

Meeting Location: Teleconference
Phone: 253-215-8782
Meeting Code: 89899980712

Virtual Meeting Participation:

Due to the COVID-19 pandemic, the April 21, 2022, Service Delivery and Capital Committee meeting will be conducted virtually. Per the [Governor Proclamation 20-28](#) pertaining to the Open Public Meetings Act, a physical meeting location will not be provided for this meeting. The public is welcome to observe the meeting by entering the web address <https://us02web.zoom.us/j/89899980712> or by calling 253-215-8782 and entering Meeting ID No. 89899980712.

CALL TO ORDER

APPROVAL OF MINUTES – February 17, 2022, committee meeting

PUBLIC COMMENT

Citizens wishing to provide comment will be given up to three minutes to comment on any 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 during public comment, please press the Raise Hand button near the bottom of your Zoom window or press *9 on your phone. Your name or the last four digits of your phone number will be called out when it is your turn to speak.*

ACTION AGENDA

1. FS 2022-020, Authorize the Chief Executive Officer to Increase the Contract Amount with MultiCare Center of Occupational Medicine, Contract No. 1203, for Medical Exam Services and Hepatitis B Immunizations by \$48,000 for a New Authorized Contract Amount of \$248,000
2. FS 2022-021, Authorize the Chief Executive Officer to enter into and Execute a Multi-Year Contract with Atwork Commercial Enterprises, LLC, Contract No. 1412, for Routine Landscaping and Grounds Maintenance Services at Pierce Transit Properties in the Amount of \$504,867

Tara Schaak
Human Resources Manager

Larry McCarty
Facilities Manager

PRESENTATIONS

1. 2022 Q1 Public Safety Report
2. 2022 Q1 Ridership Report

Sgt. Scott Provost
Public Safety Department

Lindsey Sehmel
Principal Planner - Scheduling

COMMISSIONER COMMENTS

EXECUTIVE SESSION

ADJOURNMENT

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

February 17, 2022

MINUTES

CALL TO ORDER

Chair Roscoe called the meeting to order at 3:04 p.m.

ATTENDANCE

Service Delivery & Capital Committee members present:

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

Service Delivery & Capital Committee members excused:

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

Pierce Transit staff present:

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

APPROVAL OF MINUTES

Commissioners Walker and Keel **moved** and seconded to approve the October 21, 2021 meeting minutes as presented.

Motion **carried**, 3-0.

ACTION AGENDA

1. Election of Chair and Vice Chair

Chair Roscoe announced that the current leadership positions for this committee were elected on October 21, 2021, and there hasn't been much of an opportunity for the elected members to serve in the leadership capacity. She inquired if the committee would like to keep the same membership in place for 2022 or elect new members in accordance with Section 4 of the SDCC Operating Procedures.

With the members agreeing to keep the leadership positions the same for 2022, Commissioners Keel and Walker **moved** and seconded to elect Kim Roscoe as the Chair and to elect Kristina Walker as the Vice Chair.

Motion **carried**, 3-0.

2. FS 2022-008, Authorize the Chief Executive Officer to Execute the 2022 Amendment to the 2014 Master Interlocal Agency Agreement and Related Cost Sharing Agreement Between the City of Gig Harbor and Pierce Transit for 2022 Trolley Service

Lindsey Sehmel, Principal Planner of Scheduling, presented on the item and noted that the proposed amendment is for seasonal trolley service for 2022 and that the service would be provided contingent upon whether Pierce Transit has enough operators to run the service.

Ms. Sehmel reported that a new master agreement will need to be negotiated with the City of Gig Harbor prior to the 2023 renewal agreement, and cost-sharing contributions will need to be revisited. She noted that the new master agreement will be reviewed with the Community Transportation Advisory Group and at the board committee level prior to Board approval.

Commissioners Walker and Keel moved and seconded to authorize the Chief Executive Officer to execute the 2022 Amendment to the 2014 Master Interlocal Agency Agreement between City of Gig Harbor and Pierce Transit as presented in Exhibit A and to further execute the related Cost-Sharing Agreement (Exhibit B) in the amount \$307,776.60 for 2022 Trolley Service in Gig Harbor.

Motion **carried**, 3-0.

PRESENTATIONS/DISCUSSION

1. Ridership & Service Overview Comparisons (2019-2021)

Lindsey Sehmel, Principal Planner of Scheduling, reviewed the service comparisons for 2019-2021, reviewing year over year boardings, missed trips, and on time performance statistics. She reminded the committee members that the ridership data and other key performance indicators can be found on the agency's website.

Staff responded to various questions relating to the restoration of ridership and the restoration of rider confidence.

2. 2021 Public Safety Year End Report

Jim Kelly, Chief of Public Safety, reviewed the year end statistics for 2021. He reviewed personnel highlights and safety security projects that are in the works. He highlighted significant cases and police events that his department assisted with and noted that these

cases show the importance of the role that the Public Safety Department plays in overall public safety and most likely these events would go unsolved.

Chief Kelly reviewed charts and data that showed the offenses committed and number of calls. He reviewed the facility bus visibility checks, average response times, and gave an overview of the Exclusion Program. He also reviewed the number of incidents with the top 10 routes and transit center locations, K-9 responses, and employee assaults.

A high-level discussion ensued about what is deemed the appropriate balance between armed and unarmed public safety personnel and the appropriate staffing model for the agency.

Commissioner Roscoe requested that the data by incident also reflect the time of day that the incidents occur.

CEO Griffus reaffirmed that Pierce Transit will be keeping the Pierce County Sheriff's Contract.

3. 2021 Year End Safety System Report

Reggie Reese, Chief Safety Officer, presented on the key performance indicators that the agency tracks for bus safety and how the agency utilizes the information to improve operational safety.

He reviewed the agency's preventable accident rate and noted that it has dropped 73 percent year over year, and the 5-year accident frequency/Severity Comparison was reviewed.

Mr. Reese gave an overview of the DriveCam system and explained how this tool has improved the driving behaviors of operators, which has resulted in less accidents.

Vice Chair Walker expressed that the agency should consider promoting the great work that was discussed about the safety of buses.

Mr. Reese shared a high-level proposal for informing the riding public about the work that goes into providing a safe system.

COMMITTEE MEMBER COMMENTS

Commissioner Keel thanked staff for the year-end reports and noted that these reports would be helpful going forward.

Chair Roscoe also noted that she found the reports helpful.

EXECUTIVE SESSION

There was no executive session.

ADJOURNMENT

There being no further business, Commissioners Walker and Keel **moved** and seconded to adjourn the meeting at 4:23 p.m.

Motion **carried**, 3-0.

Deanne Jacobson
Clerk of the Board

Kim Roscoe, Chair
Service Delivery & Capital Committee

TITLE: Authorize the Chief Executive Officer to Increase the Contract Amount with MultiCare Centers of Occupational Medicine, Contract No. 1203, for Medical Exam Services and Hepatitis B Immunizations

DIVISION: Administration

SUBMITTED BY: Amy Cleveland, Executive Director of Administration/EEO

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Employee

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number:

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Current Contract Amount	\$ 200,000	The increase amount will cover services through the remaining term of the Contract.
Increase Amount	\$ 48,000	
Total Authorized Amount	\$ 248,000	

BACKGROUND:

Pierce Transit released a Request for Proposal in May 2016 for Medical Exam Services through a competitive process. Two (2) proposals were received and the Contract was awarded to MultiCare Center of Occupational Medicine to provide Medical Exam Services to Pierce Transit. Additionally, Pierce Transit has occasional needs for immunizations, expert medical opinions on matters of occupation health or equal employment policy, supervisory concerns, employee problems, grievances, and arbitrations. All of these activities require that Pierce Transit have access to medical expertise.

Pierce Transit executed a contract with MultiCare Centers of Occupational Medicine on August 10, 2016 to provide Medical Exam Services and Hepatitis B Immunizations in the amount of \$175,000 for a term of five (5) years with the option to extend for an additional period upon the written consent of both Parties. The current contract term is through September 30, 2022 with a total contract not to exceed amount of \$200,000.

It is anticipated that staff will be issuing an RFP for Medical Exam Services in Q2/Q3 2022.

STAFF RECOMMENDATION:

Staff recommends authorization to increase the contract not to exceed amount for MultiCare Center of Occupational Medicine Contract No. 1203 for Medical Exam Services and Hepatitis B Immunizations.

ALTERNATIVES:

Reject the increase to the total not to exceed amount for MultiCare Center of Occupational Medicine and continue services until the existing contract not to exceed amount is met. This would result in services ceasing in April 2022. This is not recommended as services are needed through the remaining term of the Contract.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to increase the contract amount with MultiCare Centers of Occupational Medicine, Contract No. 1203, in the amount of \$48,000 for Medical Exam Services and Hepatitis B Immunizations for a new authorized contract amount of \$248,000.

TITLE: Authorize the Chief Executive Officer to Execute a Multi-Year Contract with Atwork Commercial Enterprises, LLC, Contract No. 1412, for Routine Landscaping and Grounds Maintenance Services at Pierce Transit Properties

DIVISION: Maintenance

SUBMITTED BY: Larry McCarty, Facilities Maintenance Manager

RELATED ACTION:

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Financial

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 504,867	The total amount includes operating funds for a contract for up to three years including applicable sales tax.
Grant/Other Amounts	\$	
Total Expenditure	\$ 504,867	

BACKGROUND:

On March 23, 2022 an RFP for landscaping services for 15 Pierce Transit properties was advertised. Two proposals were received and opened on April 7, 2022. The evaluation process resulted in Atwork Commercial Enterprises, LLC, being the successful proposer with an annual cost of \$163,340. The current landscape contract will expire on April 30, 2022. Landscape services are required to maintain the properties in a state of good repair and a condition that is safe and inviting to the public and transit users. This contract is subject to prevailing wage requirements in which contractors can submit for prevailing wage adjustments each twelve (12) month period. For that reason, there is a 3% contingency included each year after the initial term of the contract.

STAFF RECOMMENDATION:

Authorize the Chief Executive Officer to enter into and execute the Contract No. 1412 with Atwork Commercial Enterprises LLC to provide landscaping/grounds maintenance services for up to three (3) years for a total amount not to exceed \$504,867.

ALTERNATIVES:

The alternatives are to not approve this request which would leave Pierce Transit without contracted landscaping services; or to reject all proposals and undertake another RFP process. These alternatives are not recommended as Atwork's proposal meets Pierce Transit's requirements and is competitively priced.

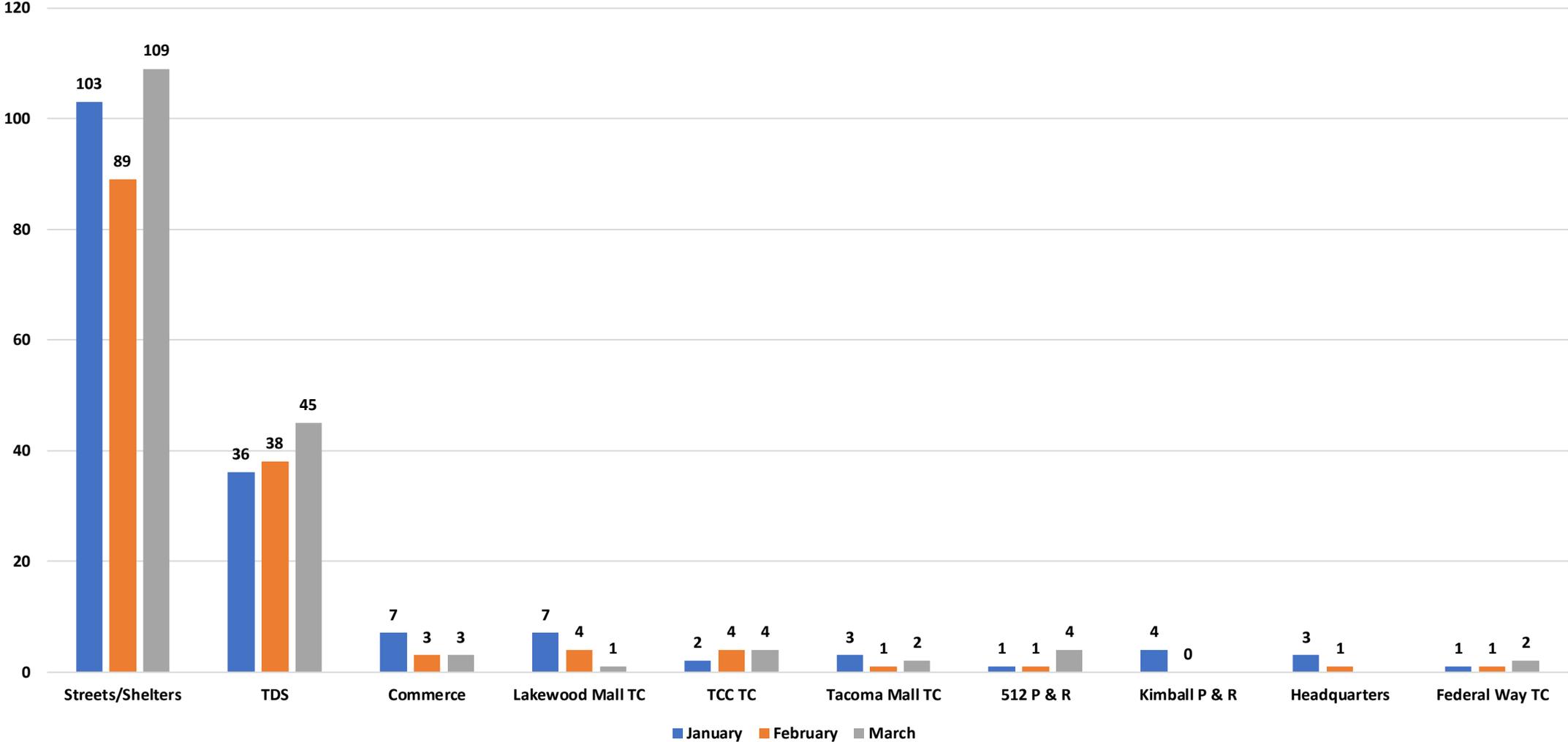
PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to enter into and execute a multi-year contract with Atwork Commercial Enterprises, LLC, Contract No. 1412, for routine landscaping and grounds maintenance services at Pierce Transit properties in the amount of \$504,867.

