

Citizen Oversight Panel Retreat

February 20, 2020

8:30 AM - 2:00 PM

Santa Fe Room, Union Station

8:30 – 9:30 AM Welcome, Introductions, Member Reflections – Chair Scott Lampe and COP Members

Brief self-introductions by each member that might include why they joined the COP, what they hope to contribute and/or gain from participation, and what their top priorities are, and a brief personal background

9:30 – 10:15 COP Mission and Operating Principles – Desmond Brown, General Counsel

An overview of the COP's authorizing authority, operating principles and ethics requirements

10:15 – 10:30 Break

10:30 – 11:15 Review of Ongoing Concerns List

- Adequacy and appropriateness of system access to stations
- Ridership on Sounder North
- Social equity
- Awareness of emerging technologies and their impacts
- Labor costs and labor supply
- Publicizing of peer comparison data
- Asset management
- Reliability and availability of federal, state, local and third party funding sources
- Customer experience focus that includes the entire region and all of the transit agencies within it
- Customer experience metrics that focus more specifically on the customer experience

11:15 – Noon Focus Areas for 2020

Noon – 12:45 Lunch and a Conversation with Sound Transit Board Chair Kent Keel and Deputy CEO Mary Cummings

12:45 – 1:15 Housekeeping

COP Processes, Logistics and Lessons Learned from 2019

1:15 – 1:45 Review – 2019 Draft Year End Report

1:45 – 2:00 Wrap Up and Adjourn Meeting