

Take no action and continue following the Transit Advertising Policy as adopted on December 14, 2020. This is not recommended because it could potentially diminish sponsorship agreements.

PROPOSED MOTION:

Move to: Approve Resolution No. 2024-002, adopting a new Transit Advertising Policy in substantially the same form as Exhibit A and authorizing the Transit Advertising Policy adopted under Resolution No. 2020-055 to be repealed in its entirety.

RESOLUTION NO. 2024-002

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Adopting a New Transit Advertising Policy and
2 Repealing the Previous Transit Advertising Policy
3

4
5 WHEREAS, by Resolution No. 11-005, approved on February 28, 2011, the Board of Commissioners
6 of Pierce Transit adopted an Interim Transit Advertising Policy; and

7 WHEREAS, in subsequent years, the Board of Commissioners of Pierce Transit approved Resolution
8 No. 2011-020 on August 8, 2011, adopting Pierce Transit’s Transit Advertising Policy; and

9 WHEREAS, the Board of Commissioners of Pierce Transit approved Resolution No. 2013-017
10 on July 8, 2013, authorizing additional revisions to the Transit Advertising Policy; and

11 WHEREAS, the Board of Commissioners of Pierce Transit approved Resolution No. 2020-055 on
12 December 14, 2020, adopting a new Transit Advertising Policy; and

13 WHEREAS, Pierce Transit’s Transit Advertising Policy permits certain specified advertising on its
14 vehicles, facilities, and publications for the purpose of generating additional revenue to benefit the transit
15 system as a whole; and

16 WHEREAS, Pierce Transit maintains its advertising space as a nonpublic forum subject to the
17 restrictions in the Transit Advertising Policy; and

18 WHEREAS, the Transit Advertising Policy clarifies certain provisions consistent with Pierce Transit’s
19 mission and purpose to provide services that are safe, comfortable, convenient, and that retain and attract
20 new users; and

21 WHEREAS, the current revision to the Prohibited Advertising Content section of the Transit Advertising
22 Policy enables Pierce Transit to prohibit advertising by entities identified as Direct Competitors in a Pierce
23 Transit Sponsorship or Naming Rights Agreement or where such advertising conflicts with or otherwise is
24 prohibited by a Pierce Transit Sponsorship or Naming Rights Agreement; and

25 WHEREAS, the current revision to the Transit Advertising Policy will enable Pierce Transit to fulfill
26 requests for category exclusivity within Sponsorship or Naming Rights Agreements that the agency may
27 choose to enter into.

28 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19

Section 1. The Transit Advertising Policy is hereby adopted in substantially the same form as Exhibit A and shall be effective immediately and apply to all pending and future applications for advertising with Pierce Transit.

Section 2. Resolution No. 2020-055 and related Transit Advertising Policy are hereby repealed in their entirety.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 12th day of February 2024.

PIERCE TRANSIT

Kristina Walker, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson, CMC
Clerk of the Board



TRANSIT ADVERTISING POLICY

Revised ~~December 2020~~ January 2024

Approved by Resolution No. 20240-022 on ~~December 14, 2020~~ January 8, 2024

I. PURPOSE

Pierce Transit provides safe, reliable, innovative and useful public transportation services that are locally based and regionally connected. Pierce Transit's mission is to be your transportation choice for today and tomorrow. Consistent with this purpose and mission, Pierce Transit seeks to maintain and provide Transit Vehicles, Transit Facilities, and Transit Publications that are safe, comfortable, convenient, and retain and attract new users of its public transportation services. Pierce Transit's operations are funded by a combination of federal, state and local funds, including grants and taxes, as well as fare box revenue. Advertising revenues provide an additional source of revenue that supports Pierce Transit's operations. In order to raise additional revenue, Pierce Transit will accept advertising on its Transit Vehicles, Transit Facilities, and Transit Publications only if such advertising complies with the guidelines set forth in this Advertising Policy.

By allowing limited types of advertising on or within Transit Vehicles, Transit Facilities, and Transit Publications, and in keeping with its proprietary function as a provider of public transportation, Pierce Transit does not provide or create a public forum for public discourse or expressive activity, or provide a forum for all types of advertisements. Rather, Pierce Transit maintains its advertising space as a nonpublic forum subject to the restrictions in this Policy. Pierce Transit's purpose in accepting transit advertising is to generate additional revenue to augment Pierce Transit's operating budget. Additionally, a secondary purpose of this Advertising Policy is to provide a mechanism for Pierce Transit to communicate with the public regarding Pierce Transit's and its partners' services and programs and for other Government Entities to communicate with the public regarding governmental services or programs, community events, or issues of importance to the community. In allowing for certain advertising by Pierce Transit and other Government Entities, Pierce Transit intends to provide a public benefit by providing an efficient and effective mechanism for Pierce Transit and other Government Entities to communicate with the transit-using public. Pursuant to this Advertising Policy, Pierce Transit retains strict control over the types of advertisements accepted in its Transit Facilities, Transit Vehicles, or Transit Publications.

Pierce Transit's acceptance of an advertisement does not constitute express or implied endorsement of the content or message of the advertisement, including any person, organization, products, services, information or viewpoints contained therein, or of the advertiser itself.

This Policy may be suspended, modified or revoked as necessary to comply with legal mandates or recommendations, to accommodate Pierce Transit's primary transportation function, or upon the directive of the Pierce Transit Board of Commissioners. Any provision in this Policy shall be deemed severable.

II. APPLICATION OF ADVERTISING POLICY

Except as otherwise provided herein, this Advertising Policy applies to the posting of all new advertisements on Transit Vehicles, Transit Facilities, and Transit Publications on or after the effective date of this Transit Advertising Policy. Any advertisements that would be prohibited under this Advertising Policy, but were posted pursuant to the terms of any previous Transit Advertising Policy and a duly executed advertising contract prior to the effective date of this Advertising Policy, will be allowed to remain posted for the duration of that contract.



III. DEFINITIONS

“Transit Facilities” means transit oriented facilities that are owned or operated by Pierce Transit including, but not limited to, buildings, bus stops, bus shelters, stations, and park-and-ride facilities.

“Transit Vehicles” means all passenger vehicles that are owned or operated by Pierce Transit for use by the general public or by registered SHUTTLE passengers.

“Transit Publications” means literature or information produced by Pierce Transit including, but not limited to, Routes and Schedules books, brochures, piercetransit.org, and any Pierce Transit-administered social media.

Formatted: Font: Not Italic

“Government Entity” means any public entity specifically created by government action.

“Transit Advertising Contractor” means the vendor(s) that Pierce Transit contracts with regarding the placements or sale of advertising on Transit Vehicles, Transit Facilities and Transit Publications.

IV. POLICIES

A. PERMITTED ADVERTISING CONTENT

The following classes of advertising are authorized in Transit Vehicles, Transit Facilities, and Transit Publications if the advertisement does not include any material that qualifies as Prohibited Advertising under Section IV.B of this Advertising Policy:

1. Commercial Advertising. Advertising that primarily promotes the sale, lease, rental, distribution or availability of goods, services, food, entertainment, events, programs, transactions, products or property (real or personal) for commercial purposes or more generally promotes an entity that engages in such activities. It is Pierce Transit’s intent that Commercial Advertising will not be used for comment on a Public Issue, as further defined in Section IV.B(2), and will not include any material that qualifies as Prohibited Advertising under Section IV.B of this Advertising Policy.
2. Pierce Transit Advertising. Advertising that promotes Pierce Transit’s own services and programs, as well as services and programs Pierce Transit undertakes in partnership with other entities. For purposes of this provision, a “partnership” is an ongoing relationship that Pierce Transit has maintained or will maintain with another entity to support and/or promote certain services or programs that Pierce Transit has determined in its sole discretion are consistent with Pierce Transit’s mission. Subject to the terms and limitations of any agreement Pierce Transit may have with a Transit Advertising Contractor, Pierce Transit may offer free or reduced cost advertising on Transit Vehicles, Transit Facilities, and in Transit Publications of services and programs that Pierce Transit determines, in its sole discretion, further or promote the provision of Pierce Transit’s transportation services or programs to the public. Pierce Transit also may, in its sole discretion, enter into one or more sponsorship agreements for its services and programs. A sponsorship agreement is distinct from advertising in that a sponsorship typically does not solicit a specific transaction, but instead associates a



brand with Pierce Transit through a long-term non-transactional arrangement. Any such sponsorship agreements entered into by Pierce Transit shall not be subject to this Advertising Policy except to the extent this Advertising Policy is incorporated into the sponsorship agreement.

3. Governmental Advertising. Advertising by a Government Entity that promotes government services or programs, community events, awareness of issues of importance to the community served by the Government Entity such as public health issues, or more generally promotes the Government Entity or community served by the Government Entity. It is Pierce Transit's intent that governmental advertising will not be used for comment on a Public Issue, as further defined in Section IV.B(2), and will not include any material that qualifies as Prohibited Advertising under Section IV.B of this Advertising Policy.

B. PROHIBITED ADVERTISING CONTENT

Advertising is prohibited on Transit Vehicles, Transit Facilities, and Transit Publications if it does not qualify as Commercial Advertising, Pierce Transit Advertising, or Governmental Advertising as defined in Section IV.A above or if it includes any of the following content, or includes an internet address or telephone number that directly relates to any of the following content:

1. Political. Advertising promoting or opposing a political party; promoting or opposing the election of any candidate or group of candidates for federal, state or local office; or promoting or opposing existing or proposed laws, initiatives, referenda or other ballot measures.
2. Public Issue. Advertising expressing or advocating an opinion, position or viewpoint on matters of public debate about economic, political, public safety, religious or social issues.
3. Religious. Advertising that addresses, promotes or opposes any identifiable or specific religion or religious viewpoint, message or practice, including but not limited to the lack of religious beliefs.
4. Prohibited Products, Services or Activities. Any advertising that (i) promotes the sale, rental, or use of, or participation in, the following products, services or activities; or (ii) that uses brand names, trademarks, slogans or other material that are identifiable with such products, services or activities:
 - (a) Tobacco/Nicotine. Tobacco or nicotine products, including but not limited to, cigarettes, electronic nicotine delivery systems, cigars and smokeless tobacco;
 - (b) Alcohol and Cannabis Products. Beer, wine, distilled spirits or any alcoholic beverage licensed and regulated under Washington law, and cannabis or any cannabis product licensed and regulated under Washington law or federal



law, including but not limited to any substance deemed a Schedule I controlled substance under the Controlled Substances Act, Title 21 U.S.C., provided that this prohibition shall not prohibit advertising that includes the name of a restaurant;

- (c) Adult/Mature Rated Films, Television or Video Games. Adult films rated "X", "NC-17", or equivalent; television rated "TV-MA" or equivalent; or video games rated "AO (Adults Only)", "M", or equivalent;
 - (d) Adult Entertainment Facilities, Services, and Products. Stores selling adult books and other products, adult video stores, adult telephone services, adult internet sites, escort services, nude dance clubs and other adult entertainment establishments.
5. **Illegal Activity.** Any advertising that promotes an activity or product that is illegal under federal, state or local law.
6. **Sexual and/or Excretory Subject Matter.** Any advertising that contains or involves any material that describes, depicts or represents sexual or excretory organs or activities in a way:
- (i) Which the average person, applying contemporary community standards, would find, when considered as a whole, appeals to the prurient interest; and
 - (ii) Which is patently offensive to contemporary community standards; and
 - (iii) Which, when considered as a whole, lacks serious literary, artistic, political or scientific value; or
 - (iv) Which depicts, or reasonably appears to depict, a person under the age of eighteen (18) exhibiting his or her sexual or excretory organs or engaging in sexual or excretory activities.

For purposes of this subsection, "sexual or excretory organs" shall mean and include the male or female pubic area, anus, buttocks, genitalia, or any portion of the areola or nipple of the female breast and "sexual or excretory activities" shall mean and include actual or simulated sex acts of every nature (including but not limited to touching of one's own or another's clothed or unclothed sexual or excretory organs), urination and defecation.

7. **False or Misleading.** Any material Pierce Transit knows, or the party submitting the advertisement knows or reasonably should have known, is false, fraudulent, misleading, deceptive or would expose Pierce Transit to potential litigation.
8. **Copyright, Trademark or Otherwise Unlawful.** Advertising that contains any material that is an infringement of copyright, trademark or service mark, or is otherwise unlawful or illegal.



9. Profanity or Violence. Advertising that contains any profane language or employs the use of miscellaneous characters or symbols as a substitute for profane language, or portrays images or descriptions of graphic violence, including dead, mutilated or disfigured human beings or animals, the act of killing, mutilating or disfiguring human beings or animals, or intentional infliction of pain or violent action towards or upon a person or animal.
10. Firearms. Advertising that promotes or solicits the sale, rental, distribution or availability of firearms or firearms-related products or depicts the use of a firearm.
11. Harmful or Disruptive to Transit System. Any material that is so objectionable under contemporary community standards as to be reasonably foreseeable that it may result in harm to, disruption of, or interference with the operation or business reputation of the transportation system or that will incite or produce imminent lawless action in the form of retaliation, vandalism or other breach of public safety, peace and order.
12. Lights, Noise and Special Effects. Flashing lights, sound makers, mirrors or other special effects that interfere with the safe operation of the Transit Vehicles or the safety of Transit Vehicle riders, drivers of other vehicles or the public at large.
13. Unsafe or Unlawful Transit Conduct. Any advertisement that encourages or depicts unsafe or unlawful conduct with respect to transit-related activities, such as non-use of normal safety precautions in awaiting, boarding, riding upon or debarking from transit vehicles or any violation of RCW 9.91.025.
- ~~13.~~14. Endorsement. Advertising that implies or declares an endorsement by Pierce Transit, or the jurisdictions within its service area, of any service, product, or point of view, without written authorization from Pierce Transit or the member jurisdiction.
15. Advertising Regarding Pierce Transit or its Regional Transit Authority Partner. Any advertising, other than the Pierce Transit Advertising permitted under Section IV.A(2), supra, which discusses, refers to, depicts, or portrays Pierce Transit or its programs or services, its partner the Central Puget Sound Regional Transit Authority, or either agency's officers or employees.
- ~~14.~~16. [Advertising That Conflicts with Any Pierce Transit Sponsorship or Naming Rights Agreement. Pierce Transit reserves the right to prohibit advertising on any Transit Facilities, Transit Vehicles, or Transit Publications by entities identified as Direct Competitors in a Pierce Transit Sponsorship or Naming Rights Agreement or where such advertising conflicts with or otherwise is prohibited by a Pierce Transit Sponsorship or Naming Rights Agreement.](#)

Formatted: List Paragraph, No bullets or numbering

V. Additional Requirements



Any advertising in which the identity of the advertiser is not readily and unambiguously identifiable must include the following phrase to identify the advertiser in clearly visible letters (no smaller than 72 point type for exteriors and 24 point type for interiors):

“Advertisement paid for by [name of advertiser].”

