



## Summary Minutes

### Rider Experience and Operations Committee Meeting November 3, 2022

#### Call to order

The meeting was called to order at 1:09 p.m. by Chair Walker.

The meeting was available in person and streamed on:

<https://soundtransit.webex.com/soundtransit/j.php?MTID=m8b30307befe08a125aaa4bb8f55e3617>

#### Roll call of members

Chair	Vice Chair
(P) Kristina Walker, Tacoma Councilmember	(P) Ed Prince, Renton Councilmember

Board Members	
(P) David Baker, Kenmore Councilmember	(P) Kim Roscoe, Fife Mayor
(P) Christine Frizzell, Lynnwood Mayor	(P) Dave Upthegrove, King County Councilmember
(A) Debora Juarez, Seattle City Councilmember	(A) Peter von Reichbauer, King County Councilmember

Josephine Gamboa, Board Relations Specialist, announced that a quorum of the committee was present at roll call.

#### Report of the Chair

##### Monthly Contract Report

The monthly contract report was included in members meeting packets for review.

##### Welcome CEO Julie Timm

Chair Walker welcomed CEO Julie Timm to her first Rider Experience and Operations Committee.

#### CEO Report

CEO Julie Timm provided the CEO Report.

##### Worker Injury

CEO Timm provided an update on the news of the October 27, 2022 incident regarding a Lynnwood Link construction site worker injury. The worker was a carpenter for Skanska, a Sound Transit contractor, and was working on stripping a concrete wall form when the form tipped over and trapped them. CEO Timm reported on his positive recovery and acknowledged the quick actions from crew members and first responders. Skanska began a full investigation into the cause and conducted a job-wide standdown on October 31, 2022 to discuss the incident and provided information to crews working on the project. Sound Transit will work with Skanska to investigate the cause of the accident and identify necessary response actions.

### Native American Heritage Month

CEO Timm acknowledged Native American Heritage month. Sound Transit team hosted a blessing of the artwork created by Shaun Peterson, a member of the Puyallup Tribe, at a private opening at the Puyallup Station Garage on October 29, 2022. CEO Timm shared appreciation to Dezerae Hayes, Director of Tribal Relations, for her ongoing support of the agency and relations with tribal councils and governments in the region. This was the first occurrence of a local artist from a local tribe to be highlighted on Sound Transit infrastructure. CEO Timm also shared appreciation to Barbara Luecke, Deputy Director of Public Art, for her work supporting the advancement of local art.

### Observing National Veterans and Military Families Month

On November 1, 2022, CEO Timm joined Sound Transit's Veterans Employee Resource group to raise the POW/MIA flag in honor of National Veterans and Military Families month. She shared her military background in that her father and grandparents were veterans. Raising the flag at Union Station symbolized the agency's support for veterans and military families in the Puget Sound and marked the beginning of the important month when the nation gives gratitude to the families, caregivers, and survivors of veterans and current service members.

### DSTT Work/Link Bus Bridge

Over the prior week, necessary power line maintenance and repairs was performed between Rainier Beach and Tukwila International Boulevard. Sound Transit personnel were on hand to help passengers with the bus bridge between the stations and to support riders in reaching their destinations. The third Future Ready project would start November 11, 2022 through November 13, 2022 in the Downtown Seattle Transit Tunnel (DSTT). The tunnel would be closed for three days to divide the overhead catenary system into quadrants. This would mean, in the future, the entire tunnel would not shut down as the system is extended since work would be done on one portion, which would minimize disruptions.

During this time, some work will be done for the East Link project. A bus bridge between Capitol Hill and SODO stations would be available. Passengers should consider additional travel time for connecting through bus bridges to ensure they are not late getting where they want to go.

On November 9, 2022, passengers would begin to see removal of ORCA readers on the platforms in the DSTT to create a consistent experience across the Link system as the agency began the process of reimagining fare enforcement,

### **Public comment**

Chair Walker announced that public comment would be accepted via email to [emailtheboard@soundtransit.org](mailto:emailtheboard@soundtransit.org), in person, and would also be accepted virtually.

The following people provided written comments:

Scott Kirk

There were no in-person, or virtual public comments submitted.

### **Business Items**

#### **For Committee final action**

October 19, 2022, Rider Experience and Operations Committee meeting minutes

**It was moved by Committee Vice Chair Prince, seconded by Boardmember Roscoe and carried by unanimous consent that the minutes of the October 19, 2022 Rider Experience and Operations Committee meeting be approved as presented.**

## Reports to the Committee

### Review of the Proposed 2023 Enhancement, State of Good Repair, Administrative Budgets, and Transit Operations Budget

Ryan Fisher, Deputy Executive Director of Financial Planning and Budget, Suraj Shetty, Executive Director of Operations, Jason Weiss, Chief Information Officer, Eric Beckman, Executive Director of the Portfolio Services Office, and Russ Arnold, Chief Passenger Experience Officer provided the report. Mr. Fisher provided a reminder of the budgets within the Committee's purview. Those budgets included transit operations and non-system expansion projects.

The 2023 budget priorities included initiatives focused on cost consciousness such as multi-year targets for staffing and non-system expansion projects, affordability review to ensure the majority positions added in 2023 and beyond were directly tied to system and service expansion, operating resources to support new services and assets, and high-priority non-system expansion project reviews.

