



**BOARD OF DIRECTORS'**  
**HYBRID MEETING AGENDA**  
Snohomish County Public Transportation Benefit Area Corporation

**Thursday**  
**October 5, 2023**  
**3:00 p.m.**

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Board Meeting Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVlhQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

Livestream: <https://bit.ly/CTPublicMtgsYouTube>

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 4 pm Oct. 4.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 4 pm Oct. 4

**4. PRESENTATIONS\***

a. Draft Journey 2050 Long Range Plan – Sophie Luthin

**5. CHIEF EXECUTIVE OFFICER'S REPORT**

**6. COMMITTEE REPORTS**

a. Executive Committee – Chair Schuette

b. Finance, Performance, & Oversight Committee – Mayor Roberts

c. Strategic Alignment & Capital Development Committee – Council Member Merrill

**7. CONSENT ITEMS\*\***

a. Approve minutes of the September 7, 2023 Board Meeting.

b. Approve vouchers dated August 4, 2023 in the amount of \$7,562,360.66.

c. Approve vouchers dated August 11 2023 in the amount of \$5,529,745.29.

d. Approve vouchers dated August 18, 2023 in the amount of \$4,059,671.22.

e. Approve vouchers dated August 25, 2023 in the amount of \$6,017,365.28.

f. Approve August 2023 Payroll:

i. Direct Deposits Issued, #440905 – 442551 in the amount of \$4,138,012.05.

ii. Paychecks Issued, #111406 – 111484 in the amount of \$107,374.35.

iii. Employer Payroll Tax Deposits in the amount of \$470,826.54.

iv. Employer Deferred Compensation for IAM in the amount of \$11,131.09.

**8. ACTION ITEMS\*\***

a. Approve Zip Alderwood Shuttle Service – Jennifer Hass

b. Award Sole Source #2023-88, Zip Alderwood Shuttle Service – Jennifer Hass

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

- c. Approve Resolution No. 04-23, Fare Enforcement Authority – Scott Eastman
- d. Award RFP #2023-087, Bus Remediation Services – Mike Swehla
- e. Award RFP #82-15, Data Backup Solution – Chas Stearns
- f. Award RFP #2022-074, Onboard Digital Signage – Christopher Silveira

**9. CHAIR'S REPORT**

**10. BOARD COMMUNICATION**

**11. EXECUTIVE SESSION**

**12. OTHER BUSINESS**

**13. ADJOURN**

Board materials are available at [www.communitytransit.org/board-of-directors](http://www.communitytransit.org/board-of-directors). In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should notify the executive office at least 24 hours prior to the meeting at 425-348-7100 (TTY Relay 711) or [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org).

\* Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

# **Presentations**

**To: Board of Directors'**

**From: Sophie Luthin, Manager – Strategic Planning**

**Date: October 5, 2023**

**Subject: Information: Draft Journey 2050 Long Range Plan**

### **BACKGROUND**

The Long Range Plan provides a long-term vision for transit service in Snohomish County. The Journey 2050 Long Range Plan update extends the horizon of the Long Range Plan to 2050, provides an updated vision for transit service, and identifies capital and financial needs in order to support the 2050 transit service vision. Journey 2050 was developed in alignment with Puget Sound Regional Council's (PSRC) Vision 2050 plan which serves as a guide for growth in the Puget Sound Region.

The Journey 2050 project was initiated in late 2021. Initial workshops were conducted with the Executive Leadership Team and Board of Directors in late 2021 to develop agency priorities and major themes to address in the plan. In early 2022, the agency conducted a public survey to better understand community priorities.

Interviews were also conducted with community organizations. In summer 2022, Community Transit conducted a second round of public outreach where the public was asked to indicate how they would prioritize the three types of transit service outlined in the plan (Swift Bus Rapid Transit, Regular Bus, and Innovative Services). A series of internal staff workshops were also conducted in 2022 and 2023 leading to development of the system plan and overall draft document.

Community Transit's draft long range plan is focused on equity, efficiency, and the environment in alignment with the agency's strategic priority framework. The key elements of the Long Range Plan are:

- Significantly grow service across all service types in order to meet the needs of a growing Snohomish County, particularly in regional growth centers with high concentrations of people and jobs.
- Continue to optimize the transit network in alignment with expansion of the regional high-capacity transit network, including Link light rail and Swift Bus Rapid Transit
- Develop new and innovative service types to improve mobility options for the community. These services may include a variety of service models, including on-demand services such as the Zip Alderwood shuttle.
- An agency goal to transition to a fully zero emissions fleet by 2044 in order to reduce our impact on the environment. The 2044 date aligns with Snohomish County's Comprehensive Plan Climate Change element.

Updated financial forecasts based on sales tax revenues, grant funding, and current economic conditions show that the agency is in a strong position to meet its service growth and expansion commitments. Continued assessment of the agency's financial health through financial modeling will be essential to ensuring the agency's financial sustainability now and in the future.

## **STATUS**

An overview of the draft Long Range Plan will be presented to the Strategic Alignment and Capital Development Committee on September 20, 2023 and again at the October 5, 2023 Board of Directors' Meeting. The public review and comment period takes place throughout October and concludes after a public hearing on November 2, 2023. The final draft Long Range Plan and public comments will be presented to the Committee at the November meeting with recommendation for adoption of the Long Range Plan at the December 7 Board of Directors' Meeting.

Throughout the review process, comments should be directed to [Journey2050@commtrans.org](mailto:Journey2050@commtrans.org).

This informational presentation was provided to the Strategic Alignment and Capital Development Committee on September 20, 2023

## **BUDGET IMPACT**

None. The financial assumptions and forecasts for the Long Range Plan are consistent with the 2024 Budget development process.

## **RECOMMENDATION**

Information only at this time.

# **Consent Agenda**

**Board of Directors' Meeting  
Thursday, September 7, 2023  
Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell  
Mayor Joe Marine  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Council Member Strom Peterson\*  
Mayor Sid Roberts  
Council Member Jan Schuette

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
Snohomish County  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
Snohomish County  
City of Stanwood  
City of Arlington

**Others Present\*\***

Danielle Arceo  
Roland Behee  
Lindsey Berglund  
Darren Branum  
Heather Dolman  
Scott Eastman  
Veralee Estes  
Mike Gallagher  
Eunjoo Greenhouse  
Al Hendricks  
Jay Hiem  
Melanie Hill  
Ric Ilgenfritz  
Allie Johnson  
Treva Kosloski  
Kyoko Matsumoto Wright\*  
Molly Marsicek  
Matthew Muller  
Sophie Luthin  
Deb Osborne  
Susan Paine\*  
Geoff Patrick  
Luis Perez  
Ariel Piedmont  
Cesar Portillo  
Stacey Root  
Greg Stamatiou  
Chas Stearns  
Melody Smith  
Mike Swehla  
Jim Williams

CT-Human Resources Mgr. of People Ops  
CT-Acting Chief Operating Officer  
CT-Administrative Support Specialist  
CT-Emergency & Business Continuity  
CT-Senior Recruiter  
CT-Senior Project Manager Safety  
CT-Human Resources Manager  
City of Brier, Board Alternate  
CT-Chief Financial Officer  
CT-Legal Counsel  
CT-Program Manager, Zero Emissions  
CT-Project Manager II Strategic Planning  
CT-CEO  
CT-Sr. Project Manager Zero Emissions  
CT-Staff Development Manager  
City of Mountlake Terrace, Board Alternate  
CT-Chief Innovation & Customer Experience  
CT-Program Manager, Sch & Ops Design  
CT-Manager of Strategic Planning  
CT-Chief of Staff & Public Affairs Officer  
City of Edmonds, Board Alternate  
CT-Chief Communications Officer  
CT-Senior Recruiter  
CT-Environmental & Safety Manager  
CT-Chief Human Resources Officer  
CT-Administrative Coordinator  
CT-Manager of Capital Dev & Delivery  
CT-Chief Information Officer  
CT-Executive Support Specialist  
CT-Deputy Director of Maintenance  
CT-Deputy Director of Transportation

\*Attended meeting remotely

\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

Oliva Woods  
Rachel Woods  
Denise Gregory Wyatt

CT-Research Analytics Manager  
CT-Executive Board Administrator  
CT-Labor Relations

### **Call to Order**

Chair Schuette called the September 7, 2023 Board of Directors' meeting to order at 3 p.m. The meeting was held in-person at 2312 W. Casino Road, Everett, WA 98204 and by Zoom. The meeting was recorded and livestreamed.

