

Virtual Meeting Participation Information:

Dial: 1-253-215-8782 Meeting ID No. 84047421982

Webinar link: <https://us02web.zoom.us/j/84047421982>

Physical Meeting Location:

Pierce Transit Training Center

3720 96th Street SW

Lakewood, WA 98499

Call to Order

Approval of Minutes – March 21, 2024, committee meeting

Public Comment:

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

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

Action Agenda

- | | |
|--|---|
| 1. FS 2024-033, Authority to Increase the Contract Authority Amount with Energy Systems Management dba TRS Mechanical, Inc., Contract No. 1232, for HVAC Repairs and Maintenance | Steve Jefferies
Facilities Assistant Manager |
| 2. FS 2024-034, Authorize the Chief Executive Officer to Increase Contract 1143 with Drug Free Business to Continue Providing Drug and Alcohol Collection, Testing and Laboratory Analysis, in addition to Medical Review Officer Services | Tara Schaak
Human Resources Manager |

Presentations

- | | |
|--|--|
| 1. 2024 Q2 Public Safety Update | Ed Roberts
Chief of Public Safety |
| 2. 2023 Sustainability Report | Pamela Gant
Business Data Analyst
&
Nathan Groh
Zero Emissions Fleet Coordinator |
| 3. Review of Proposed Strategic Plan Dashboard | Dustin Annis
Strategic Initiatives Administrator |

Commissioner Comments

Executive Session – None Scheduled

Adjournment

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 Tuesday preceding the Board meeting.

**PIERCE TRANSIT
EXECUTIVE FINANCE COMMITTEE MEETING**

March 21, 2024

MINUTES

CALL TO ORDER

Commissioner Walker called the meeting to order at 3:01 p.m.

ATTENDANCE

Executive Finance Committee Commissioners present:

Jim Kastama, City of Puyallup
Ryan Mello, Pierce County Council
Kristina Walker, City of Tacoma, Chair of Committee

Executive Finance Committee Commissioners excused:

Marty Campbell, Pierce County Council, Vice Chair of Committee

Staff present:

Mike Griffus, Chief Executive Officer
Ryan Wheaton, Chief Planning Officer
Dustin Annis, Assistant to the CEO/Deputy Clerk of the Board
Deanne Jacobson, Clerk of the Board

OPENING REMARKS AND HOUSEKEEPING

Commissioner Walker welcomed committee members, staff, and citizens to the virtual meeting and provided attendees with instructions for participation.

APPROVAL OF MINUTES

Commissioners Kastama and Mello **moved** and seconded to approve the July 20, 2023, meeting minutes as presented.

Motion **carried**, 3-0.

PUBLIC COMMENT

No public comments were received.

ACTION AGENDA

1. Election of Chair and Vice Chair

Pursuant to Section of the of the EFC Operating Procedures the committee shall elect a chair and vice chair at the first meeting of the year.

Commissioners Mello and Kastama **moved** and seconded to nominate Commissioner Walker to serve as Chair for calendar year 2024.

There being no other nominations, Commissioner Walker was elected Chair of the Executive Finance Committee for calendar year 2024.

Commissioners Mello and Kastama **moved** and seconded to nominate Commissioner Campbell to serve as vice Chair for calendar year 2024. Commissioner Walker confirmed that Commissioner Campbell is willing to fulfill this role.

There being no other nominations, Commissioner Campbell was elected Vice Chair of the Executive Finance Committee for calendar year 2024.

2. FS 2024-014, Authority to Execute a Contract with Fehr & Peers (Contract No. 1833) to Provide Development Assistance for the All-New Destination 2045 Long Range Plan

Principal Planner Darin Stavish presented on the item, reviewing the scope/deliverables that will be accomplished under the contract. He also provided an overview of the procurement and selection process.

Commissioners Kastama and Mello **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a contract with Fehr & Peers, (Contract No. 1833) to provide development assistance with the all-new Destination 2045 Long Range Plan, for a contract authority not to exceed amount of \$271,412.00.

Motion **carried**, 3-0.

REVIEW AND DISCUSSION

1. Farebox Recovery Overview

Chief Planning Officer Ryan Wheaton provided an overview of the agency's farebox recovery practices, both historical and current. He reviewed industry-wide standards for farebox recovery, noting that fixed route bus systems typically collect between 15-25 percent range. He advised historically Pierce Transit's collection rate has been as high as 22 percent and prior to the pandemic farebox collection rates were between 10-12 percent. He advised that fare evasion does contribute to the lower farebox collection rate as well as other factors. He advised that the current farebox recovery rate is near 5 percent and that can be attributed to the cost of doing business, declining

ridership, reduced service hours, reduced fare programs such as ORCA LIFT/discounted programs, and the fact the agency has not raised fixed route fares to keep up with inflationary costs since 2010. Mr. Wheaton advised that the various discounted or fare free programs help ridership numbers, but they do not improve farebox recovery. He noted that the agency is aware of its farebox recovery rate but has not focused on this aspect over the years.

Commissioner Mello noted that farebox recovery is a metric, but the Board has been focused on other components such as ridership, the customer experience, and safety, as evident in the current strategic plan that was approved by the Board earlier in the year.

Chair Walker recommended that the strategic plan metrics come before the Executive Finance Committee before the full Board.

A question-and-answer period ensued about how the agency makes up for the fare shortfalls and overall policy decisions as it relates to farebox recovery.

CEO Griffus reported that the agency hasn't focused as much on fare recovery in that a large portion of the agency's customers are lower income and do not own a car.

It was noted that a future discussion about fares at an upcoming retreat would be beneficial.

COMMISSIONER COMMENTS

Chair Walker reported that the next meeting is scheduled for May 16, 2024.

EXECUTIVE SESSION

No executive session was scheduled.

ADJOURNMENT

There being no further business before the committee, the meeting was adjourned at 3:30 p.m.

Deanne Jacobson
Clerk of the Board

Kristina Walker, Chair
Executive Finance Committee

TITLE: Authority to Increase the Contract Authority Amount with Energy Systems Management dba TRS Mechanical, Inc., Contract No. 1232, for HVAC Repairs and Maintenance

DIVISION: Maintenance

SUBMITTED BY: Steve Jeffries, Facilities Assistant Manager

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Current Contract Authority	\$ 200,000.00	This Amendment will increase the contract by \$125,000 to cover services through September 2025.
Increase Contract Authority Amount	\$ 125,000	
New Contract Authority Amount	\$ 325,000.00	

BACKGROUND:

The purpose of this contract is for repair and maintenance of agency HVAC equipment. The contract covers unexpected failures that require an immediate response. It also includes planned preventative maintenance work to increase the life expectancy of the equipment so that they system continues to provide comfort and safe air exchange to building occupants. The intent of this increase is to cover a prevailing wage increase for on call/emergent repairs that went into effect in March of 2024.

Prevailing wages for Department of Enterprise Services (DES) Contract No. 02919 are updated biannually, and most recently a 214% labor mark-up was applied to the prevailing wage rate. Rates were increased by 4% overall during the last update.

Procurement Information:

In 2021, the Chief Executive Officer executed Contract No. 1232 to allow Pierce Transit staff to procure HVAC services related to preventative maintenance, non-scheduled services, and minor repairs. Contract No. 1232 is a piggyback contract through DES Contract No. 02919, and the DES contract is expiring September of 2025.

ALTERNATIVES:

Do not authorize the contract increase amount and this would require staff to look at other contracting alternatives for HVAC repair and maintenance.

RECOMMENDATION:

Staff recommends increasing the contract amount by \$125,000.00 to extend the years of service on this contract so that the agency can continue to conduct essential HVAC repairs and maintenance on agency facilities.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to increase the contract spending authority by \$125,000 with Energy Systems Management dba TRS Mechanical, Inc., Contract No. 1232, for a new total contract spending authority of \$325,000.00.

TITLE: Authorize the Chief Executive Officer to Increase Contract 1143 with Drug Free Business to Continue Providing Drug and Alcohol Collection, Testing and Laboratory Analysis, in addition to Medical Review Officer Services

DIVISION: Administration

SUBMITTED BY: Amy Cleveland, Chief Administrative Officer

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Internal

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Original Contract Amount	\$ 200,000	Requesting an additional \$175,000 for Contract 1143 with Drug Free Business.
This Increase Amount	\$ 175,000	
New Contract Authority Amount	\$ 375,000	

BACKGROUND:

Pierce Transit is dedicated to providing and maintaining a drug and alcohol-free working environment in compliance with the Drug-Free Workplace Act of 1988, the Omnibus Transportation Employees Testing Act of 1991, Department of Transportation (DOT) 49 CFR Part 40 and Federal Transit Administration (FTA) 49 CFR Part 655.

Pierce Transit’s Procurement Department issued a Request for Proposals (RFP) in November of 2020 to solicit proposals from qualified firms to perform drug and alcohol collection, testing and laboratory analysis, as well as medical review officer (MRO) services. Drug Free Business was the only respondent, and in December of 2020, Contract 1143 with Drug Free Business was executed.

Through May of 2024 we have paid \$177,271. The contract with Drug Free Business was initially authorized for \$200,000, which we will exhaust soon. We are requesting an additional \$175,000 be authorized to cover the balance of 2024 and the 2025 year.

