



In Transit May/June 2011

A Newsletter for King County Metro Transit Employees



*From the desk
of the General
Manager*

ORCA turns two as area turns to tolling

It seems like only yesterday we helped spearhead the soft launch of this seven-agency regional fare card—a major undertaking at the time. Today, ORCA is being adopted by more and more users of public transportation. As its acceptance solidifies among customers, distributors, retail sales sites, agencies, and transit operators, I'm convinced that our own past and present efforts are well spent.

We are continuing to expand use of ORCA to ever more user groups. Metro employees will be using it by the end of the year, and we are close to converting the University of Washington's longstanding U-Pass card to the ORCA format. And it's having a dramatic effect on our cash fares—see page 5 for details.

Meanwhile, the Washington State Department of Transportation (WSDOT) is getting ready to launch another technology project that will affect transportation in King County: tolling on State Route 520. It's been decades since drivers last paid to cross Lake Washington, but tolling is in our future as well as our past. WSDOT appears to be in the final stages of testing, and will be making physical changes to SR-520

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Will variable tolling on SR-520 cause more people to ride Metro? “Before” and “after” surveys will find out.

enhanced transit service, and support for carpools, vanpools, telecommuting and other efficient transportation options.

In return for the partners' commitment to these strategies, the federal government is supporting their implementation with financial resources, regulatory flexibility, and dedicated expertise and personnel where appropriate.

Metro has agreed to study transit ridership across SR-520 before and after the start of tolling in order to monitor any changes due to tolling and other factors such as service changes, real-time signage, and speed/reliability improvements. Specific study objectives include identifying if (and why) rider behavior changes; measuring changes in rider satisfaction – overall, for specific transit elements, and for transit improvements; and gathering information on trip origins and destinations.

The “before tolling” survey was done between March 28 and April 19 on Metro and Sound Transit buses. The “after” survey will be done about six months after tolling begins.

Will tolls affect SR-520 ridership?

In 2007, the U.S. Department of Transportation awarded a \$154.5 million grant to the Lake Washington Urban Partnership to improve traffic conditions. Participating agencies are the federal and state departments of transportation, the Puget Sound Regional Council, and King County.

The partnership is pursuing four strategies to improve traffic flow, address congestion, and increase safety on State Route 520 and on Interstate 90 in the greater Seattle area: variable tolling, smarter highways systems,

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We'll Get You There

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General Manager

over the next five years to help make transit a more attractive alternative to driving (and paying the toll).

Metro has been preparing for SR-520 tolling for some time. In each of the last two service changes (September 2010 and February 2011) we ramped up service to and from the Eastside. We're already seeing some ridership growth from these changes.

Through a federal urban partnership grant, we've been working with the federal and state governments and the Puget Sound Regional Council to prepare for tolling and implement other transportation strategies, including providing real-time transit information at freeway bus stops. A portion of this Lake Washington Urban Partnership grant is going toward the purchase of new buses, and we will be researching transit ridership across SR-520 both before and after the start of tolling (see page 1). We also plan to use our marketing and communication tools to present Metro's services as convenient and less-costly alternatives to driving.

Tolling presents us with a tremendous opportunity to realize significant shifts in public use of our transit and Vanpool/Vanshare services. And who knows? Maybe in the future, ORCA and the state's "Good to Go" tolling transponder can be combined into a single ticketing/fare payment device that is good on any transportation service in the region... and maybe even for buying a latte.

Having seen what we can achieve when we put our minds to it, I wouldn't be at all surprised.

– Kevin Desmond, General Manager

In Transit online

Current and past issues of *In Transit* are available on the King County website at www.kingcounty.gov/InTransit.

Wildlife art crowns new shelter near zoo



Metro's new zoo bus shelter has animal appeal.

Now you don't have to go all the way into the Woodland Park Zoo to get a taste of what's inside. Metro Transit, the zoo, and artist Pam Beyette have created a striking new bus shelter that features laser-cut steel artwork with an animal theme.

In late December, the zoo contacted Metro to see if a transit presence could be created near the zoo's

new west entrance. Route Facilities project manager **Dale Cummings** worked with the zoo and Beyette to design the shelter and get it installed by May 1.

"It seemed like a great idea," Cummings said, but there was no budget for the project, and there wasn't time to engineer and build a new bus shelter footing and purchase a new shelter. "We ended up re-using a surplus double-sized box shelter from our inventory, and were able to install it directly onto an existing concrete sidewalk on zoo property—with no added design or construction cost," he said.