### **Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

### **Public Hearing: Zip Alderwood Shuttle Service**

**The public hearing on the Zip Alderwood Shuttle Service opened at 3:02 p.m.** There were no comments. **The public hearing closed at 3:03 p.m.** Council Member Peterson arrived at 3:04 p.m.

### **Public Comment**

There were no public comments.

### **Chief Executive Officer's Report**

CEO Ilgenfritz provided the CEO report. He reviewed the UW study that looked at illegal drug residue on transit vehicles. Community Transit would be increasing security presence, enforcing the Rules of Conduct, upgrading onboard air filtration, and deep cleaning the fleet. Roland Behee, Acting Chief Operating Officer, provided more details on these activities and the employee engagement efforts. The Board asked questions and held a discussion.

CEO Ilgenfritz reported on a recent action by the Sound Transit Board to authorize the start-up of the East Link Starter Line next spring. Included in the action was an amendment to ensure there would be sufficient staffing to operate and maximize light rail service to and from Snohomish County.

The CEO reported on recent meeting activities. Regarding programs and projects, the Swift Blue Line station at Hwy 88 and 196<sup>th</sup> ST SW was officially open. The Hardeson campus renovation at 7100 Hardeson Road was on budget and on schedule to open late in the year. The State Audit Exit Conference was expected to be scheduled for mid-September.

An update was provided on coach operator hiring and the expanded transit security officer shift coverage.

### **Committee Reports**

#### **Executive Committee**

Chair Schuette reported on the August 17, 2023, meeting. The CEO report was provided. The next meeting is scheduled for September 21, 2023 at 11:30 a.m.

#### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the August 17, 2023 meeting. The Committee reviewed and forwarded two items to the consent agenda, approval of the July 2023 monthly expenditures and payroll vouchers and



Surplus of Twenty-two Double Decker Buses. The Committee reviewed and recommended on action item for the Board's consideration, Resolution No. 01-23, Hazard Mitigation Plan. The next meeting is scheduled for September 21, 2023, at 2 p.m.

#### Strategic Alignment & Capital Development Committee

Mayor Merrill reported on the August 16, 2023 meeting. The Committee reviewed and forwarded two items to the consent agenda, SS# 25-11, HASTUS Vehicle and Crew Scheduling Software Upgrade and Implementation of the MinBus Module and RFP #82-15, Corporate Data Storage Hardware. The Committee reviewed and forwarded two action items to the agenda, ITB #2023, Purchase of Five Supervisor Replacement Vehicles, and Resolution No. 02-23, Adopting the 2023-2028 Transit Development Plan. The next meeting was scheduled September 20, 2023 at 2 p.m.

#### Consent Calendar

**Mayor Nehring moved to approve items A through J on the consent calendar.**

- a. Award SS # 25-11, HASTUS Vehicle and Crew Scheduling Software Upgrade and Implementation of MinBus Module.
- b. Award RFP #82-15, Corporate Data Storage Hardware.
- c. Approve Surplus of Twenty-two Double Decker Buses.
- d. Approve minutes of the July 25, 2023 Board Workshop.
- e. Approve minutes of the August 3, 2023 Board Meeting.
- f. Approve vouchers dated July 7, 2023 in the amount of \$1,467,686.36.
- g. Approve vouchers dated July 14, 2023 in the amount of \$4,709,197.21.
- h. Approve vouchers dated July 21, 2023 in the amount of \$4,053,076.67.
- i. Approve vouchers dated July 28, 2023 in the amount of \$4,082,802.26.
- j. Approve July 2023 Payroll:
  - i. Direct Deposits Issued, #439283 – 440904 in the amount of \$4,085,596.70.
  - ii. Paychecks Issued, #111356 – 111415 in the amount of \$76,356.01.
  - iii. Employer Payroll Tax Deposits in the amount of \$460,045.80.
  - iv. Employer Deferred Compensation for IAM in the amount of \$11,007.94.

**The motion was seconded by Mayor Marine and passed unanimously.**

#### Action Items

##### Approve Resolution No. 02-23, 2023-2028 Transit Development Plan

Sophie Luthin, Manager of Strategic Planning, provided an overview of the six-year Transit Development Plan. The annual plan included activities, accomplishments and performance reports from the previous year, and a six-year forecast of agency financials, service levels and capital projects.

**Mayor Nehring moved that the Board of Directors approve Resolution No. 02-23, adopting the final 2023-2028 Transit Development Plan. The motion was seconded by Council Member Daughtry and passed unanimously.**

##### Approve Resolution No. 01-23, Hazard Mitigation Plan

Scott Eastman, Acting Security & Emergency Management Director highlighted the benefits of adopting the 2020 Snohomish County Hazard Mitigation Plan. The Board asked questions.

**Mayor Marine moved that the Board of Directors approve Resolution No. 01-23, adopting the 2020 Snohomish County Hazard Mitigation Plan. The motion was seconded by Mayor Roberts and passed unanimously.**

Award ITB #2023-079, Purchase of Five Supervisor Replacement Vehicles

Mike Swehla, Deputy Director of Maintenance, presented. The five supervisor replacement vehicles would be replaced using Washington State Vehicle contract.

**Mayor Nehring moved that the Board of Directors authorize the Chief Executive Officer to negotiate and purchase five 2023 Ford F150 Crew Cab 4WD Hybrids or equal vehicles using the Washington State Vehicle Contract #05916 (ITB #2023-079) from Bud Clary Ford/Hyundai or another contractor on the Washington State Vehicle contract based on availability, with the total amount to not exceed \$274,985.18. The motion was seconded by Mayor Roberts and passed unanimously.**

**Chair Report**

Chair Schuette extended an invitation to attend a City of Arlington 9/11 event. The next Board meeting was scheduled for October 5, 2023.

**Board Communication**

Council Member Daughtry thanked Community Transit for participating in an upcoming Lake Stevens job fair. Sam Quinones would speak on the fentanyl and opioid crisis September 28 at Cavelero Mid-High.

Mayor Frizzell was interested in a recording of the September 28 event and shared her experience traveling on transit in London.

Mayor Marine recommended a book written by Mr. Quinones and shared the Mukilteo Lighthouse festival was scheduled for the upcoming weekend.

Council Member Merrill shared a family member's experience on transit.

Mayor Nehring shared the City of Marysville would host an event on 9/11.

Mayor Roberts thanked Community Transit for their flexibility in accommodating recent road closures in Stanwood.

Mayor Wright recommended the bus transfer bus duration be looked in to. Sometimes commutes took longer than the two-hour transfer window leading to riders pay twice.

**Adjourn**

The meeting adjourned at 4:23 p.m.



Rachel Woods  
Executive Board Administrator

# Action Items

**To: Board of Directors**

**From: Jennifer Hass, Senior Manager of Innovation**

**Date: October 5, 2023**

**Subject: Zip Alderwood Shuttle Service Approval**

### **BACKGROUND**

Community Transit's Zip Alderwood Shuttle launched in October 2022 as a one-year pilot project to test on-demand microtransit service in an area including the Lynnwood Transit Center, Alderwood Mall, 196<sup>th</sup> Street businesses, civic destinations, as well as several Swift Blue Line stops.

The Zip pilot is funded by a \$1 Million federal Congestion Mitigation and Air Quality (CMAQ) grant and \$300,000 in local funds. The pilot period concludes October 19, 2023.

### **STATUS**

Throughout ten months of operations, Zip successfully demonstrated high ridership demand. Over 1,000 people have used the service, averaging 20 trips per customers, for over 26,000 total boardings. A survey of customers in April showed they rate Zip service very high, with a +65 Net Promoter Score (NPS). NPS is a metric used to measure customer loyalty and satisfaction. A score of 65 is excellent and indicates customers are very satisfied with Zip and would likely recommend it to others. A financial analysis concluded that Zip cost-effectiveness is comparable to microtransit services offered by peers in the transit industry.