Spending Summary:
2021 - \$32,704

2022 - \$49,828

2023 - \$69,528

2024 - \$32,210 through May. Extrapolated out to \$77,300 for the year.

2025 – estimated over \$85,000

ALTERNATIVES:

Do not authorize the additional funding. This is not recommended as the Agency must continue to test applicants and employees to remain in compliance with Federal Transit Administration regulations.

RECOMMENDATION:

Staff recommends authorizing the contract increase for Drug Free Business Contract 1143, in support of the Agency's drug and alcohol program.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to increase Contract No. 1143 with Drug Free Business up in the amount of \$175,000, to continue drug and alcohol collection, testing and laboratory analysis, as well as medical review officer (MRO) services, for a new contract amount of \$375,000.



Pierce Transit

Public Safety Quarterly Report

Quarter 2 - 2024

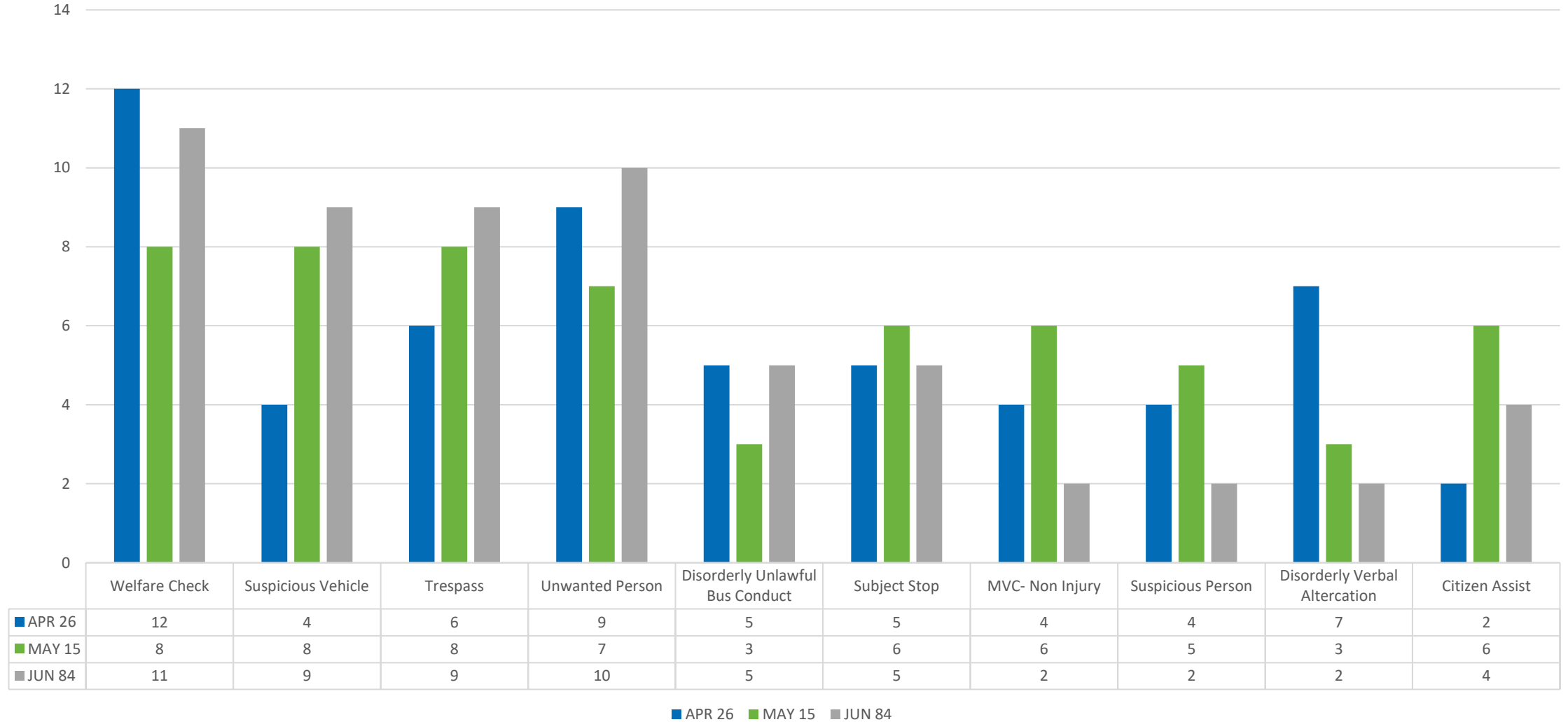
Employee Assaults



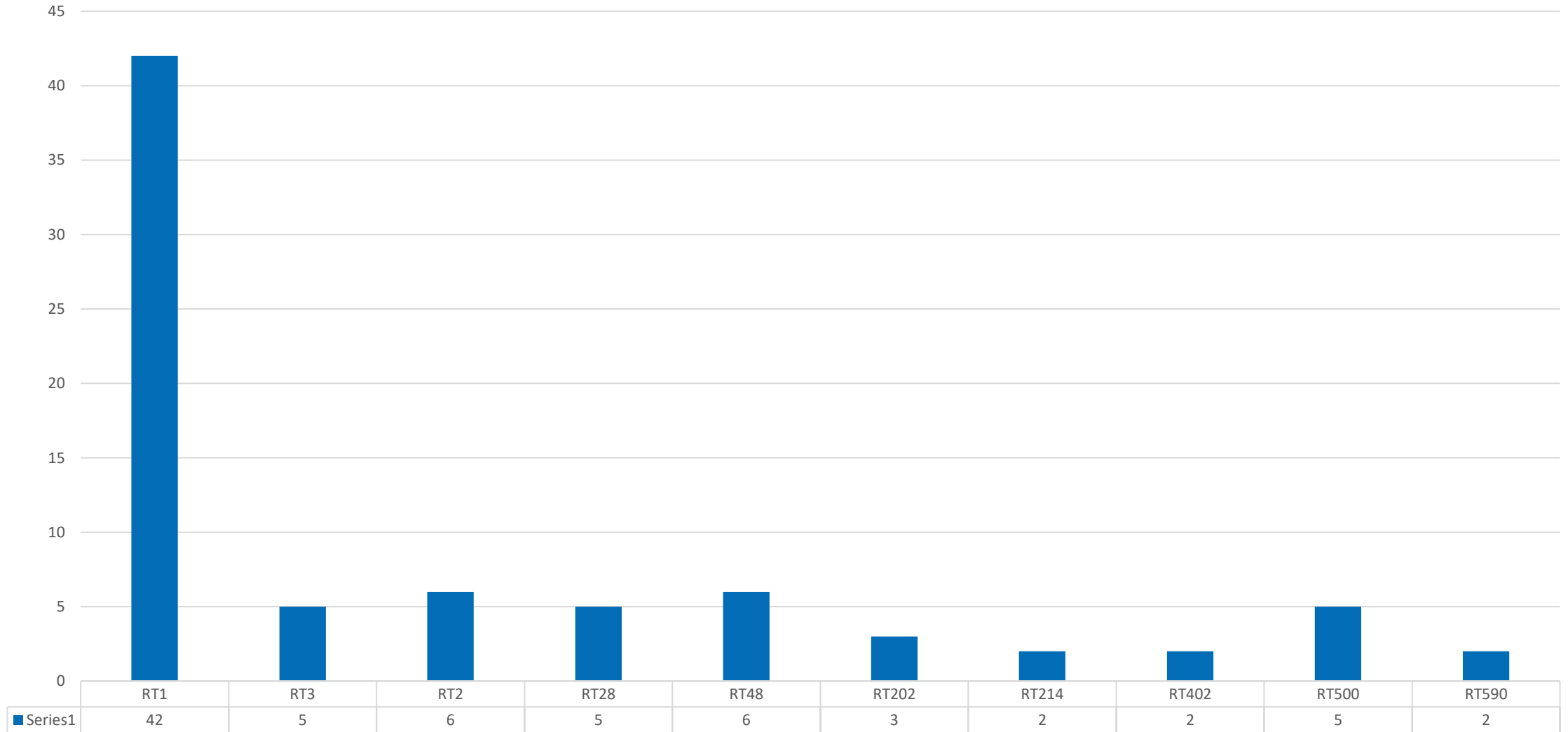
7 Employee assaults for second quarter

- Operator was pushed after requesting subject to pick up trash that subject threw on ground.
 - SR7 & 8th Ave. LE report filed. Exclusion issued.
- Operator had handset hit out of their hand by subject.
 - 13th & Pacific Ave – Subject was arrested and excluded
- Operator approached passenger who took operator's belongings; passenger pepper sprayed operator.
 - Sumner TS. Extensive LE search and K9 track for subject with negative results. Case active.
- Operator requested passenger with disruptive behavior leave bus; passenger through beer can at operator.
 - 272nd Star Lake Fwy Station. WSP located and arrested subject.
- Public Safety Officer responded to operator call for assistant with juvenile; Public Safety Officer was spat on.
 - 48th and Yakima – Subject was detained. Case forwarded to prosecutor's office for charging. Juvenile released to parent.
- Operator had passenger slap their hand.
 - 2nd and Seneca – Subject was arrested by Seattle PD
- Public Safety officer had soda bottle thrown at them from passenger refusing to deboard coach.
 - 11th & Pacific Ave - Subject was excluded for 90 days