VI. PROCEDURES

Pierce Transit shall, from time to time, select a Transit Advertising Contractor who shall be responsible for the daily sales and administration of Pierce Transit’s advertising program, in a manner that is consistent with this Transit Advertising Policy. Pierce Transit shall designate an employee (*e.g.*, Marketing Supervisor) as its “Advertising Administrator” to be the primary contact for the Transit Advertising Contractor. Questions regarding the terms, provisions and requirements of this Transit Advertising Policy shall be addressed initially to the Advertising Administrator.

Formatted: Font: Not Italic

- A. Submission of Advertising. All proposed advertising must first be submitted by the advertiser to the Transit Advertising Contractor for initial compliance review. The Transit Advertising Contractor shall be responsible for performing a thorough evaluation of the submission to assess its compliance with this Transit Advertising Policy.

The Transit Advertising Contractor may at any time discuss with the entity proposing the advertisement one or more revisions to an advertisement, which, if undertaken, would bring the advertisement into conformity with this Transit Advertising Policy.

If the Transit Advertising Contractor is unable to make a compliance determination, the Transit Advertising Contractor shall promptly send the final version of the advertisement, along with the names of the advertiser, the size and number of the advertisements, and the approximate dates and locations of the display to the Advertising Administrator, or his/her designee, for further review.

- B. Authority of Pierce Transit. The ultimate authority to determine whether a particular advertisement complies with this Transit Advertising Policy rests with Pierce Transit.

In the event the Transit Advertising Contractor in contravention of this Transit Advertising Policy approves an advertisement that Pierce Transit ultimately determines is not in compliance with this Policy, the Transit Advertising Contractor shall, upon request from Pierce Transit, remove the advertisement within twenty-four (24) hours. In the event Pierce Transit directs the removal of any such advertisement, it shall provide the Transit Advertising Contractor with written notification in compliance with VI.C(1) below; the Transit Advertising Contractor, in turn, shall forward that written notification to the advertiser, and provide the advertiser with the opportunity to revise the advertisement and/or to appeal the decision in compliance with Sections VI.C(2) and/or (3) below.



- C. **Determination of Compliance.** The Advertising Administrator, or his/her designee, shall determine whether a particular advertisement submitted by the Transit Advertising Contractor complies with this Transit Advertising Policy. In reaching this determination, the Advertising Administrator, or his/her designee, may consider any materials submitted by the advertiser, and/or any materials publicly available, and may consult with the Transit Advertising Contractor.

If the Advertising Administrator, or his/her designee, determines that the advertisement qualifies as one of the categories of permitted advertisements in Section IV.A above and does not fall within any of the categories of prohibited advertisements set forth in Section IV.B above, the Advertising Administrator, or his/her designee, shall advise the Transit Advertising Contractor that the advertisement is in compliance with this Transit Advertising Policy. The Transit Advertising Contractor shall notify the advertiser of the same.

In the event the Advertising Administrator, or his/her designee, determines that an advertisement does not qualify as one of the categories of permitted advertisements in Section IV.A above, or that the advertisement qualifies as a permitted advertisement under Section IV.A but falls within one or more of the prohibited categories set forth in Section IV.B above, then the Advertising Administrator shall proceed as follows:

- (1) **Notification of Non-Compliance.** The Advertising Administrator, or his/her designee shall provide the Transit Advertising Contractor with a written explanation for the decision within ten (10) days after the decision of non-compliance has been made, and instruct the Transit Advertising Contractor to provide the advertiser with a copy of the Transit Advertising Policy and the written explanation for the decision.
- (2) **Opportunity for Revision by Advertiser.** Upon receipt of a decision of non-compliance, the advertiser may provide proposed revisions to the advertisement to the Transit Advertising Contractor. The Transit Advertising Contractor shall promptly provide the revisions to the Advertising Administrator, or his/her designee, in an effort to bring the advertisement into compliance with the Transit Advertising Policy. If the Advertising Administrator, or his/her designee, determines the proposed revisions do not bring the advertisement into compliance with the Transit Advertising Policy, the Advertising Administrator shall provide a written explanation for the decision within ten (10) days after the proposed revision is not accepted to the Transit Advertising Contractor, who shall immediately forward the written explanation to the advertiser.
- (3) **Appeal of Decision.** Upon receipt of any decision under Section VI.C(1) and/or (2), an advertiser may request review of the Advertising Administrator's decision by the Pierce Transit Executive Director of Planning and Community Development and/or the direct supervisor who supervises the Advertising Administrator, or his/her designee.

Upon appeal, the Pierce Transit Executive Director of Planning and Community Development and/or the direct supervisor who supervises the Advertising Administrator, or his or her designee, shall provide a written explanation for his/her review decision within ten (10) days of a request for review to the Transit Advertising



Contractor, who shall immediately forward the written explanation to the advertiser.
This determination shall be deemed final.

VII. Responsibilities

Pierce Transit is responsible for the implementation of this Transit Advertising Policy.



Pierce Transit

Connecting you with life



2024-2029 Strategic Plan, Board Presentation
February 12, 2024, Board of Commissioners Meeting

Process for Developing the Strategic Plan

- Review of existing plans, documents, and surveys (collectively referred to as artifacts) to create an environment scan for current operating environment
- Draft plan components developed with the consulting team and working group, with reviews and approvals made by the steering committee.
- Interviews conducted with Board and community member representatives
- Additional working meetings conducted to draft plan components
- Request for Board input and incorporation of Board feedback for final draft
- Final presentation to Board for review and adoption



The Strategic Plan

Goal 1: Adopt a “Customer First” mindset

- 5 strategies
- 4 metrics

Goal 2: Engage the community through outreach, partnerships, and listening opportunities

- 6 strategies
- 5 metrics

Goal 3: Elevate the employee experience

- 6 strategies
- 6 metrics

Goal 4: Assure sustainability of agency’s finances, infrastructure, and environment

- 6 strategies
- 3 metrics

Pierce Transit Strategic Plan

2024-2029

Mission: Improve people’s quality of life by providing safe, reliable, and accessible transportation services that are locally based and regionally connected

Vision: Your preferred transportation choice

Values: Innovative, Driven, Responsible, Equitable

Motto: Connecting you with life

TITLE: A Resolution of the Board of Commissioners of Pierce Transit Adopting the 2024-2029 Strategic Plan

DIVISION: Administration

SUBMITTED BY: Tiffany Williams, Training & Workforce Development Manager

RELATED ACTION:

N/A

ATTACHMENTS: Proposed Resolution
Exhibit A, Proposed Strategic Plan

RELATION TO STRATEGIC PLAN: N/A

BUDGET INFORMATION: N/A

BACKGROUND:

In January 2023, Pierce Transit began work to update the agency's strategic plan for operating years 2024-2029. Through a request for proposal process, Nelson Nygaard Consulting was selected to lead the project, with a contract completion date on or before December 31, 2023.

The project's scope of work included the establishment of a Steering Committee to provide executive-level support and guidance and a Strategic Working Group that would represent all divisions of the agency for the project. In addition to six in-person working group meetings with the consultants, the Nelson Nygaard group provided executive team reporting and consultation after each phase of the project and administered interviews with a selection of Board members and the chair of the Community Transportation Advisory Group (CTAG) to represent and ensure alignment of Board expectations to the plan. This project also included the collection and review of existing plans, documents, and surveys to perform an environmental scan and ensure alignment of all agency endeavors within the final plan.

Nelson Nygaard also provided two board presentations; a Board retreat on September 21, 2023, and a special review session on November 30, 2023, to provide strategic plan drafts for Board review in preparation to present final changes per Board members' reviews.

The final plan (attached) includes:

- Mission and vision statements;
- Motto and values for the agency;
- Goals to guide agency direction;
- Strategies that align with each goal; and
- Performance measures to measure progress towards achieving each goal.

STAFF RECOMMENDATION:

Staff recommends approval of the proposed 2024-2029 Strategic Plan as presented in substantially the same form as Exhibit A.

ALTERNATIVES:

Do not approve the proposed 2024-2029 Strategic Plan as presented, and, instead, direct staff to revise certain portion(s) of the plan. This is not recommended as the Board of Commissioners met on September 21 and November 30, 2023, to develop the framework of the Plan. Any changes to the Plan would delay implementation of a Plan.

PROPOSED MOTION:

Move to: Approve Resolution No. 2024-003, adopting the 2024-2029 Strategic Plan as presented in substantially the same form as Exhibit A.

RESOLUTION NO. 2024-003

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Adopting the 2024-2029 Strategic Plan
2

3 WHEREAS, Pierce Transit desires to update its Strategic Plan to guide the agency and better serve our
4 customers over the next five years; and

5 WHEREAS, Pierce Transit utilized executive level support, a Steering Committee, and Strategic Working
6 Group representing all divisions of the agency in addition to consultation with consulting firm Nelson Nygaard
7 to develop the proposed Strategic Plan; and

8 WHEREAS, development of the proposed Strategic Plan also entailed collection and review of existing
9 plans, documents, and customer and community surveys to ensure alignment; and

10 WHEREAS, development of the proposed Strategic Plan also included interviews with a selection of
11 Board Members and the chair of the Community Transportation Advisory Group (CTAG); and

12 WHEREAS, on September 21, 2023, the Board of Commissioners held a special retreat meeting to
13 develop the framework of the proposed Strategic Plan and to provide input; and

14 WHEREAS, on November 30, 2023, the Board of Commissioners held a second review meeting,
15 providing input and the final touches needed for alignment prior to adopting the Plan.

16 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

17 Section 1. The proposed 2024-2029 Strategic Plan is hereby adopted in substantially the same form
18 as Exhibit A.

19 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
20 the 12th day of February 2024.

21 PIERCE TRANSIT

22 _____
23 Kristina Walker, Chair
24 Board of Commissioners
25
26

27 ATTEST/AUTHENTICATED

28 _____
29 Deanne Jacobson, CMC
30 Clerk of the Board

2024-2029 STRATEGIC PLAN



OUR VISION

Your Preferred Transportation Choice

OUR VALUES

Innovative, Driven, Responsible,
Equitable

OUR MISSION

Improve people's quality of life by providing safe, reliable, and accessible transportation services that are locally based and regionally connected



Goal 1 Adopt a “Customer First” mindset

The first corner of the “strategic building,” and the foremost goal, is to foster a customer first mindset throughout our organization, ensuring that our riders’ needs, comfort, safety, and satisfaction are at the heart of everything we do.

STRATEGIES

- Create and implement a 6-year Customer Experience Action Plan that addresses top improvement opportunities identified by Pierce Transit customers.
- Adopt and implement Fixed Route System Recovery Plan.
- Develop a High-Capacity Transit Plan for at least three corridors.
- Assess and improve system security and safety plans with “customer first” focus.
- Design and deliver services that are inclusive to all individuals and abilities.

PERFORMANCE METRICS

- Total system ridership will increase by 6% per year.
- 25% of service area residents within a 10-minute walk of routes with 15-minute weekday frequencies, or better.
- Increase the satisfaction levels in rider surveys for questions on overall satisfaction, personal security on the bus and at the bus stop, and cleanliness of buses and Pierce Transit facilities by 20%.
- Achieve 85% on time performance.



Goal 2 Engage with the community through outreach, partnerships, and listening opportunities

Next to holding customers as the highest priority, ensuring the broader community is also engaged and supportive is critical to the long-term sustainability of the agency. Partnerships with public, community, and private organizations are critical to our role in the community and fulfilling our mission.

STRATEGIES

- Establish and regularly communicate an accountability dashboard for the Strategic Plan.
- Strengthen local strategic partnerships with community groups, community-based organizations, non-profit groups, government, businesses, and trades.
- Establish a public process to develop definitions and metrics to better understand and advance equity.
- Enhance efforts to systematically inform and communicate with customers and the community.
- Establish consistent and methodical feedback systems to gather, analyze, and act on customer and community feedback.
- Expand career launch opportunities with apprenticeships, local non-profits, and regional education partners.

PERFORMANCE METRICS

- Increase the net favorable opinion of respondents of Pierce Transit in the community survey to +40.
- Increase the number of ORCA Business Accounts by 25%.
- Establish a metric to report on employee recruitment that is a result of local partnerships.
- Empanel a public equity task force.
- Complete a Pierce Transit Equity Framework, including metrics.



Goal 3 Elevate the employee experience

Pierce Transit employees deliver essential services to the community and are the most important element of the agency. Quality services can only be provided with a dedicated, professional, engaged workforce. Therefore, employee retention and engagement should be a top agency priority.

STRATEGIES

- Foster an environment of employee well-being by cultivating a culture of open, transparent, and complete communication, and collaboration.
- Assemble, adopt, and implement a “workforce development” plan focused on employee attraction, retention, and succession.
- Implement strengths-based leadership practices for management/leadership roles.
- Improve conditions for employee personal security.
- Continue to support and enhance the agency safety culture.
- Strengthen and enhance equal employment opportunity and diversity, equity, and inclusion programs.