Staff presented the results of the pilot service to the Board of Directors at their August 3, 2023 meeting. In light of the successful performance and positive public response to the pilot, staff recommended to the Board to consider providing Zip as a regular service, with the aim of uninterrupted service for the Lynnwood community.

### **Title VI**

In order for the Board to consider this decision, a Title VI public engagement period occurred from August 3 – September 7, 2023. A public hearing was held at the September 7, 2023 Board meeting. Feedback from the public during the engagement period included 101 comments, with 94% of respondents supporting the service and its continuation past the pilot period. All comments received are included as an attachment to this memo.

The public provided the following general themes in their comments to the Board:

- Overwhelming support for the service provided and the options for local connections, especially from seniors and students
- A desire to see a larger zone for the program
- Suggestions to improve the app experience for booking trips

None of the provided comments offered any need for further evaluation or mitigation efforts under the agency's Title VI policy.

### Service Evaluation

A service evaluation was conducted by staff to evaluate how the microtransit service will be operated if it continues past the pilot period, either directly operated or contracted. The service evaluation is comprised of four factors: (1) Ability to Operate the Service, (2) Ability to Integrate the Service, (3) Consistency of Operation, and (4) Cost by Provider.

Based on the analysis of these four factors, the service evaluation recommends that the Zip microtransit service be operated by a contracted service model to achieve continuity of service for the Lynnwood community over the near-term. Dialogue will continue between Community Transit and the ATU on a directly operated microtransit model.

A related item will be considered by the Finance, Performance and Oversight Committee at their September 21 meeting and by the Board at their October 5 meeting regarding the contract for Zip as a regular service.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on September 20, 2023. The item was forwarded to the action agenda for the October 5, 2023 Board of Directors' Meeting

### **BUDGET IMPACT**

Community Transit's 2023 adopted budget includes funding for the conversion of the Zip Alderwood Shuttle to a regular service offering. The proposed 2024 budget will request funding for continued investment in Zip and other Innovative Services programming.

### **RECOMMENDATION**

That the Board of Directors approve microtransit as a regular service for Community Transit.

**To:** Board of Directors

**From:** Jennifer Hass, Senior Manager of Innovation  
Michelle O'Donnell, Procurement & SBE DBE Specialist

**Date:** October 5, 2023

**Subject:** Sole Source #2023-088, Zip Alderwood Shuttle Microtransit Service

### **BACKGROUND**

Community Transit's Zip Alderwood Shuttle launched in October 2022 as a one-year pilot project to test on-demand microtransit service in the Alderwood area of Lynnwood. This area was selected for the pilot because of the opportunity to improve local mobility as well as to connect to future transit services such as Link Light Rail and Swift Orange Line.

The pilot project received Board of Directors approval on May 5, 2022. A contract was awarded to Medstar Transportation and service launched in October 2022 after a 5-month start up period. This contract was for a one-year operating term which will end on October 19, 2023.

The pilot Zip service continues to be successful in Lynnwood and is receiving positive public response. Throughout ten months of operations, Zip successfully demonstrated high ridership demand. Over 1,300 people have used the service, averaging 20 trips per customers, for over 26,000 total boardings, with an average cost per boarding of \$29.

A survey of customers in April showed they rate Zip service very high, with a +65 Net Promoter Score (NPS). NPS is a metric used to measure customer loyalty and satisfaction. A score of 65 is excellent and indicates customers are very satisfied with Zip and would likely recommend it to others.

Further, a service evaluation study recommended that we continue to provide microtransit service beyond the pilot period, either directly operated or contracted. A Title VI/Service Evaluation was initiated in August and the results of that evaluation and the recommendation for continuing the service beyond the pilot phase is being considered by the Strategic Alignment and Capital Development Committee at their September 20 meeting. That item will be presented for the Board of Directors' consideration on October 5, 2023, along with the proposed contract award being considered by the Finance, Performance and Oversight Committee at the September 21, 2023 meeting.

### **STATUS**

To ensure continuity of service and a positive customer experience for riders, staff developed a plan to extend current services for a year, meanwhile exploring and developing plans for future operations.

Contract #2021-095 with Medstar provides microtransit services in Alderwood for a one-year period, ending on October 19, 2023. To provide continuity of service, a one-year sole source contract with Medstar Transportation is being negotiated. The one-year contract period consists of a six-month base period with three two-month options.

The annualized cost of the sole source contract will be a total Not to Exceed (NTE) amount of \$1,080,000, based on service average of 1,540 hours per month at a price of \$58.18 per hour or about \$90,000 per month. Staff compared this price with peer agencies and found it consistent. Further, the proposed price reflects an increase of 4.6% over the price we paid during the pilot project which matches the current local CPI and hence is fair and reasonable.

Discussions continue regarding feasibility of directly operating the service at a point in the future.

At the September 21, 2023 meeting, the Finance, Performance & Oversight Committee reviewed and recommended this item to be placed on the action agenda at the October 5, 2023 Board of Directors' Meeting.

### **BUDGET IMPACT**

The 2023 General Fund, Service Innovation (Fund #50804-40-65037) includes adequate funds to cover the cost of this contract. The proposed 2024 budget will request funding for continued investment in Zip and other Innovative Services programming.

### **RECOMMENDATION**

That the Board of Directors to authorize the Chief Executive Officer to negotiate and award Sole Source contract #2023-088 to Medstar Transportation for a total amount not-to-exceed \$1,080,000 to operate microtransit service for a six-month period with three two-month options.

**To: Board of Directors**

**From: Don Burr, Senior Director – Safety, Security, and Sustainability  
Scott Eastman, Manager - Security & Emergency Management (acting)**

**Date: October 5, 2023**

**Subject: Approval of Resolution No. 04-23, Authorizing Authority for the Implementation of Fare Enforcement Policies and Procedures.**

### **OVERVIEW**

In August 2009, the Board of Directors approved Resolution No. 07-09, authorizing the CEO to implement policies and procedures for fare enforcement. In response to the Washington Supreme Court's ruling in *State vs Meredith*, staff has developed an updated Resolution No. 4-23 that grants the CEO authority to designate groups of individuals to serve specific roles in fare enforcement. RCW 36.57A.235 authorizes a Public Transportation Benefit Area (PTBA) to designate persons to monitor fare payment and exercise all the authorities of an enforcement officer as defined by RCW 7.80.040. Resolution No. 04-23 further defines the general "monitor" and "enforce" authorizations and designates four distinct roles critical to implementing fare collection and enforcement. These roles are:

**Fare Monitoring**, which consists of monitoring fare payment at on-board points of payment and is typically done by Coach Operators.

**Fare Checking**, which consists of verifying fare payment has been made at off-board points of payment and is typically done by Service Ambassadors.

**Fare Enforcement**, which consists of enforcing rules of conduct for fare evasion and would typically be done by Operations Supervisors and Transit Security Officers.

**Law Enforcement**, which consists of issuing citations for fare evasion and/or criminal trespass and is typically done by the Transit Police Unit.

### **BACKGROUND**

On March 16, 2023, the Washington State Supreme Court issued a ruling on *State vs Meredith*, upholding the statute authorizing fare collection and enforcement for transit agencies. The ruling acknowledged the public's interest in transit agencies' ability to charge and collect fares for public transportation services. It further clarified that policy governing boards overseeing such agencies should adopt clear policies designating how fares will be collected and enforced and confer clear authority on the parties responsible for such activities. This action item is consistent with the Court's ruling in the *Meredith* case and further defines Community Transit's fare enforcement policies consistent with the State's transit fare enforcement statutes.



## **APPROACH**

Upon approval of Resolution No. 04-23, staff will finalize a policy on Adminstrating the Fare Enforcement Program. In this policy, the CEO will designate roles and responsibilities in each functional area, and what, if any, enforcement actions each group is permitted to take in fare enforcement. In addition, an accompanying procedure will delineate these fare enforcement groups, roles, and enforcement actions.