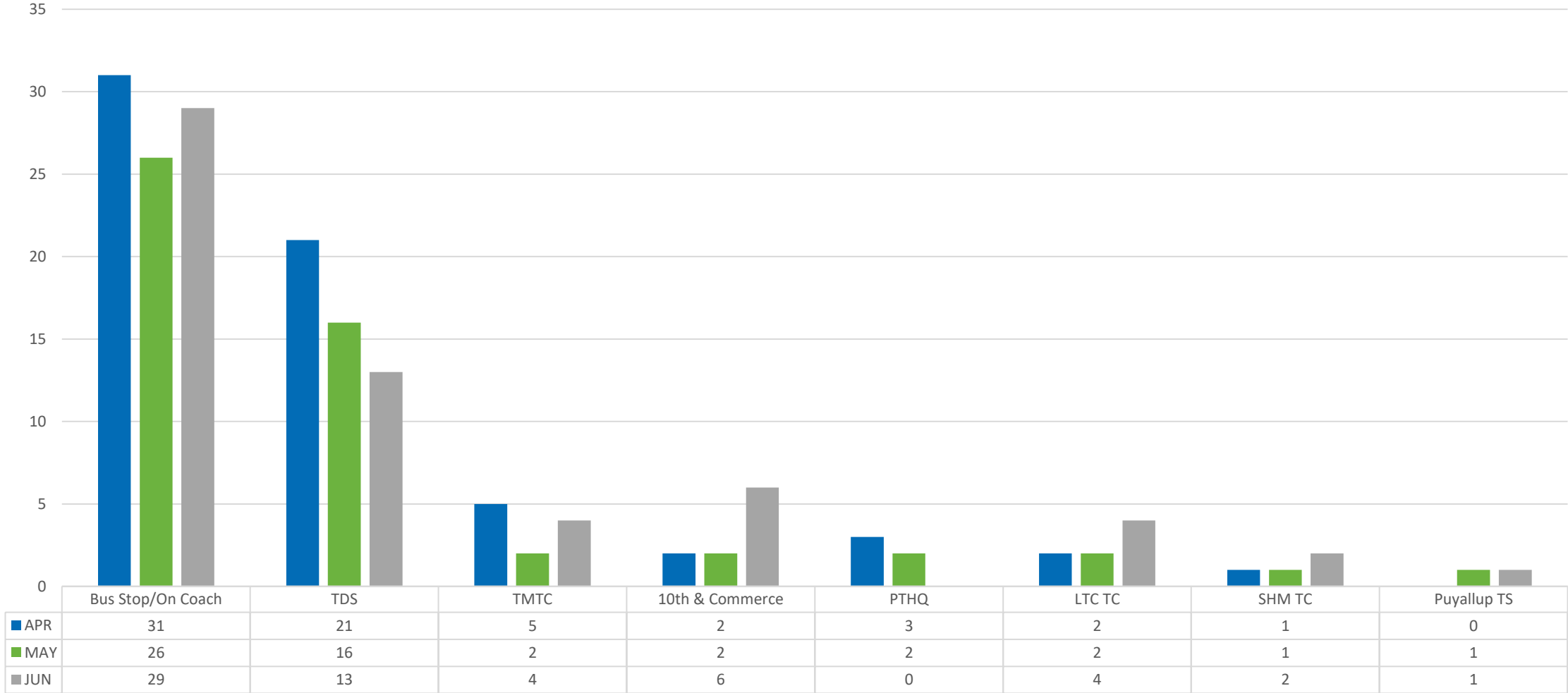
**Public Safety Calls - All Agencies (Except PSOs and Federal Way)
Quarter 2 - 2024**