PERFORMANCE METRICS

- Retain at least 85% of employees per year.
- Increase participation in annual employee engagement and diversity, equity, and inclusion surveys to at least 60%.
- Improve index scores by 0.2 for the culture of equity index and culture of inclusion index in the annual DEI survey.
- Improve by 10% the average score for the question “How likely are you to recommend Pierce Transit as a great place to work?”
- Internal customer service scores of 75% or greater for employee internal customer service satisfaction.
- 100% of managers receive strengths-based leadership practices training within their first year.



Goal 4 Assure sustainability of Agency’s finances, infrastructure, and environment

The fourth corner of the “strategic building” is the agency’s financial and physical assets. Ensuring that finances can sustain the agency’s plan and that physical assets remain in quality and functional condition is essential to long-term sustainability. As a major source of vehicle emissions, it is also important that the agency meet the needs of the community and the riders for environmentally sound practices and emission policies.

STRATEGIES

- Build a business case and action plan for expanding funding to the full extent provided by the legislature.
- Improve the prioritization process for major service improvement and infrastructure projects. The process improvement would include expanded project development and evaluation criteria to align with the Strategic Plan.
- Establish a financial baseline and a prioritized list of service and infrastructure improvements that can be supported by current or future funding measures and grants.
- Present a business case to the community on the potential to expand the PTBA boundaries.
- Develop a Climate Action Plan (fleet, facilities, and operations).
- Review/develop major project development and delivery process.

PERFORMANCE METRICS

- In the community survey, increase the net number of respondents positively inclined to the statement “The job Pierce Transit is doing managing taxpayer dollars responsibly” to +10.
- Increase the net number of respondents in the community survey positively inclined to the statement: “The job Pierce Transit is doing overall to +10.”
- Reduce total greenhouse gas emissions compared to 2017 by 40%. (metric tons of CO2).
- Maintain appropriate financial reserves for the agency, consistent with adopted policy.
- 95%, or more, of the revenue fleet meets the useful life benchmark.
- 75% of the agency’s facilities meet the state of good repair standard.



TITLE: A Resolution of the Board of Commissioners of Pierce Transit Authorizing the Terms and Conditions of the Collective Bargaining Agreement with the International Association of Machinists and Aerospace Workers AFL-CIO, District Lodge 160, Local 297, for the Period of January 1, 2024, Through December 31, 2024

DIVISION: Service Delivery & Support

SUBMITTED BY: Amy Cleveland, Chief Administrative Officer

RELATED ACTION: N/A

ATTACHMENTS: Proposed Resolution
 Exhibit A, Proposed Agreement

RELATION TO STRATEGIC PLAN: Employee

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: 2024 IAM CBA

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 203,343.27	Historically, Uniform Security has underspent wages and benefits. A budget amendment is not required for this change.
Grant/Other Amounts	\$ 0	
Total Expenditure	\$ 203,343.27	

BACKGROUND:

The Collective Bargaining Agreement (CBA) between Pierce Transit and the International Association of Machinists and Aerospace Workers (IAM), Local 297 expired on December 31, 2023. The parties reached a tentative agreement on January 10, 2024, and the IAM membership ratified the terms of the proposed CBA on January 12, 2024. The CBA governs the wages, hours, and working conditions for the Public Safety Officers.

Major Highlights of the Tentative Agreement Include:

[1.] Wage Schedule and Wages:

The Step 1 wage rate was \$25.00 per hour and the Step 3 wage rate was \$30.00 per hour.

The new wage schedule is Step 1 wage rate of \$28.75, and the Step 3 wage rate of \$34.50 per hour. The new wage schedule and wage rates will become effective January 1, 2024.

STAFF RECOMMENDATION:

Authorize the Chief Executive Officer to enter into and execute the proposed Collective Bargaining Agreement with IAM, for the period of January 1, 2024, through December 31, 2024.

ALTERNATIVES:

The alternative is to reject the proposed settlement and potentially proceed to interest arbitration. This can be a lengthy and expensive process with an unpredictable outcome.

PROPOSED MOTION:

Move to: Approve Resolution No. 2024-004, authorizing the Chief Executive Officer to enter into and execute the Collective Bargaining Agreement with the International Association of Machinists and Aerospace Workers AFL-CIO, District Lodge 160, Local 297, in substantially the same form as Exhibit A for the period of January 1, 2024, through December 31, 2024.

RESOLUTION NO. 2024-004

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing the Terms and Conditions of the
2 Collective Bargaining Agreement with the International Association of Machinists and Aerospace Workers AFL-
3 CIO, District Lodge 160, Local 297, for the Period of January 1, 2024, Through December 31, 2024
4

5 WHEREAS, the Collective Bargaining Agreement (CBA) between Pierce Transit and the International
6 Association of Machinists (IAM) District Lodge 160, Local 297, expired on December 31, 2023; and

7 WHEREAS, representatives of Pierce Transit and the IAM have concluded negotiations and have
8 agreed upon a new tentative CBA, a one-year contract covering the period of January 1, 2024 through
9 December 31, 2024; and

10 WHEREAS, the proposed CBA was ratified by the IAM membership on January 12, 2024; and

11 WHEREAS, the proposed CBA supports key bargaining initiatives closely aligned with the Agency's
12 vision and mission; and

13 WHEREAS, the Chief Executive Officer recommends that the Board of Commissioners approve the
14 tentative CBA as it supports several key elements of the Agency's strategic plan and it provides long-term
15 financial stability.

16 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

17 Section 1. The Board of Commissioners authorizes the Chief Executive Officer of Pierce Transit to
18 execute the CBA with the International Association of Machinists and Aerospace Workers AFL-CIO, District
19 Lodge 160, Local 297 for the Period of January 1, 2024, Through December 31, 2024, in substantially the
20 same form as Exhibit A attached hereto, and as ratified by the IAM membership on January 12, 2024.

21 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
22 the 12th day of February 2024.

23 PIERCE TRANSIT

24
25 _____
26 Kristina Walker, Chair
27 Board of Commissioners

28 ATTEST/AUTHENTICATED

29 _____
30 Deanne Jacobson, CMC
Clerk of the Board

COLLECTIVE BARGAINING AGREEMENT

**BY AND BETWEEN THE
PIERCE COUNTRY PUBLIC TRANSPORTATION
BENEFIT AREA AUTHORITY CORPORATION
AND THE
INTERNATIONAL ASSOCIATION OF MACHINISTS
AND AEROSPACE WORKERS
AFL-CIO, DISTRICT LODGE 160, LOCAL 297**

January 1, 2024 – December 31, 2024

The Mission

**To provide professional law enforcement services
for
Pierce Transit and the communities we serve.**

The Vision

**Ensure a safe environment for employees and
passengers by setting the standard for innovative
Transit Policing.**

We Value

**☆ Accountability ☆ Integrity ☆ Teamwork
☆ Professionalism ☆ Respect**

Table of Contents

ARTICLE 1 - SUBORDINATION OF AGREEMENT	1
ARTICLE 2 - RECOGNITION AND BARGAINING UNIT	1
ARTICLE 3 - UNION MEMBERSHIP AND DUES	1
ARTICLE 4 - UNION ACTIVITIES	2
ARTICLE 5 - WORK STOPPAGES	3
ARTICLE 6 - MANAGEMENT RIGHTS	4
ARTICLE 7- UNION NONDISCRIMINATION.....	5
ARTICLE 8 - GRIEVANCE PROCEDURE	5
ARTICLE 9- FITNESS FOR DUTY EXAMINATIONS.....	9
ARTICLE 10- PROBATIONARY EMPLOYMENT	10
ARTICLE 11 - DISCIPLINE AND DISCHARGE	11
ARTICLE 12 – SENIORITY	12
ARTICLE 13 - LAYOFF & RECALL	13
ARTICLE 14 - INSURANCE AND OTHER BENEFITS.....	15
A. Medical, Vision and Dental Insurance:.....	15
B. Life Insurance:	16
C. Assault Benefit.....	17
D. Long-Term Disability.....	17
E. 457 Deferred Compensation.....	17
ARTICLE 15 -WAGES AND OVERTIME COMPENSATION.....	19
A. Wages	19
B. Overtime	20
ARTICLE 16 – HOLIDAYS	20
ARTICLE 17 - VACATION LEAVE	22
A. Rate of Accrual of Vacation Leave:	22
B. Permissible Use of Vacation Accruals with Pay:.....	23
C. Payment for Vacation:	23
D. Vacation Sell-Back:.....	23
ARTICLE 18- SICK LEAVE, WITH AND WITHOUT PAY	24
A. Introductory Statement	24
B. Eligibility for Sick Leave	24
C. Permissible Use of Paid Sick Leave	26

D. Requirements for Washington Paid Sick Leave (WPSL).....27

E. Requirements for Pierce Transit Sick Leave (PTSL).....27

F. Enforcement of Sick Leave Provisions (applicable to both WPSL and PTSL)29

G. Cash-Out of Sick Leave Accruals at Separation (applicable to both WPSL and PTSL)...29

H. Reinstatement of Sick Leave Upon Rehire.....30

I. Leave of Absence Without Pay.....30

ARTICLE 19 - BEREAVEMENT LEAVE31

ARTICLE 20 – WASHINGTON PAID FAMILY MEDICAL LEAVE31

ARTICLE 21 - JURY DUTY AND COURT APPEARANCES31

 A. Jury Duty.....31

 B. Court Appearance.....32

 C. Employees shall not be eligible for paid court appearances when32

ARTICLE 22 - OTHER STANDARD WORKING CONDITIONS32

 A. Bus Passes.....32

 B. Payday.....32

 C. Safety Standards33

 D. Retirement System Coverage.....33

 E. Mileage33

ARTICLE 23 -WORKING CONDITIONS.....33

 A. Workweek.....33

 B. Assignment of Overtime33

 C. Minimum Time Credit.....34

 D. Call Back.....34

 E. Training Pay.....34

 F. Acting Pay.....34

 G. Work Assignments.....34

 H. Shift Differential Pay35

 I. Meal Periods.....35

 J. Work Apparel and Equipment.....35

 K. Footwear.....36

 L. Notification Requirements.....36

 M. Drug and Alcohol Testing36

 N. Direct Deposit.....36

ARTICLE 24- SAVING CLAUSE36

ARTICLE 25 - ENTIRE AGREEMENT 37

ARTICLE 26 - DURATION 37

 Term of Agreement 37

APPENDIX A – SHIFT BIDDING / SCHEDULE 39

AGREEMENT

This AGREEMENT is between PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA AUTHORITY CORPORATION (hereinafter called the Employer) or any successors or assignees thereof, and INTERNATIONAL ASSOCIATION OF MACHINISTS and AEROSPACE WORKERS, DISTRICT LODGE 160, AFL-CIO (hereinafter called the Union) for the purpose of setting forth the mutual understanding of the parties as to wages, hours and other conditions of employment of those employees for whom the Employer has recognized the Union as the exclusive collective bargaining representative.

ARTICLE 1 - SUBORDINATION OF AGREEMENT

It is understood that the parties hereto and the employees of the Employer are governed by the provisions of applicable state and federal laws. When any provisions thereof are in conflict with or are different than the provisions of this Agreement, the provisions of said state and federal laws are paramount and shall prevail.

ARTICLE 2 - RECOGNITION AND BARGAINING UNIT

The Employer hereby recognizes the Union as the exclusive collective bargaining representative for the purposes stated in RCW Chapter 41.56 as last amended of all employees employed within the bargaining unit defined by the classifications listed in Appendix A to this Agreement. During the term of this Agreement, the Employer will notify the Union of newly created job classifications that share a community of interest with positions represented by the bargaining unit. After conferring with the Union, if no agreement is reached regarding inclusion of a job classification in the bargaining unit, the dispute will be referred to the Public Employment Relations Commission (PERC) pursuant to RCW 41.56. If the job classification is to be included in the bargaining unit, the Employer will negotiate the wage rate and applicable terms and working conditions for such new classifications.

ARTICLE 3 - UNION MEMBERSHIP AND DUES

- A. The Employer agrees to deduct from the paycheck of each employee who has affirmatively authorized it, as evidenced by a signed authorization form provided by the

Union to the Employer the regular initiation fees, regular monthly dues and assessments uniformly required of members of the Union. The amounts deducted shall be transmitted monthly to the Union on behalf of the employees. The performance of this function is recognized as a service to the Union by the Employer. Revocation of dues withdrawal will be processed by the Employer within thirty (30) calendar days upon receipt of written notification to the Employer by the Union.

- B. New employees in positions covered by this Agreement, shall be informed that the Union is their exclusive representative, and their position is covered by the terms of this Agreement.
- C. The Employer shall notify the Union of the hire of new employees in positions represented by the Union and the labor Agreement upon hire. The Employer shall supply the following information to the Union regarding each new hire in a bargaining unit position; name, start date and or date of hire, address, work location classification, and rate of pay.
- D. When new hire orientation classes or sessions are conducted for new employees in bargaining unit positions, the Employer shall provide the Union with advance notice of said orientations and shall permit the Union not less than one (1) hour to give a presentation, answer questions and distribute materials. Attendance in such orientations(s) are voluntary.
- E. The Union shall indemnify and save the Employer harmless against any and all orders or judgments brought against the Employer as a result of any action taken or not taken by the Employer under the provisions of this Article, and any and all issues related to the deductions of dues or other payments to the Union, including reimbursement for any legal fees or expenses incurred in connection with any such action when the procedures of this Article are followed by the Employer.