At the September 21, 2023 meeting, the Finance, Performance & Oversight Committee reviewed and recommended this item be placed on the action agenda at the October 5, 2023 Board of Directors' Meeting.

## **RECOMMENDATION**

That the Board of Directors approve Resolution No. 04-23, granting the authority for the CEO to implement updated Fare Enforcement policies and procedures.

See attachment A for Fare Enforcement RCW's. See Attachment B for the Fare Enforcement Chart.

## Attachment A: Fare Enforcement RCWs

### RCW 36.57A.235

#### **Public transportation fares—Schedule of fines and penalties—Who may monitor fare payment—Administration of citations.**

(1) A public transportation benefit area may establish, by resolution, a schedule of fines and penalties for civil infractions established in RCW 36.57A.230. Fines established shall not exceed those imposed for class 1 infractions under RCW 7.80.120.

(2)(a) A public transportation benefit area may designate persons to monitor fare payment who are equivalent to, and are authorized to exercise all the powers of, an enforcement officer as defined in RCW 7.80.040. A public transportation benefit area may employ personnel to either monitor fare payment or contract for such services, or both.

(b) In addition to the specific powers granted to enforcement officers under RCW 7.80.050 and 7.80.060, persons designated to monitor fare payment may also take the following actions:

- (i) Request proof of payment from passengers;
- (ii) Request personal identification from a passenger who does not produce proof of payment when requested;
- (iii) Issue a citation conforming to the requirements established in RCW 7.80.070; and
- (iv) Request that a passenger leave the bus or other mode of public transportation when the passenger has not produced proof of payment after being asked to do so by a person designated to monitor fare payment.

(3) A public transportation benefit area shall keep records of citations in the manner prescribed by RCW 7.80.150. All civil infractions established by this section and RCW 36.57A.230 and 36.57A.240 shall be heard and determined by a district court as provided in RCW 7.80.010 (1) and (4).

[ 2008 c 123 § 7.]

### RCW 7.80.040

#### **"Enforcement officer" defined.**

As used in this chapter, "enforcement officer" means a person authorized to enforce the provisions of the title or ordinance in which the civil infraction is established.

## FARE COLLECTION

### FARE MONITORING

**What :** *Monitoring fare payment at on-board point of payment*

**Who :** *Coach Operators*

#### Enforcement Action

Reminder to Pay Fare

### FARE CHECKING

**What :** *Verifying fare payment at off-board point of payment*

**Who :** *Service Ambassadors*

#### Enforcement Action

Verbal Warning

### FARE ENFORCEMENT

**What :** *Monitoring fare payment at on-board point of payment*

*Verifying fare payment at off-board point of payment*

*Enforcing Rules of Conduct for Fare Evasion*

**Who :** *Transit Security Officers*

*Operations Supervisors (except exclusions)*

#### Enforcement Actions

Verbal Warning

Temporary Denial of Service

Exclusion

### LAW ENFORCEMENT FARE ENFORCEMENT

**What :** *Monitoring fare payment at on-board point of payment*

*Verifying fare payment at off-board point of payment*

*Enforcing Rules of Conduct for Fare Evasion*

*Enforcing RCW for Fare Evasion*

**Who :** *Transit Police Unit, other law enforcement designated by CEO*

#### Enforcement Actions

Verbal Warning

Temporary Denial of Service

Exclusion

Citation

## **RESOLUTION NO. 04-23**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area Corporation (hereafter referred to as "Community Transit") authorizing fare enforcement and providing the Chief Executive Officer (CEO) authority to implement policies and procedures for fare enforcement.

WHEREAS, the finances of Community Transit are impacted by fare evasion; and

WHEREAS, Community Transit has the authority to issue warnings and Notices of Infractions and Citations under RCW 36.57A.230 through RCW 36.57A.245; and

WHEREAS, Community Transit desires to give authority to certain employees and contractors to monitor fare payment, conduct fare enforcement, and issue warnings; and

WHEREAS, Community Transit desires to give commissioned members of the Transit Police Unit the authority to issue citations up to \$250;

WHEREAS, Exclusion is defined as a civil process where authorized individuals identify and prohibit someone from being on Community Transit property or using Community Transit services; and

WHEREAS, Temporary Denial of Service is defined as a civil process where authorized individuals may refuse transportation to a person for a trip who has engaged in prohibited conduct under Community Transit's Rules of Conduct.

NOW, THEREFORE, BE IT RESOLVED, That the Board of Directors of Community Transit hereby

1. Authorizes the CEO to designate certain employees and/or contractors to serve as fare monitors under RCW 36.57A.235 and in this capacity monitor fare payment.
2. Authorizes the CEO to designate certain employees and/or contractors to serve as fare checkers under RCW 36.57A.235 and in this capacity monitor fare payment, verify fare payment, and issue warnings for passengers who fail to provide requested proof of payment.
3. Authorizes the CEO to designate certain employees and/or contractors to serve as enforcement officers under RCW 36.57A.235 and in this capacity monitor fare payment, verify fare payment, issue warnings, temporarily deny service, exclude individuals, and request personal identification from passengers who fail to provide requested proof of payment.
4. Authorizes and directs the following people to serve as law enforcement fare enforcement officers under RCW 36.57A.235 and in this capacity issue citations in an amount up to \$250.00:
  - Commissioned members of the Snohomish County Sheriffs Office's Transit Police Unit
  - Other commissioned law enforcement officers as authorized in writing by the CEO.
5. Authorizes the Snohomish County Prosecuting Attorney's Office to ensure due process requirements of RCW 36.57A.235 (3) or other Prosecuting Attorneys as authorized in writing by the CEO.

**RESOLUTION NO. 04-23**

6. Authorizes the CEO, or designee, to implement programs and policies necessary to implement this resolution.
7. This resolution supersedes Board of Directors' Resolution No. 07-09.
8. Severability. If any one or more of the sections of this resolution shall be declared by any court of competent jurisdiction to be contrary to law, then such section shall be null and void and shall be deemed separable from the remaining sections of this resolution and shall in no way affect the validity of the other provisions of this resolution.

APPROVED and PASSED this \_\_\_\_\_ day of \_\_\_\_\_ 2023.

\_\_\_\_\_  
Council Member Jan Schuette, Chair

ATTEST:

APPROVED AS TO FORM:

\_\_\_\_\_  
Mayor Sid Roberts, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

**To:** Board of Directors

**From:** Mike Swehla, Director of Maintenance  
Ariel Piedmont, Manager of Environmental Health & Safety  
Ryan Chase, Sr Procurement and SBE/DBE Specialist

**Date:** October 5, 2023

**Subject:** AWARD: RFP #2023-087 Bus Remediation Services

**BACKGROUND**

On Sept 6, 2023, University of Washington (UW) published a report titled “Assessing fentanyl and methamphetamine in the air and on surfaces of transit vehicles”. The UW study recommends enhanced cleaning protocols, increased frequency of cleaning, identification of areas that may need a “deep cleaning” as well as ensuring solvents are being used that are appropriate for both water soluble (i.e., fentanyl) and water insoluble (i.e., methamphetamine) contaminants, while carefully considering occupational health and safety needs of the cleaning personnel that safely perform these enhanced cleaning tasks.

Community Transit has a successful ongoing cleaning protocol of all buses, however, currently does not have internal resources to perform enhanced cleaning of fentanyl and methamphetamine from surfaces inside transit vehicles. Washington State Department of Health Services (DHS) has certified 12 contractors in our State, for remediation of buildings, other facilities, and automobiles. Due to the complex and unique nature of this work, Community Transit will rely on these experts to help the agency develop and implement an appropriate cleaning methodology.

**STATUS**

Community Transit issued RFP 2023-087 dated August 18, 2023, to DHS certified contractors. Six contractors submitted offers. The proposal scoring the highest based on predetermined evaluation criteria is NWFF Environmental.

The scope of work includes a collaboration between the DHS certified contractors, Community Transit, and public health experts to design an enhanced cleaning protocol in fulfillment of the recommendations from the UW study. The DHS certified contractors typically remediate building structures using methods that will need to be adapted for success in a public transit environment. The work will include adapting and testing different approaches to eliminating and/or neutralizing drug residues in a way that preserves the integrity of transit vehicles. Community Transit’s goal is to accomplish the cleanup per recommendations from the UW study while providing consistent ongoing transit service to the public.