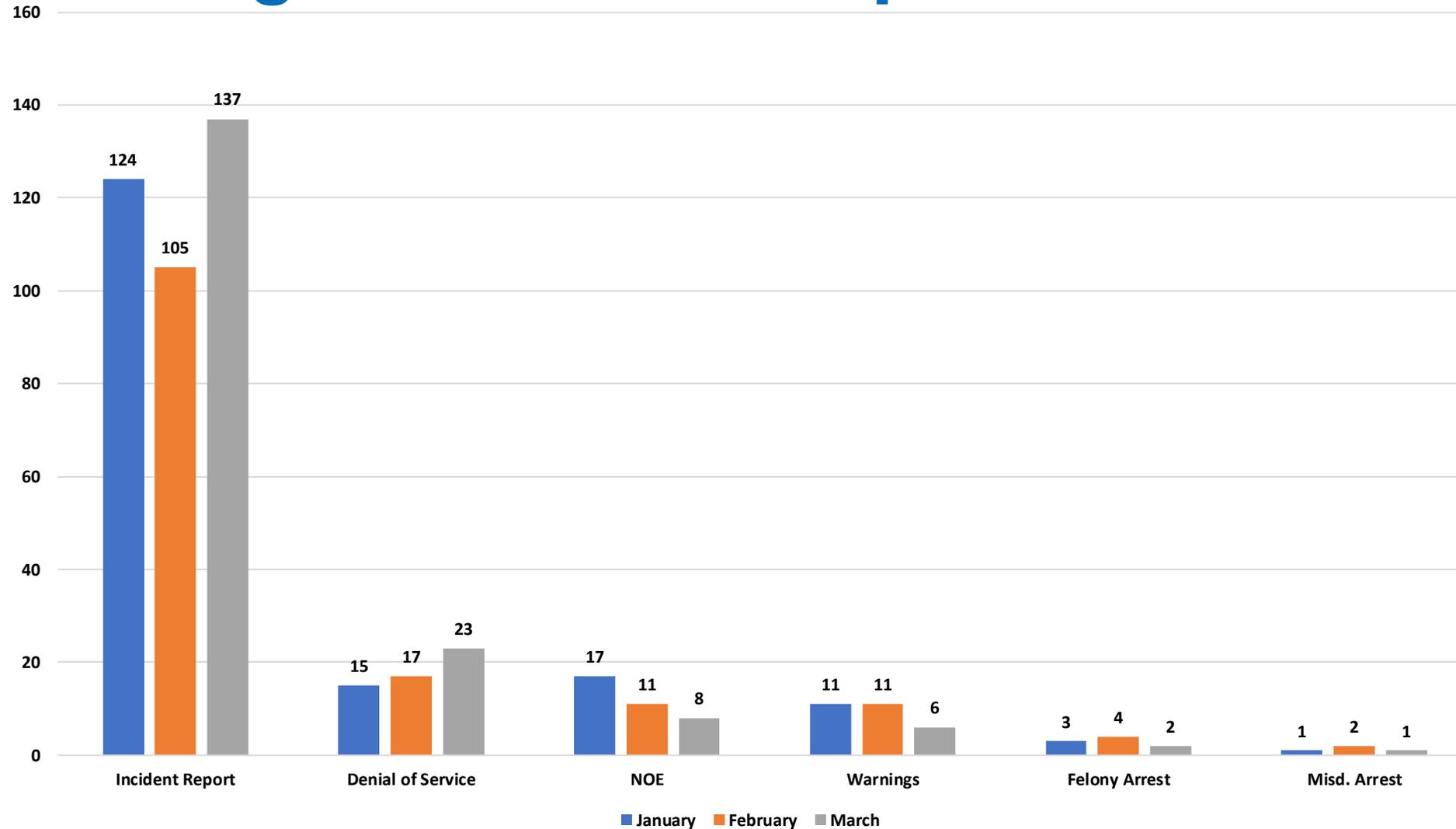


Public Safety Quarterly Report First Quarter 2022

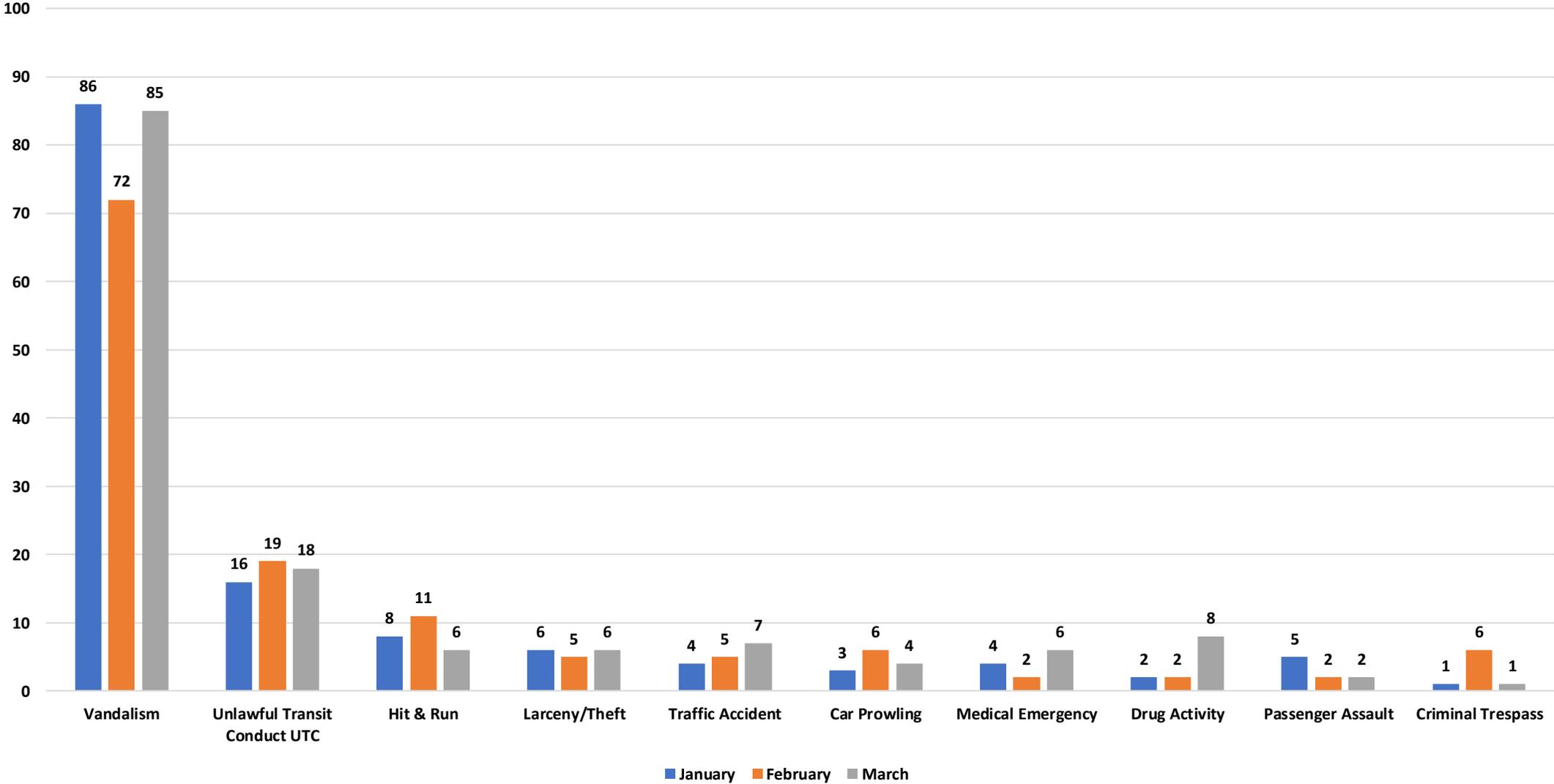
Top 10 Incident Locations



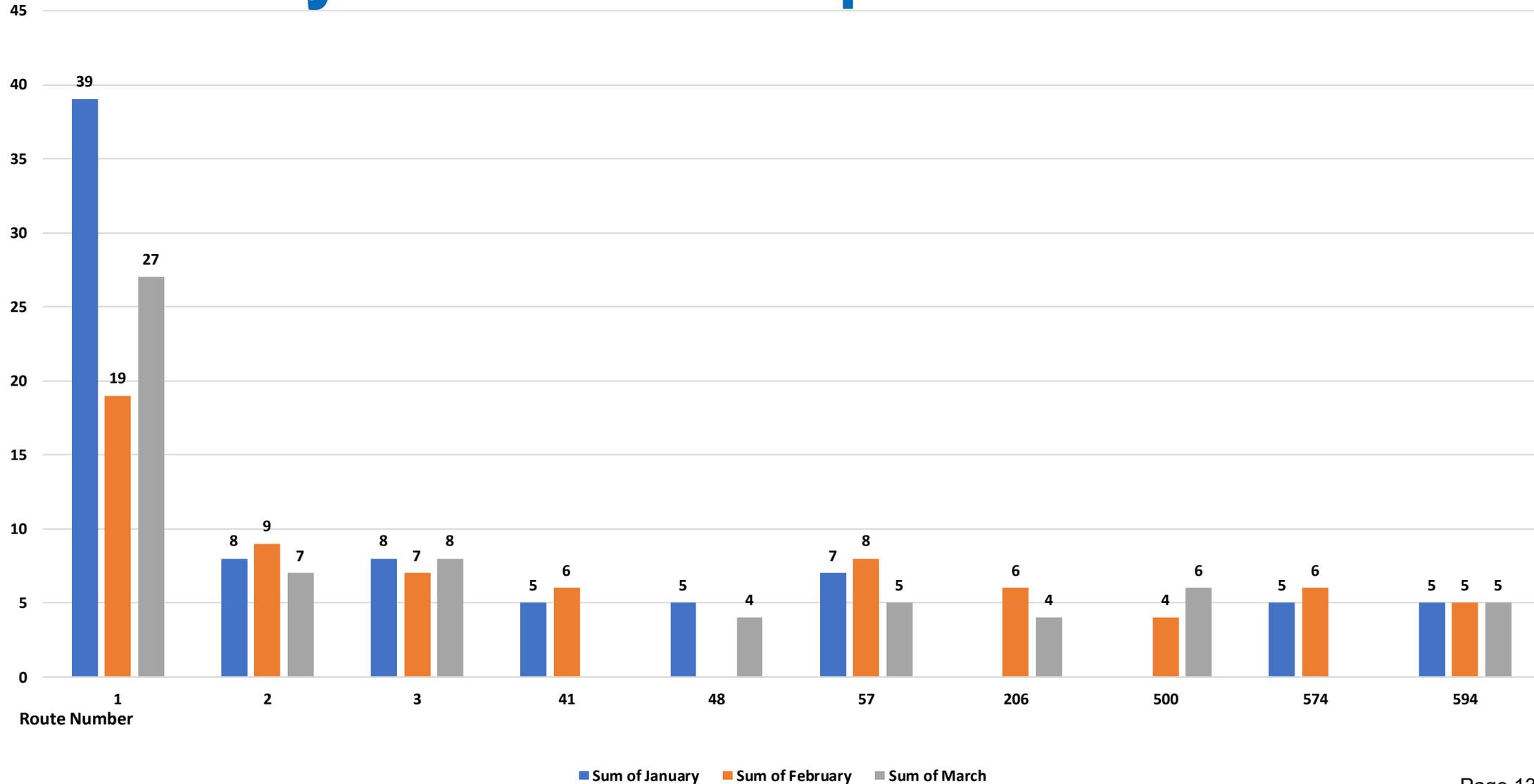
Resulting Actions for Reported Incidents