ARTICLE 4 - UNION ACTIVITIES

- A. **Visitation and Conduct of Union Business:** Authorized representatives of the Union may, after notifying the Public Safety Chief, or designee, visit the work location of employees covered by this Agreement at a reasonable time for the purpose of investigating conditions on the job. Such representatives shall confine their activities during such investigations to matters relating to this Agreement. Employer work time shall not be used by employees or Union representatives for the conduct of Union

- business or the promotion of Union affairs.
- B. **Authorized Representatives:** The Union shall provide the Employer, in writing, with the names of the representatives who are authorized to resolve grievances and who will be serving on the Union's negotiation team.
- C. **Nondiscrimination:** A member of the Union acting in any official capacity whatsoever shall not be discriminated against for lawful acts as such member of the Union.
- D. **Union Bulletin Boards:** The Employer shall provide one Union bulletin board. Postings by the Union and its members shall be confined to such board and shall be limited to the business of the Union.
- E. **Meetings with Employer:** Authorized representatives of the Union will be allowed time off with pay to attend meetings called at the request of the Employer or its duly authorized representatives. This shall apply only to those meetings occurring during the employee's normal work shift. Attendance at meetings during non-work hours will be considered unpaid time.
- F. **Union Business Leave:** Employees will be granted leave without pay to participate in Union activities of a specified duration upon request to the Public Safety Chief, or designee, provided that the employee's absence will not interfere with the operating needs of the work unit. The request will be submitted at least seven (7) business days in advance and cite the duration of the assignment unless this requirement is waived by the Employer.
- G. **Time in Bargaining:** Employees serving on the Union negotiation team will not be paid by the Employer for time spent in bargaining activities and will be considered to be on leave. However, for pension continuation purposes, such leave for bargaining activities will be paid leave when agreement is made between the Union and Employer, where the Employer is reimbursed by the Union for all salaries, applicable payroll taxes, retirement contributions and fringe benefits paid to or on behalf of the designated employees. Such reimbursement shall be invoiced by the Employer. Upon receipt of an invoice from the Employer, the Union shall remit payment within thirty (30) days.

ARTICLE 5 - WORK STOPPAGES

- A. The Union and the Employer agree that the public interest requires the efficient and uninterrupted performance of all Employer services and to this end pledge their efforts

to avoid or eliminate any conduct contrary to this objective.

- B. During the life of this Agreement, the Union shall not cause or condone any work stoppage, strike, slowdown, or other interference with Employer functions by employees under this Agreement. Employees covered by this Agreement who engage in any of the foregoing actions shall be subject to disciplinary action up to and including termination.

ARTICLE 6 - MANAGEMENT RIGHTS

- A. Except as otherwise limited by the terms of this Agreement, the Employer retains all its customary, usual and exclusive rights, decision-making prerogatives, functions, and authority connected with or in any way incidental to its responsibility to manage the affairs of the Employer.
- B. The direction of its working force and operations is vested exclusively with the Employer. Without limitation, but by way of illustration, the exclusive prerogatives, functions, authority, and rights of the Employer shall include the following:
1. To direct and supervise all operations, functions, and policies of the Employer in which the employees in the bargaining unit are employed.
 2. To close or liquidate an office, branch, operation or facility, or combination of facilities, or to relocate, reorganize, or combine the work of division, office, branches, operations or facilities for budgetary or other reasons.
 3. To determine the need for a reduction or an increase in the work force and the implementation of any decision with regards thereof.
 4. To establish, revise, and implement standards for hiring, classification, promotion, quality of work, safety, materials, equipment, uniforms, appearance, methods, and procedures.
 5. To develop, interpret, amend, and enforce written policies, procedures, rules or regulations governing the workplace, including those described in the current Personnel Manual, provided that such policies, procedures, rules or regulations do not conflict with the provisions of this Agreement.
 6. To assign and distribute work, including the assignment of incidental duties connected with positions even if not described in job description/classifications.
 7. To assign shifts, workdays, hours of work, and work locations.
 8. To discipline, suspend, demote, or discharge an employee for just cause.

9. To determine the need for additional educational courses, training programs, on-the-job training, and cross-training, and to assign employees to such duties for periods to be determined by the Employer.

ARTICLE 7 - UNION NONDISCRIMINATION

- A. The Union and Management agree to work cooperatively to ensure the achievement of the principles of non-discrimination. Further, it is mutually agreed that there shall be no discrimination based on Union membership or Union activity. Employees who believe they have been the subject of discrimination are encouraged to utilize the Agency's internal complaint procedures prior to seeking relief through external Agencies.
- B. The term "Employee," as used in this Agreement, includes both male and female employees. Contract language has been written as gender neutral whenever possible.

ARTICLE 8 - GRIEVANCE PROCEDURE

- A. The purpose of this procedure is to provide an orderly method for resolving grievances. A determined effort shall be made to settle any such differences at the lowest possible level in the grievance procedure. It is understood that there shall be no suspension of work, slowdown, or curtailment of services while any difference is in process of adjustment or arbitration pursuant to the terms of this Agreement.
- B. A "Grievance," as is used in this Agreement, means a claim by the Union that the terms of this Agreement have been violated, or that a dispute exists concerning the proper application or interpretation of this Agreement. Grievances shall be processed in accordance with the following procedures within the stated time limits.
- C. Steps in the grievance procedure for disputes involving contract interpretations:
STEP 1: The Union representative shall present in writing to the Public Safety Chief, or designee, and the Labor Relations Officer, within ten (10) business days of knowledge of the act or event being grieved, with a copy to the Executive Director of Service Delivery and Support. The grievance shall specify the alleged violations(s) or dispute to include the act or event grieved, the date of the occurrence, the identity of the employee(s) who claims to be aggrieved, the specific provision of the Agreement that has been violated, and the remedy sought. The Public Safety Chief, or designee, shall

have ten (10) business days after receipt of the grievance within which to meet and resolve the issue.

STEP 2: In the event that resolution is not reached, and the Union Business Representative believes the grievance has merit, the grievance shall be submitted in writing to the Executive Director of Administration, or designee, within ten (10) business days of the step one meeting. The grievance shall specify the act or event grieved, the date of the occurrence, the identity of the employee(s) who claims to be aggrieved, the specific provision of the Agreement that has been violated, and the remedy sought. The Employer will not be required to process a grievance until this information is provided. Grievances that do not meet this condition or are otherwise unclear may be identified by the Employer and referred back to the Union for written clarification.

STEP 3: The Executive Director of Administration, or designee, shall serve as chair of a Grievance Committee consisting of appropriate Employer personnel as designated, who will meet with the employee and the Union representative to review the facts and resolve the grievance. The meeting shall be held within twenty (20) business days after receipt of the written grievance and the committee shall render a written decision within twenty (20) business days after the meeting.

STEP 4: In the event the grievance remains unresolved, the grievance may be appealed to arbitration by so notifying the Executive Director of Administration, or designee, in writing by email, registered or certified mail. Such notification must be received not later than thirty (30) business days after receipt by the Union of the committee's decision.

- D. In the event that a grievance arises that involves disciplinary action, it shall be handled in the following manner:

STEP 1: In the event that the Union Business Representative believes the grievance has merit, the grievance shall be reduced to writing and presented to the Executive Director of Administration, or designee, within ten (10) business days after receipt by the Union of the notice of discipline or the date of removal if the grievance involves immediate removal from the job site as provided in Article 11 – Discipline and Discharge. The grievance shall specify the act or event grieved, the date of the occurrence, the identity of the employee who claims to be aggrieved, and if applicable, the provision of the Agreement that has been violated, and the remedy sought. The Employer will not be required to process a grievance until this

information is provided. Grievances that do not meet this condition or are otherwise unclear may be identified by the Employer and referred back to the Union for written clarification. Thereafter, the Union Business Representative and the employee will meet with a committee chaired by the Executive Director of Administration, or designee, and other appropriate Employer personnel for the purpose of resolving the grievance. The meeting shall be held within twenty (20) business days after receipt of the request for the meeting. The committee shall render a decision in writing within twenty (20) business days after such meeting is concluded.

STEP 2: In the event the grievance remains unresolved, then the grievance may be appealed to arbitration by so notifying the Executive Director of Administration, or designee, in writing by email, registered or certified mail. Such notification must be received no later than thirty (30) business days after receipt by the Union of the committee's decision.

E. Arbitration Procedure:

1. In the event that any grievance, dispute, or controversy, including disciplinary action, cannot be amicably adjusted in accordance with the provision of the grievance procedures defined in Sections C and D of this Article, it may be submitted to arbitration. Either party shall give notice of its intention to arbitrate as required in the applicable step. A list of nine (9) arbitrators shall be requested from the Federal Mediation and Conciliation Service (FMCS). Both parties shall meet and each shall strike a name, until one (1) arbitrator is selected.
2. The Union and the Employer both agree that the submission of a case to arbitration shall be based on the original written grievance submitted following the grievance procedure in Sections C and D of this Article and shall contain the nature of the grievance; act or acts grieved; date of occurrence; actual work performed; identity of employee or employees who claim to be aggrieved; provisions, if any, of this Agreement that the Employer has allegedly violated; and remedy sought.
3. Unless agreed upon in writing by both parties prior to the scheduling of the arbitration, no more than one (1) grievance, dispute, or controversy shall be submitted before the same arbitrator at one (1) hearing.
4. Upon mutual consent of the parties, an important grievance, dispute, or controversy may be severed from the other matters so as not to be heard at the

same arbitration session or by the same arbitrator. The Arbitrator shall determine whether good cause has been shown.

5. The Arbitrator shall settle or decide an issue or grievance submitted for arbitration within thirty (30) calendar days from the date on which the arbitration hearing closed.
6. All meetings and hearings under this procedure shall be kept informal and private and shall include only such parties in interest and/or designated representatives.
7. The Arbitrator shall have no authority to alter, modify, vacate or amend any terms of this Agreement, to limit or impair any common law right of the Employer, or to establish or change any wage or rate of pay contrary to the terms of this Agreement. The Arbitrator will not have the authority to make any award that provides an employee with compensation greater than would have resulted had there been no violation of the Agreement. In case of non-disciplinary arbitration, the power and authority of the Arbitrator shall be to hear and decide each non-disciplinary dispute and shall be limited to determining the meaning and interpretation of the terms of this Agreement as herein set forth. The decision of the Arbitrator within these stated limits shall be final and binding on both parties and shall be in accordance with the laws of the state of Washington and the federal laws. The decision of the Arbitrator shall be based solely on the evidence and arguments presented to him/her by the parties in the presence of each other.
8. The parties agree that the power and jurisdiction of any arbitrator chosen hereunder shall be limited to deciding whether there has been a violation of a provision of this Agreement.
9. The expense of the impartial arbitrator shall be borne equally by the parties. If the arbitration hearing is postponed or cancelled because of one party, that party will bear the cost of the postponement or cancellation. The cost of any mutually agreed upon postponements or cancellations will be shared equally by the parties. Each party shall bear the cost of preparing its own case, including attorney's fees and expenses, regardless of the outcome.
10. This grievance and arbitration process is the exclusive mechanism to resolve disputes involving the interpretation of this Agreement, including disciplinary actions. If issues raised in a grievance under this Agreement are also subject

to claims based on laws independent of this Agreement, the Union and affected employees must choose whether to pursue the grievance and waive the other claims or pursue the independent claims and waive the right to contest the grievance through arbitration. The choice of which route to pursue must be made before requesting arbitration.

11. No issue whatsoever shall be arbitrated or subject to arbitration under this agreement unless such issue results from an action or occurrence which takes place following the execution date of this Agreement and no arbitration determination or award shall be made by the Arbitrator which grants any right or relief for any period of time whatsoever prior to the execution date of this Agreement. In case of a grievance involving any continuing or other monetary claim against the Employer, no award shall be made by the Arbitrator which shall allow any alleged accruals for more than one hundred eighty (180) calendar days prior to the date when such grievance shall have first been presented.
- F. Any and all time limits specified in the grievance procedure may be waived in writing by mutual agreement of the parties. Failure by the employee/Union to submit the grievance in accordance with these time limits without such waiver shall constitute an abandonment of the grievance. Upon written notice, a retroactive waiver of up to five (5) business days will be provided by management to the Union on Step 2 grievances. Failure by the Employer to submit a reply within the specified time limits shall cause the grievance to advance to the next step of the grievance procedure.

ARTICLE 9- FITNESS FOR DUTY EXAMINATIONS

- A. All employees may be required by the Public Safety Chief, or designee, with the approval of the Executive Director of Administration, or designee to undergo for cause medical examinations to determine their physical and mental fitness to perform the work of the classification in which they are employed. The cost of these examinations shall be at the expense of the Employer.
- B. Determination of physical or mental fitness will be by a physician designated by the Employer. The Employer will provide this physician with a description of the work to be performed and its physical parameters, as well as a written summary of any Employer concerns related to fitness for duty. The employee will fully cooperate in the exam, including providing any information and/or medical records that the

examining physician deems relevant.

- C. When the examining physician reports that an employee is physically or mentally unfit to perform work in the position in which the employee is employed, such employee shall have a period of three (3) working days from the date of his/her notification of such determination by the examining physician to indicate in writing to the Executive Director of Administration their intention to submit the question of his/her physical or mental unfitness to a physician of their own choice. The cost of the examination shall be at the employee's own expense. This physician shall also be provided a description of the work to be performed and its physical parameters, as well as a written summary of the Employer's concerns related to fitness for duty. The report of such examination shall be provided to the Executive Director of Administration not later than twenty (20) working days from the receipt of notification of unfitness of the employee.
- D. In the event of differing medical opinions, the employee shall undergo an examination by a third party physician for resolution. This physician shall be mutually agreed upon by the Employer and the Union and chosen from a list provided by the Union of five (5) licensed physicians on the Washington State Department of Labor & Industries (L&I) current list of registered providers. Failure to agree on an examining physician within thirty (30) days of receipt of the list shall be considered a default to the Employer's examiner unless an extension is mutually agreed upon. The third medical examination shall be the deciding opinion. The cost of this examination shall be at the expense of the Employer.
- E. Actions of the Employer based on the results of the examination are not considered to be disciplinary; however, such actions shall be subject to the grievance procedure in Article 8 of this Agreement.

ARTICLE 10- PROBATIONARY EMPLOYMENT

- A. New employees shall be subject to a probationary period of nine (9) months, provided that the Employer may extend such probation period for a maximum of three (3) additional months. The probationary period shall include the academy and field training programs.
- B. Probationary employees shall not be considered regular employees, and their retention as employees shall be strictly within the discretion of the Employer. Such employees shall not have recourse to the grievance procedure with regard to

disciplinary actions including discharge. When a probationary employee is discharged, the employee may demand that a Union representative be present.