At the September 21, 2023 meeting, the Finance, Performance & Oversight Committee reviewed and recommended this item be placed on the action agenda at the October 5, 2023 Board of Directors’ Meeting.

**BUDGET IMPACT**

This work will be funded within available contingency in the 2023 operating budget.

**RECOMMENDATION**

The Board of Directors authorize the Chief Executive Officer to negotiate and award contract #2023-087 for Bus Remediation Services to NWFF Environmental, for a not-to-exceed amount of \$500,000.



**To:** Board of Directors

**From:** Chas Stearns, Chief Information Officer  
Mike Berman, Technology Infrastructure Services Manager  
Chad Jorissen, Assistant Manager, Procurement & SBE/DBE

**Date:** October 5, 2023

**Subject:** AWARD: RFP #82-15 Data Backup Solution

### **BACKGROUND**

Community Transit stores data locally on corporate digital storage. This hardware stores most Community Transit files and application instances used across the agency. Backing up the data is critical to ensure recovery in the event of all types of loss ranging from an inadvertent single file deletion, corruption of an entire system, infection of large portions of data, or even physical destruction of the storage hardware itself during a disaster such as an earthquake.

### **STATUS**

Funded through a Board of Directors approved 2022 capital project, Community Transit started piloting a cloud-based backup service that not only provides us with backups but separates those backups in protected cloud storage giving us restoration capabilities in the event of a disaster. The pilot is complete, and we are satisfied with the performance of the service for backups and restores. In addition, this service has expansion capabilities into other areas we are interested in such as Disaster Recovery and Business Continuity services.

Community Transit currently uses Dell hardware and services. It meets our needs and is compatible with our storage network and other Community Transit-owned Dell equipment.

Dell provides services through Washington State Department of Enterprise Services contract #05815. Based on the State contract, Dell provided a quotation for \$475,000 (approximately \$158,000 per year) if a three-year contract is signed. This pricing is fair and reasonable.

At the September 21, 2023 meeting, the Finance, Performance & Oversight Committee reviewed and recommended this item be placed on the action agenda at the October 5, 2023 Board of Directors' Meeting.

### **BUDGET IMPACT**

The three-year renewal will not exceed \$475,000 and will be split equally across all three years. Each year will be paid out of the Fund 40 operating budget, and the three-year commitment saves Community Transit \$65,000 over three individual one-year renewals.

### **RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award contract #82-15 using the State of Washington contract #05815 to Dell Inc. in the amount not to exceed \$475,000.

**To:** Board of Directors

**From:** Keisha McDew, ITS Program Manager  
Christopher Silveira, Manager, Bus Rapid Transit  
Chad Jorissen, Assistant Manager, Procurement & SBE/DBE

**Date:** October 5, 2023

**Subject:** AWARD: RFP #2022-074, Onboard Digital Signage

### **BACKGROUND**

Currently, a rider onboard our Swift buses needs two pieces of information to complete their trip:

- 1) orient themselves to where they are now and
- 2) determine their destination station.

A digital device helps riders orient themselves on the existing next stop information and the static onboard route graphics for additional information such as where to make a transfer. This process will become more complex with the addition of the Swift Orange & Gold Lines and prompts the need for a digital sign solution.

With the buildout of the Swift Bus Rapid Transit network to include four Swift BRT Lines, (Blue, Green, Orange and Gold), the Swift network needed a digital device on the coach to help orient riders with real time information and locations.

A feasibility study was conducted in 2021 to evaluate Onboard Digital Signage technology.

A request for proposals (RFP) was released in 2022 allowing the ITS and Swift Team to gain valuable information about technology, vendors and to gather feedback from customers.

### **STATUS**

Staff issued Request for Proposals RFP# 2022-074 on 7/19/2022.

- Number of vendors who downloaded RFP: 52
- Proposals were received from five vendors: Clever Devices LLC, ETA Transit, INIT, Message Point Media of Alabama, and Way Sine LLC.
- Evaluation was performed by a cross-departmental team from Information Technology, Planning, Vehicle Maintenance, and Procurement.
- Proposal scoring highest: Message Point Media of Alabama, based on predetermined evaluation criteria.

The proposed price \$1,560,000.00 for digital signs includes signage for 54 coaches, spares and test bench units for the entire Swift BRT fleet. This pricing is deemed fair and reasonable by an Independent Government Cost Estimate.



The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on September 20, 2023. The item was forwarded to the action agenda for the October 5, 2023 Board of Directors' Meeting.

**BUDGET IMPACT**

The 2023 capital budget includes adequate funds for this purchase under Project #2303.

**RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award Contract #2022-074, Onboard Digital Signage to Message Point Media of Alabama, for a not-to-exceed amount of \$1,560,000.00.

# Miscellaneous



# Board of Directors' Calendar of Events

October - December 2023

## **Thursday, October 5**

Wednesday, October 18

Thursday, October 19

Thursday, October 19

**Thursday, October 26**

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

Finance, Performance & Oversight Committee – 2 p.m.

Executive Committee – 11:30 a.m.

**Quarterly Board Workshop – 3 p.m.**

## **Thursday, November 2**

Wednesday, November 15

Thursday, November 16

Thursday, November 16

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

Executive Committee – 11:30 a.m.

Finance, Performance & Oversight Committee – 2 p.m.

## **Thursday, December 7**

Wednesday, December 20

Thursday, December 21

Thursday, December 21

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

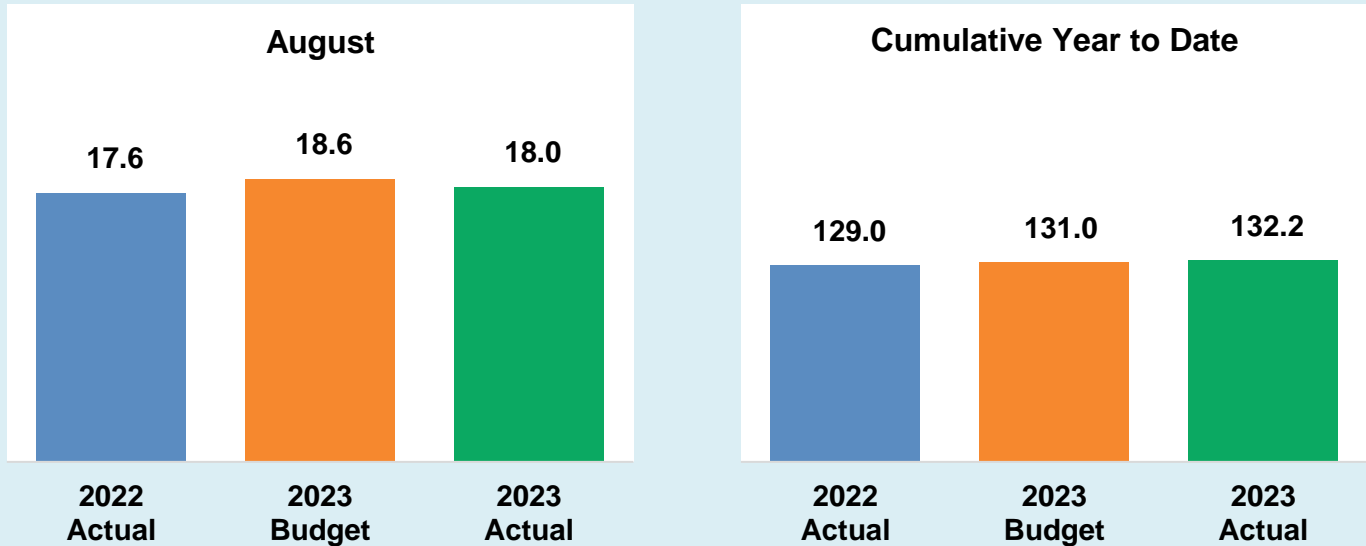
Executive Committee – 11:30 a.m.

Finance, Performance & Oversight Committee – 2 p.m.

