

2026 Rider Experience and Operations Committee Work Plan

In 2026, the Rider Experience and Operations Committee will focus on the following areas: 1) the agency's Enterprise Initiative efforts, 2) transactional matters to oversee operating plans, transit services, and rider experience, and 3) topics of special interest to the committee.

Overseeing operating plans, transit services, and rider experience

This work includes committee actions and recommendations required for oversight of Sound Transit's operations and service delivery, including activities and communications affecting the rider experience. As in previous years, items will include committee consideration and votes to approve or recommend actions to the Board, including:

- Contracts and contract modifications
- Interlocal and other agreements
- Service planning and transit development plans
- Operating agreements
- Regular review of operational and safety metrics and ridership trends
- Other actions as needed for Modal Operations and Service Delivery Programs

Sound Transit staff have compiled a projected list of specific actions they anticipate bringing before the committee for action by quarter, which is attached.

Topics of Special Interest to the Committee

The Rider Experience and Operations Committee will also explore additional areas that are topics of interest to members, responsive to changing circumstances or the public, or emerging issues.

- 2026 Service Plan updates for ST Express bus service
- 2027 Service Plan
- Link light rail Operations Intergovernmental Agreement
- 2025 Passenger Experience Survey results
- 2026 World Cup Preparations updates
- Passenger Impact Program
- Fare Ambassador Program (Quarterly updates)
- At-Grade Crossing Program (Quarterly updates)

Reports Provided to the Committee

The Rider Experience and Operations Committee will continue to receive monthly agency performance reports with data from the [System Performance Tracker](#).

Representative schedule of actions and discussions, subject to change.

First Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports
- Passenger Impact Program updates
- Fare Ambassador update (quarterly report)
- At-Grade Crossing Program Update (quarterly report)
- Consider a contract modification to a consulting services for agency oversight functions
- Consider an operations and maintenance agreement with WSDOT for the I-90 corridor
- Presentation on 2026 Service Plan public survey engagement
- Consider a contract modification for IT services
- Consider operations and maintenance agreements for Stride Bus Rapid Transit project
- Consider the purchase or lease of a new Sounder locomotive
- Consider an extension to the Sounder maintenance agreement
- Consider approving a Rail Plus pilot program for the Sounder S Line
- Consider a fleet technical consultant services contract
- Consider a procurement contract for the Enterprise Asset Management system
- Consider adopting ST Express changes as part of the 2026 Service Plan
- Consider a partnering agreement for asset management
- Presentation on preparations for the 2026 World Cup

Second Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports
- Passenger Impact Program updates
- Fare Ambassador update (quarterly report)
- At-Grade Crossing Program Update (quarterly report)
- Consider an agreement for King County Parks for the Stride Bus Rapid Transit project
- Consider a procurement contract for the Enterprise Resource Planning system
- Consider a procurement process for new administrative spaces
- Presentation on preparations for the 2026 World Cup

Third Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports
- Passenger Impact Program updates
- Fare Ambassador update (quarterly report)
- At-Grade Crossing Program Update (quarterly report)
- Presentation on 2025 Passenger Experience survey results
- Presentations on World Cup Support and Emergency Operations Center updates
- Consider approving the 2026 Transit Development Plan
- Consider approving an Intergovernmental Agreement for Link light rail operations
- Consider adopting the 2027 Service Plan
- Consider adopting the 2026 Agency Safety Plan

Fourth Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports
- Passenger Impact Program updates
- Fare Ambassador update (quarterly report)
- At-Grade Crossing Program Update (quarterly report)
- Consider forwarding the Modal Operating, Service Delivery Programs, Other Expenditures, and Agency Contingency portions of the proposed 2027 Budget and Transit Improvement Plan to Finance and Audit Committee