- C. An employee who is promoted shall be required to complete a probationary period of six (6) months during which retention in the new position will be at the Employer's discretion. However, if the employee fails to successfully complete a probationary period, he/she shall be permitted to return to the position from which he/she was promoted.
- D. Periods of absence from work (both paid and unpaid) as well as time worked in a light or transitional duty assignment will not be included in computing the probationary period.

ARTICLE 11 - DISCIPLINE AND DISCHARGE

- A. Written reprimands, notices of suspension and notices of discharge will become a part of an employee's personnel file. The employee and the Union will receive a copy of such reprimands and notices.
- B. An employee may be suspended without pay, demoted or dismissed for cause.
 - 1. The employee or delegate shall be given a copy of the notice of disciplinary action, which includes a statement of reasons for the action.
 - 2. The Union may grieve a suspension, disciplinary demotion, or dismissal by filing a written grievance in accordance with the procedures specified in Article 8 – Grievance Procedure, Section D.
 - 3. Suspensions shall be effective not more than ten (10) business days from the date of the notice of discipline, excluding any leaves, days off and holidays of the employee.
- C. If the Employer believes a situation exists requiring the immediate termination or removal from the job site of an employee, the reasons for such decision should be carefully documented. Grounds for immediate dismissal may include:
 - 1. Actions in violation of the Pierce Transit Drug & Alcohol Policy to include:
 - a) The possession of, use of, or impairment by, any illegal or prohibited drug, or misuse of legally prescribed drugs.
 - b) The possession of, use of, or impairment by, alcohol while on duty or in uniform. The term “possession” as used in this article shall not be construed to include the temporary possession of alcohol, drugs or other

substances that arises as a result of or in connection with the employee's performance of job duties.

2. Dishonesty;
3. Mishandling of Employer revenues;
4. Insubordination;
5. Striking or abusing a supervisor, customer or fellow employee;
6. Misuse of Agency equipment;
7. Mishandling of physical evidence;
8. Conviction of a crime; and
9. Conduct unbecoming.

ARTICLE 12 – SENIORITY

- A. The following types of seniority are recognized:
1. Agency seniority, which is the length of continuous employment of an employee with the Employer commencing on the employee's last date of hire.
 2. Classification seniority, which is the length of aggregate employment of an employee within a classification to which he/she has been regularly appointed and commencing on the date on which the employee is appointed to a regular position.
 - a) Employees who are promoted to a classification not included in the bargaining unit shall have their classification seniority frozen and will lose said seniority at the conclusion of one (1) year (to include the probationary period).
 - b) An employee who is temporarily appointed to a classification shall not accrue seniority in that classification but shall continue to accrue seniority in their classification.
 - c) Employees moving from one classification to another classification within this bargaining unit will have their seniority frozen in their previous classification.
- B. Leaves of absence without pay exceeding thirty (30) consecutive calendar days will result in a commensurate reduction of seniority with the exception of qualified Family Medical leaves and military leaves.
- C. An employee shall lose all seniority credit in the event of a voluntary or involuntary

termination. However, seniority shall not be lost in a lay off situation.

ARTICLE 13 - LAYOFF & RECALL

A. Layoff:

1. In the event of a layoff, the Employer shall determine the classifications in which positions are to be reduced. In determining which employees in the affected classifications will be laid off, primary consideration will be given to individual performance and qualifications required for the remaining jobs. Where there is more than one employee in an affected classification of work and where individual performance and qualifications are substantially equal as reasonably determined by the Employer, seniority in the relevant job classification will be determinative. Employees who are designated to be laid off shall be given thirty (30) calendar days' notice, or as much advance notice as possible, prior to the effective date of the layoff.
2. An employee who is in a classification designated for reduction may displace an employee in any equal or lower classification in the division in which said employee previously held regular status; provided said employee has more seniority in the classification than the employee he/she desires to displace. This right shall be exercised only once in any layoff.
3. Seniority for benefits purposes shall not accrue during layoff, but seniority for job bidding purposes shall continue to accrue during layoff.

B. Recall:

1. Employees shall be recalled in the reverse order of layoff as provided in Section A above.
2. Notice of recall shall be sent to employees at their last known address by registered or certified mail. It is the employee's responsibility to keep the Employer informed of his/her current address. If any employee fails to report for work within ten (10) calendar days from the date of mailing the notice of recall, he/she shall be considered to have quit, shall cease to have seniority, and shall have his/her name removed from the recall list.
3. Recall rights of any employee shall expire twenty-four (24) months from the date of layoff.

C. Furlough:

1. Furlough shall mean a status wherein an employee is placed in an unpaid and inactive status for a period of time, as determined by the Employer.
2. The Employer will determine which classifications will be placed on furlough. Where more than one employee occupies a position in a classification identified for furlough, the Employer will allow at least 24 hours for employee in that classification to volunteer for furlough.
3. Where no employee in the classification identified volunteers, employees will be selected by classification seniority. If the furlough is due to a “temporary or emergent situation” employees selected for furlough may not displace or bump other employees in lower classifications.
4. 2. Medical Benefits: For any non-probationary/trainee employee who is placed on furlough and qualifies by Employment Benefit Security Benefits, the Employer will continue to provide p to two (2) months of Employer paid healthcare insurance if the employee elects to continue benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA) and pay the employee’s portion of the healthcare insurance premiums. If the Employer determines the furlough will be extended past the eight (8) week period, both the IAM and the affected employee(s) will be notified prior to the discontinuance of the COBRA benefits. If the employee has not been or elected to be laid off, she/he will have said COBRA benefits extended for an additional eight (8) weeks. After the eight (8) week COBRA extension and employees remain on furlough, the Employer and the Union will meet to determine the future status of said employees to include healthcare benefits under COBRA.
5. Other Benefits: Employees on furlough will not be permitted to utilize vacation or sick leave. Leave accruals will remain frozen and available to the employee upon her/his return to work. Accrued vacation leave in the year the employee is furloughed may be carried over into the following year. If an employee is separated from employment (resigns, retires, laid-off, etc) during the furlough, leave accruals will be cashed out per the Collective Bargaining Agreement.
6. Seniority: While on furlough and not separated from employment, classification seniority will continue. Any probationary period will be extended upon return to work for an amount of time equivalent to the furlough period.
7. Reasonable Contact: Furloughed employees must remain in contact on a once weekly basis with their supervisor and will provide a current phone number to

Human Resources. Should an employee fail to notify Human Resources of her/his intention to return to work within three (3) business days from the date of being contacted, the employee will be considered to have quit.

- D. Nothing in this Article or any part of this Agreement is intended to restrict the sole authority of the Employer to determine the necessity of service reductions, the form of the reduction, or the duration of layoff.

ARTICLE 14 - INSURANCE AND OTHER BENEFITS

A. Medical, Vision and Dental Insurance

1. General – Benefit Information:

- a. The Employer will provide medical, dental and vision insurance plan coverage for all eligible employees and their dependents.
- b. Employees may waive coverage under the group medical (including vision) insurance plan offered by the Employer if they are covered under another plan. Employees waiving medical (including vision) coverage will receive three hundred dollars (\$300) per month in lieu of Employer provided medical provided Federal and state laws allow. Employees electing to drop medical will be required to provide evidence of alternative coverage and cannot change this election until the annual open enrollment period. Because the AWC Benefit Trust requires a minimum participation rate of seventy-five percent (75%) of all eligible employees in the agency, once the 25% threshold is reached, the program will be closed, and future waiver slots that become available will be offered on a first-come, first served basis on a list maintained by the Employer and shared with the Union. If a married couple or domestic partnership couple is covered by the Employer insurance, neither may receive the opt-out provision by refusing the Employer's insurance.
- c. An employee may elect to cover his/her domestic partner of the Employer's group medical and or dental plan under the same terms and conditions as those applied to a legal spouse. The insurance plan provided will determine the verification documentation required for domestic partnership, spouse, and dependent enrollment.
- d. The Employer will not change the existing medical and vision insurance policies during the term of this Agreement unless by mutual agreement of the Employer and the

Union. If an increase in total plan premium exceeds ten percent (10%) in any benefit year, the Employer and the Union agree to discuss selecting a less costly plan. If the parties are unable to agree on a plan for which the increase in the total plan premium does not exceed ten percent (10%), any increase over ten percent (10%) will be split equally between the Employer and each employee.

e. Medical and Vision plan design is outlined per the AWC Benefit Trust and agreed to between the parties. For employees covered under this Agreement the agreed upon dental insurance will be provided under the IAM Benefit Trust and it shall be the Dental Plan 125. Employees will pay a monthly premium cost for dental insurance equal to 8% of the cost of the insurance.

f. Employees will be offered the option of participating in a flexible spending account.

2. Medical, Dental and Vision Insurance:

a. The Employer will pay the actual premium cost of medical, dental and vision insurance coverage for each participating employee, subject to an employee monthly premium cost share on a tiered rate basis, based on the employee's medical plan and coverage selection to the following:

i. Effective upon ratification, employees regularly scheduled thirty (30) hours or more per week will pay a ten percent (10%) premium cost share for all medical plans.

ii. The Vision Service Plan (VSP) or a comparable vision plan, will have a 0% premium cost share. The plans shall be:

- Kaiser (Group Health) HMO, \$20 Copay/\$200 Deductible Plan
- Regence, HealthFirst 250 Plan
- Vision Service Plan (VSP), \$0 Copay Plan
- Dental Plan 125

b. All premium cost sharing will be based on actual AWC rates, except as provided for IAM Dental Insurance coverage in Section A.1.e of this Article.

B. Life Insurance:

1. All represented employees shall be enrolled in the group life insurance plan unless

coverage is specifically waived. The benefit amount will be equal to one times the insured's annual basic salary. The Employer shall contribute fifty percent (50%) of the cost of this premium for each employee on the plan.

2. The minimum group life insurance coverage shall be five thousand dollars (\$5,000). Whenever, as of January 1 and July 1 the insured's annual basic salary exceeds the amount of insurance in force, the insurance coverage for said insured shall be raised to the next highest thousand (\$1,000).
 3. Employees may also purchase an optional supplemental group life insurance plan, the premiums for which shall be the sole responsibility of the participating employee.
 4. The Employer may move to a new insurance carrier for Life Insurance, so long as coverage remains equal or better to that which is currently provided to bargaining unit employees.
- C. **Assault Benefit:** The Employer shall pay a principal sum of fifty thousand dollars (\$50,000) to an eligible employee who is feloniously attacked in the course and scope of employment for injuries resulting in death, dismemberment or permanent total disability that prevents the employee from returning to the job of injury. This payment will be in addition to the benefits the employee might be entitled to under state workers' compensation laws. For employees claiming dismemberment or a permanent total disability, eligibility for the assault benefit will be determined by the method outlined in Article 9 of this Agreement.
- D. **Long-Term Disability:** The Employer shall pay one hundred percent (100%) of the premium for long-term disability insurance for each eligible employee. The long-term disability plan shall have a minimum ninety (90) day waiting/elimination period. The benefit will be a percentage of an individual's monthly base wages up to the plan maximum and as defined by the plan. The Employer may move to a new insurance carrier for Long-Term Disability Insurance, so long as coverage remains equal or better to that which is currently provided to bargaining unit employees.
- E. **457 Deferred Compensation:** The Employer shall pay on a dollar-for-dollar match basis a percentage of wages into a deferred compensation savings program. The match applies to employees who have completed their initial probationary period. The match shall be based on years of agency service. Employees participating in the program will receive an annual match according to the following:

Employees with:	Shall receive up to:
Less than 10 years of service	4.25% of wages matching contribution per calendar year
10-14 years of service	5.25% of wages matching contribution per calendar year
15 – or more years of service	6.0% of wages matching contribution per calendar year

F. On the Job Injury:

1. Supplemental Benefit: An employee who is otherwise eligible for sick leave accumulations and who is injured on the job shall be paid to the extent of sixty (60) working days for and within one (1) calendar year following each new and separate injury in addition to, and prior to, the use of sick leave accumulations, and as a supplement to any minimum benefits due under the State Industrial Insurance Act, except as provided hereafter in this Section.
2. Eligibility: The employee’s eligibility for this supplemental payment for time-loss compensation and the extent thereof will be based on the eligibility and minimum payments due as determined by the State Department of Labor and Industries (L&I) under the State Industrial Insurance Act. Such employee shall be paid a supplemental account by the Employer which when combined with the L&I minimum payment due will equal (a) ninety percent (90%) of the employee’s normal wage for the first (30) days of eligible time-loss, and (b) eighty percent (80%) for the next thirty (30) days of eligible time-loss.
3. Limitations: Such payment shall be made to the extent of sixty (60) working days of eligible time-loss absence and for a period not to exceed one (1) calendar year after the date of injury according to the following schedule:
 - a. Charges shall be made against sick leave accruals, if any, for the date of injury and for the three (3) day waiting period as defined in the State Workers Compensation Act. If injury time loss exceeds fourteen (14) calendar days, then sick leave used during the three (3) day waiting period shall be returned and compensation computed as provided above.
 - b. After the payment and use of the sixty (60) working days, at the election of the employee, charges shall be made against sick leave accruals, if any, for further time loss due to the injury in order to bring the employee’s compensation to the

eighty percent (80%) level.

4. Survivor Dependent Medical Coverage. In the event of the death of an employee caused by workplace violence, surviving dependent(s) covered by the decedent's medical, dental and vision plan at the time of the employee's death shall continue to receive Employer medical coverage, via COBRA, with no charge in premium share for a period of six (6) months.