Security Incidents: Top 10 Routes
Quarter 2 - 2024

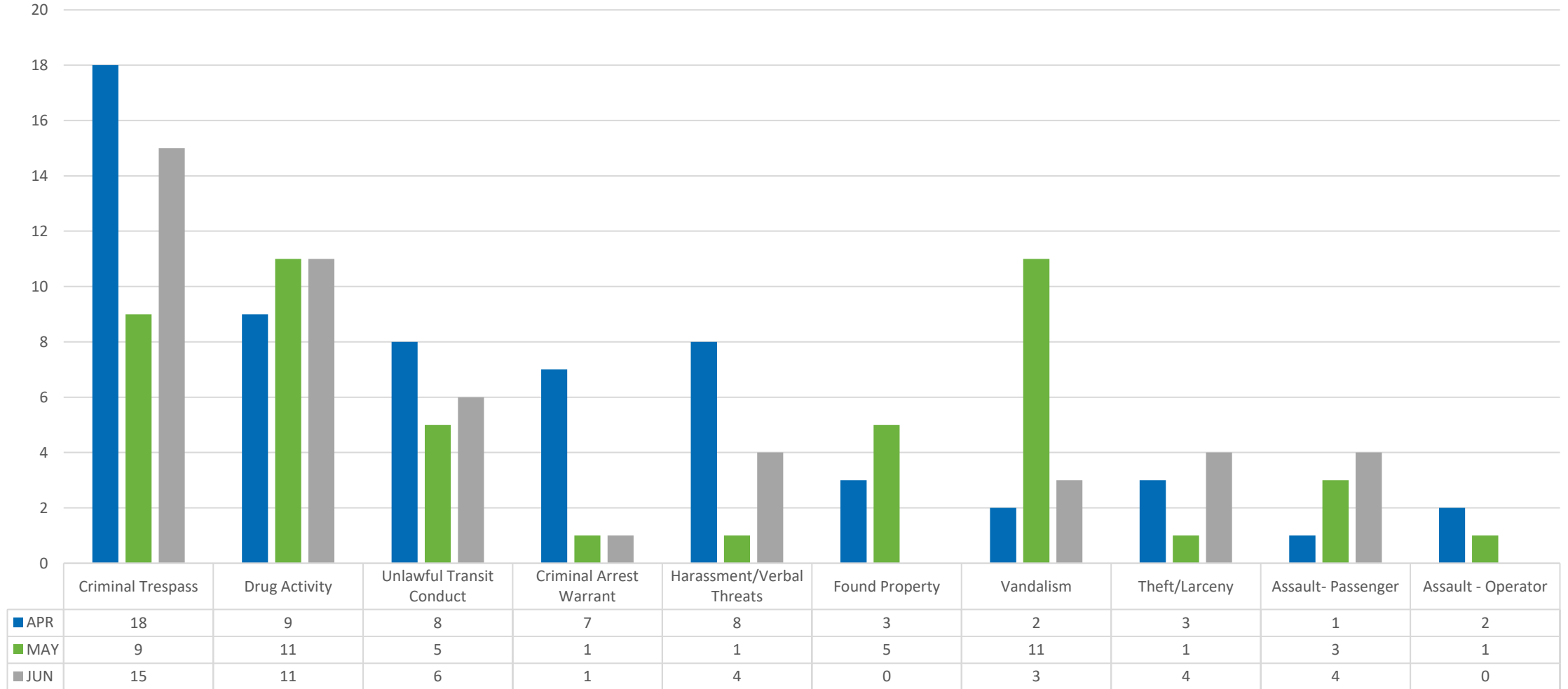


**Documented Offenses by Location
Quarter 2 - 2024**



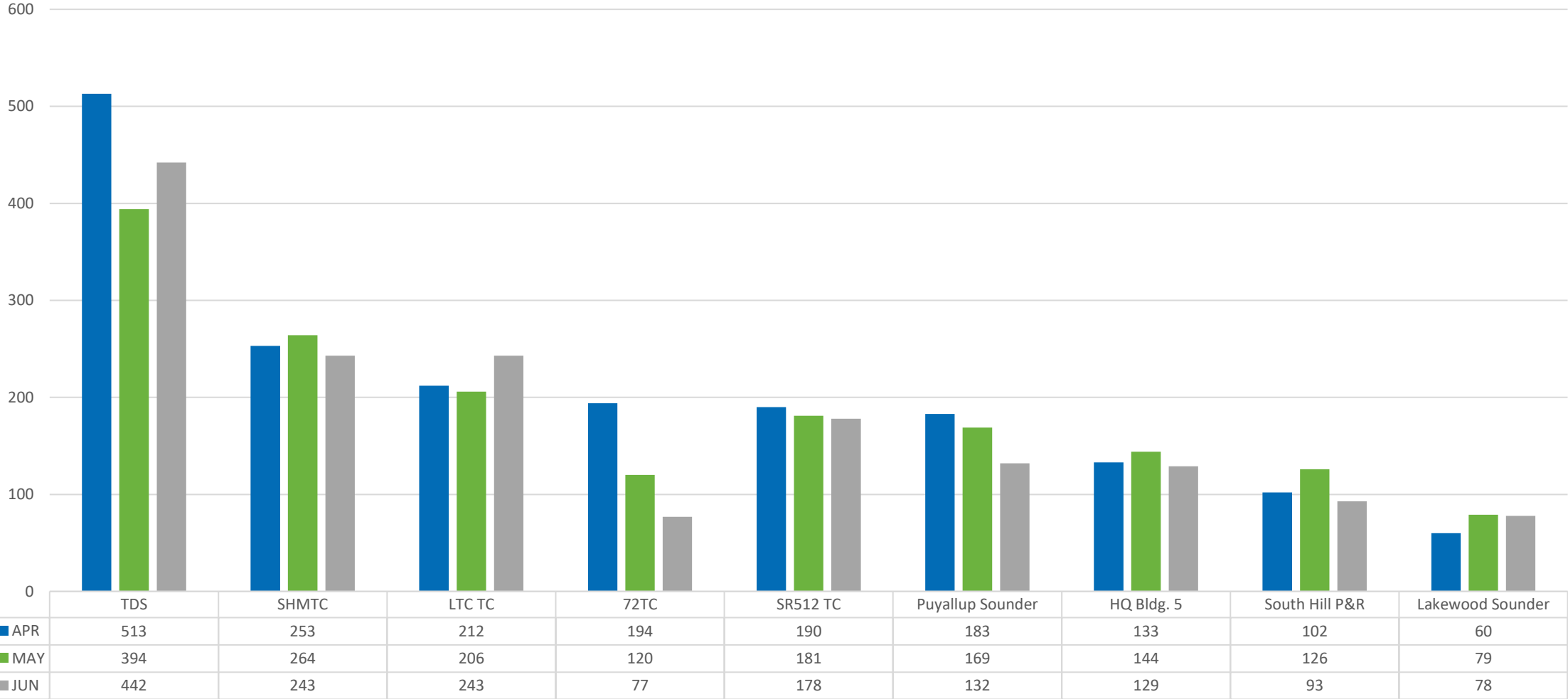
■ APR ■ MAY ■ JUN

Documented Offenses by Type
Quarter 2 - 2024



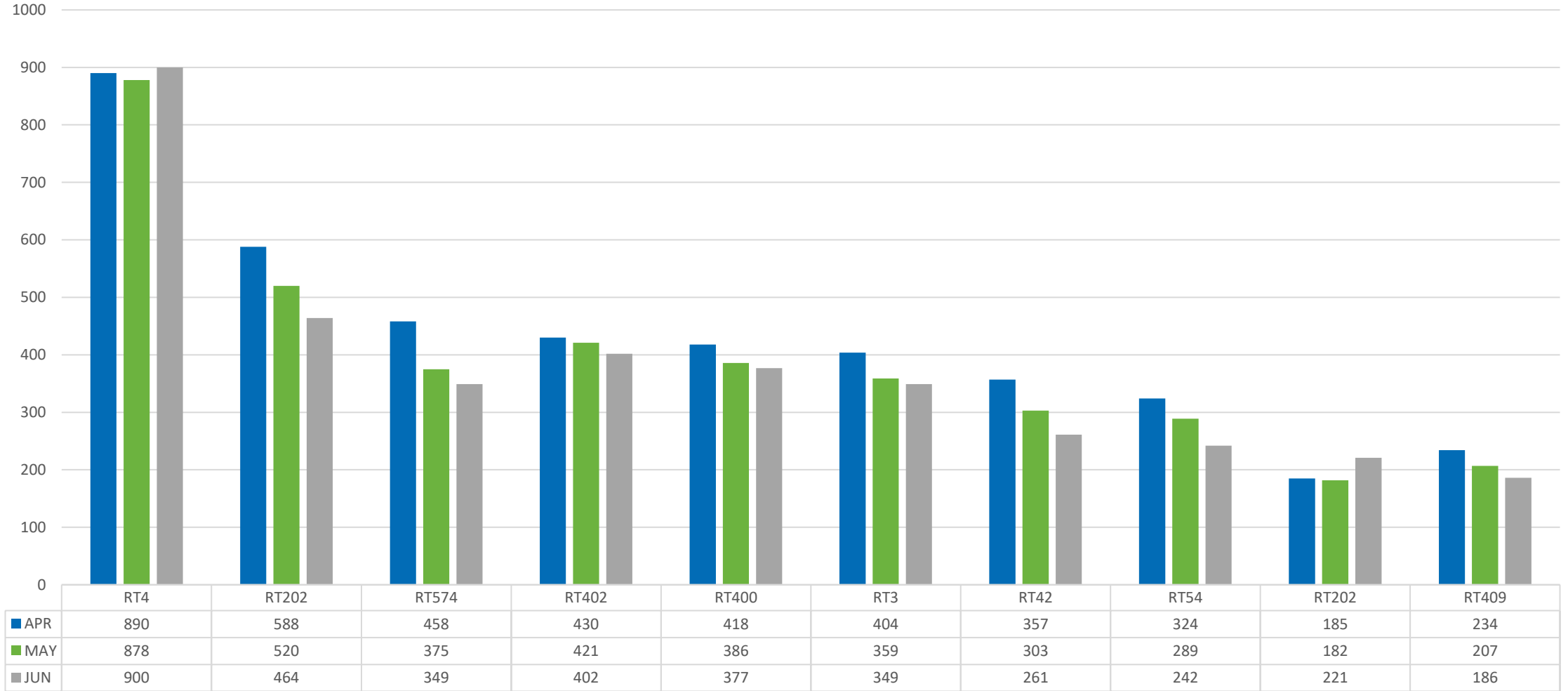
■ APR ■ MAY ■ JUN

**Facility Checks Performed
Quarter 2 - 2024**



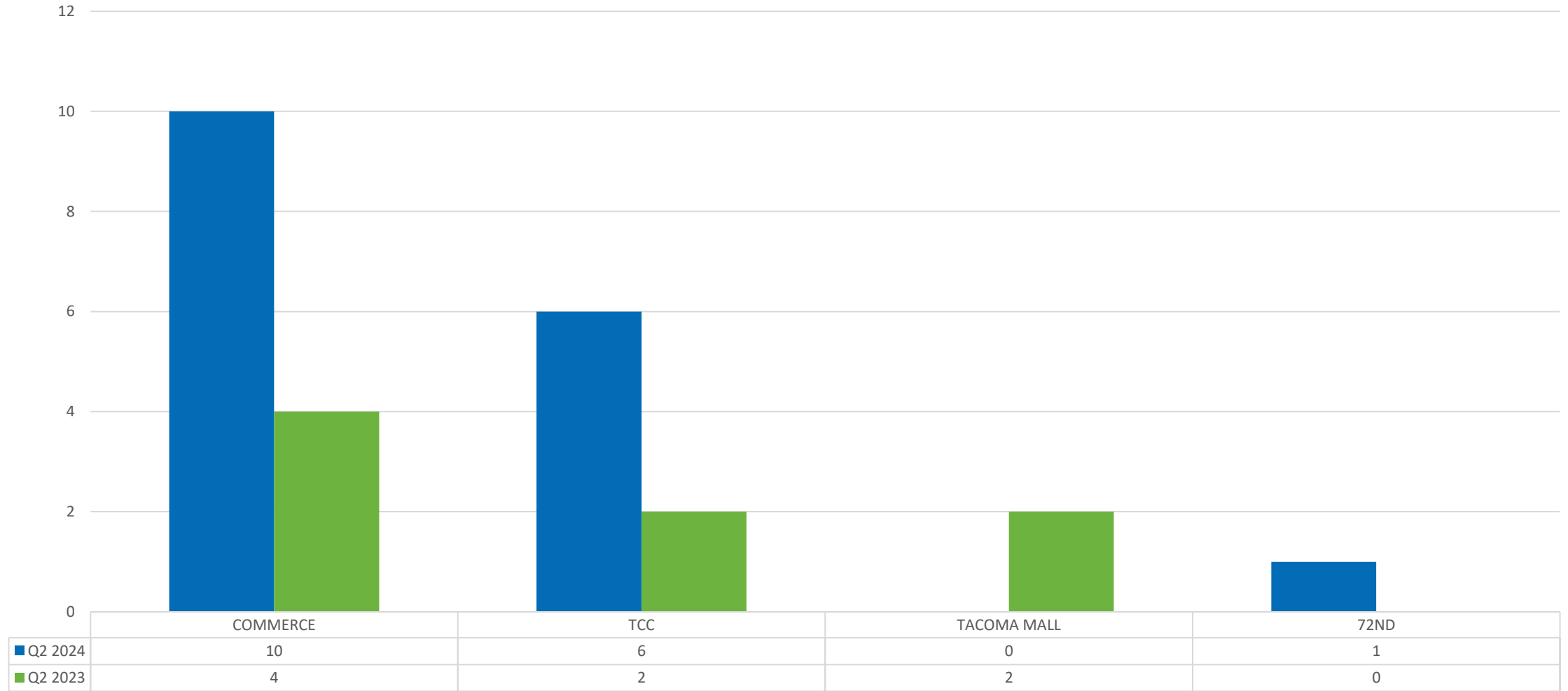
■ APR ■ MAY ■ JUN

Bus Checks by Route
Quarter 2 - 2024



■ APR ■ MAY ■ JUN

**Security Incidents at Allied Security Staffed TCs
Q2 2024 vs Q2 2023**



■ Q2 2024 ■ Q2 2023



2023 Sustainability Report

July 18, 2024

Presented by:
Pamela Gant –
Business Analyst

Nathan Groh –
Zero Emissions Fleet
Coordinator



Agenda

1. Emissions Overview
2. Emissions Per Vehicle Mile
3. Mode Shift - Emissions Savings
4. Fleet Context, Updates, and Forecasting
5. RNG Carbon Offsets
6. Utilities
7. Strategic Plan, APTA update, and Green Team



