

Virtual Meeting Participation Information:

Dial: 1-253-215-8782 Meeting ID No. 89378154517

Webinar link: <https://us02web.zoom.us/j/89378154517>

Physical Meeting Location:

Pierce Transit Training Center

3720 96th Street SW

Lakewood, WA 98499

Call to Order

Approval of Minutes – February 16, 2023, 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 2023-024, Authorize the Chief Executive Officer to Execute Contract No. 1704 with The Aftermarket Parts Company, LLC, dba New Flyer Parts, to Purchase up to Sixty-Nine (69) Driver Barrier Doors | Stephanie Prine
Party Procurement Manager |
| 2. FS 2023-025, Authority to Execute Amendment No. 1 (Contract No. 1657) with Giro, Inc., to Increase the Contract Amount for the Addition of the Roster Optimize Module | Brentt Campbell
IT Assistant Manager |

Discussion/Review

- | | |
|---------------------------------|--|
| 1. 2023 Q1 Safety Report | Ed Roberts
Chief of Public Safety |
| 2. Update on Ambassador Program | Grantley Martelly
Chief Operating Officer |

Commissioner Comments

Executive Session – None Scheduled

Adjournment

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

February 16, 2023

MINUTES

CALL TO ORDER

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

ATTENDANCE

Service Delivery & Capital Committee members present:

Daryl Eiding, Mayor of City of Edgewood
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

Service Delivery & Capital Committee members excused:

Don Green, CTAG Non-voting Member

Pierce Transit staff present:

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

APPROVAL OF MINUTES

Commissioners Eiding and Walker **moved** and seconded to approve the October 20, 2022, meeting minutes as presented.

Motion **carried**, 3-0.

PUBLIC COMMENT

No public comments were received.

ACTION AGENDA

1. Election of Chair and Vice Chair

The committee members elected to keep the leadership of this committee the same as the previous year; thereby re-electing Commissioner Roscoe to serve as the chair and Commissioner Walker to serve as the vice chair for the 2023 calendar year.

Motion **carried**, 3-0.

2. FS 2023-008, Authorize the Chief Executive Officer to Enter into and Execute a Multi-Year Contract with Cintas Corporation No. 2 (Contract No. 1502) for Uniform Rental and Laundry Services for Maintenance Personnel in the Amount of \$980,000

Fleet Manager Marah Harris presented on the item and advised uniforms are required as per the Amalgamated Transit Union Master Agreement. She reviewed the bid process and advised that the proposed contract is for five years.

Commissioners Roscoe and Walker **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a multi-year contract with Cintas Corporation No. 2 (Contract No. 1502) for Uniform Rental and Laundry Services for Maintenance personnel in the amount of \$980,000.

Motion **carried**, 3-0.

3. FS 2023-009, Authority to Increase the Contract Authority Amount with United Site Services of Nevada, Inc., Contract Number PT-81-19, for Continued Portable Toilet Rentals and Services at Transit Centers and Park and Ride Lots

Parts Procurement Manager Stephanie Prine presented on the item and advised that portable toilet rentals are used at six transit centers and park and ride lots. These portable facilities are installed at locations that do not have plumbing or at locations where we received requests from nearby businesses to install restroom facilities to reduce the number of transit patrons utilizing their restrooms.

Ms. Prine gave an overview of the bid process and reviewed scope of the contract. She advised that the cleaning schedule is based on the level of usage.

Commissioners Walker and Eidinger **moved** and seconded to authorize the Chief Executive Officer to increase the contract authority amount with United Site Services of Nevada, Inc., Contract PT-81-91, in the amount of \$150,000 for continued portable toilet rentals and services at Transit Centers and Park and Ride Lots, for a new contract authority amount of \$350,000.

Motion **carried**, 3-0.

COMMITTEE MEMBER COMMENTS

There were no comments provided.

EXECUTIVE SESSION

There was no executive session.