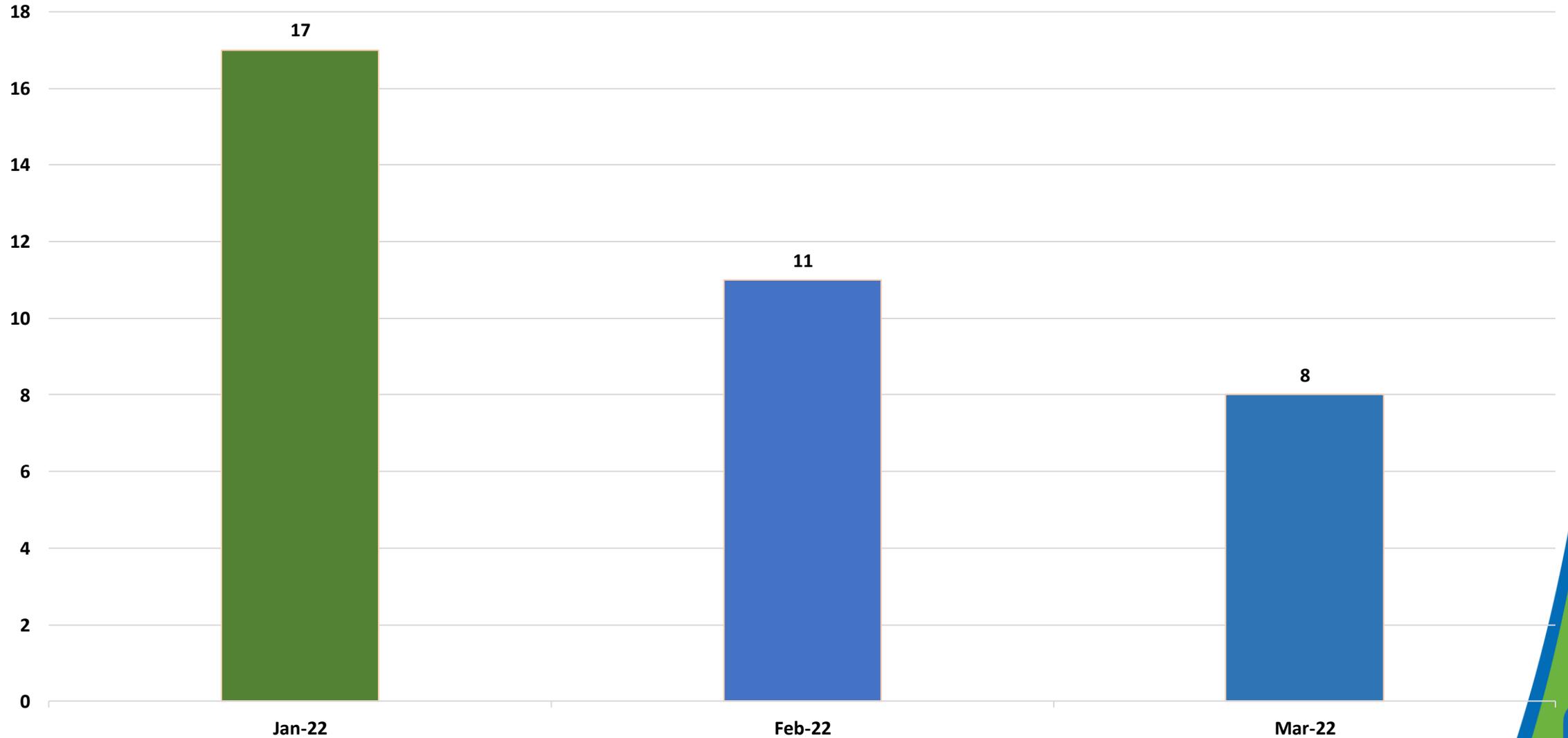
Top 10 Documented Offenses



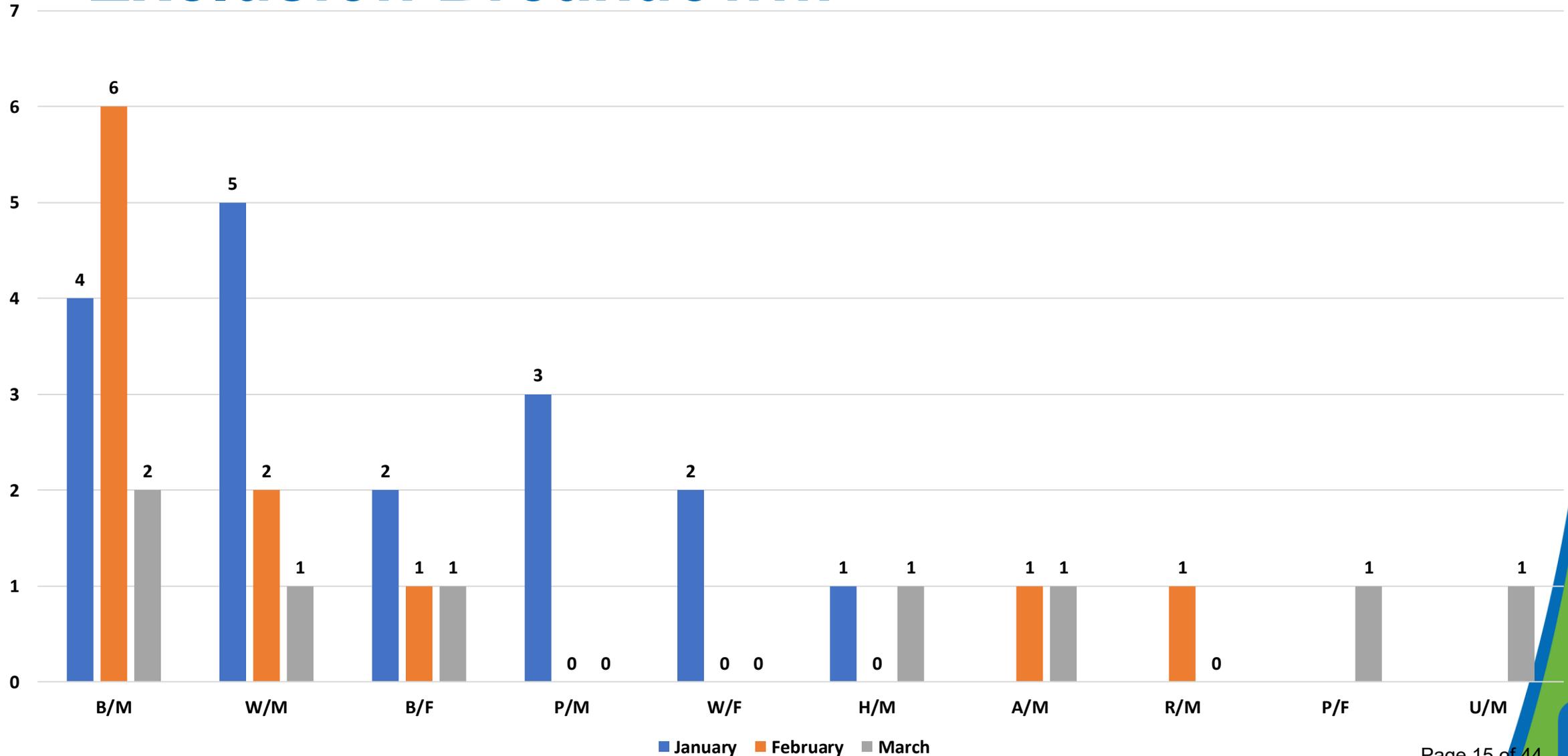
Security Incidents - Top Routes



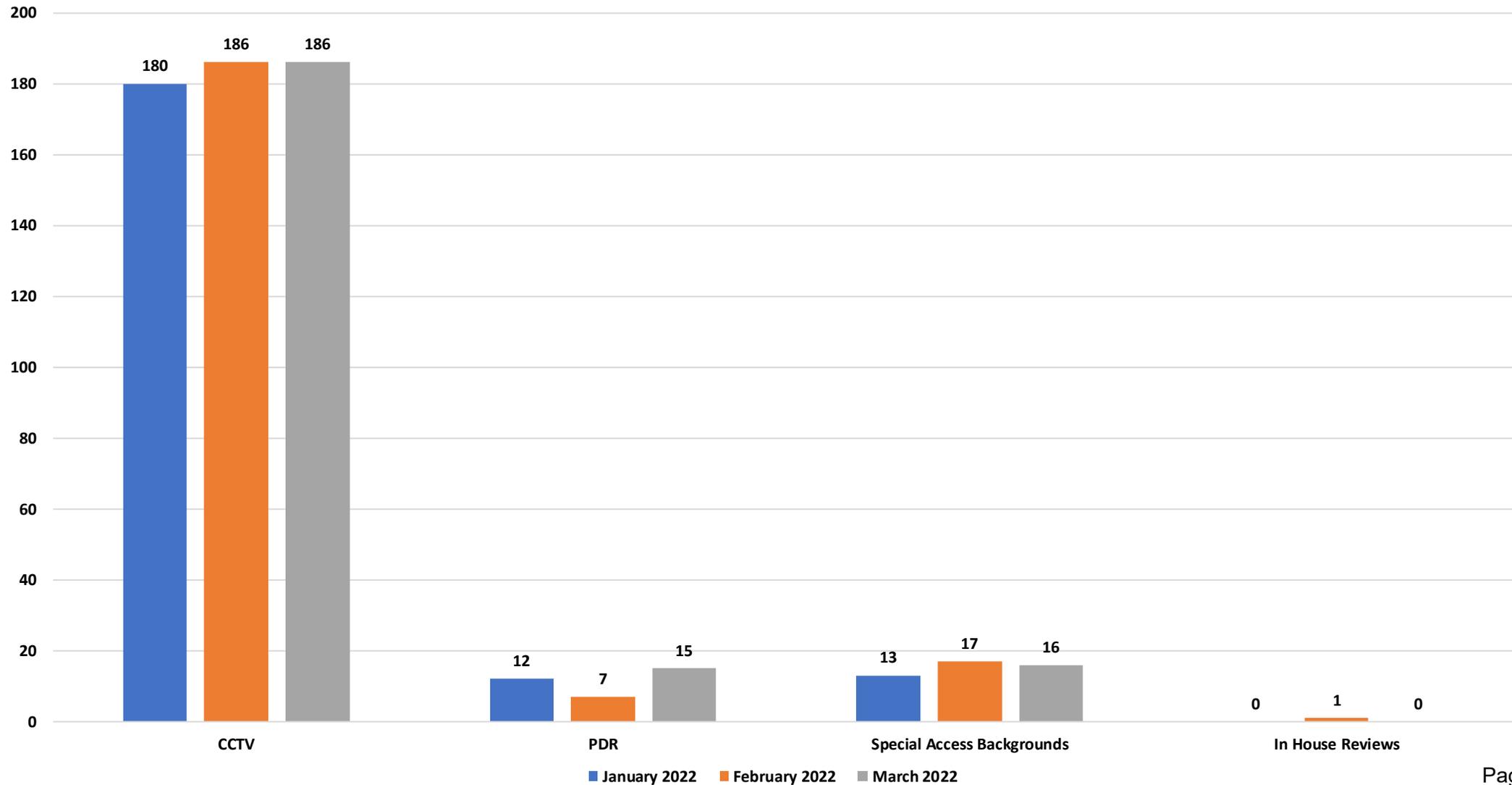
Notices of Exclusion Issued



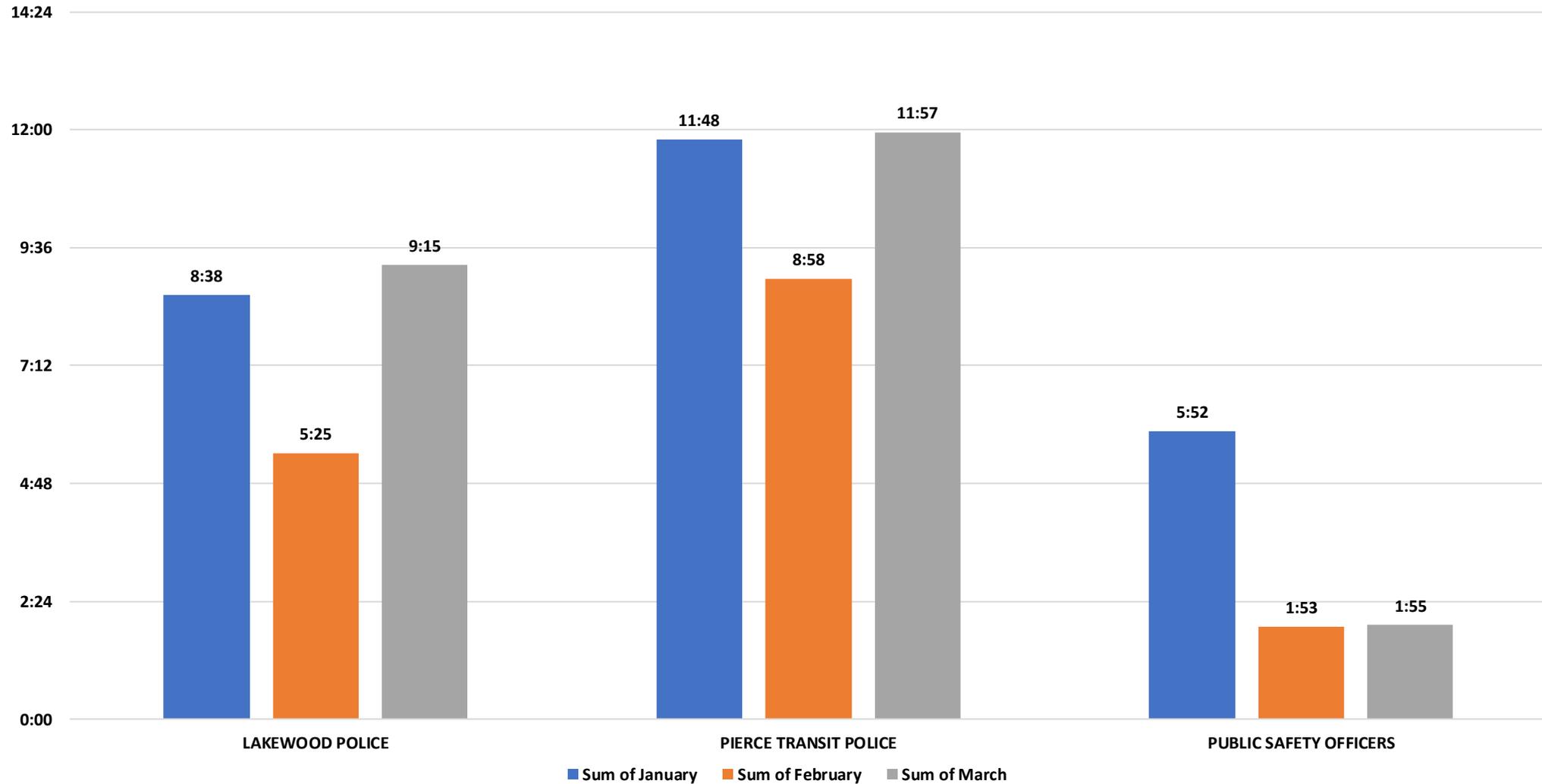
Exclusion Breakdown:



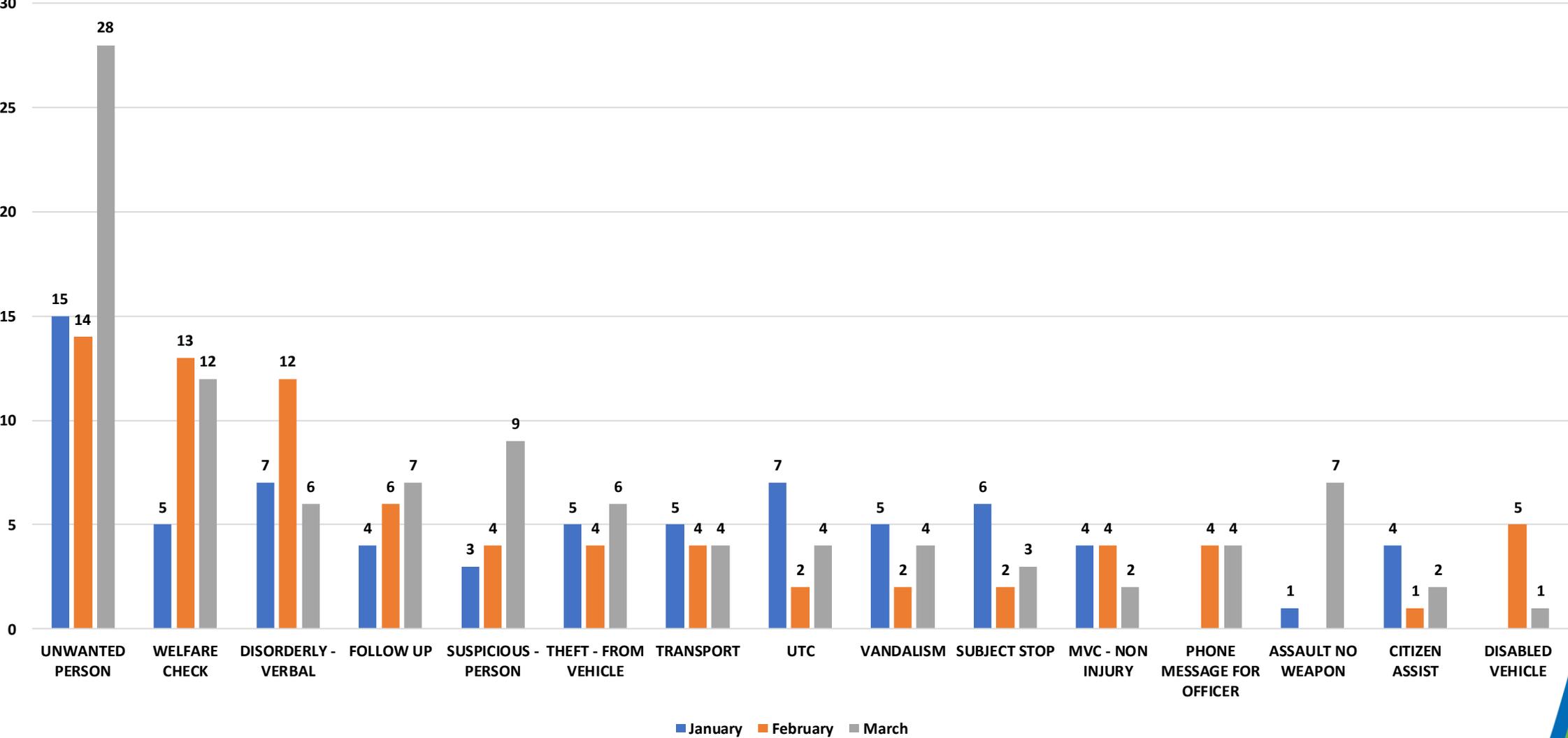
Records Division Requests



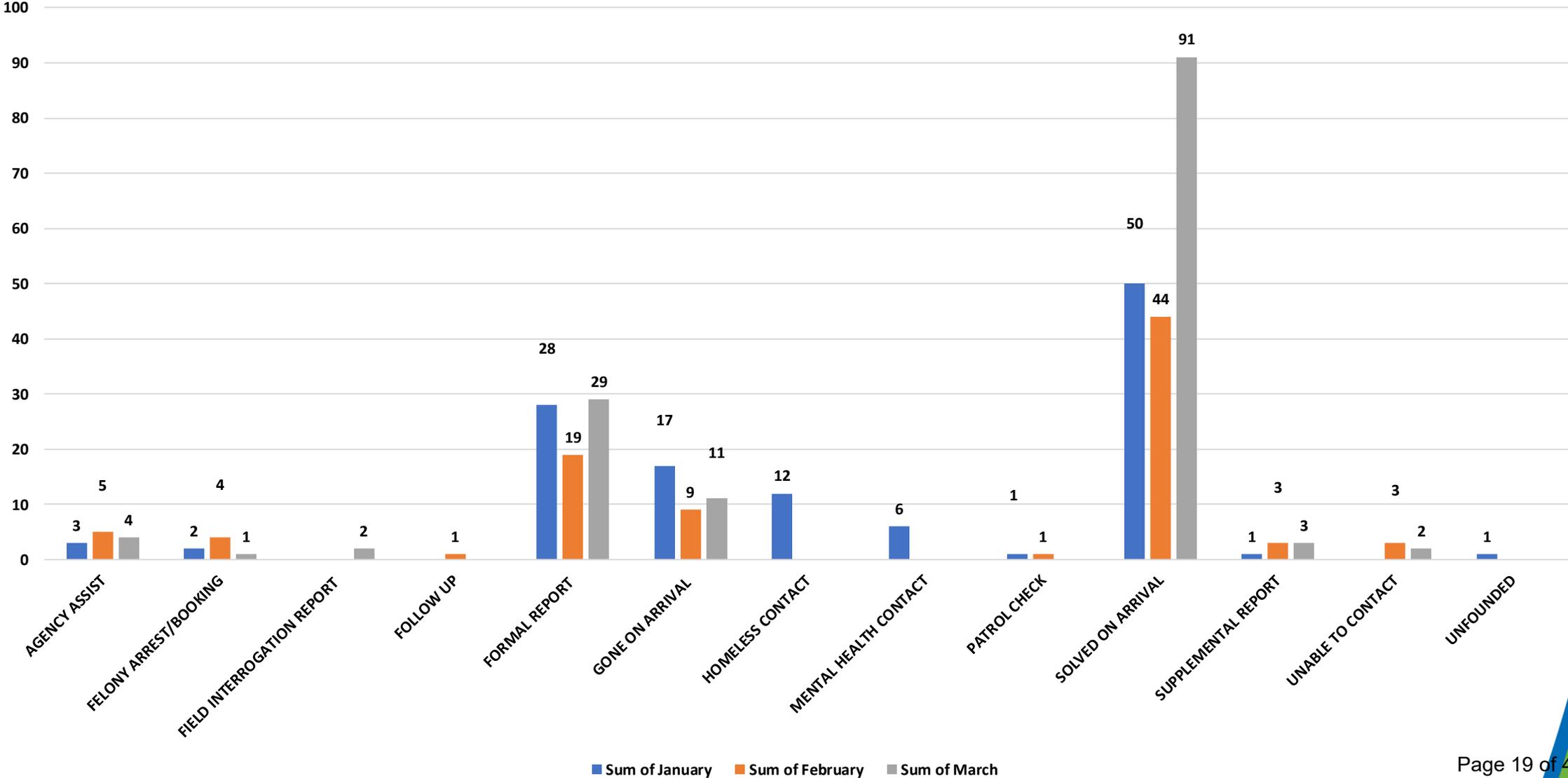
Average Response Times



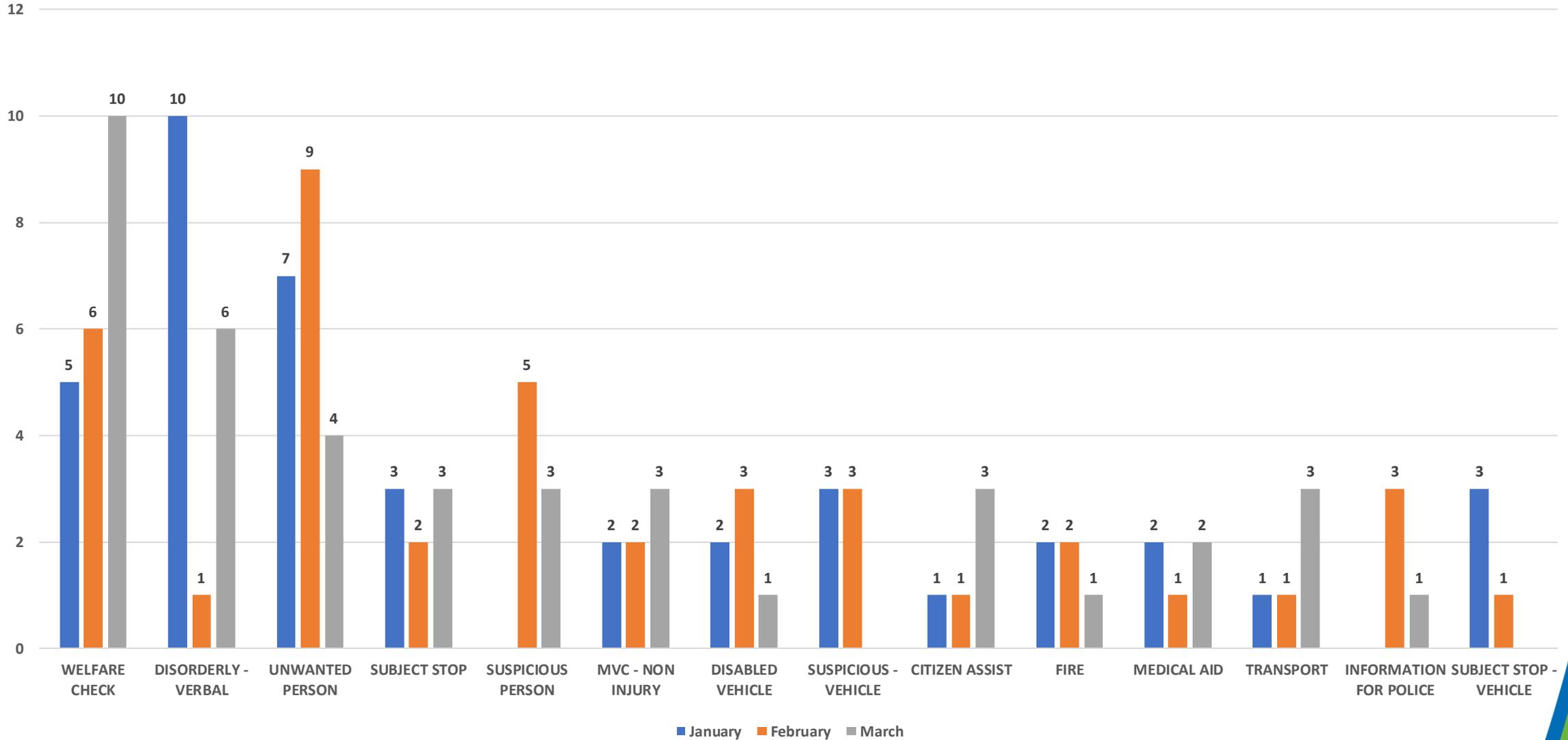
Transit Police Call Types



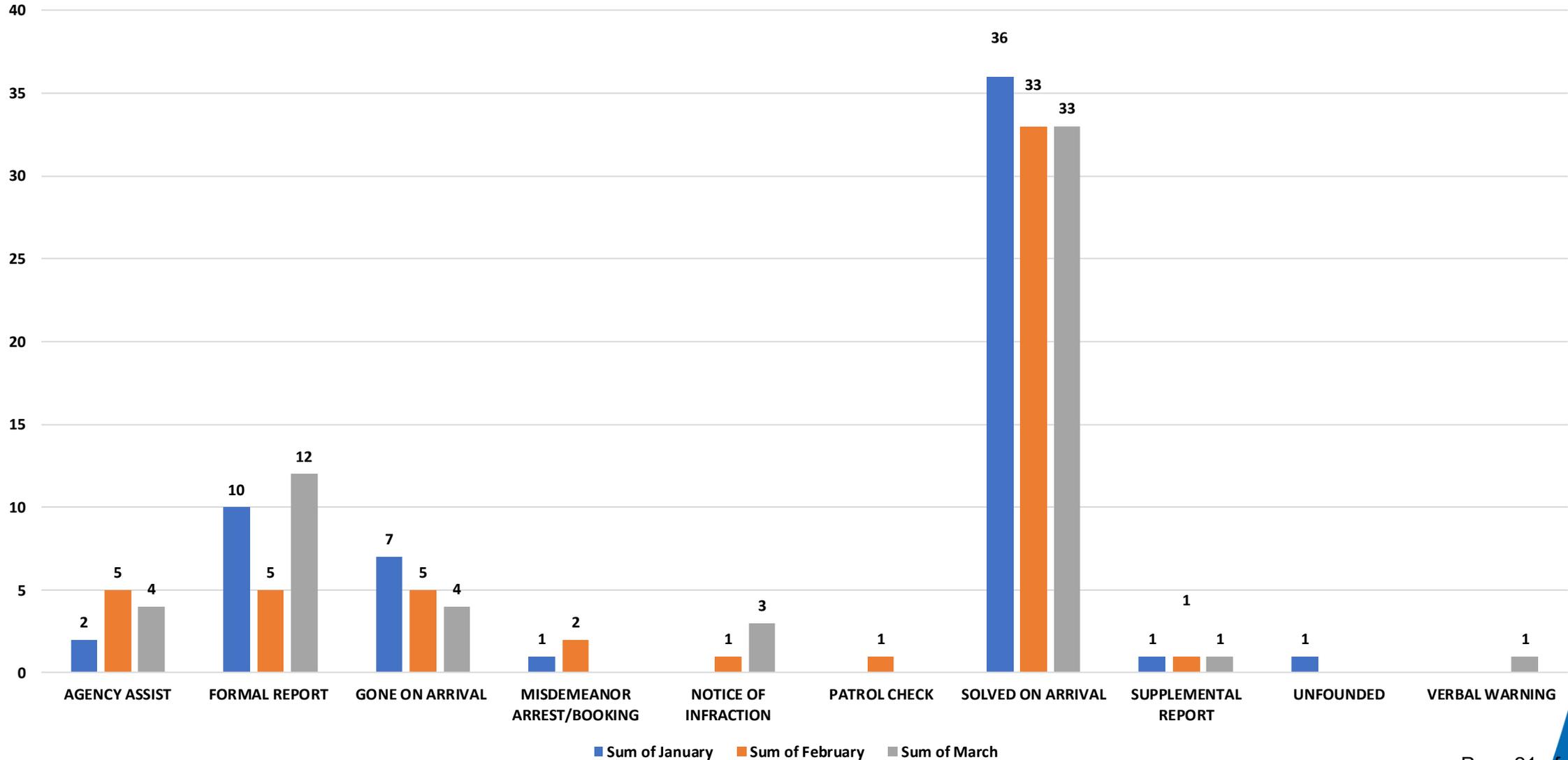
Transit Police Call Dispositions



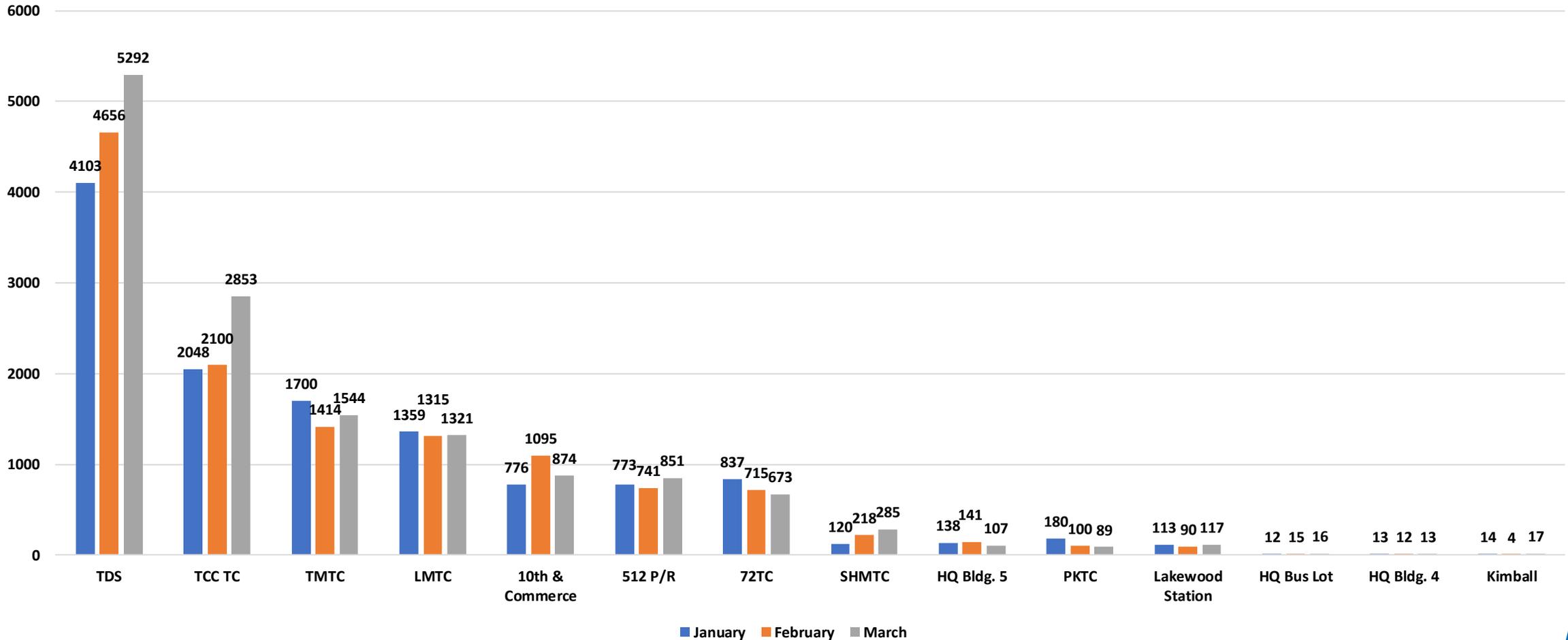
Lakewood PD Call Types



Lakewood PD Call Dispositions



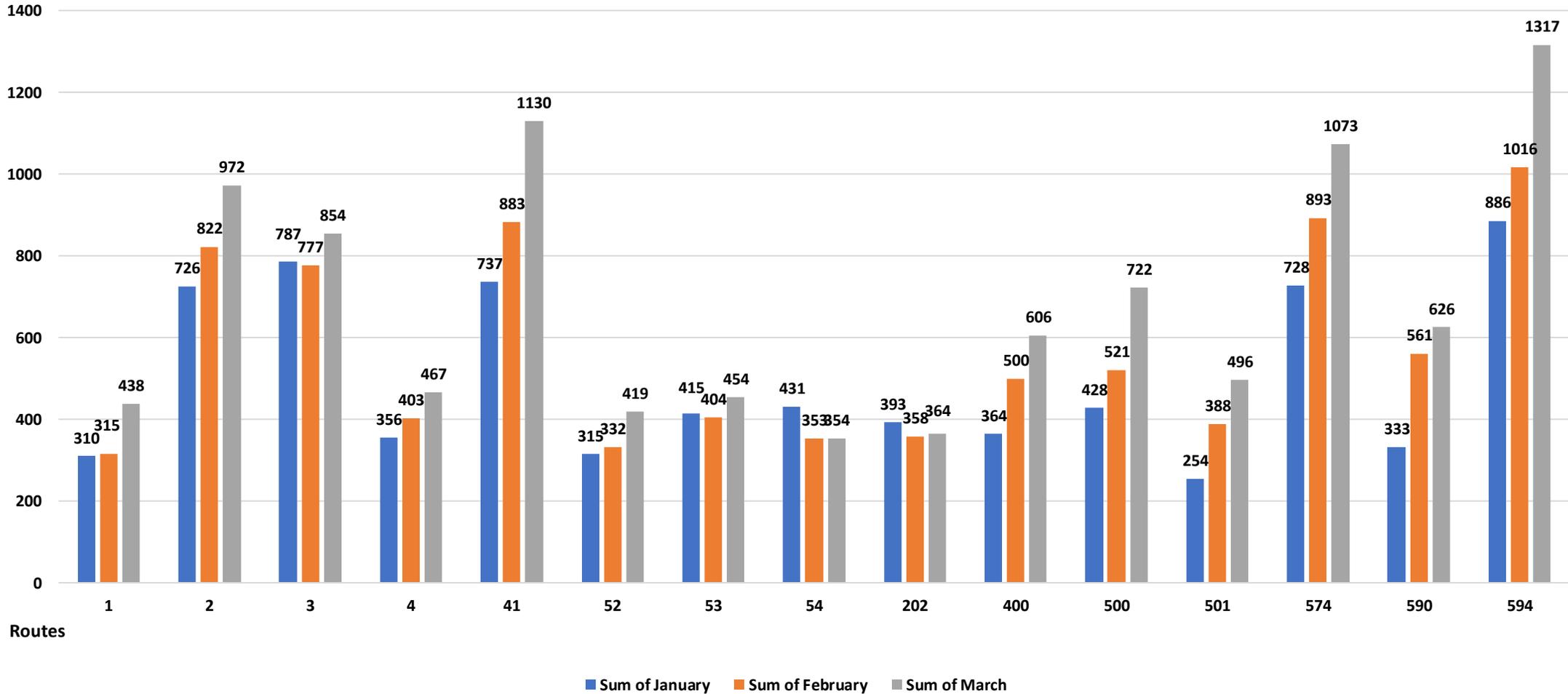
Facility Checks



There were 12,220 Total Facility Checks in January, 12,641 in February, and 14,086 in March.



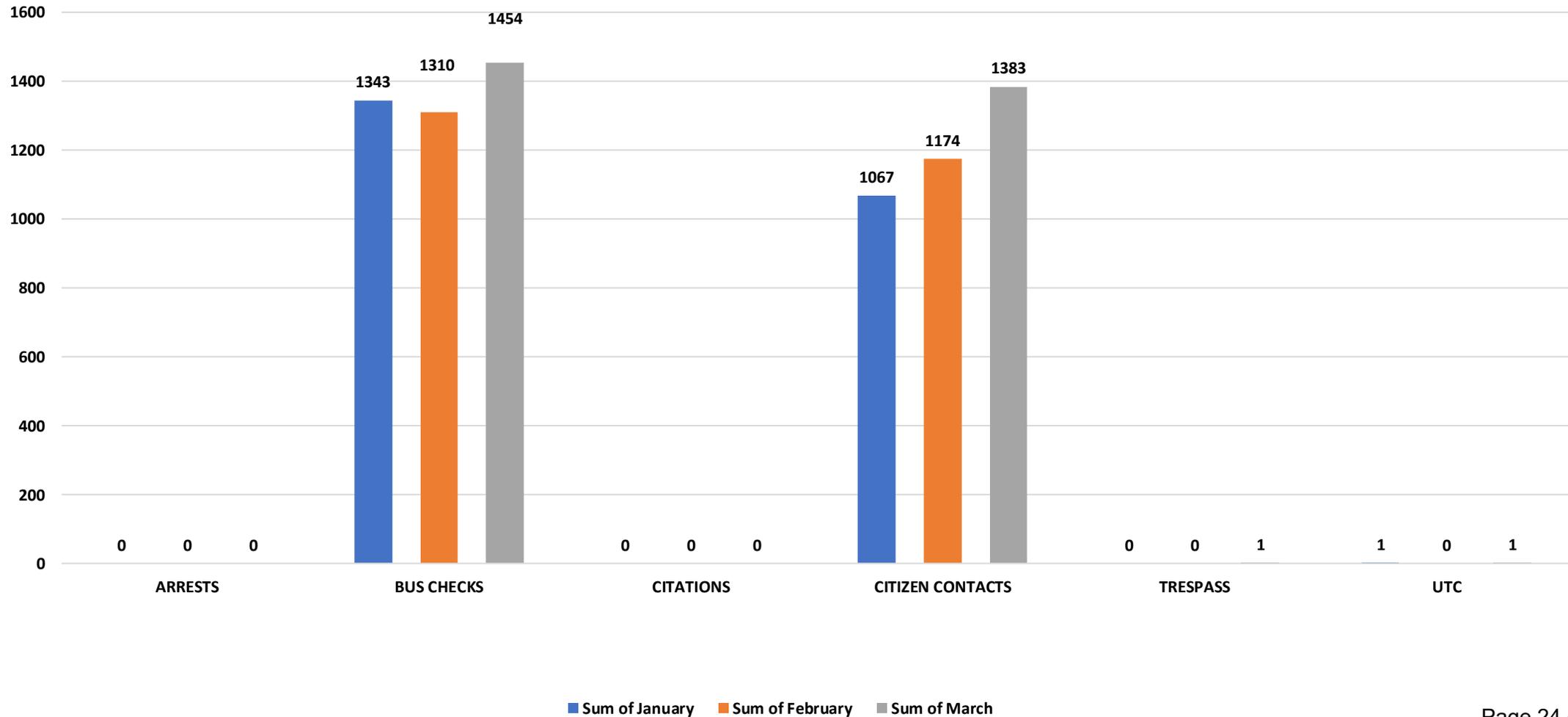
Bus Checks



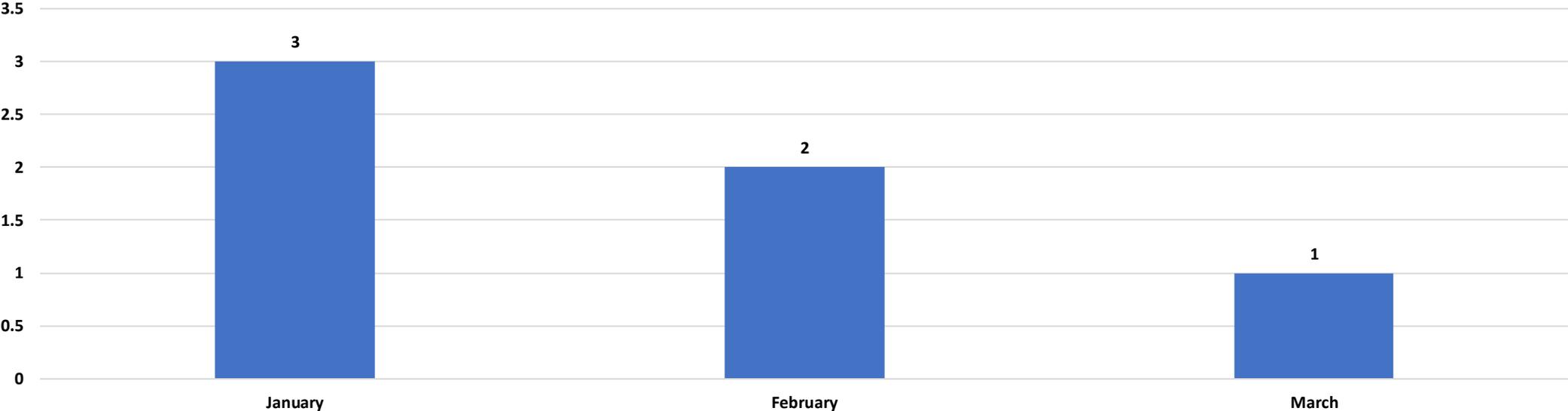
There were 10,331 Total Bus Checks in January, 11,510 in February, and 13,677 in March.



Federal Way Transit Center Statistics



Employee Assaults



Year-to-Date Employee Assaults - 6:

2 Operators, 2 Public Safety Personnel (same incident), 2 Service Supervisors

- 1 involved items being thrown at the Employee.
- 1 involved the Employee being spit on or at.
- 3 involved a passenger making some sort of contact with the Employee (Push/Shove/Punch).
- 1 involved a passenger pointing a weapon at the Employee.

Of these 6 incidents, 5 resulted in arrest and/or charges or alternative confinement. 1 case referred for charges with no arrest. 0 cases passenger not yet identified. 0 case no charges

In 2021, there were 2 employee assaults in January, none in February, and 2 in March.



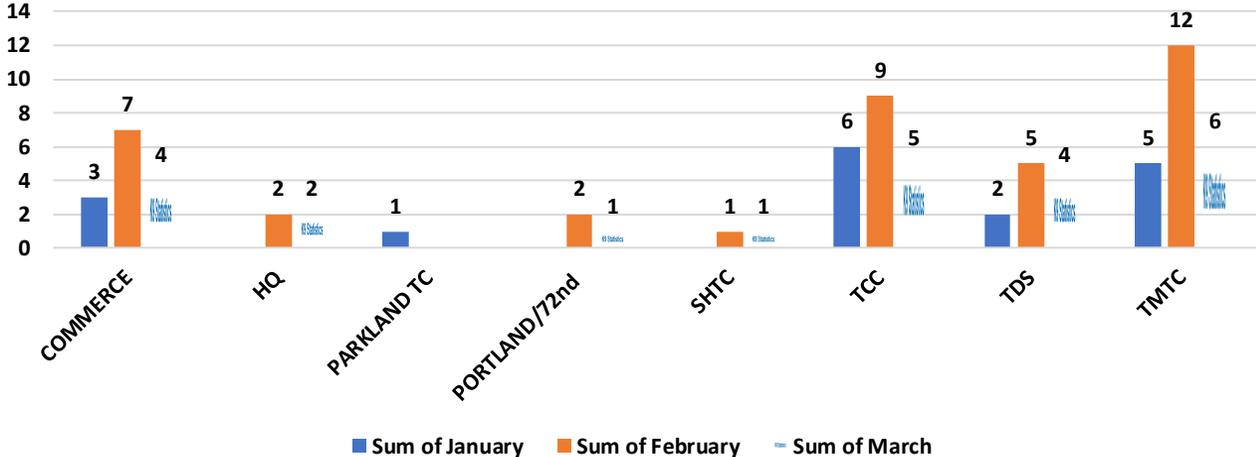
Trespass Arrests

	2017	2018	2019	2020	2021	2022
January	14	8	7	10	2	2
February	13	6	3	5	4	1
March	7	4	4	3	3	0
April	8	10	7	6	6	
May	10	10	8	7	0	
June	11	4	18	1	1	
July	9	11	15	1	4	
August	11	6	8	3	3	
September	4	16	10	4	1	
October	5	11	7	1	3	
November	6	8	6	5	2	
December	5	15	10	2	1	