The shelter's art elements include painted metal sculptures of Northwest and zoo animals around the top and tracks of the same animals cut into the steel of the lower back panel. Poetic words, as if spoken by each animal, are photo-etched into copper plates mounted on the bottom metal panels.

The new shelter is part of an ongoing initiative between the zoo and Metro's Market Development and Marketing and Promotions groups to encourage more zoo visitors to use transit.

Transit police and security experts gather in D.C.

On April 6, chiefs of police, security directors, and commanders from the 20 largest transit police departments in the nation gathered in Washington D.C. to collaborate on mass transit security issues. The Transit Policing and Security Peer Advisory Group serves as a liaison between the member agencies and the U.S. Department of Homeland Security's Transportation Security Administration (TSA) and other federal agencies in order to reduce the risk of harm from terrorism.

Our Metro Transit Police (MTP) unit has been active in the group for over six years and was represented at the April 6 meeting by MTP Chief Major **Dave Jutilla**.

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Performance corner

Miles between trouble calls decline in first quarter

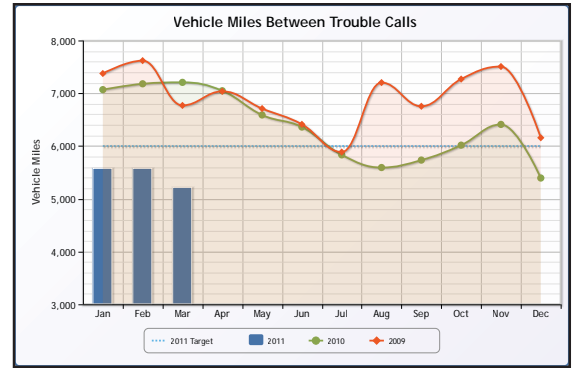
The number of miles our buses travel between trouble calls is a key measure of service quality. A trouble call is when something happens that forces a bus to stop service and receive a road visit from Vehicle Maintenance staff. More miles between these events mean fewer service delays for our customers.

We recently adjusted our reporting criteria to better align with the data collected by the Federal Transit Administration for its National Transit Database. Based on the new criteria, Metro increased its 2011 target to 6,000 miles between major mechanical trouble

calls. Unfortunately, we fell short of that target in the year's first quarter.

Factors contributing to this shortfall include increasing failures in the exhaust system pollution control equipment on our older 60-foot New Flyer hybrid buses; increased maintenance on the new 60-foot New Flyer hybrid buses (normal break-in); maintenance challenges with our aging 40-foot Gillig high-floor buses, which will be retired in the next two years; and a slight increase in trouble calls for the trolley fleet.

We've also identified a number of other contributing issues, which we are addressing by reviewing and



This is just one of the charts available on Metro's monthly performance measures website.

adjusting preventative maintenance inspection schedules and improving our monitoring of trouble call and follow-up actions.

You can monitor our miles between trouble calls and other monthly performance indicators online at <http://metro.kingcounty.gov/am/reports/monthly-measures/>.

Rail rodeo winners are bound for Boston

April 23 saw balmy spring weather at the Link Light Rail Operation and Maintenance Facility for the first annual King County Metro/Sound Transit Rail Rodeo. Maintenance and operations personnel competed in separate events in this qualifier for the APTA Rail Rodeo in June.



Bryan Mathews, right, stows the coupler on a rail vehicle under the watchful eye of judge Terry Rhoads at the first Metro/Sound Transit Rail Rodeo.

Operators: Competing rail operators were judged on uniform inspection, safety rules compliance, car inspection, and course navigation. All turned in excellent performances, with Metro's own **Bryan Mathews** taking first place.

These winners will represent Metro and Sound Transit at the International Rail Rodeo in Boston. They'll be

joined by an operations technician and rail operator from Tacoma Link Light Rail.

"We have an abundance of talent here, and it's exciting to see it displayed in events like this," said Metro Rail Manager Michael Avery.

Metro extends a special thank-you to all the volunteers who helped make this inaugural event an afternoon of good food, good company, and great competition.

In Transit



We'll Get You There

If you have any questions, comments or story ideas, send them to **In Transit**, KSC-TR-0824, or contact **Anna Clemenger**: 206-263-6482 or anna.clemenger@kingcounty.gov.