ADJOURNMENT

There being no further business, Commissioners Walker and Eiding **moved** and seconded to adjourn the meeting at 3:18 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 Execute Contract No. 1704 with The Aftermarket Parts Company, LLC, dba New Flyer Parts, to Purchase up to Sixty-Nine (69) Driver Barrier Doors

DIVISION: Maintenance

SUBMITTED BY: Stephanie Prine, Parts Procurement Manager

RELATED ACTION: N/A

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Employee

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: 636- Barrier Door Install

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 545,950.54	The total project budget is \$606,580.00.
Grant/Other Amounts	\$	
Total Expenditure	\$ 545,950.54	

BACKGROUND:

The purpose of this purchase is to retrofit sixty-nine (69) Pierce Transit buses to provide added protection for operators. Our current standard for new bus orders includes the same driver barrier door. Once the proposed sixty-nine (69) driver barrier doors are purchased and installed, Pierce Transit will have the same system in all our Pierce Transit buses. In 2020, Pierce Transit had twelve (12) operator assaults followed by another twelve (12) in 2021, fifteen (15) in 2022, and four (4) as of April 2023. The purchase of the sixty-nine (69) barrier doors will provide our operators with a safer and more secure work environment. Protecting the safety and well-being of our operators will help us attract and retain qualified individuals to provide transportation services to our community.

Our standard driver barrier door is available for purchase from three different vendors through an authorized distributor network. All three vendors were contacted for a quote. Of the responsive bidders, The Aftermarket Parts Company, LLC, dba New Flyer Parts, was the lowest bidder.

Pierce Transit seeks authority to enter into Contract No. 1704 with The Aftermarket Parts Company, LLC, dba New Flyer Parts, to purchase up to sixty-nine (69) driver barrier doors. The driver barrier doors will be installed by Pierce Transit Staff. Delivery of the driver barrier doors is expected in batches to accommodate installation and should be complete before the end of the year.

STAFF RECOMMENDATION:

Staff recommends purchasing up to sixty-nine (69) Driver Barrier Doors from The Aftermarket Parts Company, LLC, dba New Flyer Parts, for the protection of operators.

ALTERNATIVES:

Do not purchase the Driver Barrier Doors. This is not recommended as providing our operators with a more safe and secure area is important for their well-being.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to execute Contract No. 1704 with The Aftermarket Parts Company, LLC, dba New Flyer Parts, to purchase up to sixty-nine (69) driver barrier doors for the protection of operations in the amount of \$545,950.54.

TITLE: Authority to Execute Amendment No. 1 (Contract No. 1657) with Giro, Inc., to Increase the Contract Amount for the Addition of the Roster Optimize Module

DIVISION: Finance

SUBMITTED BY: Brent Campbell, IT Assistant Manager

RELATED ACTION:

FS 2023-010, Authority to Execute a Multi-Year, Sole Source Maintenance and Support Agreement with Giro, Inc., (contract # 1657) for Maintenance of the Automated Scheduling and Dispatch System.

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Internal

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: 1140

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Original Contract Amount	\$ 797,192.00	Explanation: Increase funds for Contract No. 1657 to add the Roster Optimization module to the Maintenance and Support Agreement with Giro, Inc.
This Contract Amount	\$ 58,007.00	
New Contract Amount	\$ 855,199.00	

BACKGROUND:

The Hastus software system is critical to the operations of Pierce Transit and allows the agency to successfully schedule, dispatch, and manage fixed route bus service, as well as many other functions, including but not limited to payroll. Pierce Transit has utilized this proprietary software since 1998 and it is heavily imbedded in our operation systems. The amendment is to add the Hastus "Roster Bidding Module" to our Hastus system. The cost will be \$58,007.00 plus 30 pre-paid support days which we have in our account.

This new module allows Pierce Transit to optimize schedules for "Roster Bidding" instead of the "Cafeteria Bidding" that we now use. Pierce Transit is pursuing implementation of the Roster Bidding module, and if approved by the union, would allow an operator to choose the entire assignment for a work week. This facilitates better control over the schedule and prohibits operators from only selecting the desirable parts of the assignment. pending union approval. Cafeteria bidding allows an operator to select the assignments for a particular day and mix and match daily schedules to make their complete 40-hour work week. The issue comes when senior operators pick the most desirable assignment days, leaving the more junior operators with almost unworkable schedules. This has created a deficit in the quality of life for new operators which is affecting turnover and recruitment.

ALTERNATIVES:

1. Do not authorize additional funds. This would make Pierce Transit unable to explore the possibility of Roster bidding with its consequences of continued staff turnover.

RECOMMENDATION:

Approve Amendment No. 01 with Giro, Inc, Contract No. 1657, to increase the not to exceed amount to \$855,199 for the addition of the Roster-Optimize Module.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to enter and execute Amendment No. 01 with Giro, Inc., Contract No. 1657, to increase the contract not to exceed amount by \$58,007.00, for a new contract amount of \$855,199 for the addition of the Roster-Optimize Module.