ARTICLE 15 -WAGES AND OVERTIME COMPENSATION

A. Wages:

1. Employees covered by this Agreement shall be compensated in accordance with the following wage schedule:

Step 1	Step 2	Step 3
\$28.75 per hour	\$30.75 per hour	\$34.50 per hour

2. The wage schedule will become effective January 1, 2024 and will remain in effect through December 31, 2024. Retroactive wage payments will only be made to employees employed on the ratification date of the CBA.
3. Employees hired after the ratification date of this agreement will begin at the first step in the assigned wage range and will move to the next step at the end of the probationary period. Subsequent wage step increases will be on an annual basis. Eligibility for any step increase will require satisfactory employee performance as determined by the Public Safety Chief or designee.
4. If the Public Safety Chief, or designee, determines that an employee's performance is unsatisfactory, written notice of such unsatisfactory performance will be given to the employee and the Executive Director of Administration, or designee, at least ten (10) business days prior to the effective date of the scheduled wage increase. The scheduled increase shall then be suspended until such time that the employee's performance has returned to a satisfactory level.
5. Leaves of absence without pay in excess of fifteen (15) calendar days, except for military leave or for Armed Forces pre-induction purposes, will not be

included in computing time for an employee's scheduled annual increase.

B. **Overtime**

1. The overtime rate of time and one-half the employee's regular base wage shall be paid for hours worked in excess of forty (40) hours in a workweek. Overtime work, whether as part of a single shift or by reason of call back, must be approved in advance by a supervisor. Leave without pay will not be considered time worked for the purposes of computing overtime hours.
2. Work performed by employees on their scheduled day off will be paid at time and one-half the regular base rate of pay when time worked in the workweek exceeds forty (40) hours. Leave without pay will not be considered time worked for the purposes of computing overtime hours.
3. Overtime or premium pay shall not be paid more than once for the same hours under any provision of this Agreement. Whenever two or more overtime or premium rates appear applicable to the same hours, there shall be no pyramiding or adding together of such overtime or premium rates, and only the higher of applicable rates shall apply.

ARTICLE 16 – HOLIDAYS

- A. The following are holidays for all regular and probationary employees of the Employer:

New Year's Day (January 1st)

Martin Luther King, Jr.'s Birthday (3rd Monday of January)

President's Day (3rd Monday of February)

Memorial Day (Last Monday of May)

Juneteenth (June 19th)

Independence Day (July 4th)

Labor Day (1st Monday of September)

Veteran's Day (November 11th)

Thanksgiving Day (4th Thursday of November)

The day immediately following Thanksgiving Day

Christmas Day (December 25th)

- B. All employees shall have two (2) paid personal holidays per calendar year for which time off shall be mandatory; these days off to be mutually agreed to by both employee and

- employer. To be eligible for these holidays, employees must have been, or are scheduled to be, continuously employed by the Employer for more than four (4) months as a regular or probationary employee during the calendar year of entitlement.
- C. In addition, employees as specified above, shall be granted such additional holidays as may be determined by the Board of Commissioners from time to time by resolution.
 - D. Employees shall receive pay for the holiday provided they are in a paid status on both the regular scheduled work day immediately preceding the holiday and the regular scheduled work day immediately following the holiday.
 - E. When one of the holidays listed in this section falls on a Saturday, the day preceding will be observed as a holiday with pay, and when one of the holidays listed in this section falls on a Sunday, the next day following will be observed as a holiday with pay.
 - F. Holiday pay for full-time employees shall be paid for eight (8) hours at the employee's basic rate of pay, exclusive of premium or special pay. Part-time employees shall receive holiday pay equal to the average number of paid hours in the previous pay period divided by ten (10), with holiday pay being not less than four (4) hours nor more than eight (8).
 - G. **Holiday Premium:** Employees covered by the Agreement who work on any holiday as designated in this Article shall be paid at a premium rate equivalent to time and one-half the employee's regular rate of pay, exclusive of any other special or premium pay for hours actually worked in addition to holiday pay.
 - H. Employees otherwise eligible for holiday pay who are scheduled to work on a holiday and unable to work because of illness or injury shall be paid only holiday pay. However, employees scheduled to work ten (10) hours on a holiday, who are unable to work due to an authorized purpose covered by Washington Paid Sick Leave (WPSL) as described in Article 18.C, may elect to supplement the holiday pay with two (2) hours of accrued WPSL.
 - I. Employees who are scheduled to work ten (10) hours per day for four (4) days per week, who are not assigned to work on a designated holiday, shall choose from among the following options for the pay period containing the holiday. These options apply to work groups that are not required to revert to 5/8's (eight hours a day, five days a week).
 - 1. Use two (2) hours of vacation leave without pay; or
 - 2. Use two (2) hours of accumulated vacation leave.

ARTICLE 17 - VACATION LEAVE

A. Rate of Accrual of Vacation Leave:

1. Regular or probationary full-time employees shall accrue vacation leave for each bi-weekly pay period in which they have been in a paid status a minimum of fifty-six (56) hours in accordance with the schedule in Section A.2 of this Article. Part-time employees shall accrue a pro-rated amount proportionate to the number of hours in a paid status not to exceed what a full-time employee would earn. Eligible employees who are on a leave of absence for active training duty or for inductive purposes with the Armed Forces of the United States shall accrue vacation.
2. Employees shall accrue vacation leave by reason of tenure. Increases in the accrual rate shall begin in January of the year in which periods of aggregate service are completed according to the schedule below:
 - a. At hire through December 31 in which year 4 is completed: 3.6924 hours each pay period
 - b. On January 1 of the year in which year 5 is completed: 4.6154 hours each pay period
 - c. On January 1 of the year in which year 9 is completed: 5.2308 hours each pay period
 - d. On January 1 of the year in which year 14 is completed: 6.1539 hours each pay period
 - e. On January 1 of the year in which years 19 through 28 are completed: For each of these years an additional .3077 hour will be accrued per pay period.

Example: An employee hired in September 2011 will complete five (5) years in September 2016. On January 1, 2016 the vacation accrual rate will increase from 3.6924 to 4.6154 hours per pay period. The next increase in accruals will take effect on January 1, 2020.

3. New employees shall not be eligible for vacation leave until they have completed six (6) months of service but shall accrue vacation based on the above schedule beginning from the date of their appointment.
4. Vacation accrual balances shall not exceed an amount equal to two (2) years' accrual. In the event an employee is unable to use vacation prior to exceeding

the two (2) year limitation because of continued illness due to job related disability, and provided the employee submits a written request to the Vice President of Administration or designee explaining the employee's circumstances, such unused vacation leave may be allowed to accumulate until the employee returns to work or is separated. Vacation leave in excess of two (2) years' accrual, if not taken within one hundred eighty (180) calendar days after the employee returns to work, shall be forfeited.

B. Permissible Use of Vacation Accruals with Pay:

1. Vacation leave may not be taken without prior managerial approval and may not be taken in the pay period in which it was earned. Vacation leave shall be scheduled so as to meet the operating requirements of the Employer and as far as practicable, the preferences of the employees.
2. Vacation leave shall be charged as actual time used.
3. Employees will not request or be authorized to take scheduled vacation if the leave balance is insufficient to cover the absence.

C. Payment for Vacation:

1. An employee, when terminating employment with the Employer, shall be compensated for vacation leave earned and accrued to the date of separation, provided that new employees who are discharged or who resign during their probationary period shall not be entitled to compensation.
2. An employee who has served in higher or lower positions on temporary appointments shall be paid for vacation leave at the rate of pay appropriate to the classification in which he/she worked the majority of the time in the six (6) month period immediately prior to the effective date of the vacation leave taken.
3. Payment for vacation immediately prior to leaving on an authorized vacation may be made at the request of the employee, provided the request is made at least ten (10) days prior to the vacation period and the authorized vacation is not for less than ten (10) working days. After such payment, the employee must take his/her vacation for the entire period for which payment was made.
4. Vacation pay shall be pay for a maximum of ten (10) hours per day at the employee's basic rate of pay, exclusive of special or premium pay.

D. Vacation Sell-Back: Employees may sell back to the Employer up to forty (40) hours of vacation a year provided the following:

1. Employee must have taken forty (40) hours of vacation within the current calendar year and have a minimum of eighty (80) hours of vacation balance remaining after the sale;
2. Employee must submit the appropriate form in November of each year for managerial approval;
3. Requests must be submitted to the Accounting Department no later than November 30th of the year. Payment will be issued no later than December 31st.

ARTICLE 18- SICK LEAVE, WITH AND WITHOUT PAY

A. Introductory Statement: Washington's paid sick leave law, Initiative 1433, took effect on January 1, 2018 and is published at RCW 49.46 and WAC 296-128. The law applies to all employees covered by this Agreement. To ensure compliance with the law, the Employer and Union agree to two separate sick leave accruals: (1) Washington Paid Sick Leave (WPSL), which is accrued and administered based on the minimum requirements of the law; and (2) Pierce Transit Sick Leave (PTSL), which is an additional leave benefit accrued and administered based on language from the Employer's policies and this Agreement. Accrued sick leave as of December 31, 2017 has been preserved as PTSL.

The Employer and Union recognize that employees have statutory rights to WPSL that may not be abridged by the Agreement or by the Employer's policies. Should any provision of this Agreement or the Employer's policies conflict with the law, then the minimum requirements of the law shall prevail. The specific details concerning the eligibility, accrual, authorized purposes, usage priority, separation rights, notice for use of WPSL, verification of WPSL usage, and other terms of WPSL and PTSL are governed by the Employer's policies, provided nothing in those policies shall conflict with any express language of this Agreement.

B. Eligibility for Sick Leave: The following provisions, unless otherwise specified, apply to all regular and probationary employees:

1. **Accrual – Washington Paid Sick Leave (WPSL):**
 - a. **All Employees:** All categories of employees, including full time, probationary and part-time employees accrue WPSL at the statutory rate of 0.025 hours for each hour worked, including overtime hours but

excluding paid or unpaid leave. For example, an employee working eight (80) hours in a bi-weekly pay period accrues two (2) hours of WPSL for that pay period. There is no limitation on the amount of WPSL that may be accrued each calendar year.

- b. WPSL earned shall be credited to an employee's accruals after the completion of each bi-weekly pay period and may not be used in the pay period earned.

- 2. **Carryover – Washington Paid Sick Leave (WPSL):** Regular and probationary employees may carryover a maximum of forty (40) hours of accrued WPSL from one calendar year to another. At the end of each calendar year, any accrued WPSL in excess of forty (40) hours will be converted to PTSL. For example, an employee who ends a calendar year with sixty (60) hours of accrued WPSL will have twenty (20) hours of WPSL converted to PTSL.

- 3. **Accrual – Pierce Transit Sick Leave (PTSL):**

- a. Regular and probationary full time employees shall accrue PTSL for each bi-weekly pay period in which they have a minimum of fifty-six (56) hours in a paid status. The PTSL accrual rate will vary dependent upon the amount of WPSL accrued during the same bi-weekly pay period. WPSL and PTSL, when combined together, will accrue at the total rate of 3.6924 hours for each bi-weekly pay period.

Example #1: In a bi-weekly pay period, a full-time employee works eighty (80) hours. The employee accrues two (2) hours of WPSL and 1.6924 hours of PTSL, for a combined total of 3.6924 hours.

Example #2: In a bi-weekly pay period, a full-time employee works sixty (60) hours. The employee accrues one and a half (1.5) hours of WPSL and 2.1924 hours of PTSL, for a combined total accrual of 3.6924 hours.

Example #3: In a bi-weekly pay period, a full-time employee takes two (2) full weeks of approved paid vacation and does not work any hours. The employee accrues zero (0) hours of WPSL and 3.6924 hours of PTSL.

- b. Eligible employees who are on a leave of absence for active duty training purposes with the Armed Forces of the U.S. shall accrue PTSL.
- c. PTSL earned shall be credited to an employee's accruals after the completion of each bi-weekly pay period and may not be used in the pay period earned.

- d. Part-time employees shall accrue 0.02115 hours of PTSL for each hour worked, including overtime but excluding any types of paid or unpaid leave, and 0.046155 hours for each hour of paid time off where the employee is not working. Part-time employees who have accrued ninety-six (96) hours of combined WPSL and PTSL during the calendar year will stop accruing PTSL for the remainder of the calendar year.

C. Permissible Use of Paid Sick Leave:

1. **Washington Paid Sick Leave (WPSL) may be used for the following authorized purposes:**
 - a. An absence resulting from an employee’s mental or physical illness, injury, or health condition; to accommodate an employee’s need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or an employee’s need for preventative medical care.
 - b. An absence to allow an employee to provide care for a “family member” with a mental or physical illness, injury, or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or care for a family member who needs preventative medical care. Solely for purposes of Article 18.C.1.b, “family member” shall mean a spouse, registered domestic partner, child¹, parent², grandchild, grandparent, and sibling.
 - c. When the Employer has been closed by order of a public official for any health-related reason, or when an employee’s child’s school or place of care has been closed for any health-related reason.
 - d. Any absence that qualifies for leave under Washington’s Domestic Violence Leave Act, RCW 49.76.
 - e. Bereavement leave as defined per Article 19 – Bereavement Leave.
2. **Pierce Transit Sick Leave (PTSL) may be used for the following purposes:**
 - a. Injury or illness of employees to the extent it constitutes a hazard to the safety or health of themselves or other employees.

¹ Child of the employee to include biological, adopted, foster, or step child, or a child to whom the employee stands in loco parentis, is a legal guardian, or is a de facto parent, regardless of age or dependency status.

² Parent of the employee or the employee’s spouse or the employee’s registered partner to include a biological, adoptive, de facto, foster, or step parent or a legal guardian or a person who stood in loco parentis when the employee was a minor child.

- b. Medical or dental care for the employee.
- c. Quarantine of employee by a medical provider or health official due to exposure to contagious disease.
- d. On-the-job injuries during the first three (3) days if not eligible for Worker's Compensation.
- e. Serious injury or illness to immediate family members to whom the employee is providing care. Solely for purposes of Article 18.C.2.e, "immediate family member" shall mean a spouse or registered domestic partner, a biological, adopted, foster or step-child under eighteen (18) years of age or a child or any age who is incapable of self-care because of a mental or physical disability, a biological, adoptive, foster or step-parent, a parent-in-law, a grandparent, or a grandparent-in-law.
- f. Bereavement leave as defined per Article 19 – Bereavement Leave.
- g. Serious injury or illness to those relatives dependent upon the employee, constituting an emergency or crisis, and requiring the attention of a physician subject to the requirements of subsection 18.E.7. hereinafter set forth.
- h. Pre-induction physical for service in the U.S. Armed Forces.
- i. Illness or disability due to pregnancy or conditions related thereto.
- j. Any qualifying use of accrued sick leave under statutory regulations, such as Family Medical Leave Act (FMLA), Military Family Leave Act (MFLA), Family Care Act (FCA), Domestic Violence Leave, Pregnancy Disability, etc.