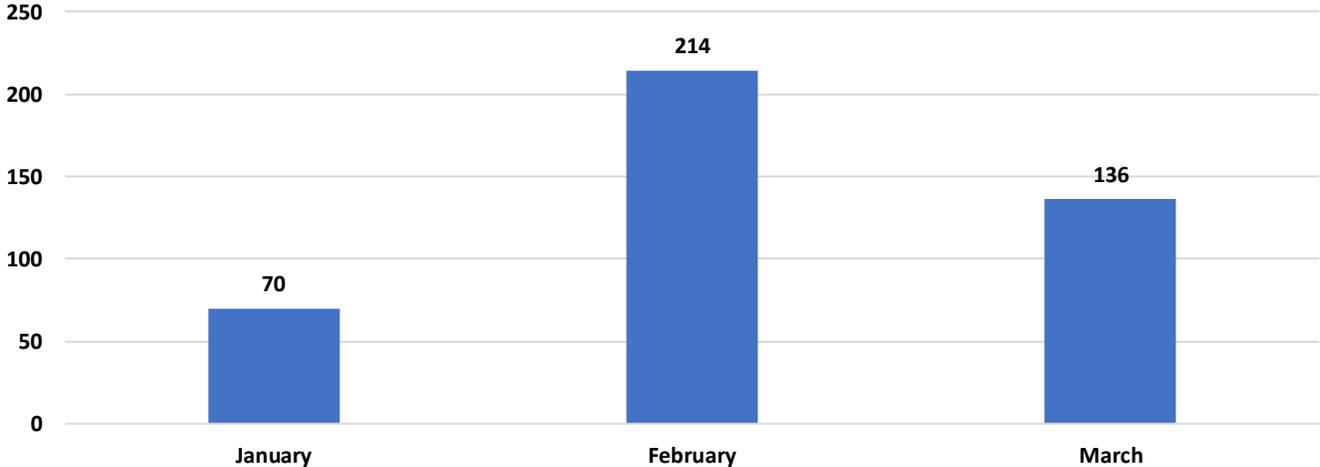


K9 Statistics

K9 Facility Checks



K9 Bus Checks





PUBLIC SAFETY QUARTERLY REPORT

QUARTER 1, 2022

TO: Adam Davis, Interim Chief Operations Officer, Service Delivery and Support

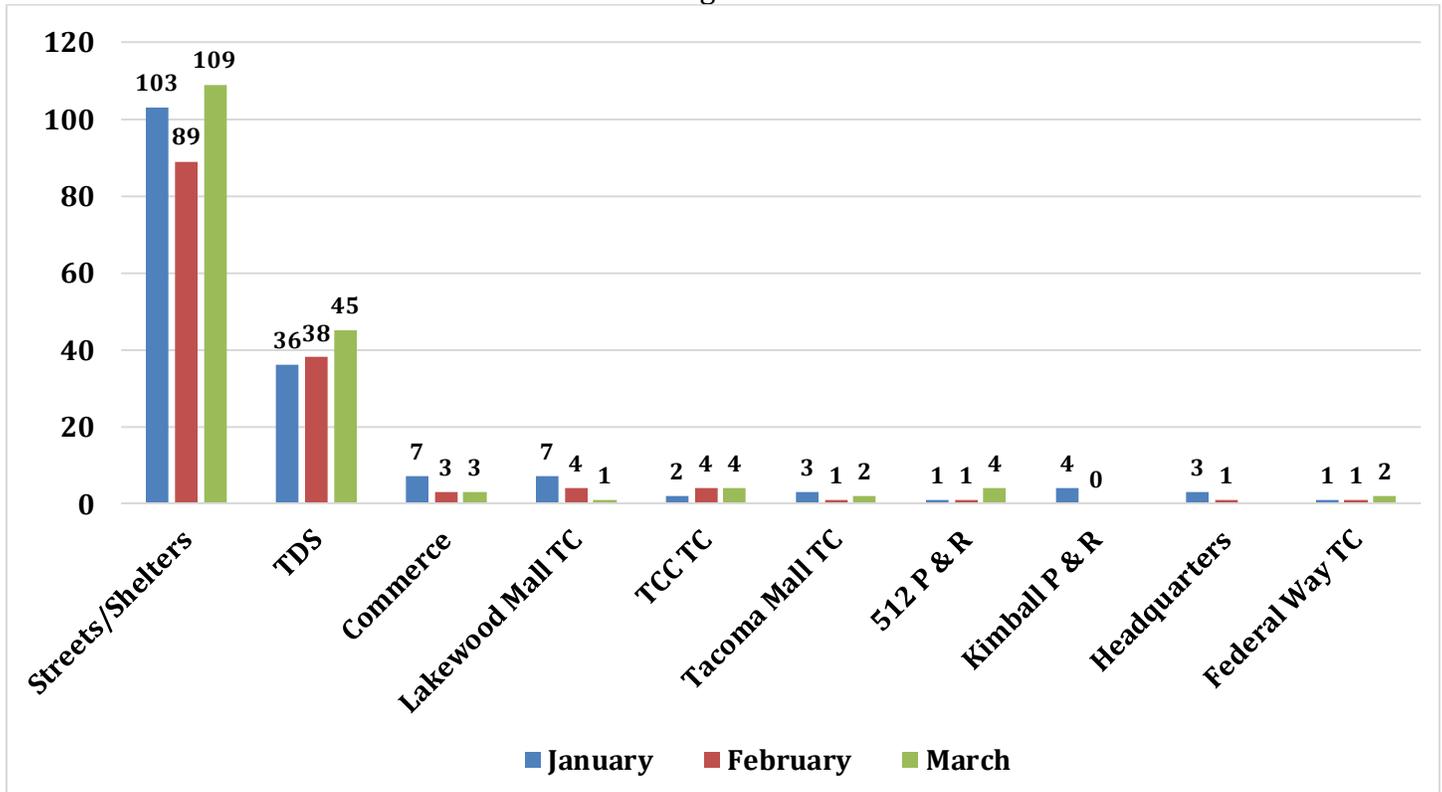
FROM: Jim Kelly, Public Safety Chief

DATE: April 18, 2022

RE: **FIRST QUARTER 2022 PUBLIC SAFETY QUARTERLY REPORT**

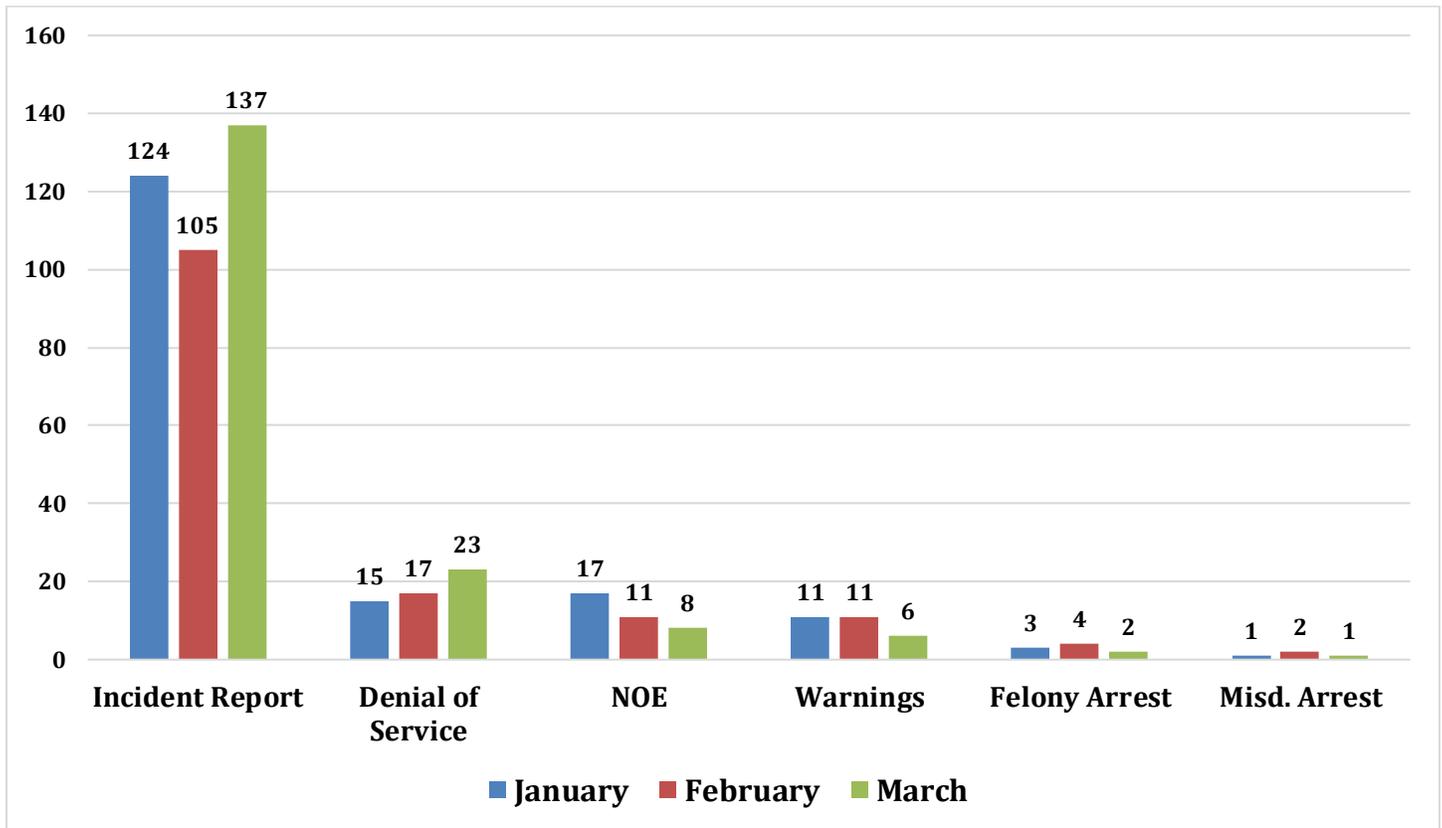
Transit Incidents by Location

The documented incidents occurred at the following locations:

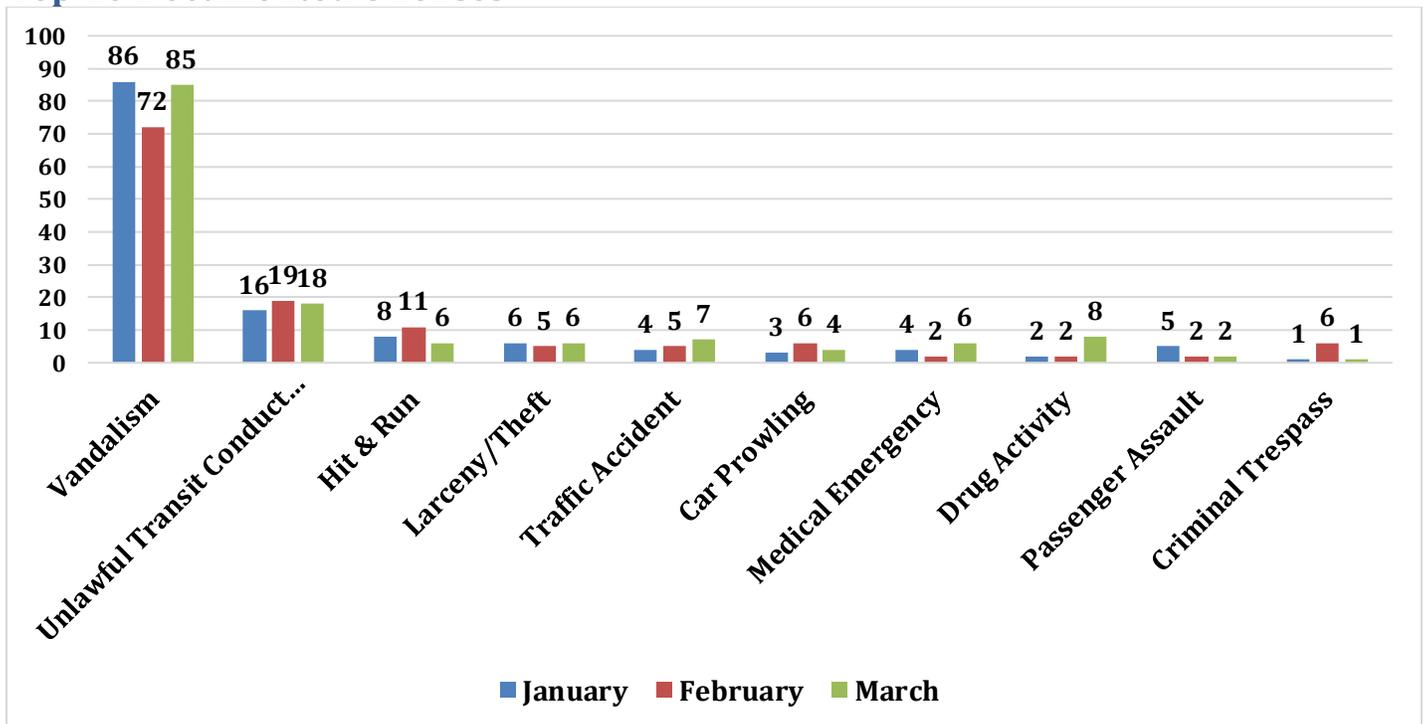


Action Taken

Depending on the crime/incident, there are various methods of action taken and outcomes vary:

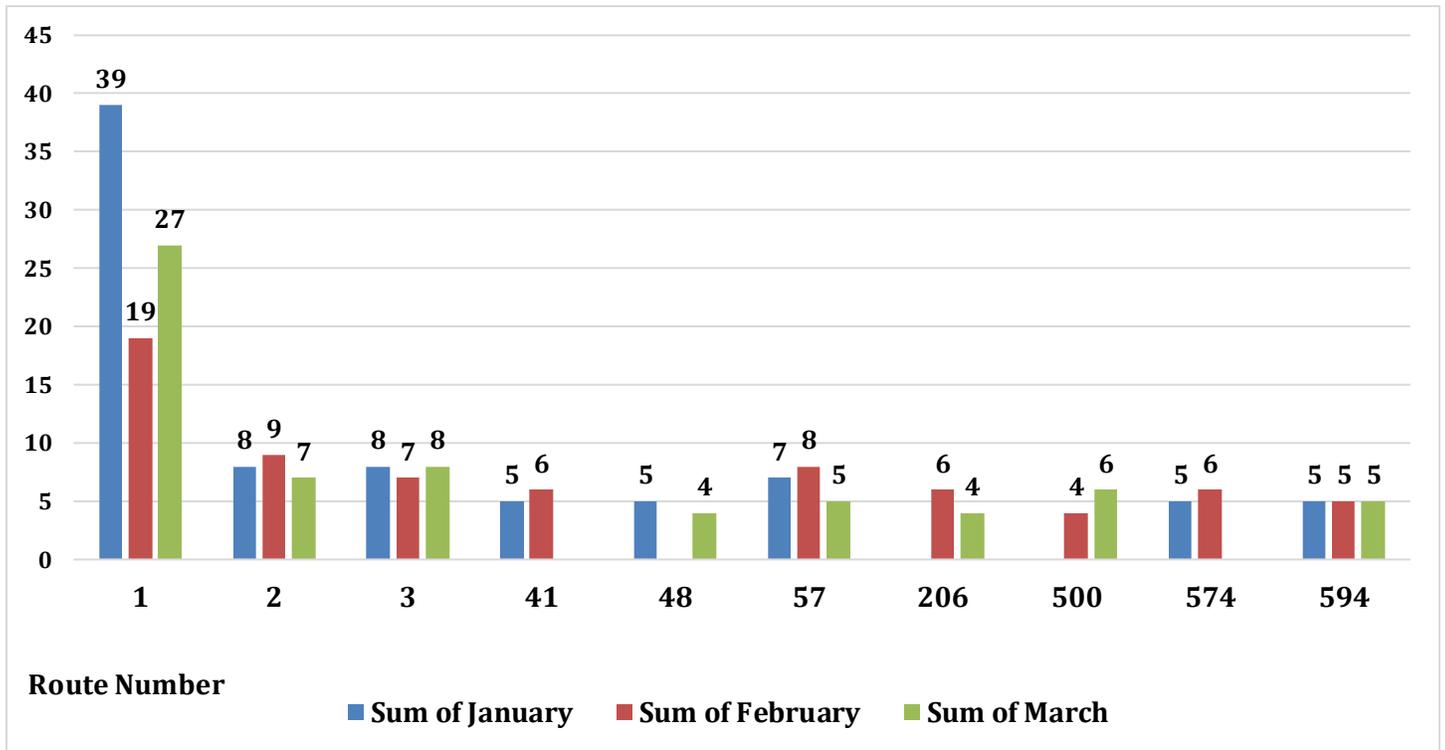


Top 10 Documented Offenses

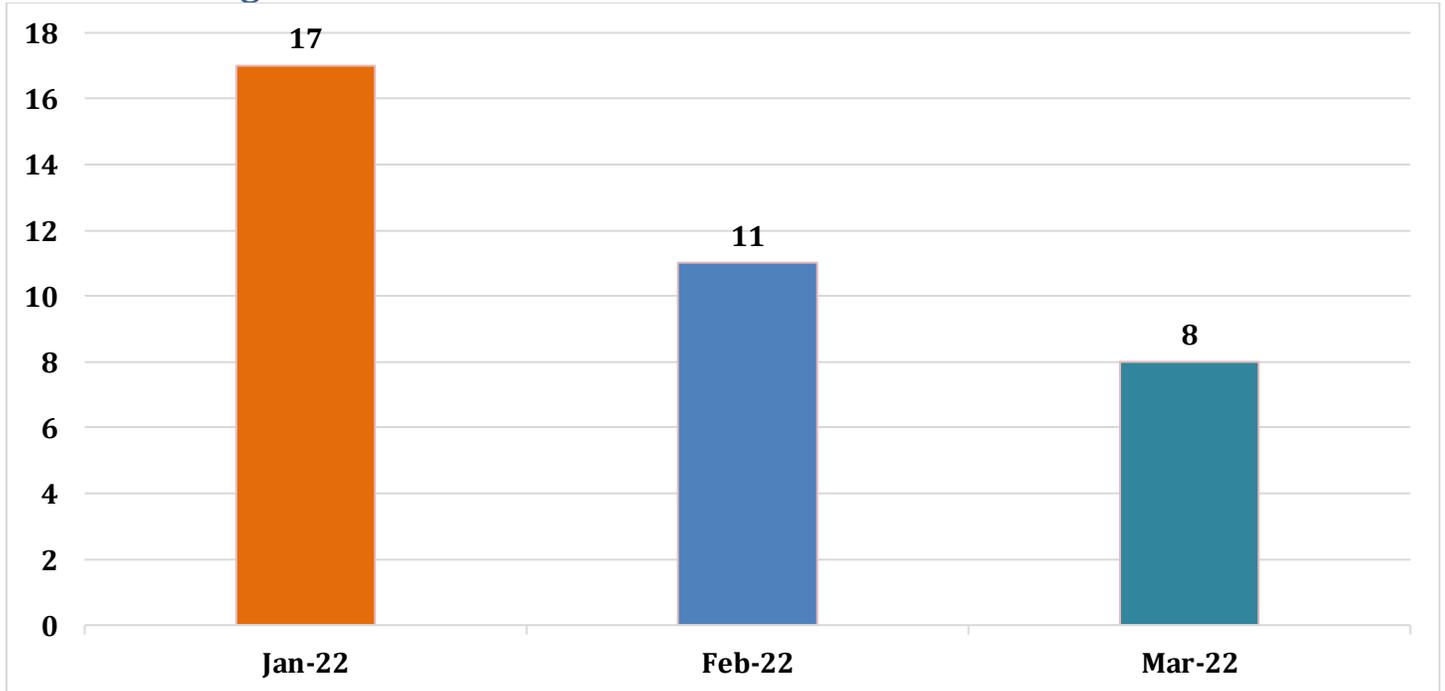


Security Incidents – Top Routes

Some routes have more activity than others. The chart below reflects the routes with the most documented incidents:

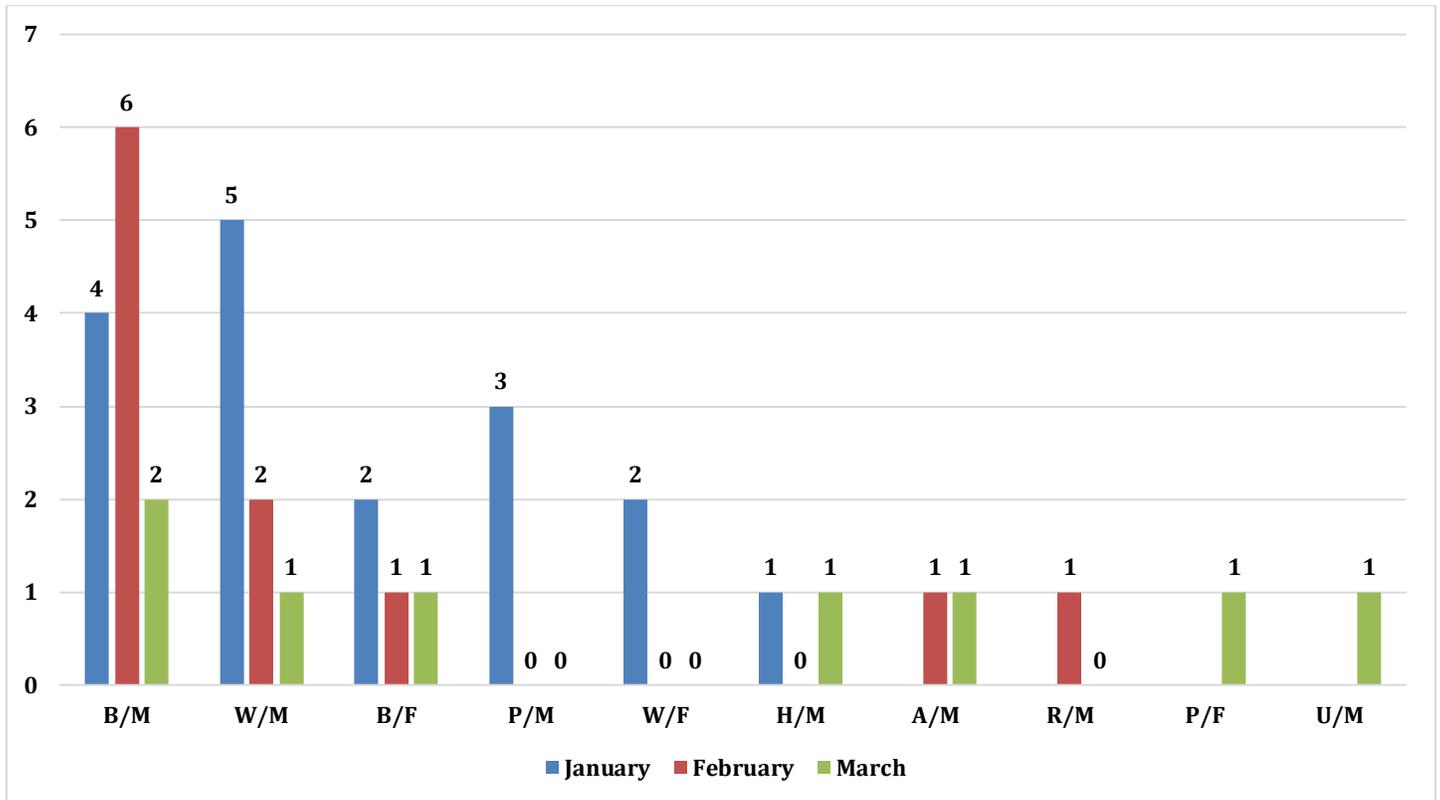


Exclusion Program



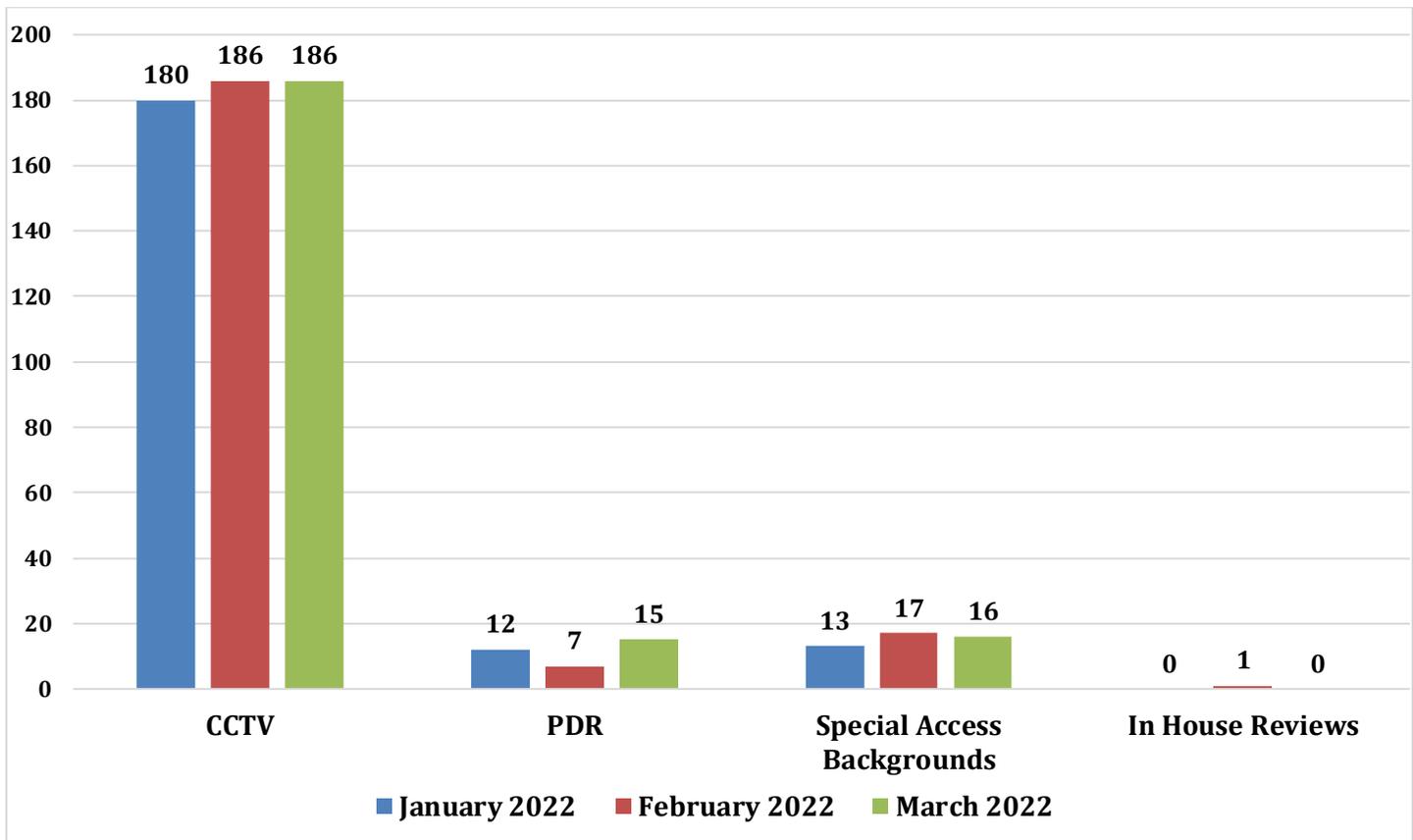
Exclusion Breakdown

This chart reflects the total number of exclusions issued in the first quarter of 2022. It's been broken down by race and gender.

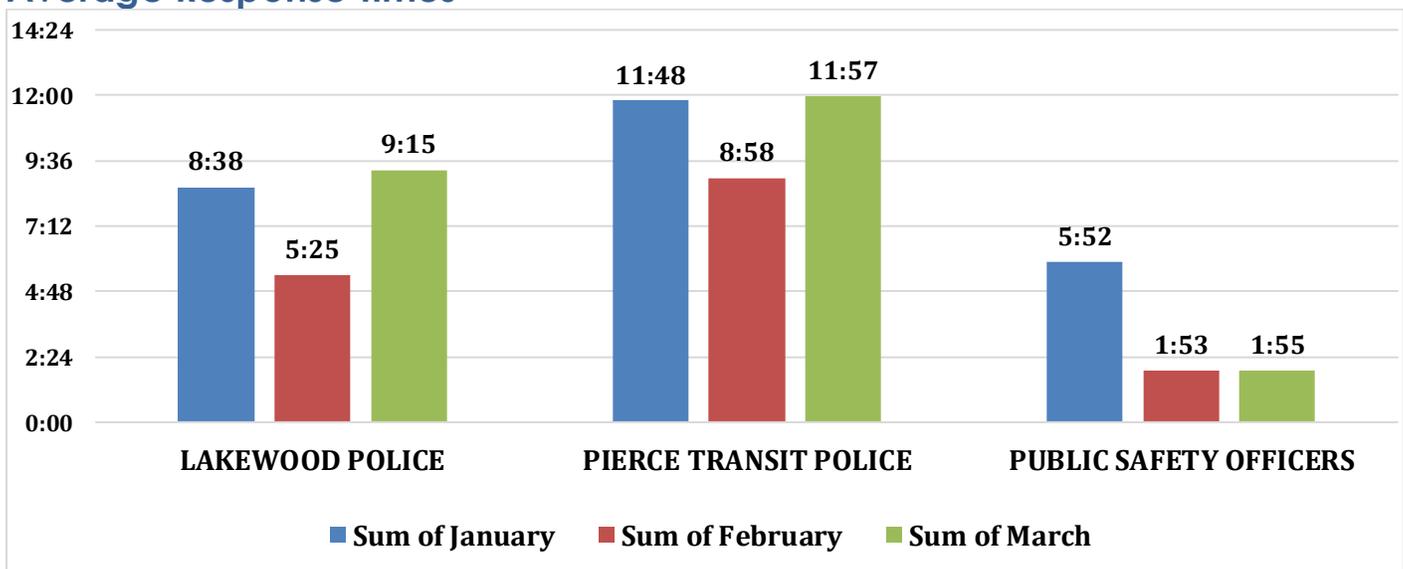


Records Division Requests

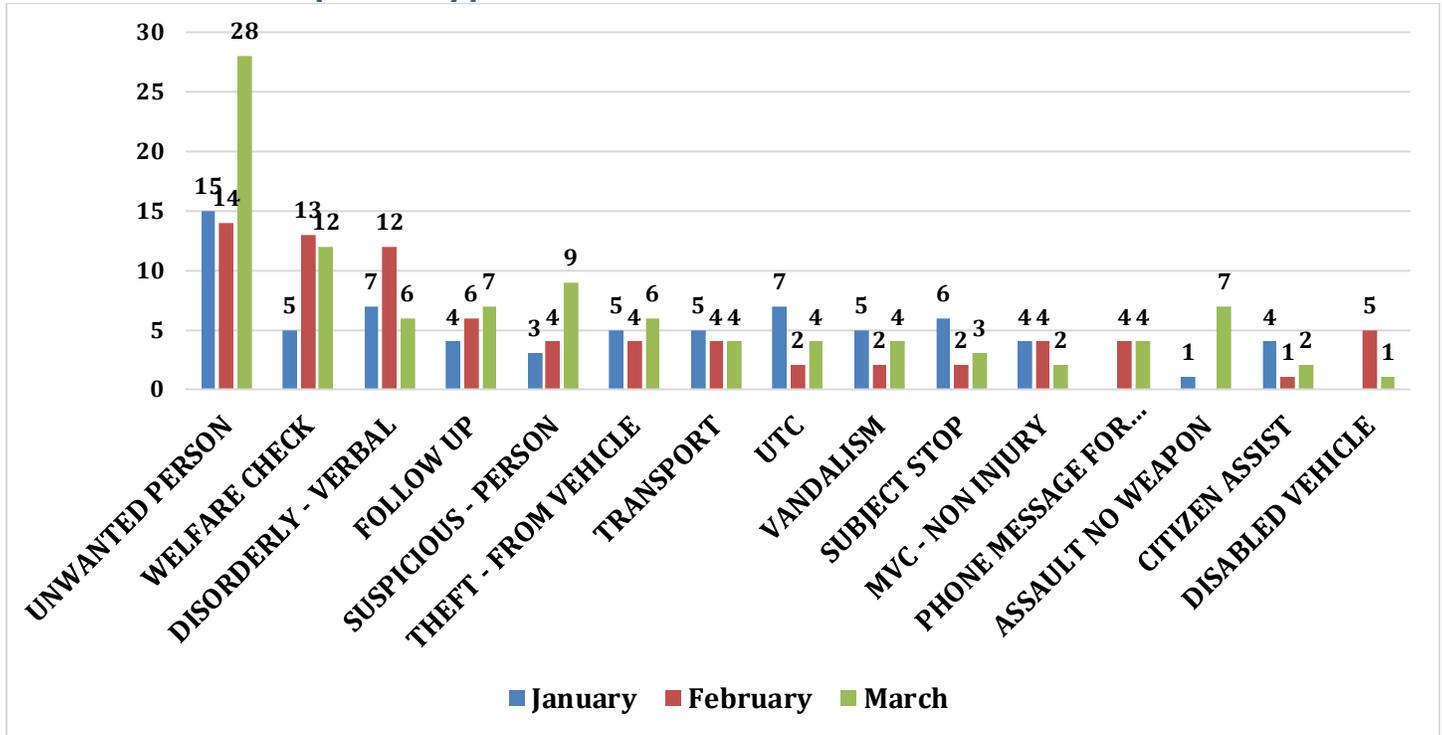
Our division receives various types of requests from within the Agency, from local law enforcement agencies, prosecutors, and the public. The following reflects the volume of requests we received for some of the records pertaining to the Department of Public Safety during the first quarter of 2022.