Public Safety Quarterly Report

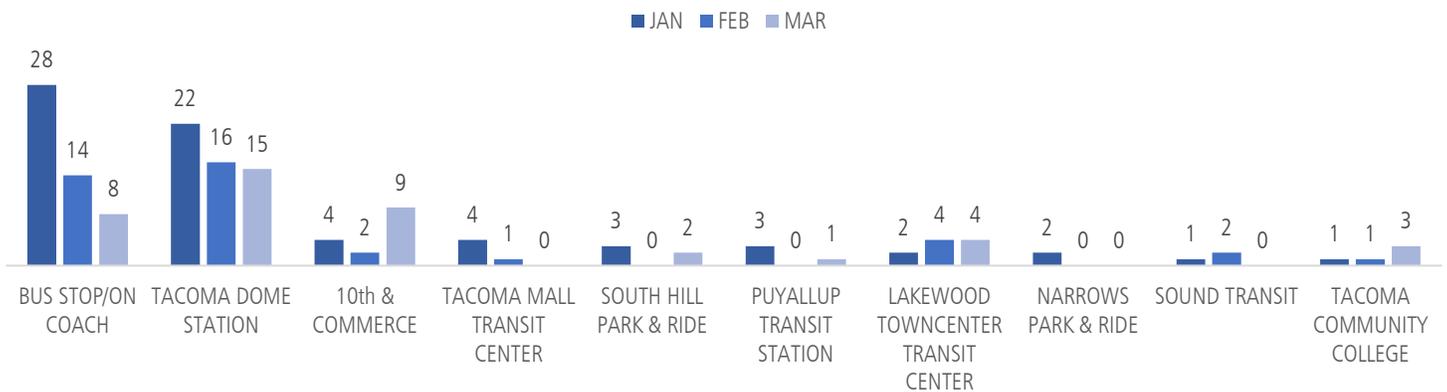
Quarter 1 - 2023

Employee Assaults

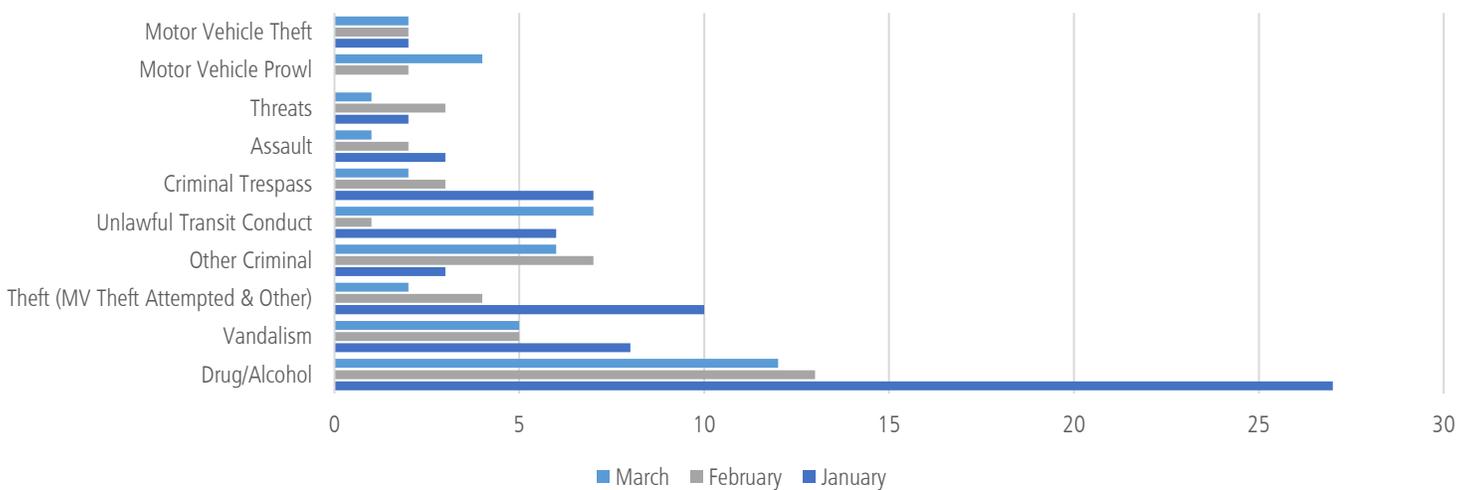
First quarter employee assaults – 2. One operator assault, one public safety person

