



## Agenda

**Rider Experience and Operations Committee Meeting**  
**Thursday, August 6, 2020**  
**1:00 p.m. to 3:00 p.m.**

**\*\*Virtual Meeting via Video and Telephone Conference\*\***

Please note that due to the Governor's Stay Home – Stay Healthy Order issued on March 23, 2020, this meeting is taking place virtually. To view the video stream: <https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e8c53cf96e21c95afc029b7c341d6f4d1>. To hear the meeting audio, call 415-655-0002 or 206-207-1700, then enter access code: 146 413 9534 and pin code: #.

**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**

*Pursuant to Motion No. M2020-23, the Rider Experience and Operations Committee will only accept public comment on items on today's agenda that have been submitted electronically via [emailtheboard@soundtransit.org](mailto:emailtheboard@soundtransit.org). Comments received up to one hour before the meeting will be provided to Board members electronically during the meeting. Comments received after that deadline will be provided to Board members after the meeting.*

6. **Business items**

For Committee Final Action

- A. **Minutes:** July 2, 2020, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2020-45:** Authorizes the chief executive officer to execute a five-year contract with two one-year options to extend with Turner & Townsend AMCL Inc. dba AMCL to provide on-call ISO 55001 certification support services for a total authorized contract amount not to exceed \$3,652,050.
  - Asset Management Program Update

7. **Reports to the Committee**

- Ridership Experience Metrics Performance Reporting
- Dashboard First Look

8. **Executive Session** (If needed)

9. **Other Business**

**COMMITTEE CHAIR**

**Paul Roberts**  
*Everett Councilmember*

**VICE CHAIR**

**Joe McDermott**  
*King County Council Vice Chair*

**BOARD MEMBERS**

**David Baker**  
*Kenmore Mayor*

**Debora Juarez**  
*Seattle Councilmember*

**Ed Prince**  
*Renton Councilmember*

**Kim Roscoe**  
*Fife Mayor*

**Nicola Smith**  
*Lynnwood Mayor*

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

**CHIEF EXECUTIVE OFFICER**

**Peter M. Rogoff**

10. **Next meeting:**

Thursday, September 3, 2020

1:00 p.m. to 3:00 p.m.

Location to be determined

11. **Adjourn**