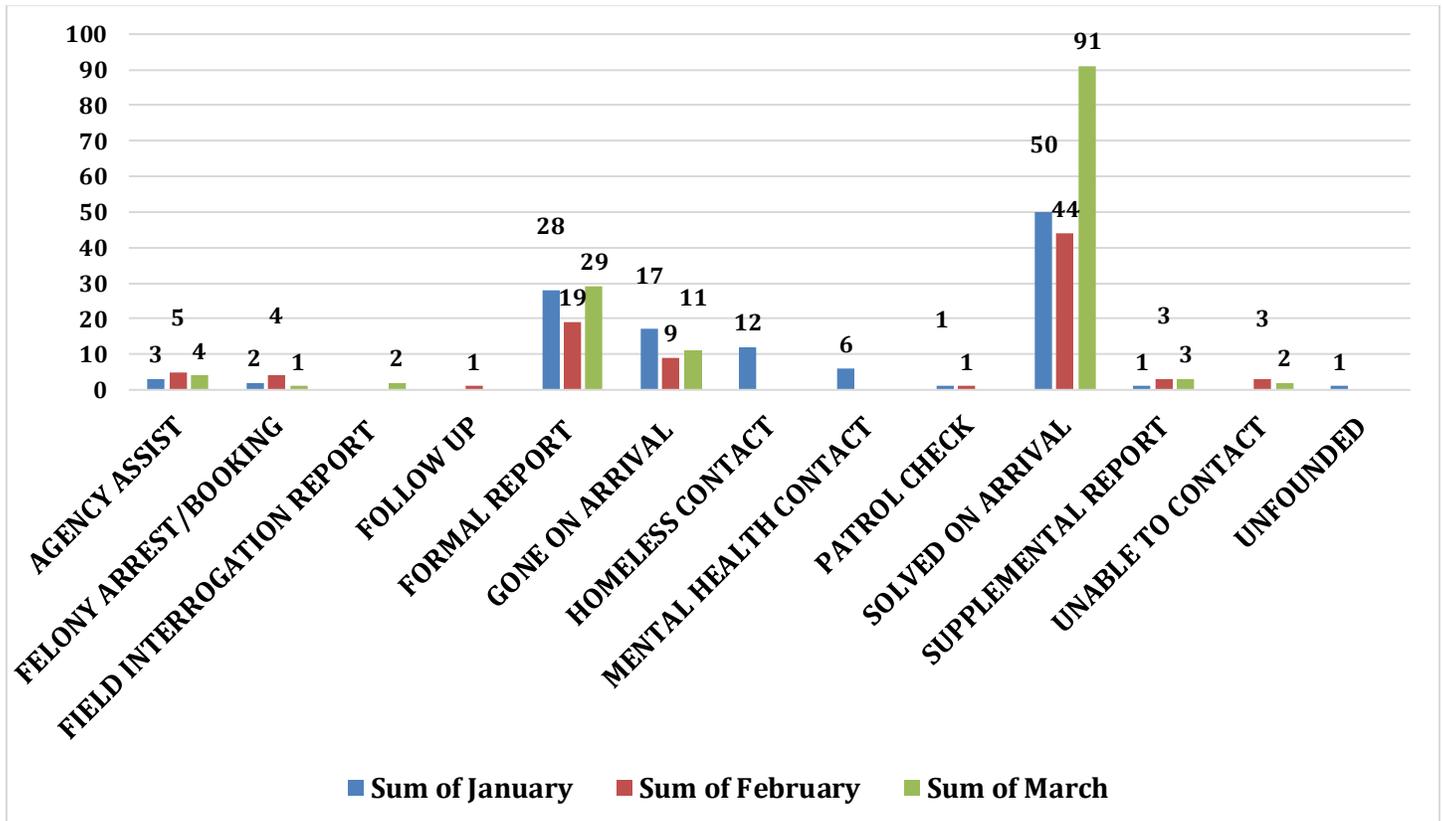
Average Response Times



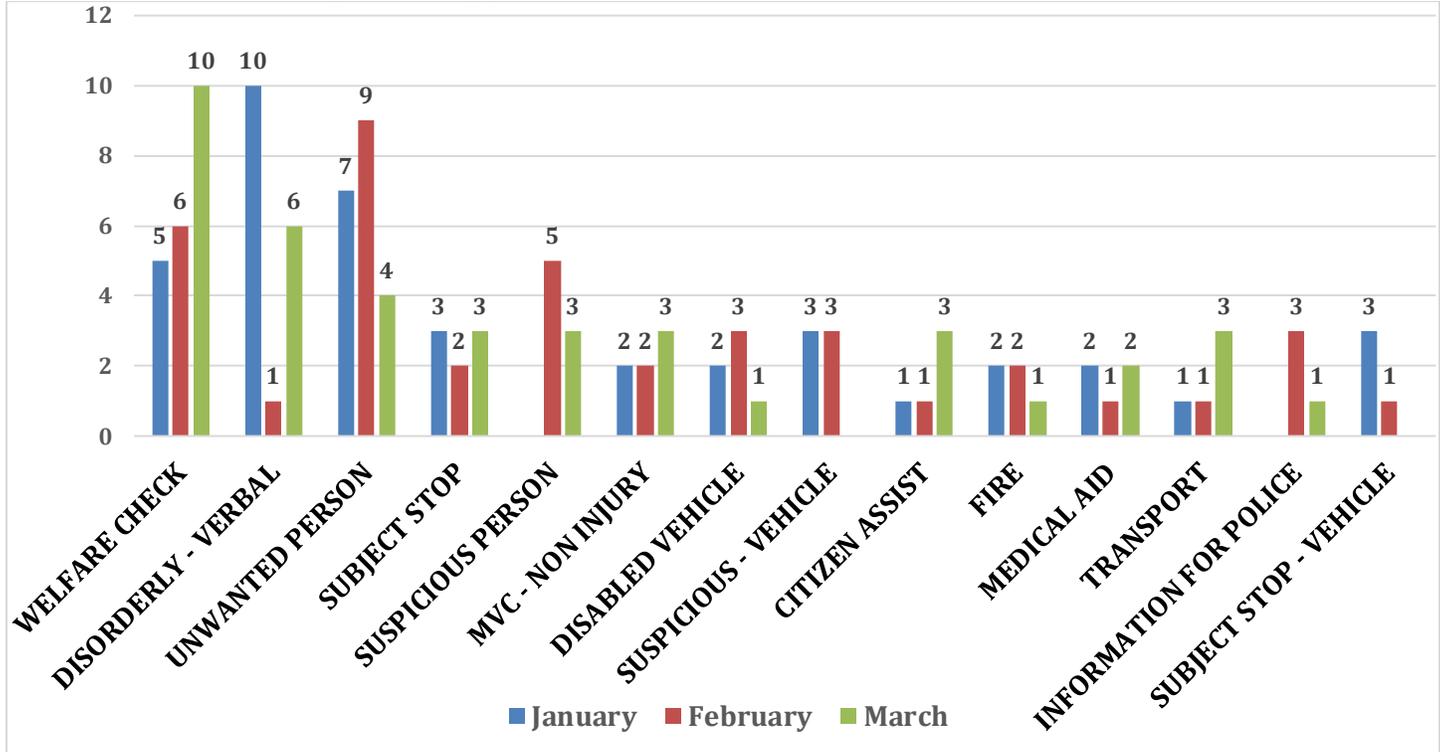
Transit Police - Top Call Types



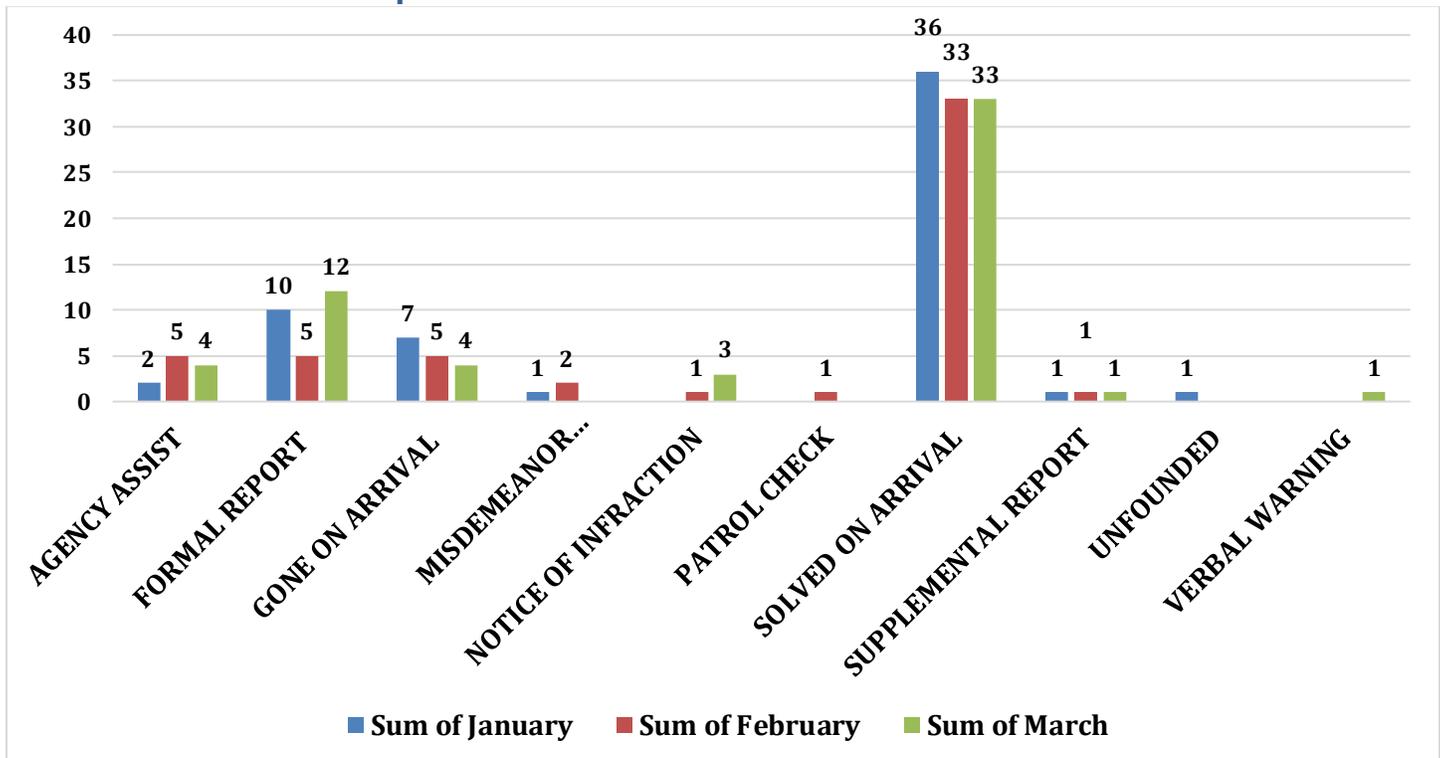
Incident Resolution – Pierce Transit Police



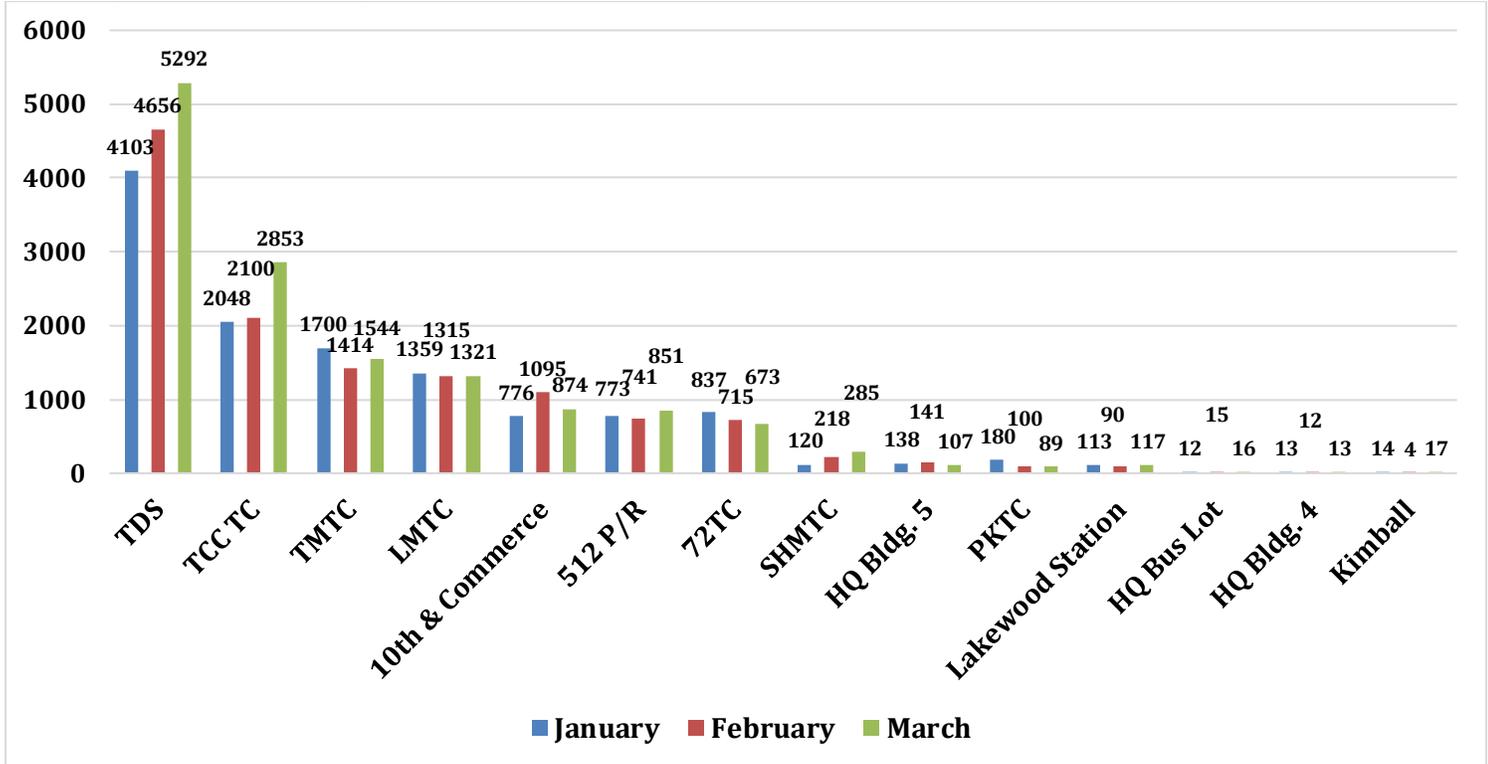
Lakewood PD – Top Call Types



Lakewood PD Call Dispositions

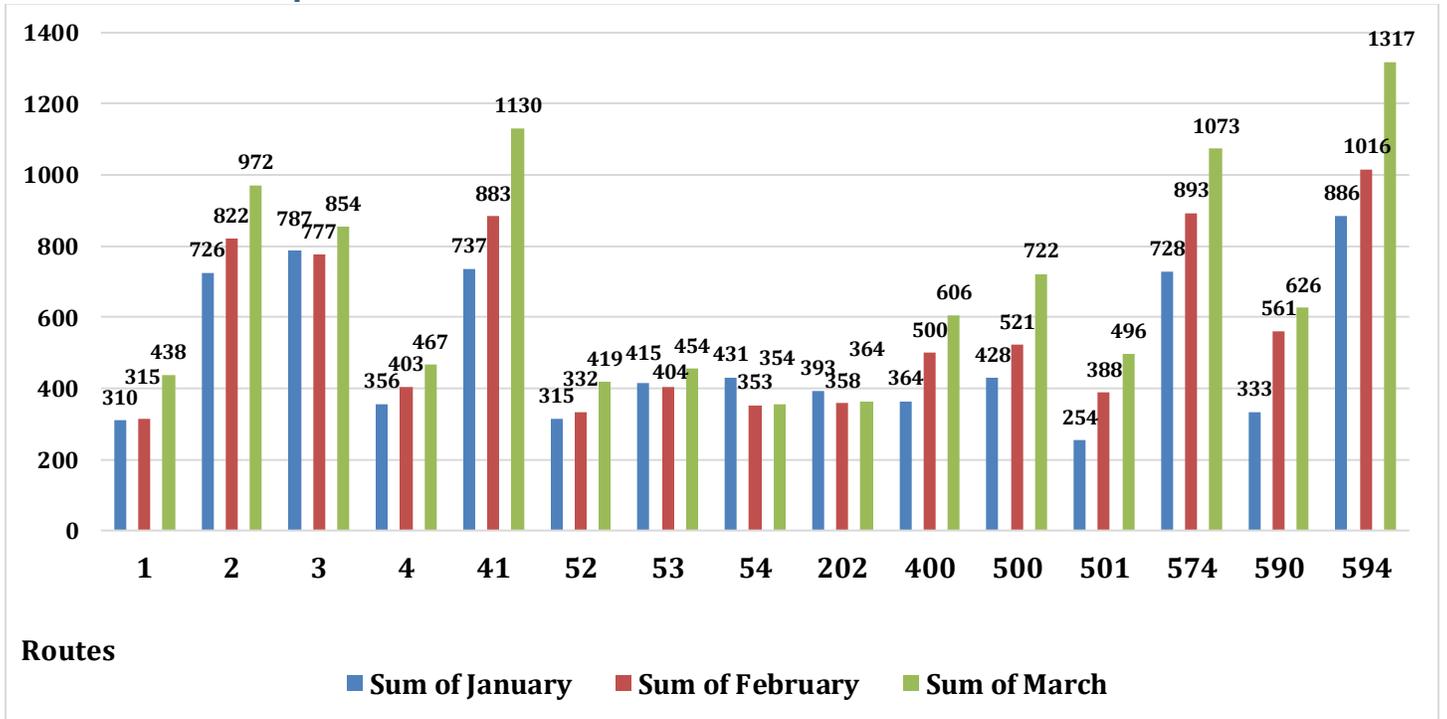


Facility Checks – Top Facilities



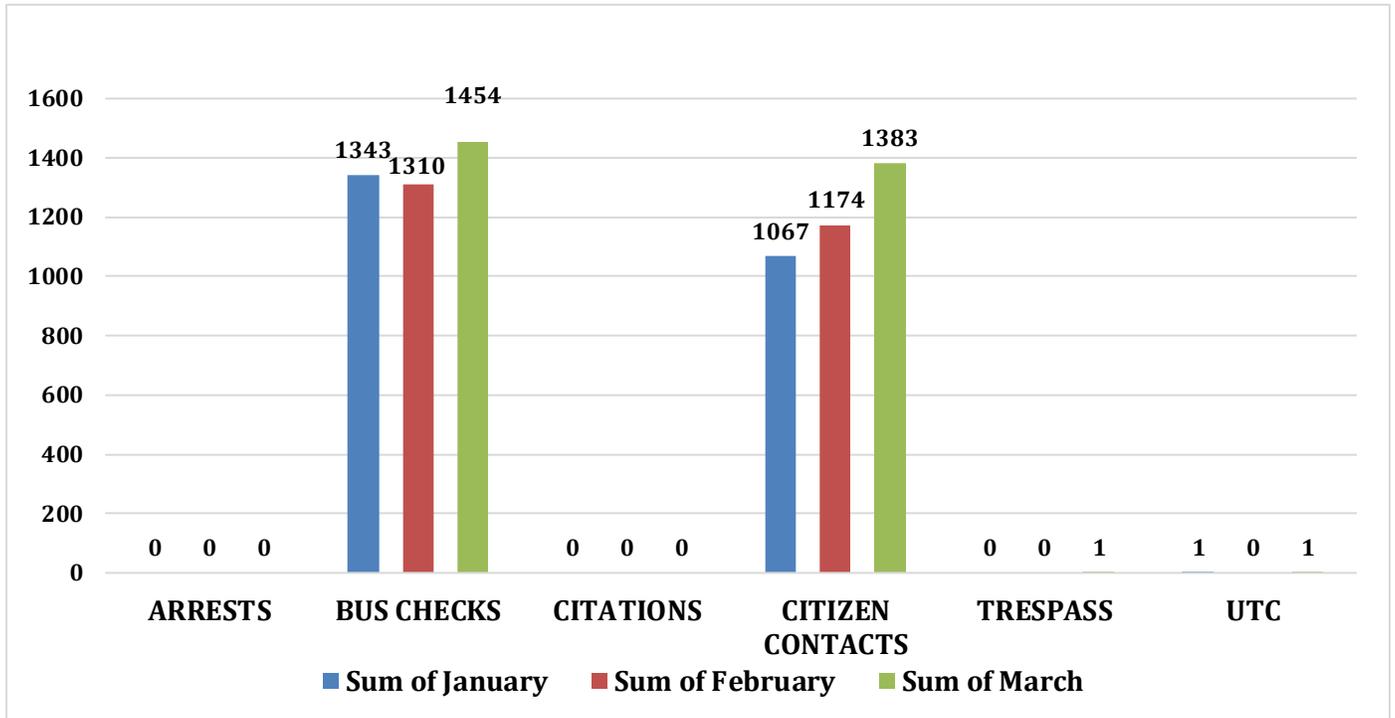
There were 12,220 Total Facility Checks in January, 12,641 in February, and 14,086 in March.

Bus Checks – Top Routes

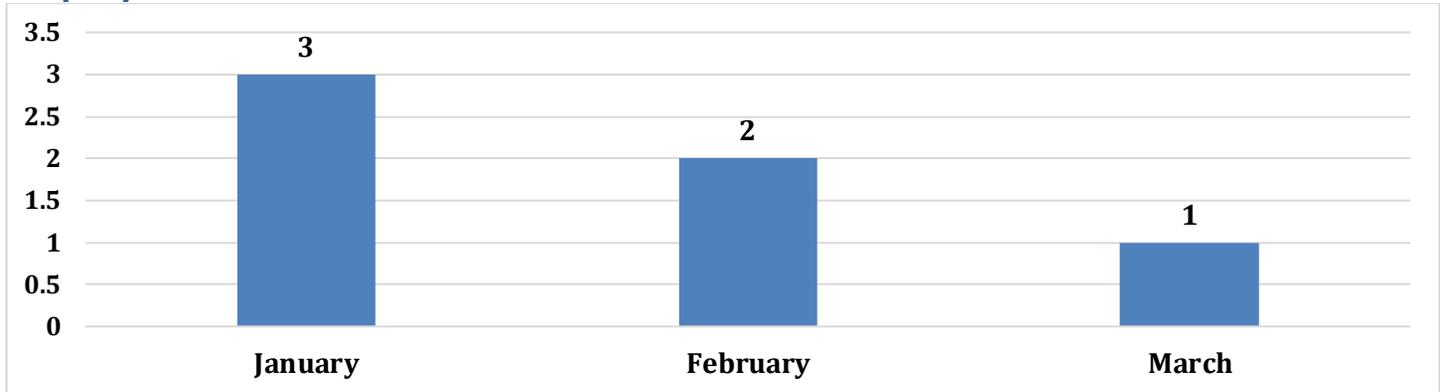


There were 10,331 Total Bus Checks in January, 11,510 in February, and 13,677 in March.