Total and Normalized Emissions

Total CO2 Emissions

14,112 metric tons in 2023

- 3% increase due to a 10% increase in vehicle miles

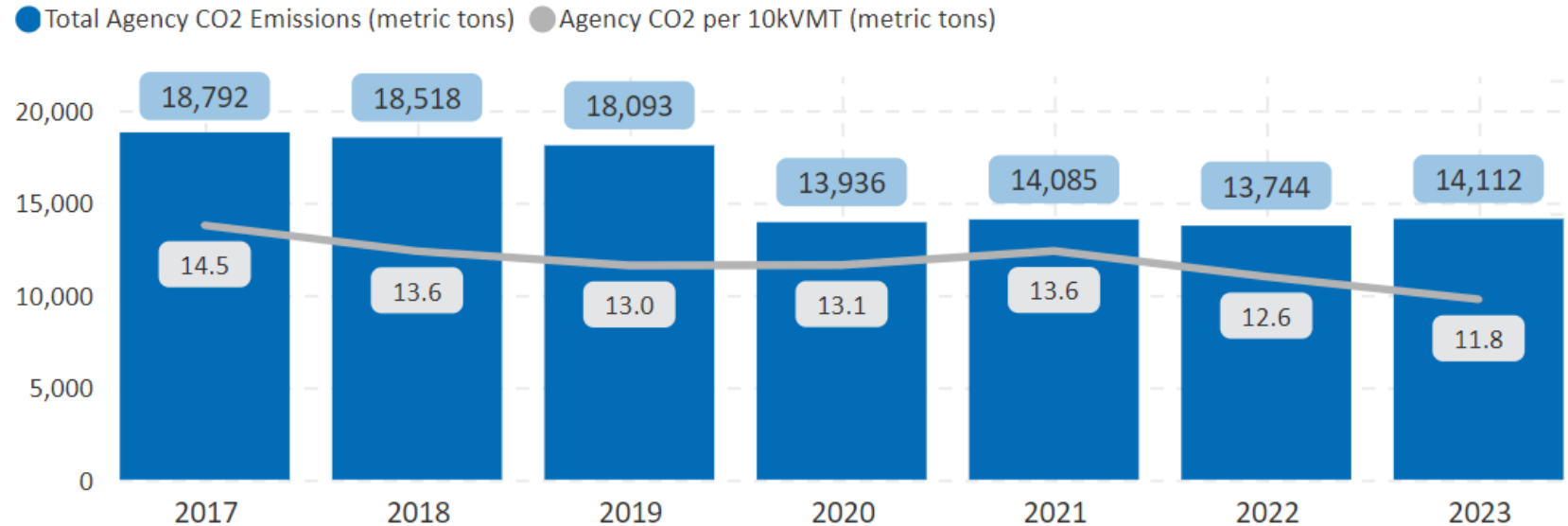
Normalized Emissions

11.8 metric tons of CO2 per 10,000 vehicle miles traveled in 2023

- Improved efficiency with a 7% decrease

Emissions by Source

Fleet fuel emissions (96%) and facilities (4%)



Data source: Pierce Transit Sustainability Framework

Strategic Plan Goal: Reduce emissions by 40% from 2017

- **19% reduction in normalized emissions (14.5 to 11.8)**

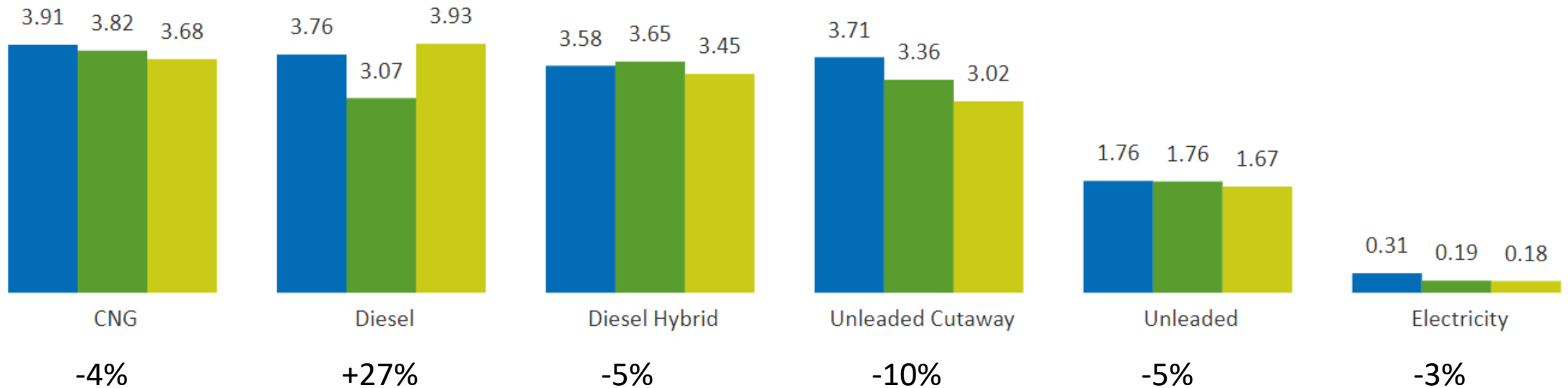


CO₂ Per Vehicle Mile

Fuel Efficiency Improvements: Notable reductions in emissions per vehicle mile traveled. In 2023 we saw a 6.5% reduction in fleet CO₂ per vehicle mile traveled.

Total pounds of CO₂ per vehicle mile, by fuel type

● 2021 ● 2022 ● 2023





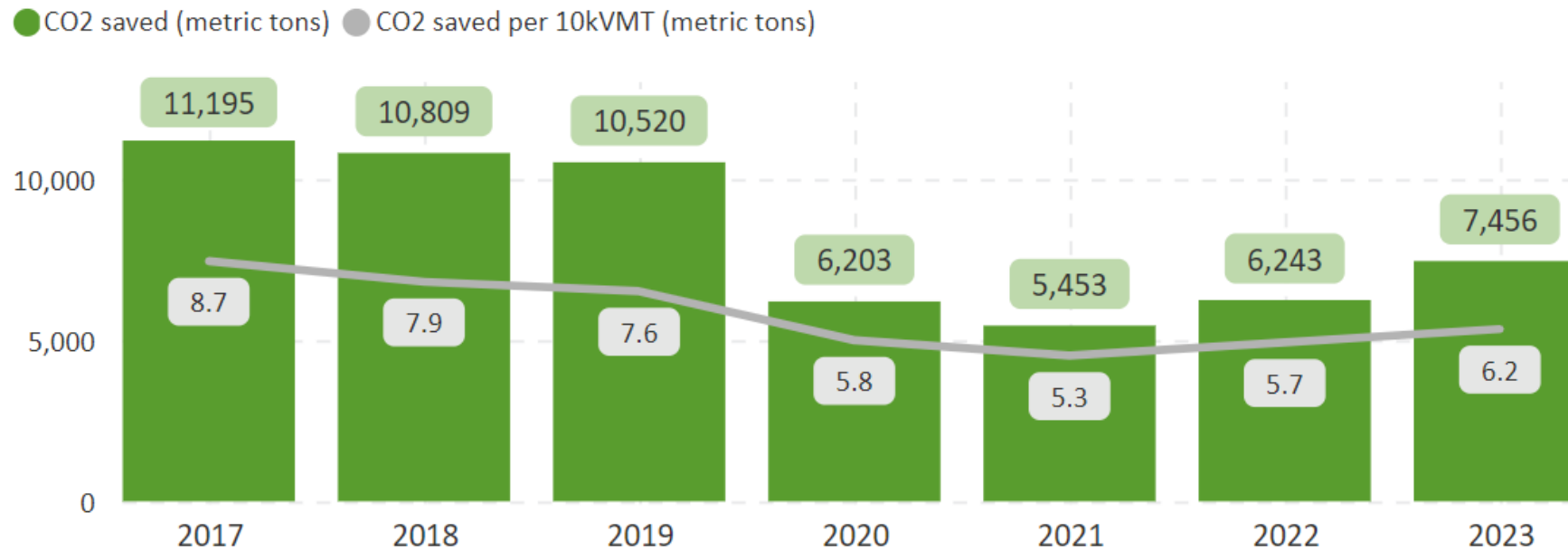
Emissions Savings – Mode Shift

Mode-Shift Savings

- By choosing Pierce Transit over a personal vehicle, public transit displaced **846,348** gallons of gasoline, resulting in CO₂ savings of **7,456 metric tons**. This is the equivalent of traveling over 18,600,000 miles in a personal vehicle— **that's traveling from Tacoma to New York 6,300 times!**

CO₂ Savings Per VMT

- Improved savings reflecting increased efficiency and mode shift impacts.