[Online Meetings Calendar](#)

## Community Transit Sales Tax Report for August 2023

### Sales Tax Receipts: Dollars in Millions



### August 2023 Results

August 2022 Actuals	\$ 17,636,650
August 2023 Budget	\$ 18,562,193
August 2023 Actuals	\$ 18,030,722

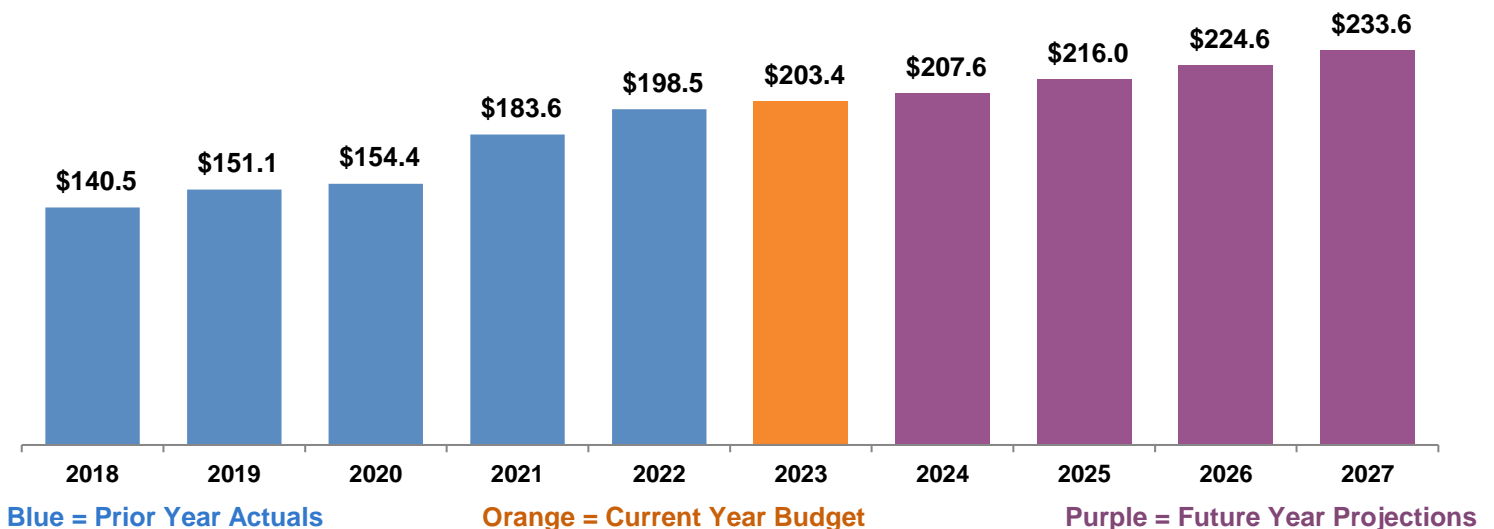
### Cumulative Results

2022 Actuals	\$ 129,039,419
2023 Original Budget	\$ 130,998,811
2023 Year to Date	\$ 132,160,491

### Comments:

- \* Sales tax receipts reported for the month of August 2023 reflect purchases made in June 2023.
- \* The growth rate for August 2023 as compared to August 2022 is 2.23%.
- \* The growth rate for year to date vs. prior year to date is 2.42%.

### Sales Tax: Actual, Budget, and Future Year Projections



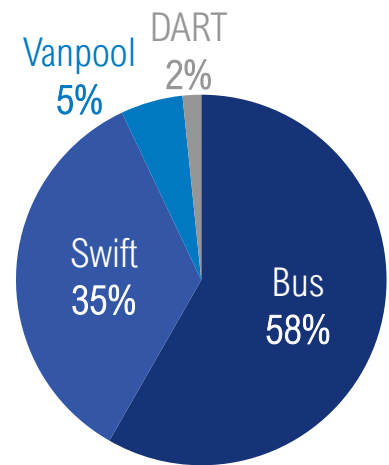
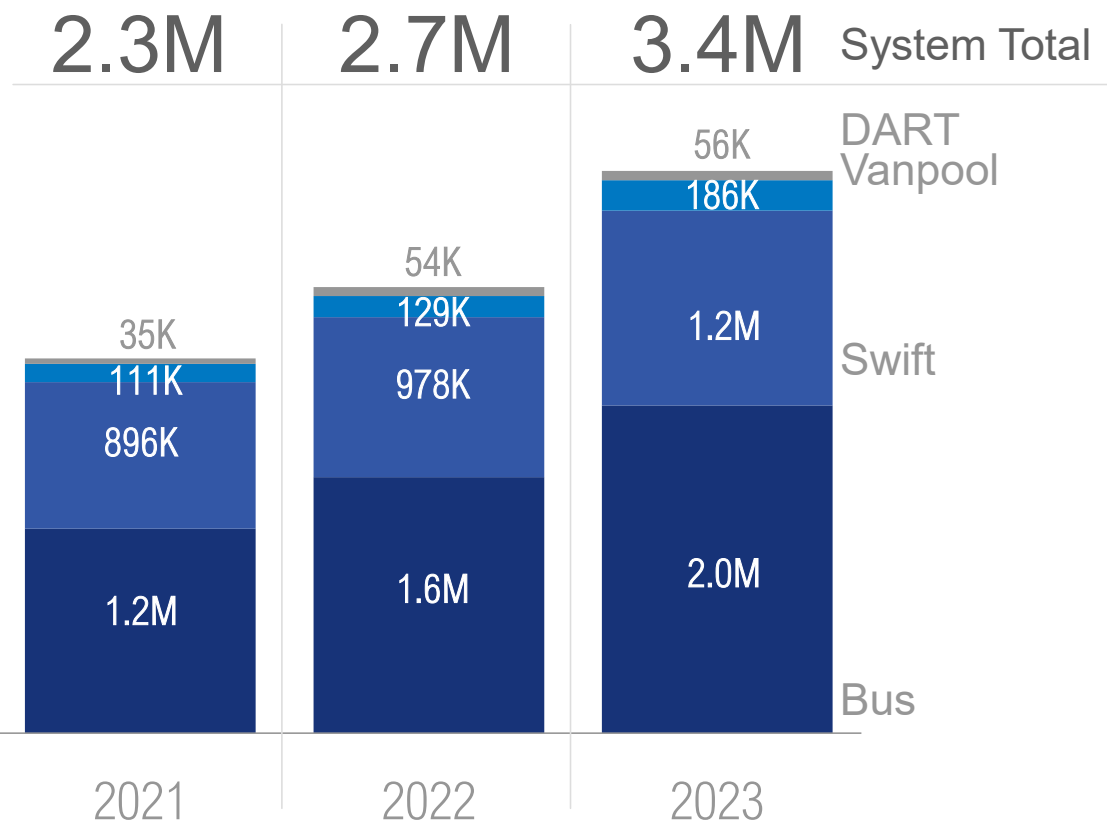
# Community Transit Performance Report