D. Requirements for Washington Paid Sick Leave (WPSL):

All requirements relating to WPSL to include employee notification requirements for foreseeable and unforeseeable absences, medical verifications for absences exceeding three (3) consecutive days are as described in the Employer's policies.

E. Requirements for Pierce Transit Sick Leave (PTSL):

- 1. Notice and Verification.
 - a. Employees should provide at least twenty-four (24) hours' notice to his/her supervisor of the need to miss work to attend pre-scheduled medical or dental appointments. Appointments so scheduled and requiring four (4) hours or less of absence will not count as a "sick leave occurrence" for disciplinary purposes. Written medical verification

upon the approved form must be submitted to qualify for this exemption.

- b. Employees relieved from work in response to a family medical emergency of four (4) hours or less will not be charged with a sick leave occurrence. Family members shall be as defined in this Article 18.C.2.e. Written medical verification upon the approved form must be submitted to qualify for this exemption. Employees are limited to three (3) exemptions for such emergencies per calendar year.
2. PTSL shall be charged as actual time used.
3. If unable to report for duty, employees must notify the supervisor no later than one (1) hour prior to the beginning of the assigned shift and provide a reason for the absence. Failure to call in at least one (1) hour prior to the scheduled report time constitutes a "late report."
4. Employees must keep their supervisor informed of their condition if an absence exceeds four (4) working days in duration.
5. For each absence an employee must submit upon the approved form an explanation of the reason for such absence. A statement by the attending physician is required if an absence caused by illness or injury to the employee extends beyond three (3) working days, or for each absence, if requested by the supervisor.
6. Employee must permit home visits or medical examinations at the expense and convenience of the Employer. A Union representative shall be permitted to accompany the Employer on such home visits.
7. PTSL shall be granted to an employee for a health condition suffered by a child under eighteen (18) years of age which requires treatment or supervision. In the event of any such absence, a statement by the attending physician attesting to the nature and seriousness of said injury or illness shall be required, if requested by the supervisor.

Upon approval by the supervisor, a maximum of five (5) days of PTSL may be granted for a serious illness or injury suffered by a relative (other than a child under 18 years of age) who is dependent upon the employee. In the event of any such absence, a statement by the attending physician attesting to the nature and seriousness of said injury or illness shall be required, if requested by the supervisor.
8. Employees who have served in higher or lower positions on temporary

appointments shall be paid for PTSL at the basic rate of pay appropriate to the classification, exclusive of premium or special pay, in which they worked the majority of the time in the six (6) month period immediately prior to the effective date of the PTSL taken.

9. Employees separating employment with the Employer prior to the completion of the probationary period shall not be compensated for any accrued PTSL.

F. Enforcement of Sick Leave Provisions (applicable to both WPSL and PTSL):

1. Misrepresentation of any material facts in connection with the usage of sick leave (WPSL and/or PTSL) by any employee shall constitute grounds for suspension or discharge.
2. Sick leave (WPSL and/or PTSL) pay shall be withheld in the event of unauthorized use.

G. Cash-Out of Sick Leave Accruals at Separation (applicable to both WPSL and PTSL):

After completion of the probationary period, employees separating employment from the Employer shall be compensated for accrued sick leave as follows:

1. An employee separated from the Employer due to death or retirement for disability or length of service from the pension system shall be compensated to the extent of fifty percent (50%) of sick leave accruals, including both WPSL and PTSL, up to a maximum accrual of nine hundred sixty (960) hours. All accrued WPSL will be compensated first, followed by accrued PTSL, for a combined cash-out total of nine hundred sixty (960) hour maximum.
For example, an employee who separates with forty (40) hours of WPSL and two thousand two hundred (2,200) hours of PTSL will be compensated for forty (40) hours of WPSL and nine hundred twenty (920) hours of PTSL, for a combined total of nine hundred sixty (960) hours cashed out. All WPSL will be cashed out at the employee's "normal hourly compensation", as that phrase is defined by Washington law. All PTSL will be cashed out at the employee's base rate of pay (without premiums or specialty pays).
2. A regular employee separated in good standing from the Employer for any reason other than death or retirement shall be compensated at twenty percent (20%) of sick leave accruals, including both WPSL and PTSL, up to a maximum

accrual of nine hundred sixty (960) hours. All accrued WPSL will be compensated first, followed by accrued PTSL, for a combined cash out total of up to the nine hundred sixty (960) hour maximum. All WPSL will be cashed out at the employee's "normal hourly compensation", as that phrase is defined by Washington law. All PTSL will be cashed out at the employee's base rate of pay (without premiums or specialty pays).

H. Reinstatement of Sick Leave Upon Rehire:

1. An employee separated from the Employer due to layoff may, if reinstated within a two (2) year period, have sick leave (both WPSL and PTSL) accruals restored upon repayment to the Employer of the twenty percent (20%) payment as herein provided.
2. An employee who is rehired by the Employer within twelve (12) months of separation may have WPSL restoration rights, as required by Washington law and described in the Employer's Sick Leave policy.

I. Leave of Absence Without Pay:

Upon application by a regular employee, a leave of absence without pay may be granted by the Public Safety Chief, or designee, for the entire period of disability because of sickness or injury. The application will include medical documentation supporting the need for the leave and the date the employee will be or is expected to be able to return to work. Any request for an extension of the leave of absence beyond the original return to work date must be substantiated by specific information from the attending physician or from a designated physician as to the underlying facts and circumstances that prevent the employee from returning to duty. In event of a failure or refusal to supply such a document or if the document does not clearly show sufficient disability to preclude an employee from the performance of his/her duties, the Public Safety Chief, with the concurrence of the Executive Director of Administration, or designee, may cancel such leave of absence and require the employee to report for duty on a specified date. In the event the employee is unable to return to work and perform the regular duties of his/her classification, with or without a reasonable accommodation, the Employer may proceed with a no-fault medical separation from employment.

ARTICLE 19 - BEREAVEMENT LEAVE

- A. All regular and probationary employees are eligible to take bereavement leave for the death or funeral of a spouse or domestic partner, parent, step-parent, parent-in-law, foster parent, brother, brother-in-law, sister, sister-in-law, child, step child, foster child, grandparent, grandchild, son-in-law, daughter-in-law, aunt or uncle of the employee. Pay is subject to the requirements of subsection B of this Article.
- B. Upon approval by the supervisor, a maximum of five (5) days sick leave may be granted for the death of an individual in a category of relationship set forth in Subsection A of this Article.
- C. **Enforcement of Bereavement Leave Provisions:**
1. Misrepresentation of any material facts in connection with the usage of leave for bereavement purposes by any employee shall constitute grounds for suspension or discharge.
 2. Paid leave pay shall be withheld in the event of unauthorized use.

ARTICLE 20 – WASHINGTON PAID FAMILY MEDICAL LEAVE

RCW 50A.04 provides a new Paid Family Medical Leave (PFML) benefit to workers in Washington state starting in January 2020. To fund this new benefit, effective January 1, 2019, 0.2533% of the employee's wage earnings will be deducted via a payroll tax. Pierce Transit will contribute the amount which employers are required to contribute towards the employee medical leave portion of the premiums, which is 0.1467% of the employee's wage earnings for 2019 and 2020. A maximum limit on the amount of employee wages subject to taxation will be set by the commissioner annually.

Starting in 2021, the tax rate may be adjusted as authorized by RCW 50A.04.115. The parties agree that Pierce Transit will collect the employees' portion of premiums and surcharges and remit them to the state as required by statute, and the employees agree to allow such deductions.

ARTICLE 21 - JURY DUTY AND COURT APPEARANCES

- A Jury Duty:** Employees who lose time from an assigned schedule of work because of jury duty service shall be paid for such time lost at their basic hourly rate; jury duty

fees shall be offset against such pay. As soon as practicable, employees shall furnish the Employer a written statement from the court, on a form approved by the Employer, showing the days of jury duty and the amount of jury duty pay they were eligible to receive for each day.

1. Employees with shifts ending prior to 5:00 p.m. will be required to report to work when three (3) or more hours of the regularly scheduled shift remain after release by the court.
2. Employees with shifts beginning after 2:00 p.m. who are required to be present at court for four (4) or more hours will be excused from duty on that day and will be paid as provided in Section A. above.

B. Court Appearance:

1. An employee required to testify in court or before an administrative agency during off duty hours for matters directly arising out of his/her duties on behalf of the Employer shall be paid a minimum of two (2) hours at the basic hourly rate. Where such attendance is an extension of the end of the regularly scheduled shift this minimum shall not apply. Court minimum shall be paid unless the court appearance cancellation information is available to the employee by 5:00 p.m. the day before a required appearance.
2. Telephonic Testimony: Subject to the provisions in B.1 of this Article, an employee shall be paid a minimum of one (1) hour at his/her basic hourly rate of pay when allowed to provide testimony via telephone in lieu of a live courtroom appearance.

C. Employees shall not be eligible for paid court appearances when:

1. Subpoenaed to serve as a witness or called to make a deposition in a case in which Pierce Transit is a defendant if the employee is a plaintiff in the case.
2. Service is not directly related to the business of the agency.

ARTICLE 22 - OTHER STANDARD WORKING CONDITIONS

A. Bus Passes: All current and retired employees of the Employer and one family member are eligible for transit passes from the Employer. ORCA cards are issued for the exclusive use of active employees.

B. Payday: Payday shall be every other Friday.

- C. Safety Standards:** The Employer and the Union mutually agree that there shall be compliance with legally binding safety standards as outlined in applicable federal and state regulations, and any other Pierce Transit Safety Policies.
- D. Retirement System Coverage:** Bargaining unit employees shall be members of the Public Employees Retirement System (PERS) except that individuals previously employed by the City of Tacoma will be reenrolled in the City's retirement plan.
- E. Mileage:** Bargaining unit employees required to use their own private vehicles on the job shall be reimbursed at the prevailing IRS rate.

ARTICLE 23 -WORKING CONDITIONS

- A. Workweek:** Forty (40) hours will constitute a workweek. This period will normally consist of five (5) eight (8) hour days with two (2) consecutive days off. The Employer reserves the right to adopt a workweek consisting of four (4) ten (10) hour days (4/10's) with three (3) consecutive days off. If a 4/10 schedule is implemented, provisions of this Agreement relative to eight (8) hour days shall be converted to a ten (10) hour application. Note: For those employees on a 4/10 schedule, reference Article 16 – Holidays, Subsections H and I.; Article 17 – Vacation, Subsection C.4.; and Article 18 – Sick Leave, Subsections D and E.2 for how to make appropriate adjustments when holidays or leave fall, or are taken within the workweek.
- B. Assignment of Overtime:** The most cost-effective, productive solutions will be considered in assigning overtime.
 1. Overtime with seventy-two (72) or more hours of advanced notice will be assigned to the most senior employee who volunteers so long as it occurs within a reasonable time period. On the overtime posting, management will provide employees with a reasonable period by which to volunteer for the overtime assignment and will specify a date and time by which the overtime assignment will be made.

Overtime with less than seventy-two (72) hours of advanced notice will be assigned on a first come, first served basis.

Employees working voluntary overtime must maintain a minimum of eight (8) hours between one work day to the next work day.
 2. The Employer may mandate overtime if employees do not volunteer.

Assignments will be made in reverse order of seniority.

3. In situations that the Employer deems emergent, such as weather-related conditions, accidents, or security incidents, the Employer will assign overtime to the employee(s) possessing the skills and abilities necessary to effectively and efficiently address the issue.
- C. Minimum Time Credit:** Employees shall receive a minimum of two (2) hours work each time they are required to report for work, except when attending committee or administrative meetings on a voluntary basis. In these instances, the minimum shall be one (1) hour.
- D. Call Back:** A minimum of two (2) hours shall be paid for reason of call back when required to report for work in excess of the employee's established workday or workweek.
- E. Training Pay:** Employees assigned to train Public Safety Officers shall be paid an additional two dollars (\$2.00) per hour when working in such an assignment, to include paid time off, time shall be paid to the nearest quarter hour.
- F. Acting Pay:** Employees temporarily assigned by the Chief to assume the full scope of duties of a non-represented position for a term that exceeds 15 calendar days will receive a higher rate of pay for the duration of the assignment. The employee will be placed on the step of the appropriate salary grade that most closely approximates a 5% increase over base wage excluding overtime and all other premium pays.
- G. Work Assignments:**
1. Shift bidding for regular employees shall occur twice a year as follows:
 - a. The new schedule shall be posted at least five (5) working days prior to signing.
 - b. Employees may only sign an assignment for which they are qualified to work.
 - c. In order of classification seniority, employees will select an assignment.
 - d. To provide some relief for employees working the night shift, with management approval, a voluntary shift trade is allowed between a night shift employee with either a day shift or swing shift employee so long as the voluntary shift trade does not incur overtime for either employee. The voluntary shift trade shall be for a consecutive period not to exceed two

(2) months and shall be limited to no more than one (1) voluntary shift trade per bid cycle. Voluntary shift trades between day shift and swing shift employees are not allowed.

2. Probationary employees will not participate in the bidding process and will be required to rotate their shift assignments per departmental needs and/or training objectives. Once the new employee has passed probation, he/she will be placed into a shift slot available from the most recent shift bidding process.
3. The Employer reserves the right to assign employees and/or modify work schedules to meet the reasonable operating requirements of the department.

