



## Agenda

**Rider Experience and Operations Committee Meeting**  
**Thursday, February 7, 2019**  
**1:00 to 3:00 p.m.**

Ruth Fisher Boardroom  
Union Station  
401 S. Jackson St.  
Seattle, WA

**Paul Roberts, Committee Chair, Presiding**

1. **Call to order**
2. **Roll call of members**
3. **Report of the Chair**
4. **CEO report**
5. **Public comment**

*The Rider Experience and Operations Committee will accept public comment on agenda items and matters within the committee's purview.*

6. **Business items**

### Items for Committee Final Action

- A. **Minutes:** December 6, 2018, Operations and Administration Committee meeting
- B. **Motion No. M2019-09:** Authorizing the chief executive officer to execute a five-year contract with two one-year options with Copacino + Fujikado to provide marketing and advertising services for Sound Transit for a total authorized contract amount not to exceed \$9,940,000.
- C. **Motion No. M2019-10:** Authorizing the chief executive officer to execute a contract modification with Right! Systems, Inc. in the amount of \$1,700,000 to provide additional funding to purchase CISCO telephony equipment, network equipment, software, and hardware maintenance services through May 2019 and to fund an expected contract extension through May 2020 for a new total authorized contract amount not to exceed \$7,481,022 plus applicable taxes.
- D. **Motion No. M2019-11:** Authorizing the chief executive officer to execute a contract modification with Dell Marketing L.P. to provide technology software, hardware, and related maintenance services in the amount of \$3,500,000 for a total authorized contract amount not to exceed \$8,094,891, plus applicable taxes.

### COMMITTEE CHAIR

**Paul Roberts**  
*Everett Councilmember*

### VICE CHAIR

**Joe McDermott**  
*King County Councilmember*

### BOARD MEMBERS

**David Baker**  
*Kenmore Mayor*

**Dave Earling**  
*Edmonds Mayor*

**Rob Johnson**  
*Seattle Councilmember*

**Kent Keel**  
*University Place Mayor*

**Dave Upthegrove**  
*King County Councilmember*

**Peter von Reichbauer**  
*King County Councilmember*

### CHIEF EXECUTIVE OFFICER

**Peter M. Rogoff**

**7. Reports to the Committee**

- Overview of options for new rider experience metrics
- Presentation on Connect 2020

**8. Executive session**

**9. Other business**

**10. Next meeting:**

Thursday, March 7, 2019, 1:00 p.m. to 3:00 p.m.  
Ruth Fisher Boardroom

**11. Adjourn**