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Maintenance: In more than four hours of competition over two days, five contestants tackled nine challenging events, including an exhaustive written test, an electronic circuit-building exercise, and several light rail vehicle system troubleshooting events. In a very close competition, the winners were electro-mechanics **Brian Shupe** and **Anthony Martin**, both of Metro.

SHORT SHOTS IN TRANSIT

News briefs in and around the Transit Division



Preparations are underway for new RapidRide shelters on the Eastside.

■ **RapidRide B Line work begins** – Groundbreaking work on Metro’s RapidRide B Line started in April with the removal of existing shelters at eight future B Line stops in Bellevue. New shelter footings and conduit for connecting lighting, real-time information signs, and ORCA card readers will be installed at each station. When this work is complete, each station will also get a new shelter without the RapidRide embellishments, and will re-open for regular service. A similar process will take place in Redmond. Then, in late July or early August, Metro will add RapidRide elements to these shelters for the Oct. 1 start of B Line service.

■ **“Chilly dog” system keeps Stevie cool** – One of many specially equipped vehicles purchased, outfitted, and maintained by Metro’s Non-Revenue Vehicle (NRV) group is the Metro Transit Police bomb dog truck, a mobile work station and home-away-from-home for Stevie the bomb dog and his handler, Bomb Technician **Tim Morgan**. NRV has outfitted the truck with an aluminum

kennel instead of a rear seat, fog lights, and police lighting. The most unique feature is the “chilly dog” system, which keeps Stevie comfortable in the truck during hot or cold weather. If it gets too hot inside when the truck is parked, the system starts the truck’s engine, turns on the air conditioning, and sends an alert to Morgan. If the inside temperature continues to rise, it sends a second alert to Morgan and rolls the windows down. During cold weather, the system starts the engine and runs the heaters.



A high-tech truck modified by the Non-Revenue Vehicle group keeps Stevie, Metro’s bomb-sniffing dog (shown above with Bomb Technician Tim Morgan), comfy in hot or cold weather.

■ **VanPool formations up** – Net vanpool formations increased dramatically in the first quarter of 2011, reaching a monthly average of 10.3 net formations compared to 5.6 in the last quarter of 2010. As of May 20, Metro had a net gain of 57 vanpool groups for the year, with eight more groups scheduled to receive vans by the end of May.

■ **Green cleaning featured** – CM/Cleaning & Maintenance Management, the oldest and most subscribed-to magazine serving the cleaning industry, featured Metro’s green cleaning program, established by our Facility Maintenance group, in its March 2011 issue. The magazine cites Metro for “continuous improvement, innovation and environmental sensitivity” throughout our policies and practices. Among our program’s positive changes, the article cites our successful use of water-only cleaning methods, increased training, elimination of harmful chemical products, reduced supply costs, and higher morale among Facilities employees. The article is available online at www.cmmagazine-digital.com/cmmagazine/201103#pg45.

■ **New advertising policy in place** – Metro’s new transit advertising policy, effective April 8, allows our buses to carry ads from non-profit organizations and defines prohibited political and public-issue ads. The new policy replaces an interim policy instituted last December that prohibited non-commercial advertising. The full Transit Advertising Policy is available online at <http://metro.kingcounty.gov/am/advertising.html>.

■ **Metrodeco and employee car show** – Metro will hold its 35th Metrodeco and 23rd annual King County Employees Car Show together on June 18 at the Transit Safety and Training Center (11911 E. Marginal Way S). The car show, sponsored by the Metro Employees Historic Vehicle Association (MEHVA), runs from 10 a.m. to 1 p.m., followed by an awards ceremony at 1:30 p.m. All King County employees and their families and friends are invited to show off their antique, classic, or special-interest cars, trucks, motorcycles, etc. Registration is free. For more information, visit www.mehva.org, e-mail info@mehva.org or call 206-684-1816.

■ **Upcoming tours in classic buses** – The Metro Employee Historic Vehicle Association (MEHVA), a volunteer group of present and retired Metro employees and other enthusiasts dedicated to the preservation, restoration, and operation of historic transit vehicles from Seattle/King County, sponsors excursions and special trips using its fleet of historic trolley and motor buses. The group's 27th year of tours starts with two four-hour excursions: a June 12 Seattle trolley tour and a July 24 scenic trip to Snohomish. For more information, call the MEHVA Hotline (206-684-1816) or visit www.mehva.org.