Data source: Pierce Transit Sustainability Framework



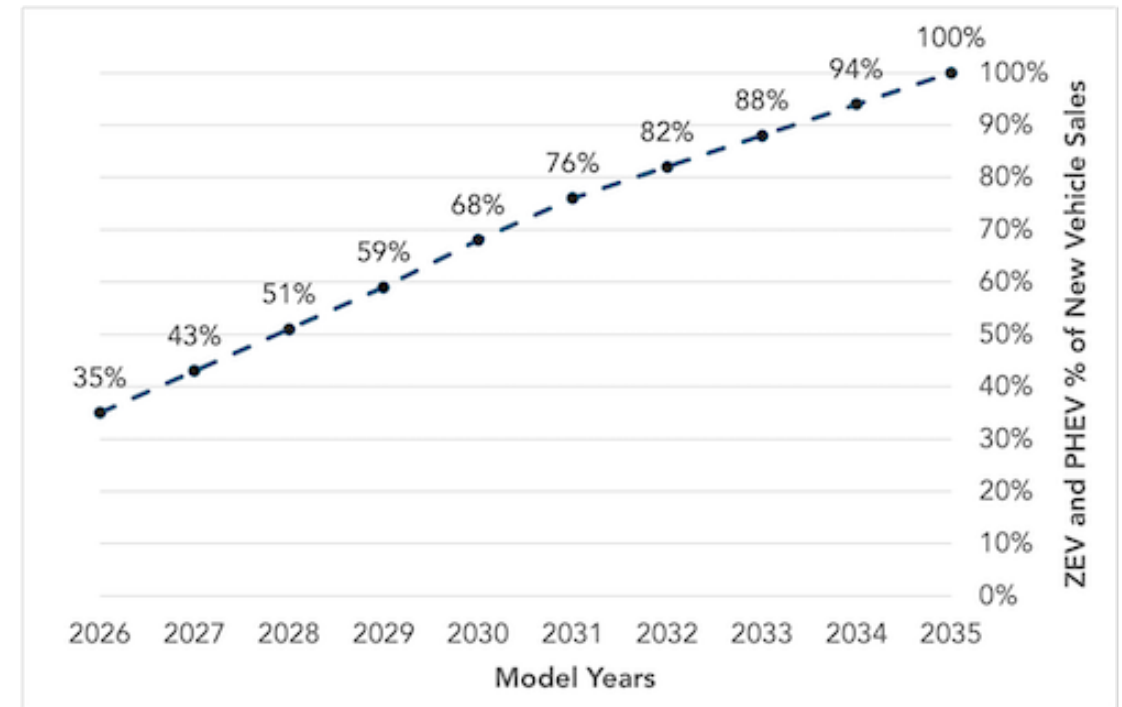
Fleet Context and Future

Future Fleet Plans and Requirements:

2020: RCW 70A.30.010 directs WA to adopt CA's vehicle emission standards.

2035: Requirement for **100%** of new passenger cars, light-duty trucks, and medium-duty vehicles to be EVs or PHEVs starting in 2035.

Plug-in hybrids that can travel at least 50 miles on battery power will qualify for the 2035 ZEV standard.



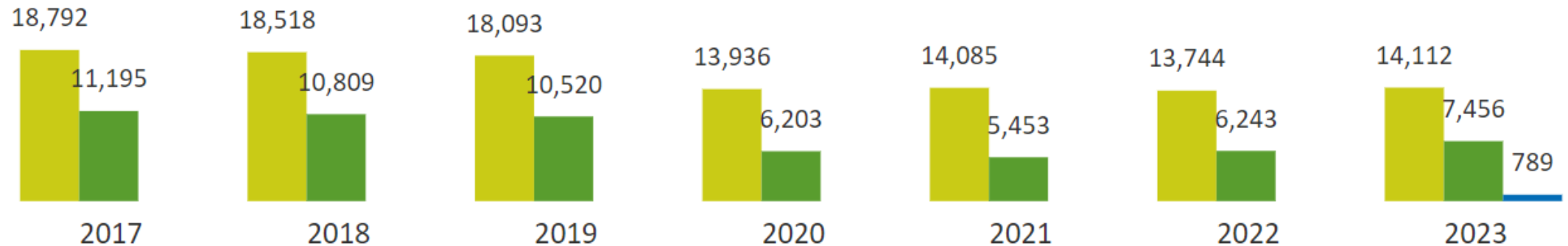


RNG Offsets Explained

- RNG comes from organic waste sources; when organic matter decomposes, it releases methane, a potent greenhouse gas.
- When RNG is used as a fuel, it still produces emissions just like CNG.
- However, RNG projects offset geological natural gas use and divert the methane produced by waste from entering the atmosphere, reducing carbon emissions.
- **Total carbon offsets in 2023: 789 metric tons of CO2!**

Pierce Transit Emissions, Emissions Savings, and Carbon Offsets

● Total MTCO2 Emissions ● MTCO2 Saved (Mode-Shift) ● MTCO2 Offset (Renewable CNG and diesel)



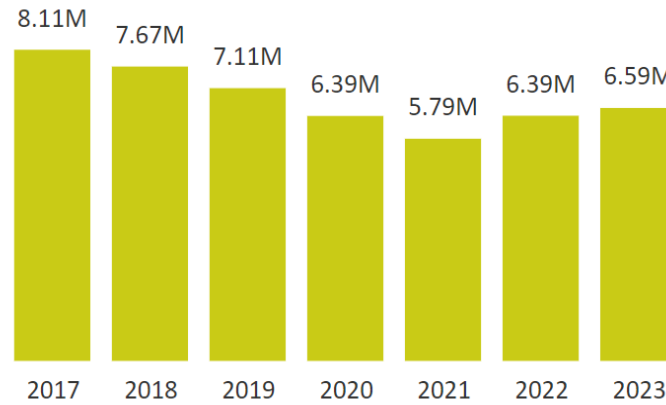


Utilities

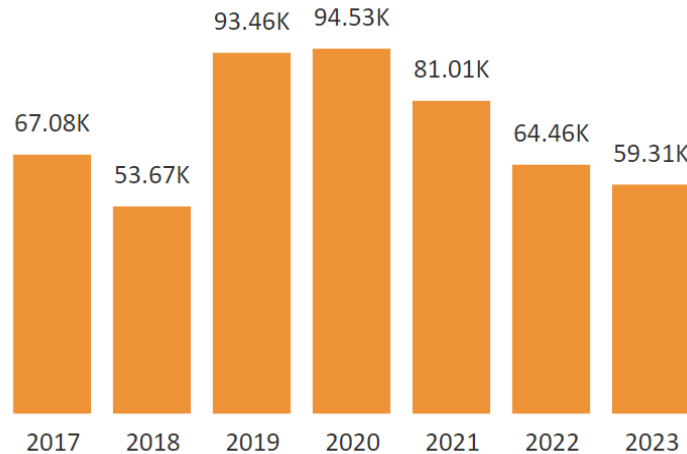
Utility Consumption

Overview of electricity, water, and gas usage in 2023, including changes from the previous year and operational impacts.

Electricity (kwh)

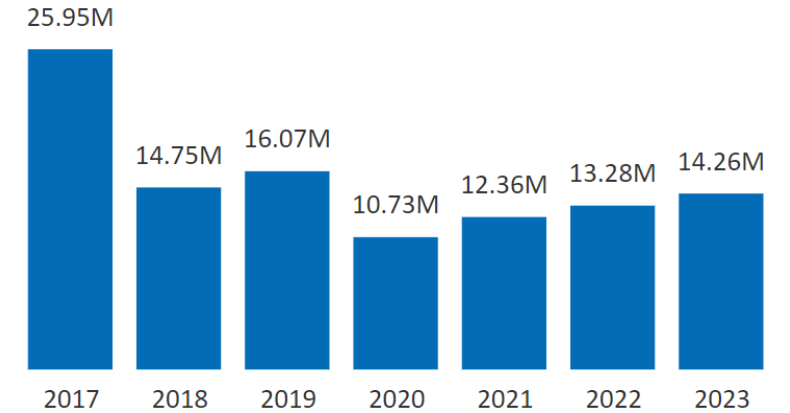


Gas (therms)

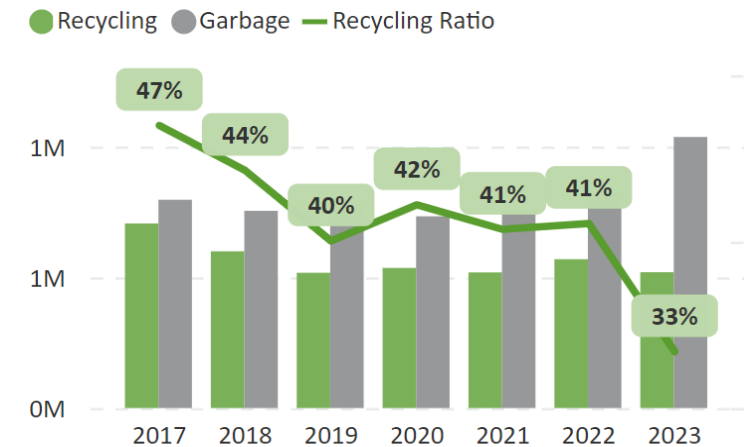


Water (gallons)

Does not include sewer/storm



Garbage and Recycling (pounds)





Sustainable Connections



- **Strategic Plan Goal 4: Assure sustainability of Agency's finances, infrastructure, and environment**
 - 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.
2023: 19% reduction
Goal: 40% reduction
- **APTA Sustainability Commitment Update**



Pierce Transit

Your Preferred Transportation Choice



Strategic Plan – Executive Finance Committee

July 18, 2024

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.