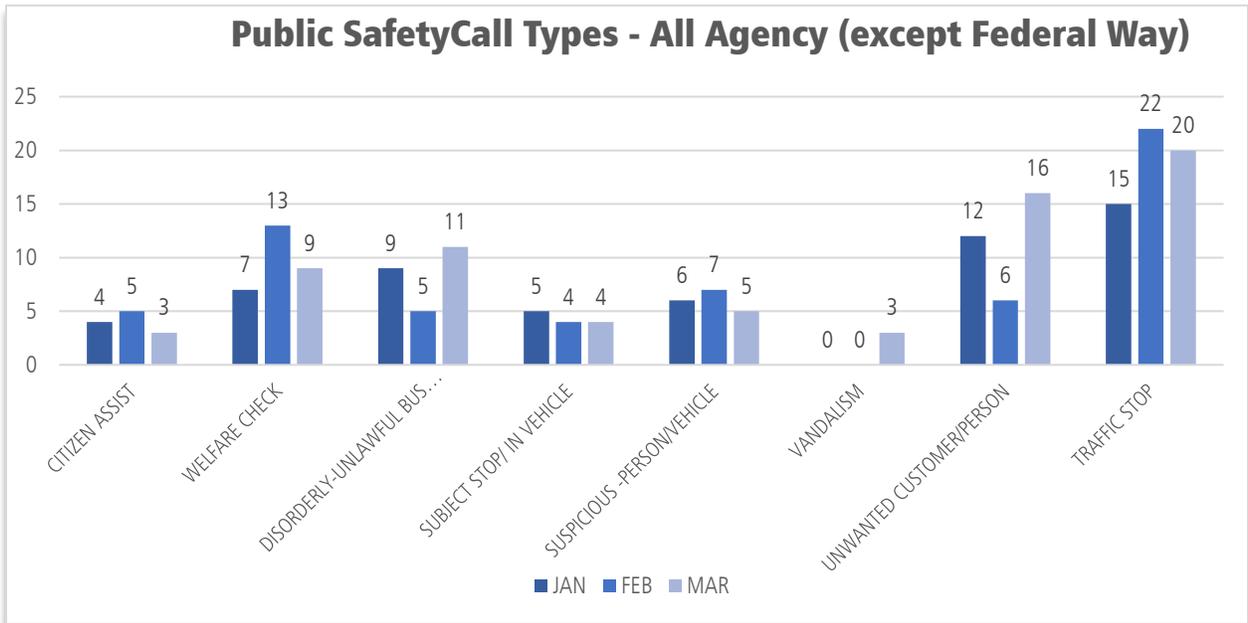
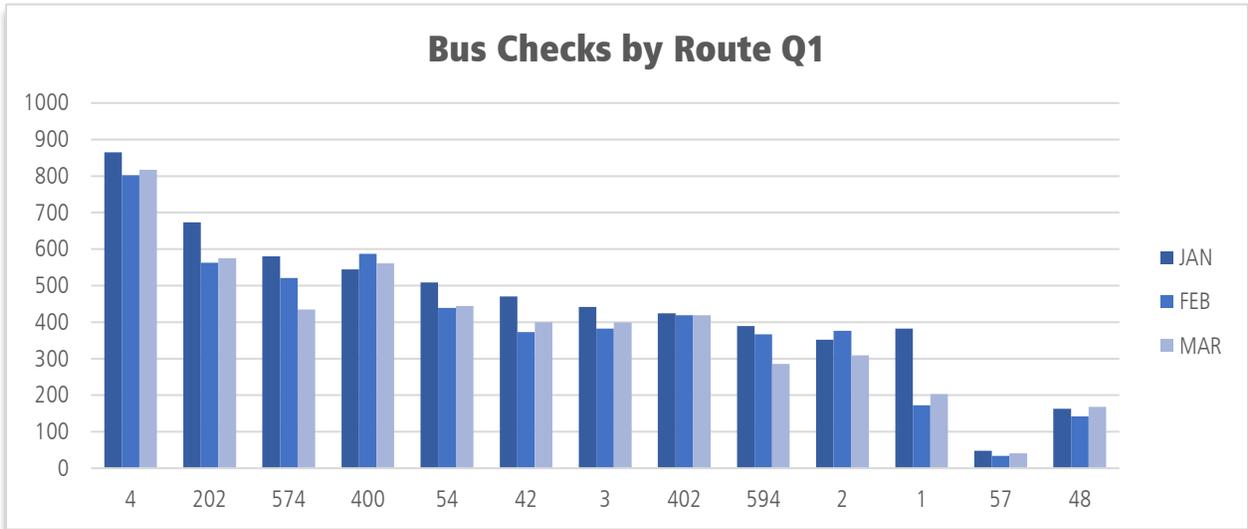