2023 – Quarter 2



# System Boardings – Quarter 2

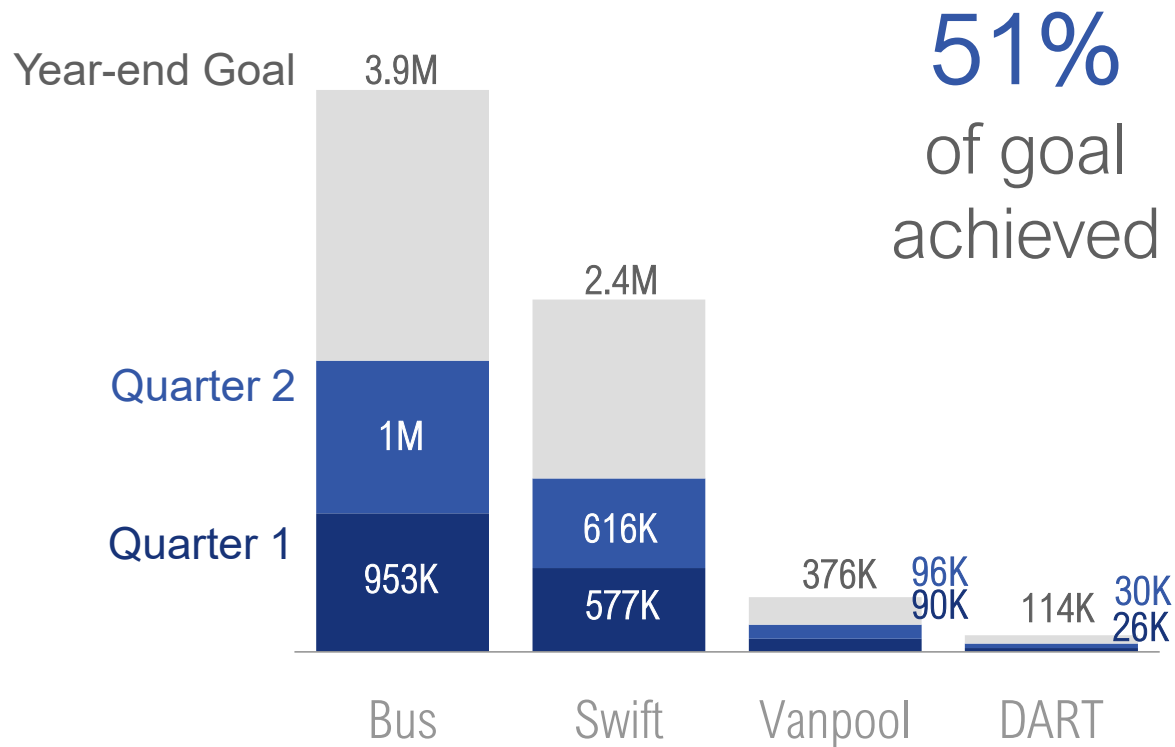
Boardings increased by **26%** from 2022 to 2023.




Daily Boardings		From Jan-Jun 2022
Weekday	22K	+4K
Saturday	12K	+2K
Sunday	9K	+2K

# System Boardings Goal

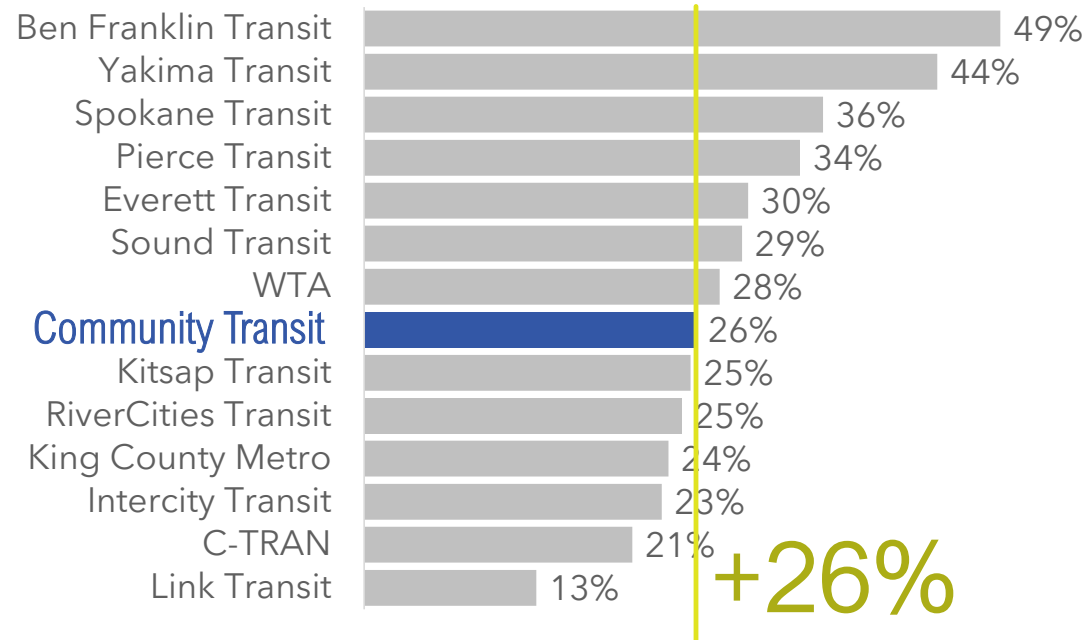
On track to hit 2023 goal of 6.8 million boardings



# Fixed-Route Performance

	Trend	% Change	Jan-Jun 2023	Jan-Jun 2022
Boardings		+26%	3.2M	2.5M

Similar to the regional year-over-year increase of 26%.



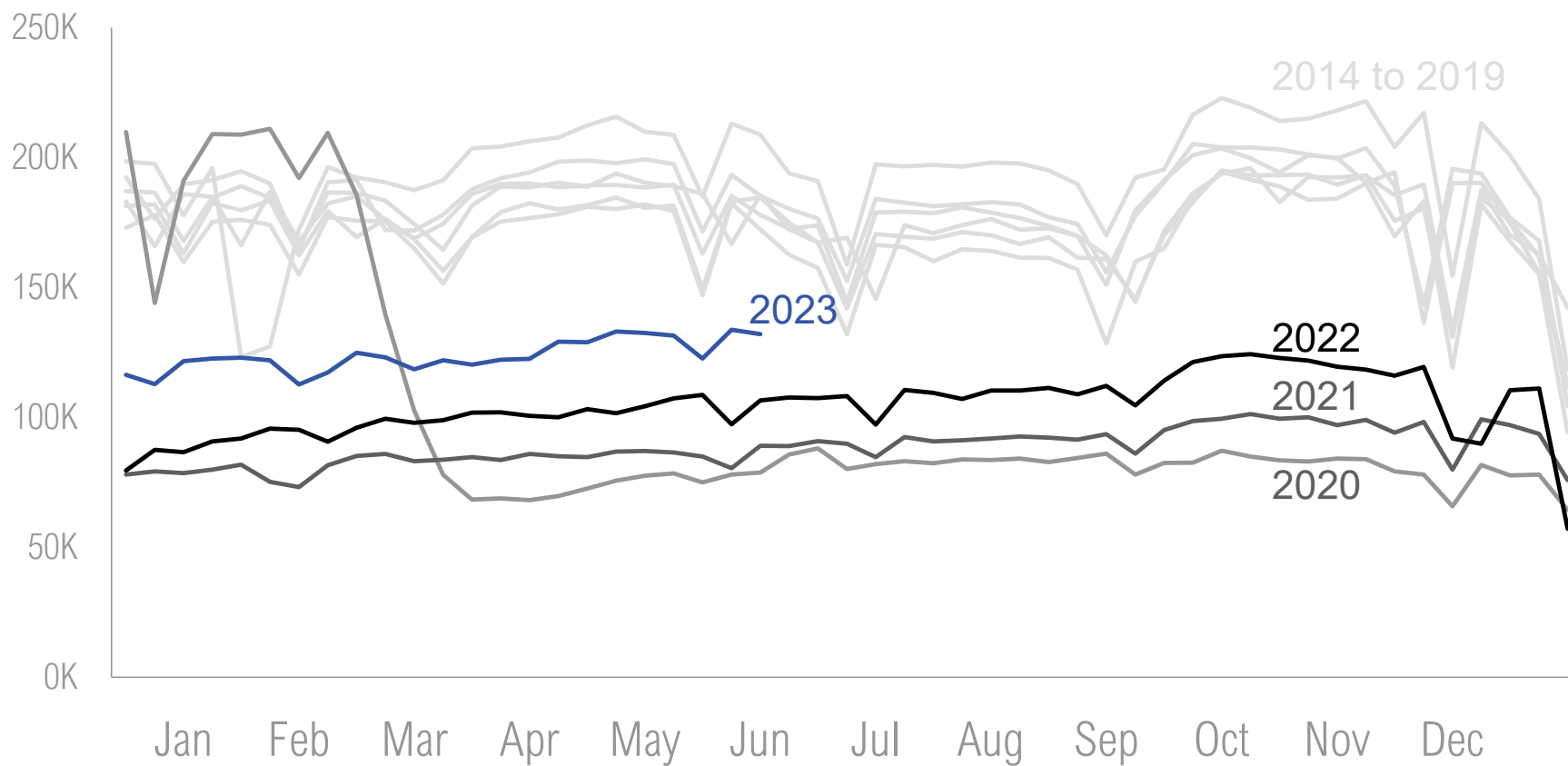


# Fixed-Route Performance

	Trend	% Change	Jan-Jun 2023	Jan-Jun 2022
Boardings	↑	+26%	3.2M	2.5M
Customers <i>(Estimated Avg Weekday)</i>	↑	+49%	10.9K	7.3K
Boardings per Revenue Hour	↑	+29%	18.6	14.4
On-Time Performance	↓	-3% point	75%	78%
Completed Trips	↑	+1% points	99%	98%