Customer First

Outreach & Engagement

Employee Experience

Sustainability

System Ridership

3,095,573

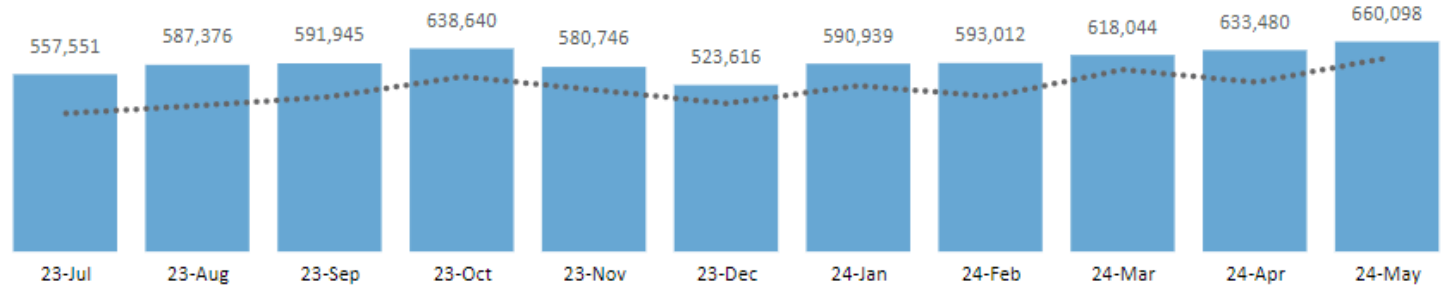
boardings YTD

▲ **14%** change from same period last year

Goal: 6% increase

Pierce Transit Total System Ridership in the last 12 months

● Pierce Transit Total System Ridership Ridership Same Month of the Previous Year



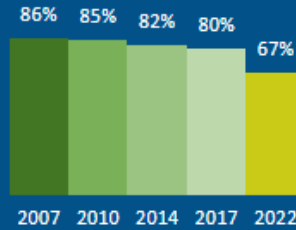
60%

of riders are **satisfied overall** with Pierce Transit

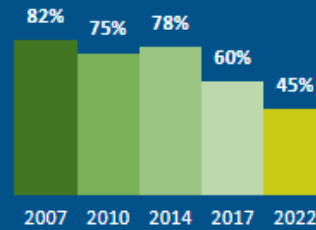
▼ **-30%** change from last survey

Goal: 20% increase

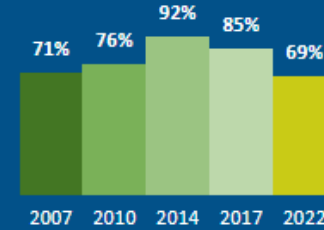
Riders satisfied with the cleanliness inside a bus



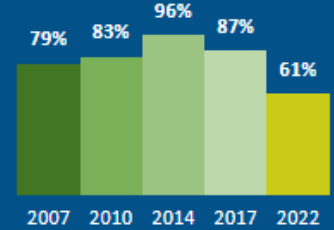
Riders satisfied with the cleanliness at a bus stop or transit center



Riders satisfied with their personal security on a bus



Riders satisfied with their personal security at a bus stop or transit center



16%

of service area residents can walk to a high-frequency bus route

N/A change from last schedule

Goal: 25% walkable

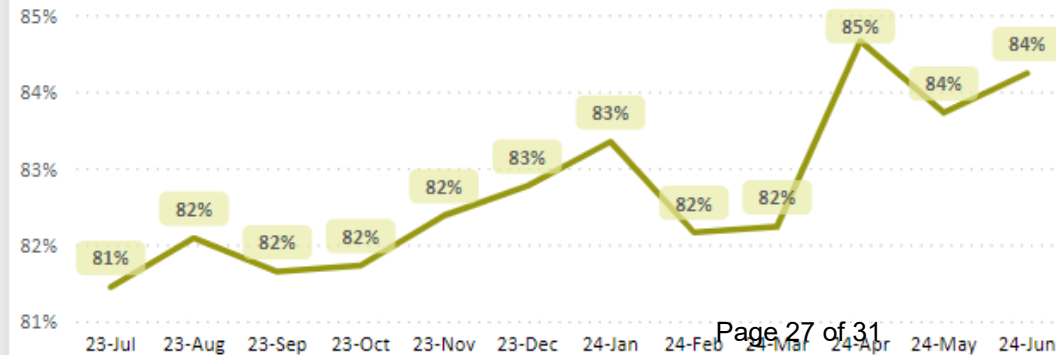
83%

of scheduled Pierce Transit trips are on time

▲ **3%** change from last year

Goal: 85% on-time

Pierce Transit trips on time in the last 12 months



Goal 2: Engage with community through outreach & partnerships

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.

Customer First

Outreach & Engagement

Employee Experience

Sustainability

58%

of community survey respondents
have a favorable opinion of
Pierce Transit

▼ -6% change from
last survey

Goal: 10% increase



39

active Pierce Transit
ORCA business accounts

▲ 8% change from
2022

Goal: 25% increase



Community Engagement Activities

The Outreach Team set a goal of hosting 400 community engagement activities by December 2024. As of May 2024, they are already 80% there!

These activities include events, neighborhood and business district meetings, networking opportunities, special presentations to schools, and business connections.



Equity Framework

Pierce Transit is embarking on the creation an equity framework to provide a solid foundation from which to build equity centered policies, procedures, and philosophies. Pierce Transit also plans to empanel a public equity taskforce to ensure community voices are reflected in its services, approach to customer experience, employment practices, and relationships with public and private community organizations. Finally, a set of equity metrics will be devised and adopted which can be used to define and measure progress toward strategic equity goals. Completion timelines for both the equity framework and public taskforce are Q3 2025, with metrics being deployed as data becomes available.



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.

Customer First

Outreach & Engagement

Employee Experience

Sustainability

Employee Retention Rate

89%

employees retained YTD

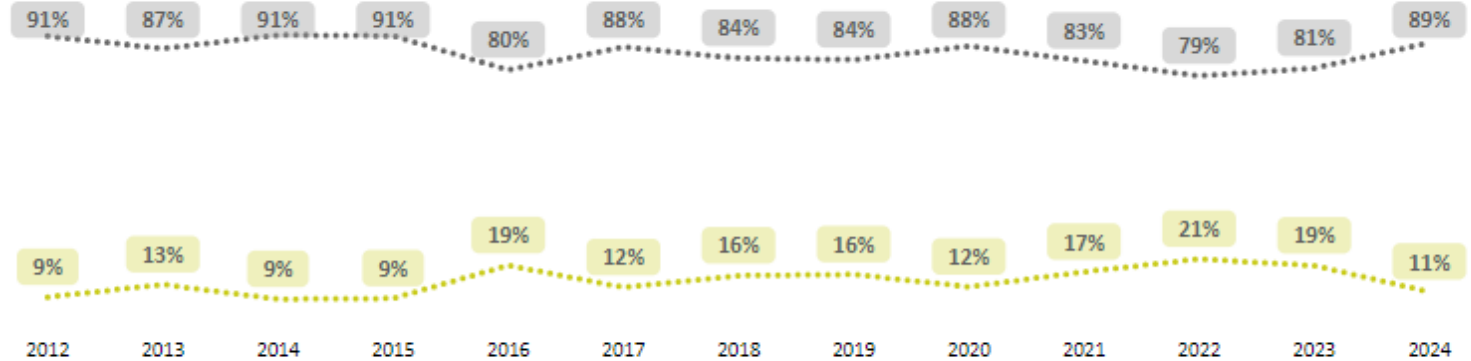
▲ 10% change from last year

Goal: 85% retention rate



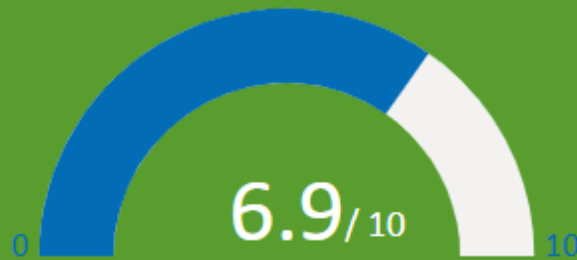
Pierce Transit annual employee retention rate

..... Retention Rate Turnover Rate



Employee Engagement

Pierce Transit employees that recommend Pierce Transit as a great place to work (2023)



Response Rate

42%

Goal 1: 60% response rate



Goal 2: 10% annual increase

N/A

Culture of Equity

Pierce Transit is committed to evaluating employee engagement, as well as employee sentiments around equity and inclusion and will include this metric in a broader Pierce Transit Equity Framework.

Baseline data collected in the 2023 employee Gallup DEI survey was heavily skewed by outsized participation within Administration and fewer participants representing Transit Operators, and employees in Fleet, Facilities, and Maintenance.

Data will be available once this Framework has been created, estimated Q4 2025.