Federal Way Police Statistics



Employee Assaults



First Quarter Employee Assaults - 6:

2 Operators, 2 Public Safety Personnel (same incident), 2 Service Supervisors

- 1 involved items being thrown at the Employee.
- 1 involved the Employee being spit on or at.
- 3 involved a passenger making some sort of contact with the Employee (Push/Shove/Punch).
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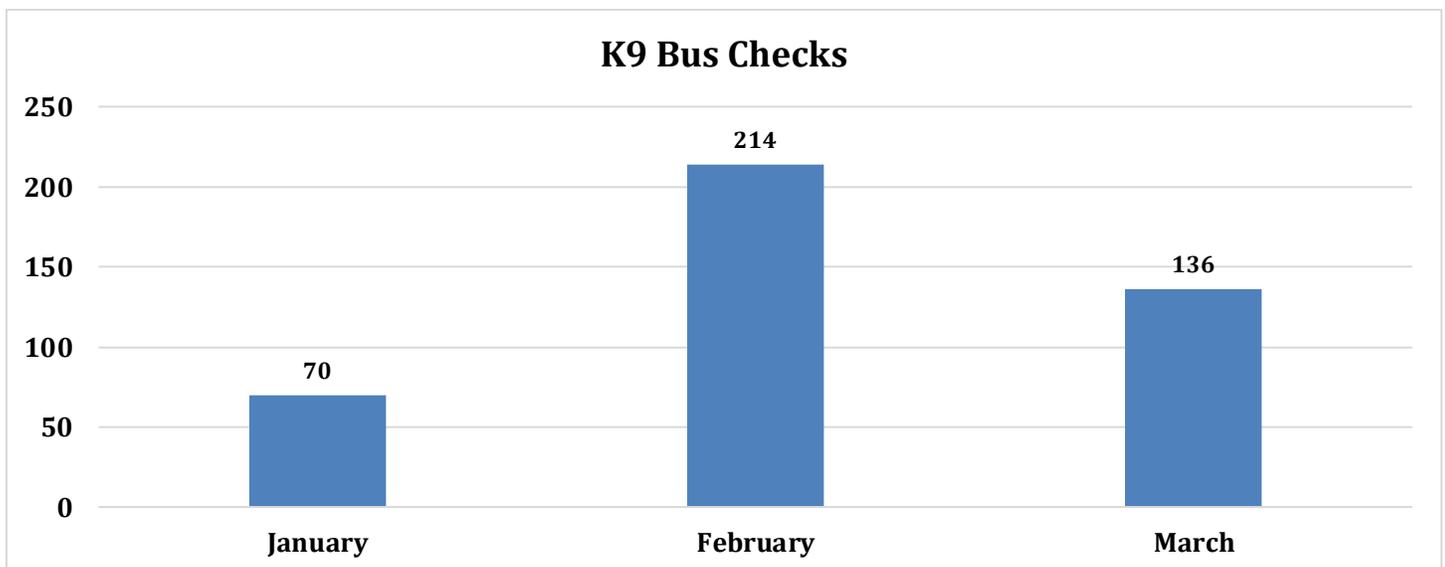
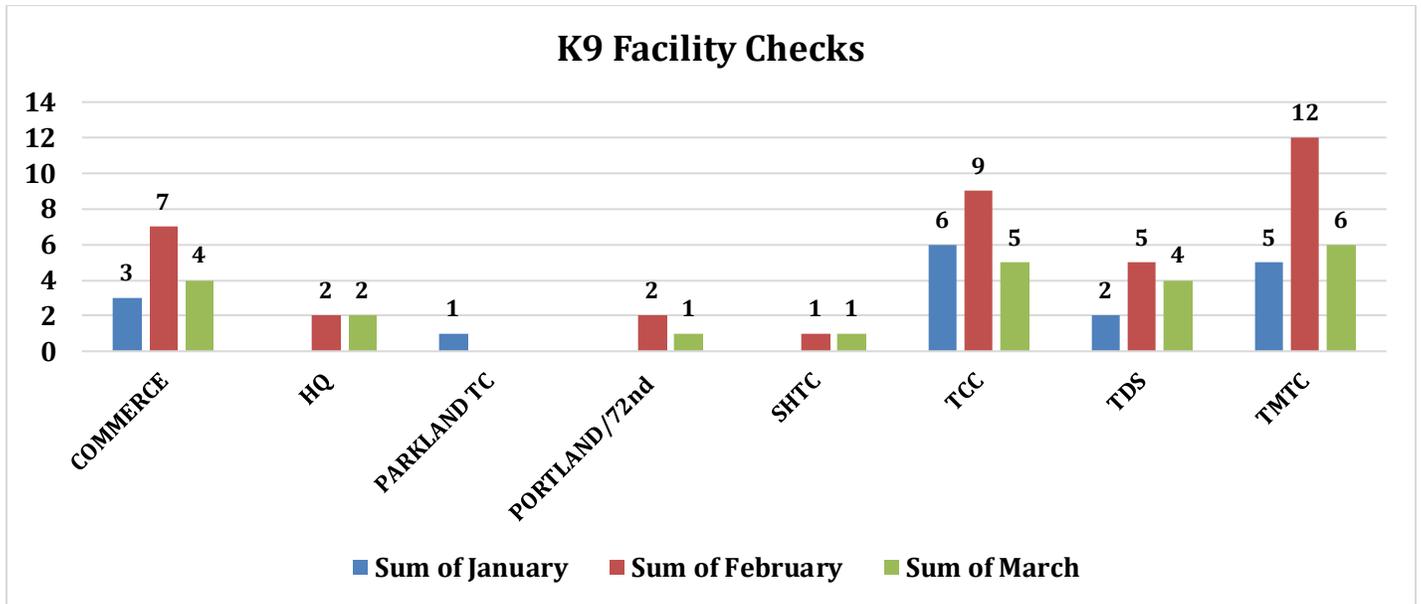
Of these 6 incidents, 5 resulted in arrest and/or charges or alternative confinement. 1 case was referred for charges with no arrest. 0 cases passenger not yet identified. 0 case no charges

In 2021, there were 2 employee assaults in January, none in February, and 2 in March.

Trespass Arrests Report– Pierce Transit Police

	2017	2018	2019	2020	2021	2022
January	14	8	7	10	2	2
February	13	6	3	5	4	1
March	7	4	4	3	3	0
April	8	10	7	6	6	
May	10	10	8	7	0	
June	11	4	18	1	1	
July	9	11	15	1	4	
August	11	6	8	3	3	
September	4	16	10	4	1	
October	5	11	7	1	3	
November	6	8	6	5	2	
December	5	15	10	2	1	

K9 Statistics





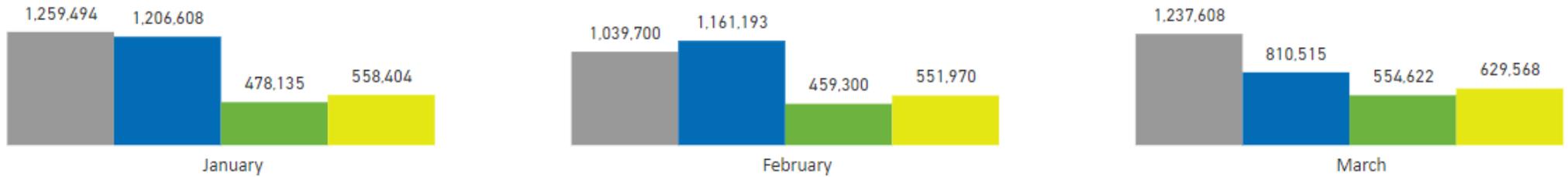
Quarterly Ridership and On Time Performance Report

524
Q1
(January – March 2022)

1st Quarter Ridership - Includes Sound Transit Boardings

Total boardings (all modes) by month and year

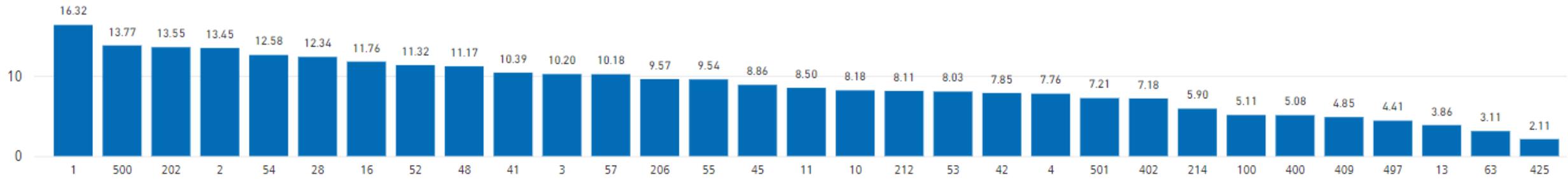
● 2019 ● 2020 ● 2021 ● 2022



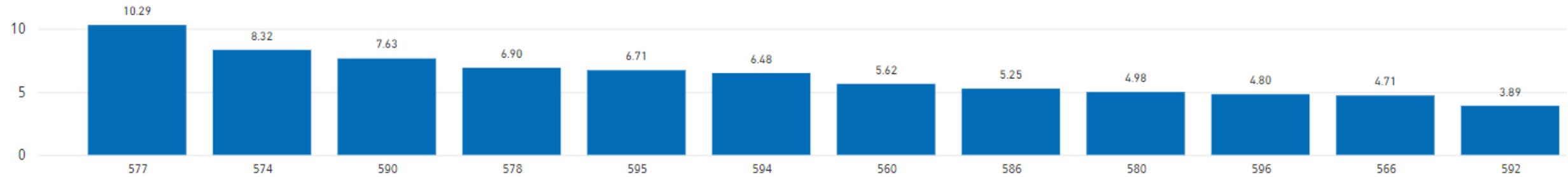
Year & Month	Pierce Transit Fixed Route Boardings	Vanpool Boardings	SHUTTLE Boardings	Sound Transit Fixed Route Boardings	Total Boardings
☐ 2022	1,136,148	49,381	44,254	510,159	1,739,942
January	361,896	24,296	13,078	159,134	558,404
February	351,495	25,085	14,775	160,615	551,970
March	422,757	*	16,401	190,410	629,568
Total	1,136,148	49,381	44,254	510,159	1,739,942

*Vanpool data for previous month pending

1st Quarter Boardings per Service Hour



Pierce Transit Routes

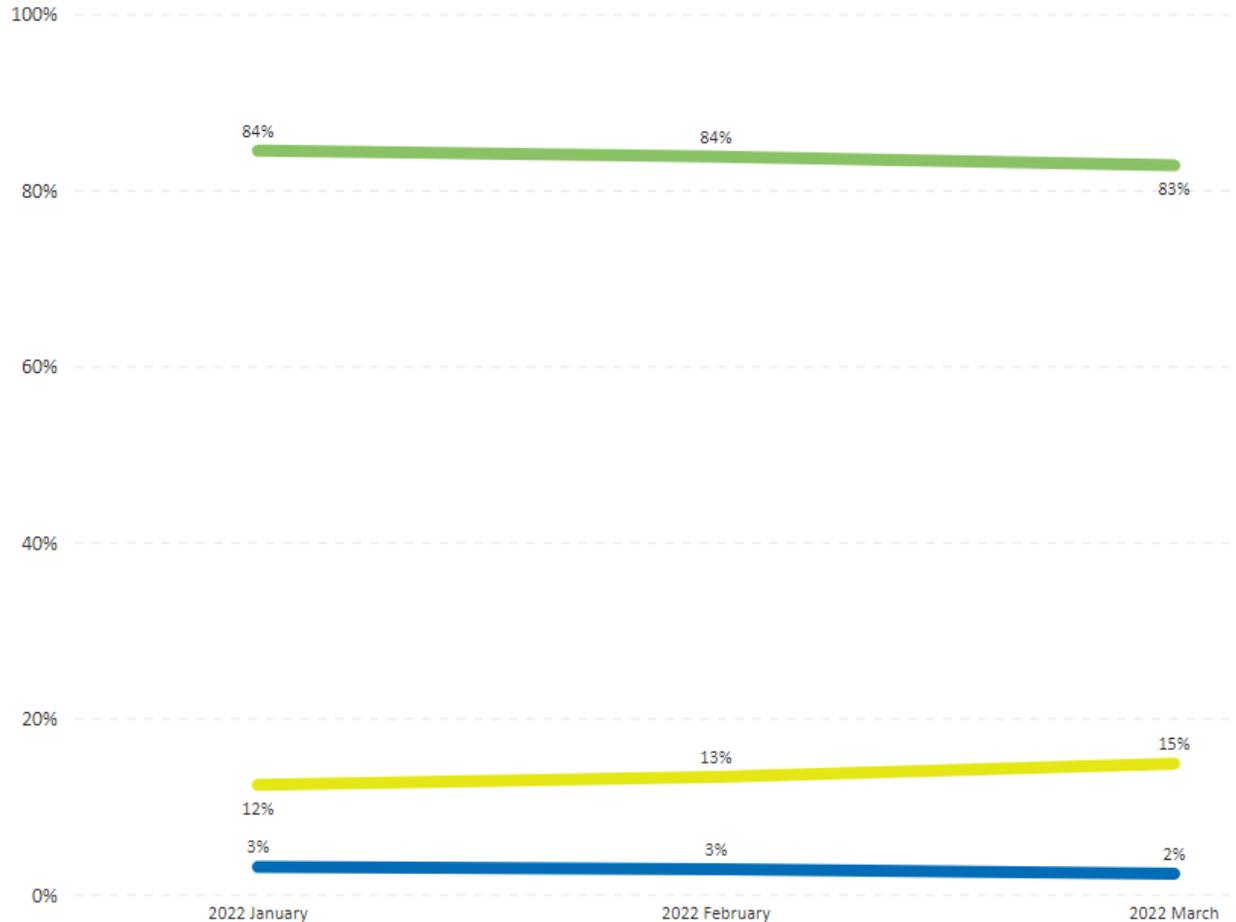


Sound Transit Routes

1st Quarter Pierce Transit On Time Performance (OTP)

Official monthly on-time performance (OTP)

— Early — Late — On time



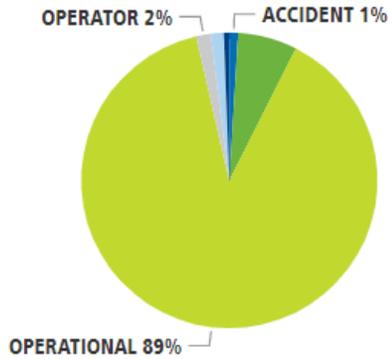
Highest OTP Routes	
52 – TCC Tac Mall	95.2%
63 – NE Tacoma	93.4%
54 – S 38 th / Portland	93.3%
10 – Pearl St	91.9%
212 – Steilacoom	90.6%

Lowest OTP Routes	
425 – Puyallup Connector	71.0%
1 – 6 th Ave / Pacific Ave	74.3%
402 – Meridian / Federal Way	75.2%
400 – Puyallup / Downtown Tacoma	76.7%
42 – McKinley	78.7%

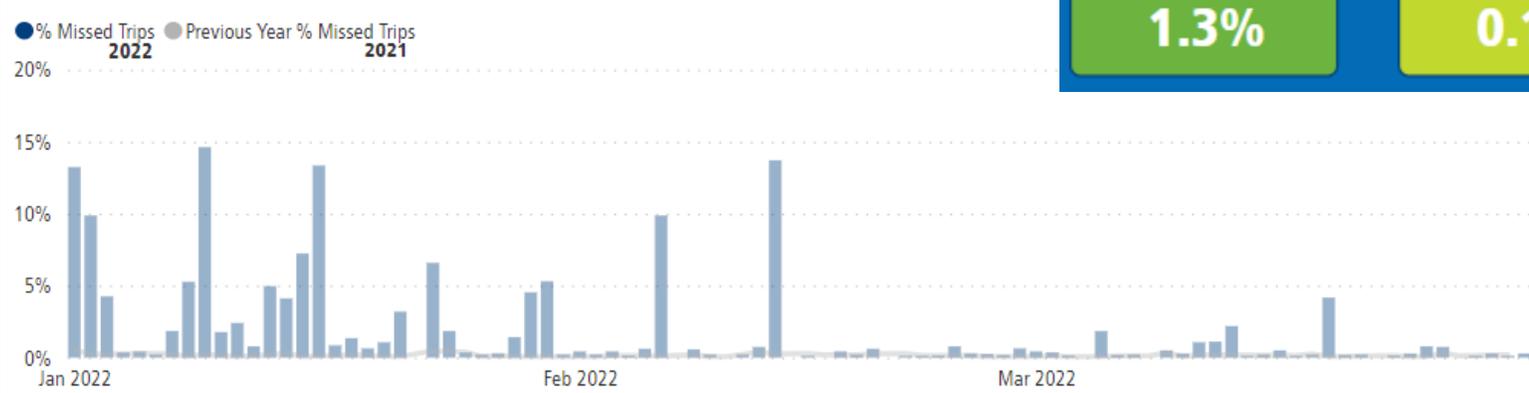
1st Quarter Missed Trips by Route

1,360 Missed trips in 2022	130 Missed trips in 2021
1.3%	0.1%

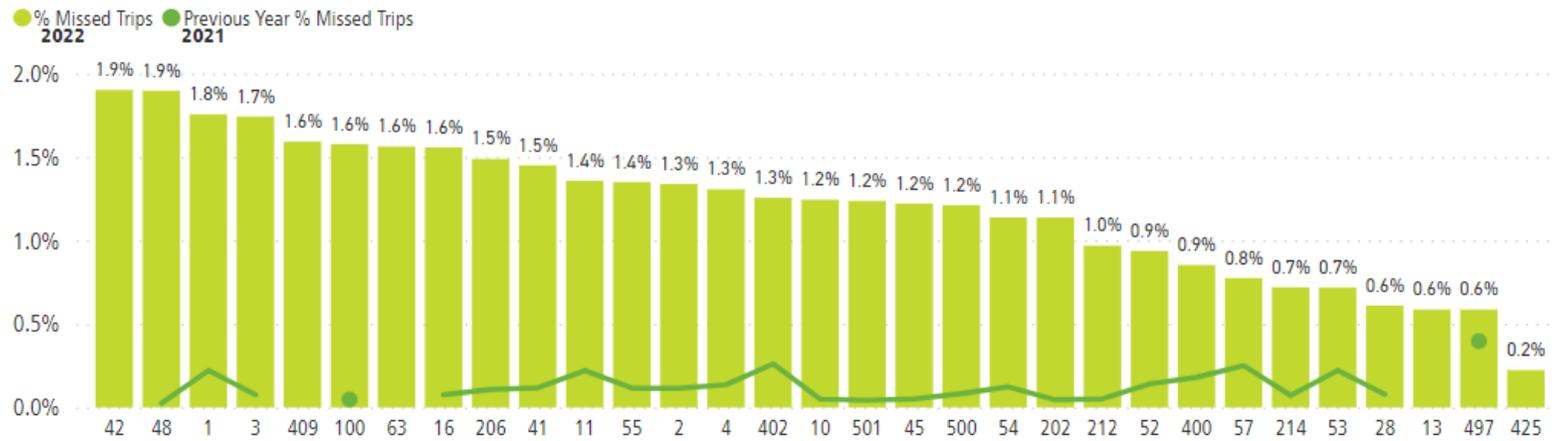
Reasons for missed trips 2022



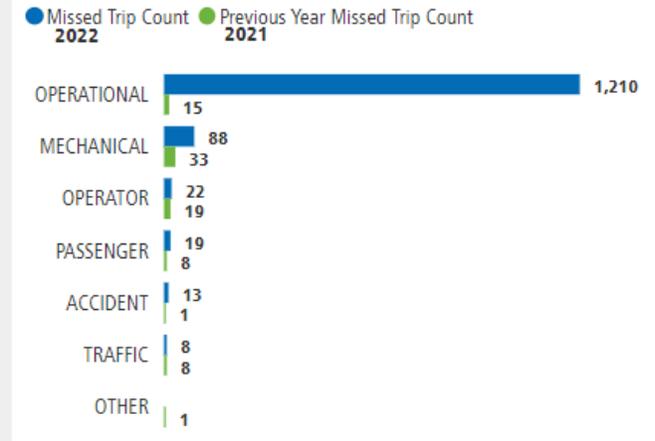
Percentage of trips missed, by day



Percentage of trips missed, by route



Missed trips, by reason



Key Take-Aways

- Total boardings for all modes are higher in January, February, and March 2022 compared to same months in 2021
- Boardings per service hour (all day types) are highest on PT routes 1, 500, 202, 2, and 54 and highest on ST routes 577, 574, 590, 578, and 595.
- Average OTP for all PT routes during January, February, and March 2022 is 83-84%.
- Missed trips on PT routes have decreased significantly in March 2022 compared to previous two months of 2022.