# Fixed Route

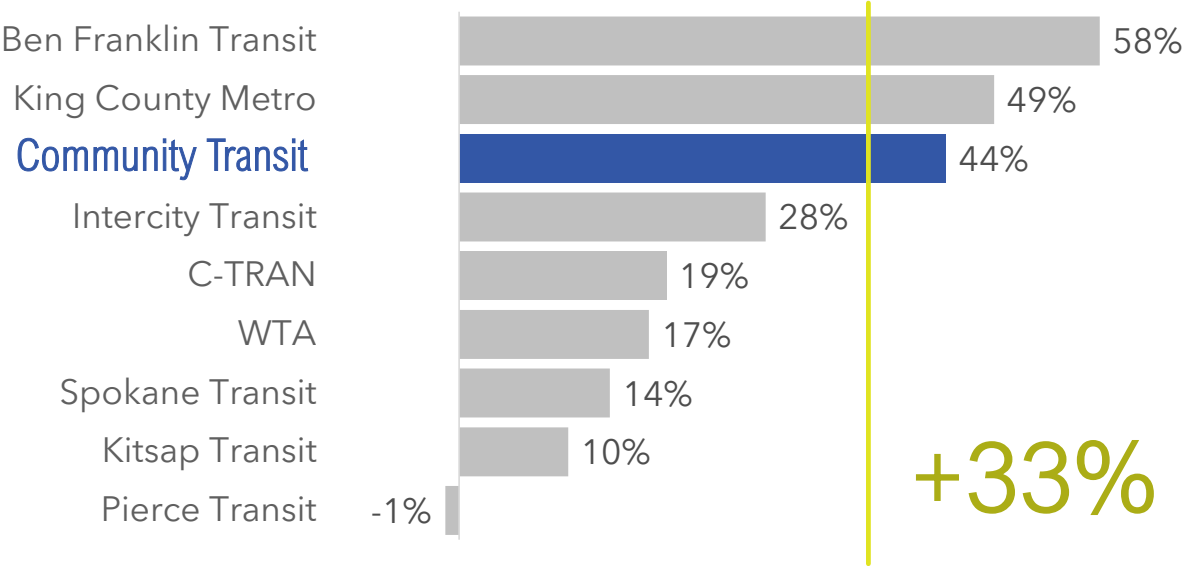
Year-Over-Year Weekly Boardings (7-day weeks only)



# Vanpool Performance

	Trend	% Change	Jan-Jun 2023	Jan-Jun 2022
Boardings	▲	+44%	186K	129K






Greater than the regional year-over-year increase of 33%.



# Vanpool Performance

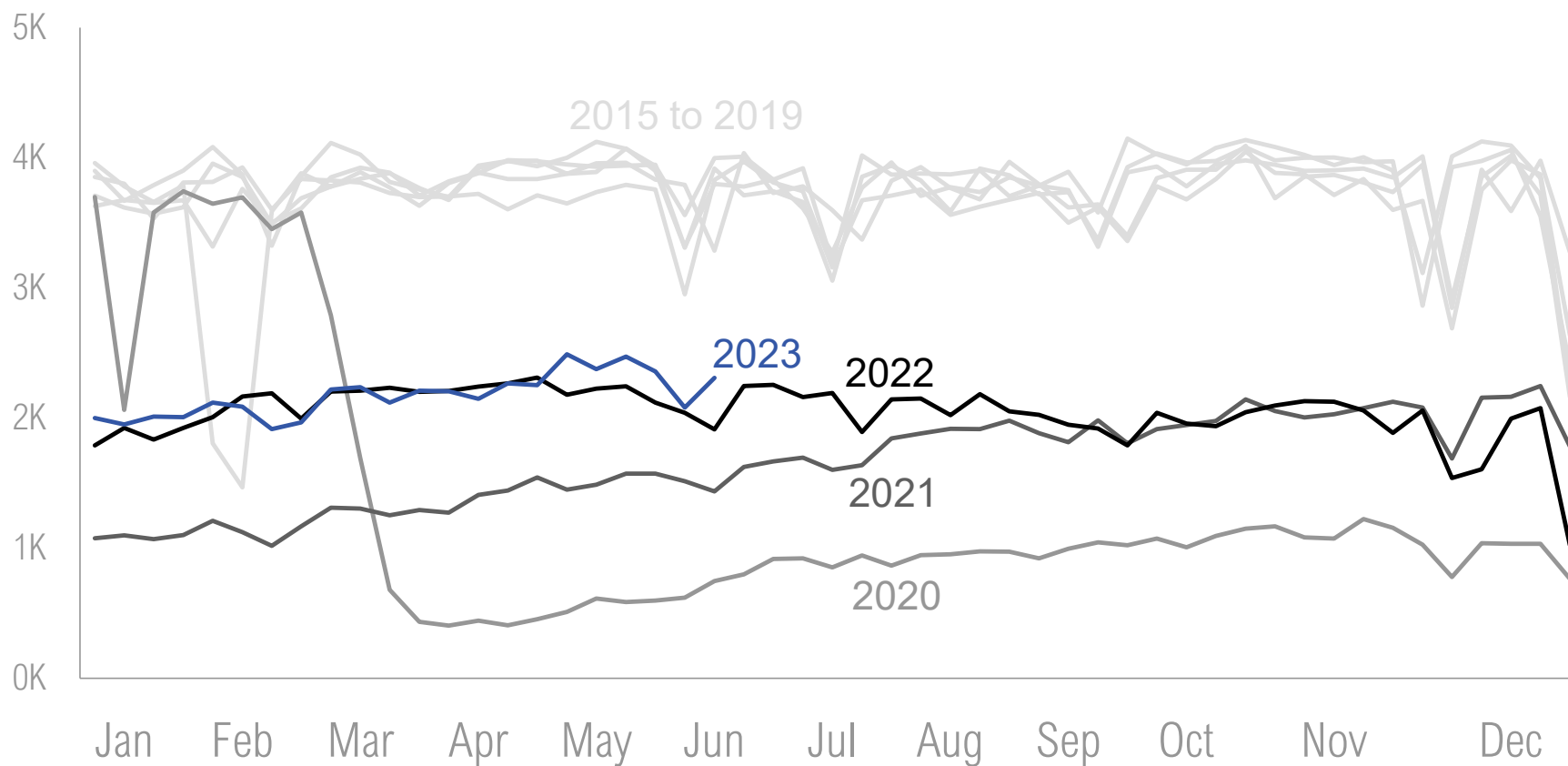
	Trend	% Change	Jan-Jun 2023	Jan-Jun 2022
Boardings	▲	+44%	186K	129K
Customers <i>(Total – Rode Service)</i>	▲	+28%	1.7K	1.3K
Boardings per Revenue Hour	▲	+4%	4.9	4.8
Operating Groups	▲	+18%	270	229
Days Operated per Group per Month	▲	+5%	16.3	15.5

# DART Performance

	Trend	% Change	Jan-Jun 2023	Jan-Jun 2022
Boardings		+3%	56K	54K
Customers <i>(Total – Rode Service)</i>		+1%	1.7K	1.7K
Boardings per Revenue Hour		-6%	1.7	1.9
On-Time Performance		+7% points	82%	75%
Completed Trips		0.2% points	99.3%	99.1%

# DART

Year-Over-Year Weekly Boardings (7-day weeks only)



# Summary

- Fixed-Route and Vanpool boardings and customers are up compared to 2022.
- DART boardings and performance remain similar to last year.
- On track to hit 2023 goal of 6.8 million boardings.