Goal 1: To be established

Goal 2: To be established

48%

of employees report **internal customer service is satisfactory or exceeds their expectations**

Strengths-based leadership

Pierce Transit has committed to sending employees serving in a supervisory capacity to a Strengths Based Leadership course within the first year of their tenure. Our priority for now will be to send any supervisory employees who were hired on or after January 1, 2024 to this training prior to January 1, 2025. We will evaluate the efficacy of the training and consider sending more tenured members of leadership as budget, time, and interest allows. Data will be available once the first cohort has concluded, estimated Q1 2025.

Goal 4:
Assure sustainability of
finances, infrastructure,
and environment

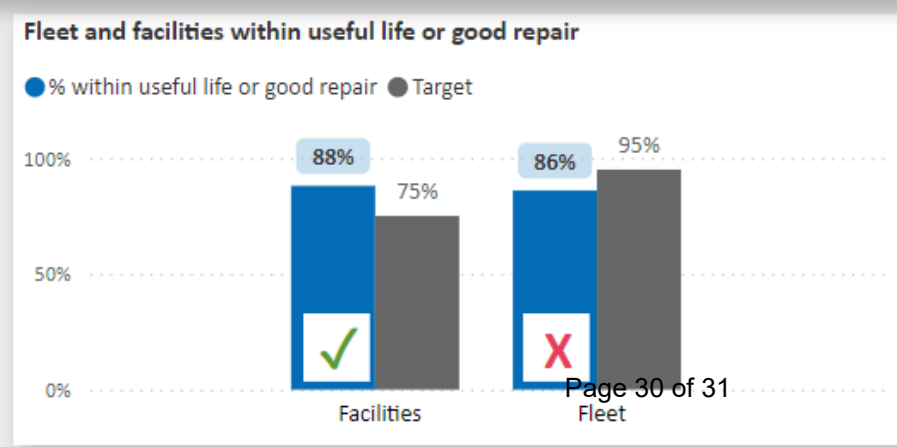
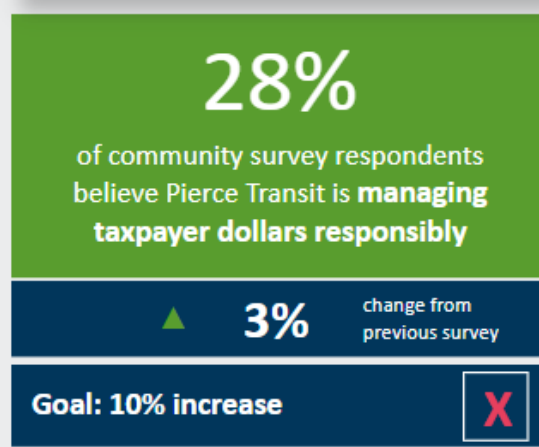
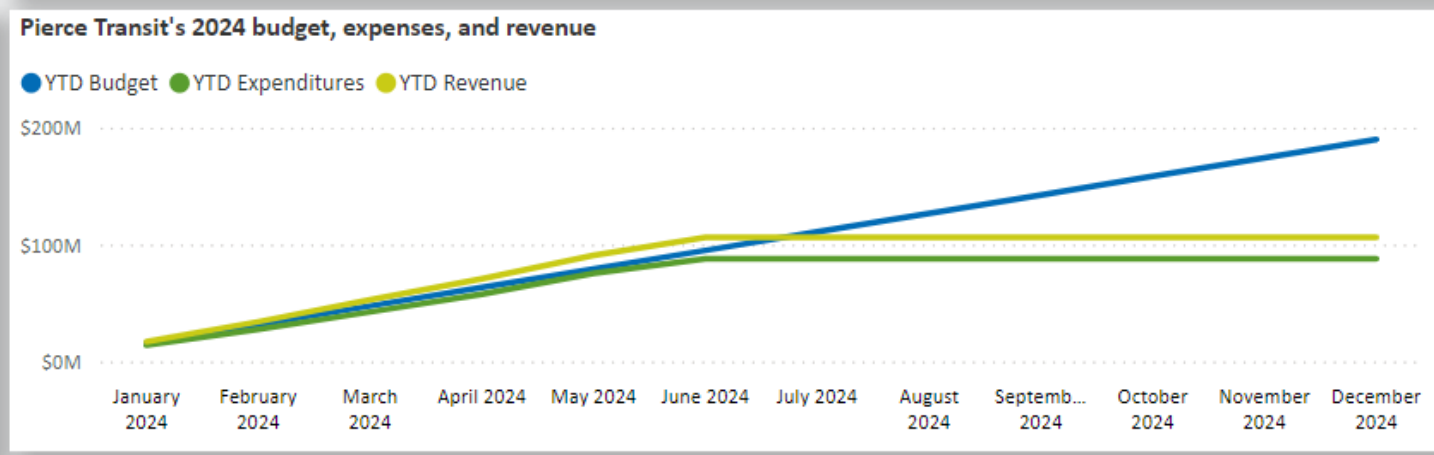
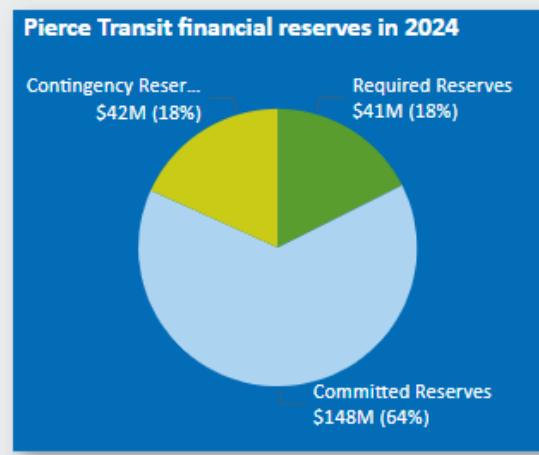
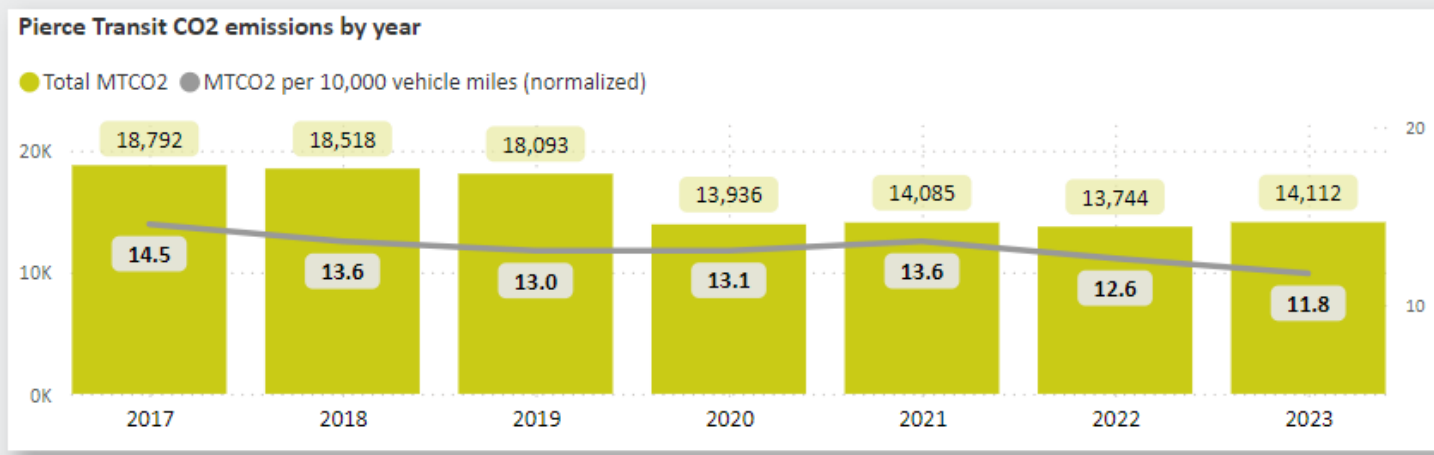
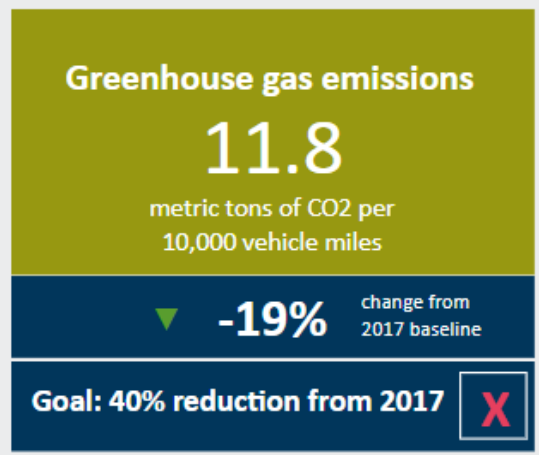
The fourth corner of the "strategic building" is the agency's financial and physical assets. Ensuring that finances can sustain the agency's plan and that physical assets remain in quality and functional condition is essential to long-term sustainability. As a major source of vehicle emissions, it is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

Customer First

Outreach & Engagement

Employee Experience

Sustainability



Next Steps

Q3 and Q4 2024

- Finalize dashboard
- Create incremental goals for KPI targets
- Support E-Team with annual strategy development
- Support ongoing projects and process improvements
- Report progress

Question for the Board

How often would you like updates, and in what format?