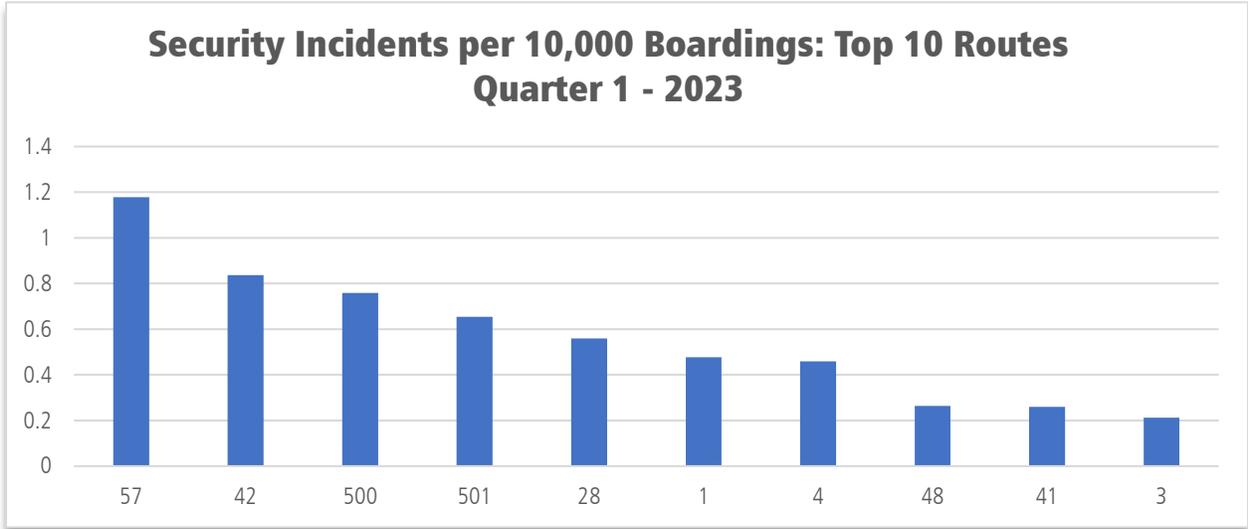
- Operator was spit on
- Public safety person was assaulted with a can.