■ **New levels of transparency** – Metro's website now provides an overview of our current operating and capital budgets and lets visitors drill down for more detailed information. On Metro's home page, select "About Metro" on the left, then choose the Metro Budget link (also on the left). Under the tab for "How the funds are used," an interactive pie chart shows a breakdown of costs in each category with a simple click. The site also has information about the financial challenges Metro is facing and the actions we're taking to manage them. This is the latest in a series of products rolled out in the past six months to give the

Two years in, ORCA use is growing strong

In April 2009, Metro and six other public transit agencies (Pierce Transit, Community Transit, Everett Transit, Sound Transit, Kitsap Transit, and Washington State Ferries) introduced the ORCA fare payment system. The intervening 24 months have seen significant growth in the use of ORCA. More than 832,000 cards have been distributed to ORCA users, with Metro handling distribution for the entire region.

More than 90 percent of employers in the region have chosen Metro as their lead agent for purchasing ORCA for their employees, and some 1,371 employers now have active accounts managed by us. We've helped establish 98 third-party retail sites throughout the region for adding value to ORCA cards, including Bartell's, Safeway, QFC, and Sears stores.

We've seen a significant change in how individuals and employers pay for their fare media. In 2008, the average value of online sales using bank cards was between \$24,000 and \$28,000 per month. With the new ORCA websites and products, and with the expansion of bank cards as a method of payment for employers, online sales now average just over \$2.6 million per month—a hundred-fold increase.

Another significant change is a decrease in cash transactions on Metro buses. Fare-box cash collection has increased due to fare increases, but the number of cash transactions has steadily declined since ORCA was launched. Average monthly cash transactions for the past three years have been: 1.4 million in 2008, 1.2 million in 2009, and 1 million in 2010—an overall drop of nearly 30 percent.

A 2010 survey shows that almost half (47 percent) of all riders use ORCA cards to pay their fares, up from just 18 percent in 2009. And about half of all current cash-paying riders say they are likely to get an ORCA card in the future. As more and more riders are introduced to ORCA, and with ORCA satisfaction running at a very high 96 percent, continued growth looks like a safe bet.



Almost half of Metro's riders are now tapping ORCA cards instead of paying cash.

public a better window into Metro's operations, plans, and performance. Others include a "dashboard" that reports on performance measures, a strategic plan web page, and a General Manager e-newsletter.

■ **Fire at Ryerson** – Shortly before 1 a.m. on Jan. 20, a fire broke out in the engine compartment of a bus in the brake room at Ryerson Base. An electrical short in an alternator cable started the blaze. No one was in danger, but water

from the sprinkler system and fire hoses overwhelmed the shop's dual-vault water/oil separation tanks, causing a mixture of oil and water to overflow into the yard. Working together, Ryerson and Central Base employees cleaned up the spill and repaired and serviced affected buses so we were able to provide on-time service to our customers. "Everyone involved did an exceptional job under extraordinary conditions" said Ryerson Base Vehicle Maintenance Supervisor **Larry Ward**.

Metro named International Roadeo Grand Champion

At press time, Metro had just won the Grand Champion award at the 2011 APTA International Roadeo in Memphis, Tenn. This award combines the results of Vehicle Maintenance and Operator competitions and recognizes the winner as the year's best International Roadeo competitor. Operator **Mike Grady** took third place in the 40-foot coach operator competition and the VM team of **Larry Fitzgerald, Ryan Stringfellow,** and **Arvin Vulliet** took two team first-place awards in the engine/transmission and air conditioning events en route to a second place in the overall VM competition.

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ON THE MOVE

New hires continued

Transit IT

Chuang-chang Chiang, applications developer-master – March 16

Terry Olsen, functional analyst III – April 11

Vehicle Maintenance

Peter Brunner, mechanic – April 11

Barret Call, mechanic – April 11

Rodolfo Lopez, mechanic – April 11

Michael Massengale, mechanic – April 11

Daniel McCaddon, mechanic – April 11

Alexander Nichols, mechanic – April 11

Jeremy Parsons, mechanic – April 11

Matthew Schweyen, mechanic – April 11

In Our Thoughts

Ron Gibson, facilities utility laborer (N. Facilities) passed away on April 17

Doug King, retired mechanic (North Base VM) passed away on April 17

KUDOS IN TRANSIT

Service award achievements

In Transit congratulates the following employees on achieving service milestones in the second quarter of 2011:

40 years

Operations:
Andrew Norton



35 years

Operations:
Bruce Kennedy
Dale Meyers
Power and Facilities:
Susan Mulvihill



■ **“Everyday heroes” save the day**—In recent months, several Metro operators have helped prevent potentially catastrophic situations through their alertness, quick thinking and actions, and/or proving the value of Metro’s defensive driver training:

Lloyd Davis was driving Route 48 when a passing truck with a long ladder in the back cut in front of his bus and



Quick thinking by the bus driver kept this accident from being much worse (photo courtesy of KIRO TV).

then suddenly stopped. The ladder struck and broke the bus windshield, but Davis was able to brake and take evasive action, preventing injury to himself and his passengers.

Dale Harter was driving Route 15 through Fremont in the wee hours when he saw a building on fire. He reported the fire, checked the building’s exterior for signs that anyone might be inside, moved his bus to a safe spot, and waited for emergency responders to arrive. The Seattle Fire Department’s on-scene incident commander said he intends to submit a Citizen Recognition Award report citing Harter’s actions.

Renee House-Moxley was driving Route 177 when she came across a vehicle with a non-responsive driver. As other motorists passed them by, House-Moxley stopped and tried to rouse the man. When that didn’t work, she flagged down a passing police officer who activated life-saving measures for the motorist, who was in the late stage of a life-threatening diabetic reaction that required immediate medical attention. Tukwila police credit House-Moxley with saving the man’s life.

Mark Peterson was driving Route 71 on University Way in the U District when a four-year-old child darted into the street from between two parked cars. Peterson quickly swerved to his left. The bike rack on the bus knocked the child down, but he suffered only bumps and scrapes. Tort Claims Investigator **Robert Hansen** of Risk Management said, “everything seems to confirm (that) Mark Peterson’s actions may have saved this child’s life.”

Each of these incidents highlights the importance of the presence and training of Metro operators in the everyday fabric of our community.

■ **Four decades of safe driving** – **Don Brady** has stretched his safe driving record to 40 years—a significant achievement, given that his career at Metro has spanned both bus and light rail operation. Brady started at Metro in 1968. He was named Co-Operator of the Year in 1997 and has been Metro’s perennial roдео champion, racking up nine first-place wins in Metrorodeos, two first- and two second-place awards at



the state level, and two first-place wins at international events. Brady transferred to Metro’s Rail Section in January 2009.

Don Brady sports a jacket celebrating his safe-driving achievement.

■ **Safety Award goes to East Base** – The Transit Safety Section announced in March that the East Base Operations team had won the 2010 Base Safety Contest. East Base achieved an 18.6-percent reduction in accidents, edging out Central Base, which placed second with a 16.3-percent reduction. East Base employees will be hosted to an all-day meal cooked at the base later this year.

■ **In Motion vies for national award** – Metro’s fall 2009 Southeast Seattle In Motion campaign has already won two awards from the Public Relations Society of America, and is now a finalist for the organization’s National Award of Excellence. Contenders are evaluated on four key components: research, planning, execution, and evaluation. The Southeast Seattle In Motion campaign was uniquely successful in reaching populations

with limited English proficiency in the Rainier Valley, at a time when residents were experiencing the dual startups of the ORCA fare system and Link light rail service. The campaign encouraged residents to explore available transportation options. In only 11 weeks, participants responded by reducing their carbon dioxide emissions by more than 50 tons.

■ **Millhouse receives Turner Award** – Ryerson Base Operator **Cherise Millhouse**, a part-time Metro operator since March 2005, received the fourth-quarter 2010 George Turner Award on March 23 from King County Executive **Dow Constantine**. The award is given each quarter by the Northwest Chapter of Paralyzed Veterans of America to a Metro driver for outstanding service to people with disabilities. Millhouse was honored for her actions on September 30, 2010, when she noticed a passenger with a visual impairment who was traveling with a guide dog and seemed to be at risk of being stranded at the end of the line. In the words of the passenger, Millhouse “obtained permission to take me back with her to Metro base, then drove me home in her own car.” The passenger concluded her nomination by saying, “I am truly grateful to her and to Metro for the extra help given to me.”