H. Shift Differential Pay: Employees are eligible for shift differential pay of one dollar fifty cents (\$1.50) per hour when working graveyard shift (which will be designated on the shift bidding sheet) and seventy-five cents (\$0.75) per hour when working swing shift (which will be designated on the shift bidding sheet). Employees with shifts beginning prior to the start of the graveyard shift will not be eligible for any differential pay. Employees working a 4/10 schedule in the provision of the Sound Transit service will be eligible for shift differential pay of one dollar and fifty cents (\$1.50) or seventy-five cents (\$0.75) per hour worked when such assignment begins on or after the start time for the graveyard shift or the swing shift, whichever is applicable. Shift differential shall be paid to eligible employees for all hours worked including overtime; however, the differential pay shall not be changed by any overtime multiplier. If an employee requests a temporary change in working hours, a change in shift differential shall not apply. Such schedule changes are granted at the discretion of management.

I. Meal Periods: Pursuant to RCW 49.12.187, as amended by SSB 6054, Laws of 2003 c. 401, laws of 2003, the Employer and Union agree to meal periods that vary from and supersede the rules and policies adopted by the Department of Labor and Industries in WAC 296-126-092 under the Industrial Welfare Act with respect to meal periods. Employees working a straight shift of up to ten (10) hours are permitted to eat intermittently during their shift as duty requirements allow. The work schedule will not require an unpaid meal break as part of the assigned shift; such employees are not entitled to relief from duty while they eat.

J. Work Apparel and Equipment: The Employer shall supply employees with uniforms and/or personal protective equipment on the basis of need. Only items

authorized and issued by the Employer may be used while on duty. If the nature of the assignment shortens the expected useful life, replacements shall be issued more frequently on a case-by-case basis. Employer supplied clothing, equipment and materials shall remain the property of the agency; upon separation of employment an employee shall return all such items unless otherwise approved by the Public Safety Chief.

- K. Footwear:** The Employer will reimburse each employee via receipt and reimbursement for the purchase of appropriate, approved footwear to a maximum of two hundred dollars (\$200) every calendar year.
- L Notification Requirements:** Employees are required to report all arrests, criminal citations, and any court-imposed sanctions or conditions that may affect their fitness for duty to the supervisor or designee within twenty-four (24) hours or prior to their scheduled work shift, whichever occurs first.
- M. Drug and Alcohol Testing:** The Employer is committed to promoting high standards of employee health, safety and conduct. In order to ensure the integrity of the department and preserve public trust and confidence, employees may be screened or tested to determine the presence of alcohol and/or controlled substances. This shall include random testing, as well as reasonable suspicion testing. The Employer will follow the applicable policies and procedures established in the Pierce Transit Drug and Alcohol Policy and Procedure Manual in administering this program.
- N. Direct Deposit:** Each employee shall:
1. Designate an account that can accept direct deposits from the Employer and into which the Employer shall deposit wages and other moneys according to the established pay schedule and distributed on pay day; and
 2. Provide the Employer an address to which the Employer or its agent may mail checks when necessary. The Employer will provide a Direct Deposit Advice to each employee confirming direct deposits to their account.

ARTICLE 24 - SAVING CLAUSE

Should any part hereof or any provision herein contained be rendered or declared invalid by reason of any existing or subsequently enacted legislation or by any decree of a court of

competent jurisdiction, such invalidation of such part or portion of this Agreement shall not invalidate the remaining portions thereof, and the remaining parts or portions thereof shall remain in full force and effect. Both parties agree to immediately attempt to renegotiate such invalidations to a form acceptable to both parties.

ARTICLE 25 - ENTIRE AGREEMENT

- A. The Agreement expressed herein in writing constitutes the entire agreement between the parties and no express or implied statement or previously written or oral statements shall add to or supersede any of its provisions.
- B. The parties acknowledge that during the negotiations which resulted in this Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter appropriate for collective bargaining, and that the understandings and agreements arrived at by the parties after the exercise of that right and opportunity are set forth in this Agreement. Therefore, the Employer and the Union, for the life of this Agreement, each voluntarily and unqualifiedly waive the right and each agrees that the other shall not be obligated to bargain collectively with respect to any subject or matter, even though such subjects or matters may not have been within the knowledge or contemplation of either or both of the parties at the time that they negotiated or signed this Agreement. All terms and conditions of employment not covered by this Agreement shall continue to be subject to the Employer's direction and control.

ARTICLE 26 - DURATION

Term of Agreement: This Agreement shall remain in full force and effect from January 1, 2024 through December 31, 2024 provided, however, that this Agreement shall be subject to such change or modification as may be mutually agreed upon by the parties hereto. It is the intent of the parties to this Agreement that negotiations for change or modification shall begin at least ninety (90) days, and in no event later than sixty (60) days, prior to the termination of this Agreement.

**COLLECTIVE BARGAINING AGREEMENT
BY AND BETWEEN THE
PIERCE COUNTY PUBLIC TRANSPORTATION
BENEFIT AREA AUTHORITY CORPORATION
AND THE
INTERNATIONAL ASSOCIATION OF MACHINISTS
AND AEROSPACE WORKERS
AFL-CIO, DISTRICT LODGE 160, LOCAL LODGE 297**

Signed this _____ day of _____, 2024.

FOR THE PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA
AUTHORITY CORPORATION:

Board of Commissioners, Chairperson

Mike Griffus, Chief Executive Officer

Deana Jacobson, Clerk to the Board

FOR THE INTERNATIONAL ASSOCIATION OF MACHINISTS AND AEROSPACE
WORKERS:

Zachary W. Collins, Business Representative, I.A.M District 160

APPENDIX A- SHIFT BIDDING / SCHEDULE

DAYS (0600-1600)		MO	TU	WE	TH	FR	SA	SU
EMPLOYEE	UNIT	17	18	19	20	21	22	23
PSO #1						X	X	X
PSO #2						X	X	X
PSO #3						X	X	X
PSO #4		X	X	X				
PSO #5		X	X	X				
PSO #6		X	X	X				
DAY STAFFING TOTAL		3	3	3	6	3	3	3
SWINGS (1400-2400)		MO	TU	WE	TH	FR	SA	SU
EMPLOYEE	UNIT	17	18	19	20	21	22	23
PSO #7						X	X	X
PSO #8						X	X	X
PSO #9						X	X	X
PSO #10		X	X	X				
PSO #11		X	X	X				
PSO #12		X	X	X				
SWING STAFFING TOTALS		3	3	3	6	3	3	3
GRAVES (2100-0700)		MO	TU	WE	TH	FR	SA	SU
EMPLOYEE	UNIT	17	18	19	20	21	22	23
PSO #13		X	X	X				
PSO #14						X	X	X
PSO #15		X	X					X
GRAVES STAFFING TOTALS		1	1	2	3	2	2	1
ALL STAFFING TOTAL		7	7	8	15	8	8	7
<p>The shift bid would be conducted by having the most senior office sign for his/her choice of assignment. The rest of the group would do the same by order of seniority.</p>								

TITLE: Authorize the Chief Executive Officer to Execute a Sole Source Direct Purchase Contract with Brasco for the Fabrication of Bus Stop Shelters for the Stream Pacific Avenue / SR-7 Enhanced Bus Corridor

DIVISION: Finance

SUBMITTED BY: Sean Robertson, Senior Project Manager

RELATED ACTION:

FS 2023-045, Authorize the Chief Executive Officer to Execute a Contract No. 1703 with Talakai Construction, Contract 1703, for the disposal of old bus stop shelters, and the procurement and installation of new bus stop shelters.

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Internal

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: 657 - Enhanced Bus SR 7

Operating Budget

Capital Budget

CURRENT FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 0	\$350,000 will be used from Grant 448: PTD0788, Move Ahead Washington/LEAP
Grants/Other	\$ 350,000	
Total Expenditure	\$ 350,000	

BACKGROUND:

After a public works competitive bid process was conducted by Pierce Transit staff, in October 2023 the Board of Commissioners approved a contract with Talakai Construction for the disposal of old bus stop shelters, and the procurement and installation of approximately 48 shelters in the Pierce Transit system. This contract excluded the bus stop shelters within the new Stream Pacific Avenue / SR-7 Enhanced Bus service as these shelters will have a different design and amenities than the bus shelters in regular service.

Pierce Transit desires to directly purchase with Brasco, who is the bus shelter fabricator for the Talakai contract, to fabricate roughly 23 bus stop shelters (*see bus shelter design below*) for the Stream Pacific Avenue / SR-7 Enhanced Bus corridor. Pierce Transit has adopted a new standard bus stop shelter design. Brasco developed the shop/approval drawings and will fabricate the shelters based off the new design. We desire to be consistent when we replace bus stop shelters along the Stream Pacific Avenue / SR-7 Enhanced Bus corridor. If Pierce Transit chooses to use a different fabricator, we will need to start the shop drawing and approval process all over. Instead, staff recommends identifying Brasco as our approved sole source fabricator for bus stop shelters along the Stream Pacific Avenue / SR-7 Enhanced Bus corridor.

The Enhanced Bus corridor will have roughly 23 stops. It's estimated that each shelter will cost approximately \$12,000 to fabricate and deliver. This approval will allow Pierce Transit to order 23 shelters with an approximately 25% contingency in case new stops are added to the Enhanced Bus corridor. Pierce Transit will use our JOC program to have Centennial Contractors install the 23 plus shelters along the Pacific Avenue / SR-7 corridor, which is also on the February 12, 2024, Board of Commissioners meeting agenda.

STAFF RECOMMENDATION:

Staff recommends authorizing the Chief Executive Officer to directly purchase 23 plus bus stop shelters for the Pacific Highway / SR-7 Enhanced bus corridor in an amount not to exceed \$350,000.

ALTERNATIVES:

Do not authorize Brasco as our approved sole source fabricator. This will delay how quickly we can purchase and replace shelters serving the Enhanced corridor and is therefore not recommended.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to enter into and execute a sole source direct purchase contract with Brasco for approximately 23 plus bus stop shelters within the Stream Pacific Avenue / SR-7 Enhanced Bus corridor in an amount not to exceed \$350,000.

BUS STOP SHELTER



BUS STOP SIGN





Pierce Transit

Job Order Contracting
Contract No, 1806 Authorization
Centennial Contractors Enterprises, Inc.

Presented by: Brian K. Matthews, PE, Senior Project Manager

Date: February 12, 2024

Job Order Contracting (JOC)

- JOC is an alternative public works contracting procedure.
- All public bodies are authorized to use JOC as permitted by Revised Code of Washington (RCW) 39.10.420 – 460
- Reduces lead-time and cost for public works projects
- Eliminates separate procurement actions for each small job
- Work is assigned by Work Order and has a maximum allowed value of \$500,000
- Each Work Order is negotiated using a set standard of cost items based on the work required.

Job Order Contracting (JOC)

- Increases opportunities for utilization of small, minority, women and veteran owned businesses
- Maximum annual contract amount is \$4,000,000 (12-month period)
- JOC is allowed for 2 years, with the option to extend it a 3rd year.
- Pierce Transit used JOC beginning in 2019.

Job Order Contracting (JOC)

- Request for Proposal/Project Approach advertised 9/11/23 and 9/18/23
- 4 contractors submitted proposals and were evaluated and scored by five staff members.
- JOC contractor selected is Centennial Contractors Enterprises, Inc.
- Requesting authorization for the Chief Executive Officer to execute Contract No. 1806 to Centennial Contractors Enterprises, Inc. for a maximum spending authority of \$8,000,000.

Questions?

TITLE: Authorize the Chief Executive Officer to Execute a Multi-Year Contract with Centennial Contractors Enterprises, Inc., (Contract No. 1806) to Conduct Perform Works Projects Within the Pierce Transit System

DIVISION: Finance

SUBMITTED BY: Brian Matthews, Sr. Construction PM

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Financial

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: This contract will be used on small, budgeted construction projects.

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 8,000,000	The initial contract term will be two (2) years. The contract will have a guaranteed minimum value of \$300,000 and a maximum value of \$4,000,000 per year, exclusive of Washington state sales and use tax.
Grant/Other Amounts	\$ 0	
Total Expenditure	\$ 8,000,000	

BACKGROUND:

The use of the Job Order Contract (JOC) method of procurement under chapter 39.10 RCW was extended to transit authorities by the State Legislature in 2017. A JOC is a contract in which a contractor agrees to a fixed period, indefinite quantity delivery order contract which provides for the use of negotiated, definitive work orders for public works. Pierce Transit has determined that the use of a JOC will benefit the public by providing a cost-effective means of reducing the total lead-time for the construction of public works projects. The JOC utilizes a unit price book and work orders and eliminates time-consuming, costly aspects of the traditional public works process, which requires separate procurement actions for each small job. Additionally, use of the JOC procedure will benefit the public by increased utilization of small and minority businesses on our projects. At least ninety percent of work must be subcontracted to entities other than the job order contractor.

The general scope of services to be performed under this contract include the construction, alteration, repair or improvement of various Pierce Transit properties. It is Pierce Transit's intent that this contract will be utilized to perform primarily small and discrete jobs. Work orders will be issued authorizing defined work to be performed. The maximum amount for an individual work order excluding applicable taxes is \$500,000.

Staff published a Request for Proposals on September 11, 2023, for a Job Order Contract (JOC) for job order construction services. Four proposals were received. The Proposer with the highest total score based on the Selection Committee's scoring of the Proposal evaluation, Interview and the Final Proposal scoring was Centennial Contractors Enterprises, Inc., which was found to be best qualified and best value.

STAFF RECOMMENDATION:

Authorize the multi-year contract with Centennial Contractors Enterprises, Inc., for a not to exceed amount of \$8,000,000.00.

ALTERNATIVES:

Do not award contract. This is not recommended, as Pierce Transit has a need for small construction services that are best served through a JOC contractor.

PROPOSED MOTION:

Authorize the Chief Executive Officer to enter into and execute a multi-year contract with Centennial Contractors Enterprises, Inc., (Contract No. 1806) to perform public works projects within the Pierce Transit system in an amount not to exceed \$8,000,000.