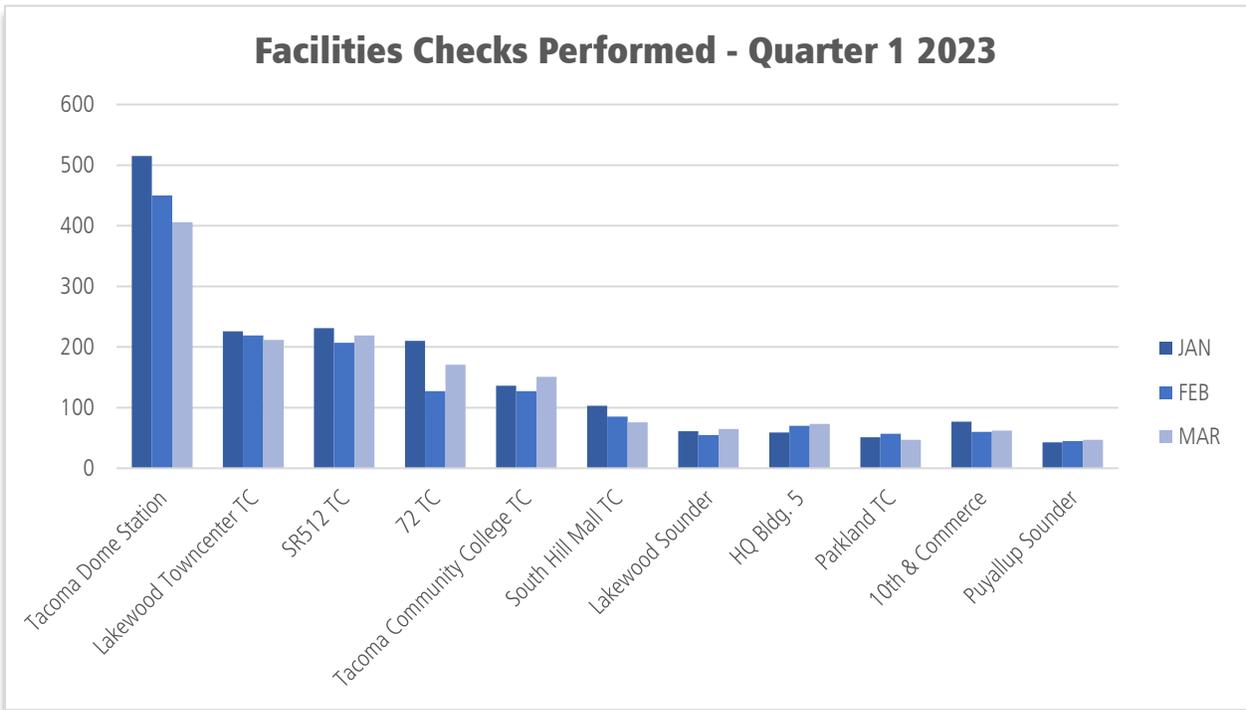
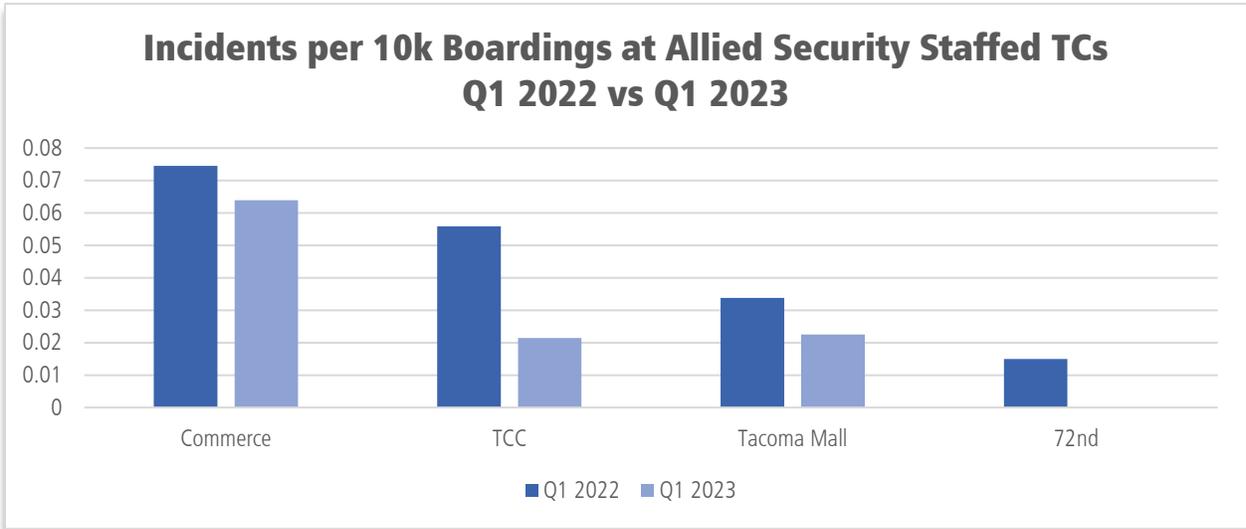
Transit Incidents by Location - Quarter 1 2023



Documented Offenses - Quarter 1 2023







Pierce Transit Ambassador Program

Goal: Continue to support a culture of service to our community by developing a transit workforce to:

- ➔ Serve as brand ambassadors.
- ➔ Show a commitment to living the brand of Pierce Transit.
- ➔ Have the knowledge, resources, and ability to provide exceptional service to our customers.

Target Audience: Operators, Service Delivery Supervisors, Communication Center Dispatchers, Public Safety Officers, Contracted PCD, Contracted Security, Management, Facilities Field Personnel



Pierce Transit Ambassador Program

We Know Our Customers

Living the Brand

Providing Solutions

Position-Specific Training

Next Steps

Comprehensive review and comparative analysis of existing customer service training materials including training observations and stakeholder meetings.

Develop a training and implementation proposal to include training calendar, budget, process to optimize current delivery systems, and train the trainer activities.

Incorporate the pillars into existing programs within departments so that the focus on Core Competencies becomes standard operating procedure.

Develop metrics to assess training outcomes and design processes for continuous process improvement.

Piloting a virtual micro-learning tool for field use. (In Progress)