Pictured from left to right: King County Executive Dow Constantine, Metro customer Elizabeth Rene, bus driver Cherise Millhouse, and Joe Sapienza, NW Chapter of the Paralyzed Veterans of America board member.

Transit operators of the month

April 2011

Atlantic Base: **Marvin Dyson**
Central Base: **Charles Fears**
Eastside Campus: (declined)
North Base: **Karen Larson**
Ryerson Base: **Nelson Cooper**
South Base: **Eugene Kautzman**

May 2011

Atlantic Base: (declined)
Central Base: **Steven Juneau**
Eastside Campus: **Dustin Toms**
North Base: **Jai Raj**
Ryerson Base: **Arsene Gardner**
South Base: **Derek Jones**

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Transit police

Our involvement with the group “ensures that we focus on the best possible practices for system security for our riders and employees,” Jutilla said.

An import element of the Metro-TSA relationship is the Transit Security Grant Program, which has provided support for Metro’s security exercises and training programs, the explosive-detection K-9 unit, and a joint transit anti-terrorism team. Jutilla is a staunch advocate for sustaining these programs, which he calls “vitaly important for the security of our transit agency.”



ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

Retirements

Operations

Doug Johnson, supervisor of training -- June 30; 30+ years

Paratransit/Rideshare Operations

Al Pelton, transportation planner III (Accessible Services) – June 1; 25+ years

Power and Facilities

Fred Landon, facilities maintenance worker – January 1; 36 years

Transit Safety

Ray Coffey, safety officer/safety and health administrator IV – March 1; 27+ years

Vehicle Maintenance

Harvey Chin, mechanic (Bellevue Base VM) – July 31; 37+ years

Elizabeth Lebens, administrative specialist III (South Base VM) – July 1; 25+ years

Patricia Prince, technical information processing specialist III (North Base VM) – April 30; 25+ years

Michael Sloane, millwright (North Base VM) – April 30; 36+ years

Promotions and job changes

Design and Construction

Barbara Fariss-Bateman to engineer IV from designer V

Jim Smyth to mechanical engineering supervisor from engineer IV

General Manager's Office

Mark Gloss, to functional analyst III (career service) from Records/Licensing Services (term-limited)

Power and Facilities

Dan Bartolomucci to electrical constructor from electrical constructor (term-limited)

Brian Cady to electrician constructor crew chief from electrical constructor

Kirk Jones to line crew chief from utility line worker

Stanley Lenued to grounds specialist from utility laborer

Mark McDoniel to line crew chief from utility line worker

John Teernstra to equipment operator from utility laborer

Rail

Laura Griffith to streetcar operator (South Lake Union Streetcar) from transit operator

Sean Porter to fiscal specialist from administrative specialist (Public Health)

Sales and Customer Services

Kevin Mills from customer information specialist to pass sales representative

Service Development

Hossein Barahimi to employee transportation coordinator (Market Development) from Road Services

Transit IT

Kathleen McMurray to project manager II (Transit Technology Program Management Office) from special projects manager II (ORCA)

Vehicle Maintenance

Leif Engebo to acting chief (East Base VM) from lead mechanic (East Base VM)

Elie Kourdaoui to supervisor (North Base VM) from supervisor (Central Base VM)

Bruce Lillquist to supervisor (Central Base VM) from supervisor (East Base VM)

Jeff Mauldin to acting chief (Ryerson Base VM) from lead equipment service worker (South Base VM)

Jeff Sattler to supervisor (East Campus) from supervisor (Bellevue Base VM)

Kelly Watkins to acting chief (Component Supply Center) from vehicle upholsterer (Central Base VM)

John Wishart to chief (Ryerson Base VM) from chief (East Base VM)

New hires

General Manager's Office

Leora Tyau, business and finance officer II – April 18

Power and Facilities

John Horne, electrical constructor (term-limited) – May 2

John O'Connell, electrical constructor (term-limited) – May 16

Frank Olsen, grounds specialist – December 6

S. Lillian Tellefson, building operating engineer – February 28

Rail

Nick Myron, rail electro mechanic – January 3

Roan Pizan, rail facilities custodian – March 1

Sean Stymeist, rail laborer (term-limited) – May 2

Michael Tasca, rail laborer (term-limited) – March 2

Sales and Customer Services

Timothy Cady, assigned customer information specialist – May 2

Michael Hogue, assigned customer information specialist – May 2