The 2023 budget sources were \$3.1 billion. Sales and use tax were 65 percent of all 2023 total revenue and financing sources, federal grants would be lower in 2023 due to ARP funding in 2022, fare revenues would increase with increased ridership, and there would be higher ORCA regional reimbursement. Overall, the proposed expenditures for 2023 increased 2 percent over the 2022 budget. Turning to uses, system expansion projects were reduced by \$55 million, largely due to a reduction of \$216.6 million as Lynnwood Link and Downtown Redmond Link Extension (DRLE) moved from their peak year of construction cost. Increases were driven mainly by 3 projects: Tacoma Dome Link Extension (TDLE), I-405 BRT, and West Seattle Ballard Link Extension (WSBLE). The proposed 2023 budget for Other of \$205.3 million was 11 percent, or \$25 million, under 2022 budget. This was mostly caused by debt service due to savings from 2021 refinancing activities as well as a \$6.8 million reduction year over year to \$14.2 million in the contingency budget as 2022 had a net benefit to the agency from its reconciliation of 2021 purchased transportation costs. Additional budget items in Other included \$24.3 million for tax collection and fees and \$16.7 million for leases.

The 2023 transit operating budget increased by 15 percent, or \$67 million, over the 2022 budget. Activation and service restoration comprised 6 percent, or \$24.3 million of the increase, mostly driven by service restoration for ST Express, new full time employees in activation and service restoration, an increase in Link service levels, and Hilltop Tacoma Link Extension (HTLE). Cost escalation was 5 percent, or \$21.1 million, of the increase driven by overall cost escalation in Services, Link purchased transportation, and Sounder fuel cost increase. State of good repair and other maintenance was 3 percent, or \$14.8 million, of the increase driven by increase in expense/operating projects and spare parts and facilities maintenance. Insurance and other was 1 percent, or \$2.7 million, of the increase mainly from Northgate valuation and Link and Sounder vehicle increases. Diversity, Equity, Inclusion, and Culture (DEIC) comprised 1 percent, or \$4.8 million, for additional headcount for fare ambassadors and funding for engagement and outreach work.

Mr. Shetty reviewed budgets per mode. The proposed 2023 budget for Link was a 20.3 percent, or \$40.5 million, increase from 2022 budget due purchased transportation increases to fund King County Metro partner operating cost escalations for staff and resources to support system integration testing on East Link Extension (ELE), funding increases for services that included 20 percent cost escalation for private security and consulting services, operational projects to support current and expanding systems, parts and materials to support expanding light rail vehicle fleet and the Operations and Maintenance Facility East (OMFE), and salary and benefits for Sound Transit and agency staff to support the expanding system.

The proposed 2023 budget for Sounder was 17.7 percent, or \$13.5 million, above the 2022 budget. This was primarily due to materials and supplies driven by increasing fuel rates and more spare parts usage due to expanding fleet, services driven by additional vehicle maintenance on a higher number of trains being maintained, and to fund operational projects and resource support for those projects.

The proposed 2023 budget for Regional Express was 4.8 percent, or \$7 million, above the 2022 budget. This was due to partner operating costs escalation of 5 percent without fuel, fuel cost per gallon increased 56 percent over 2022 budget, and above cost increases were partly off-set by a 6 percent reduction in bus hours to align realistic operator availability with the service plan.

The proposed 2023 budget for Tacoma Link was 55.7 percent, or \$6.1 million, above the 2022 budget. This was assuming HTLE began revenue service during Q1 2023. The increase was due to growth in staff to support the expansion, which was previously charged to the project, but would transition to operational costs. The increase was also due to a new Tacoma Police security contract.

Mr. Fisher explained categories of the non-system expansion projects which included Enhancement projects, State of Good Repair, and Administrative. Enhancement projects improve operating efficiency and effectiveness, improve rider experience, increase system functionality, or reduce operating costs. State of Good Repair projects extend the life of existing system assets and would replace those at the end of their useful life while investing in maintaining assets. Administrative projects support administration of the agency for expenses that were not charged directly to either capital projects or transit operations. Examples included administrative operating costs, Information Technology costs, non-revenue vehicles, or building expenditures.

Non-system expansion projects increased by \$66 million with Enhancement projects increasing by \$18 million, State of Good Repair increasing by \$31 million, and Administrative projects increasing by \$26 million. Enhancement project increases were mainly due to new Portfolio Services Office Programmatic work to support all agency-wide projects with engineering and station standard efforts. State of Good Repair increases were mainly due to Downtown Seattle Transit Tunnel (DSTT) capital improvement activities, Information Technology tech infrastructure to upgrade servers at data centers, and vertical conveyance program to proceed with assessment and design of replacement elevators at Auburn, Kent, and Everett stations. Administrative project increases were mainly due to inflation, staffing, Information Technology program to continue addressing agency's needs for IT systems, and for office decommissioning. Mr. Fisher noted that charges to transit modes were a reduction to the projects for non-capitalizable expenses in various projects that were in support of the transit modes, such as Sounder Vehicle Overhaul, Link Overhaul, and DSTT program planning.

Mr. Shetty reviewed the budgets for Operations managed projects. The proposed budget for 2023 was \$74 million for Operations. \$57.4 million was designated to the State of Good Repair portfolio which included DSTT capital improvements, Sounder Vehicle Overhaul, and the vertical conveyance program. \$15.2 million was designated to the Enhancement portfolio which included the beginning construction phase of the SeaTac Airport second elevator, the CLink Tie switch installation, and the Operations and Maintenance Facility (OMF) electrical capacity. The Administrative budget was \$1.7 million, which was decreased by \$800,000 from the 2022 Budget. There were no new administrative projects, and the spending would go towards administrative facilities.

Mr. Weiss reviewed the budgets for Information Technology (IT) managed projects. \$19.1 million was designated to the State of Good Repair portfolio which included IT Tech infrastructure, IT network redesign, ERP assessment, and EAMS replacement assessment. \$18.9 million was designated to the Enhancement portfolio, which was a \$2.1 decrease from the 2022 budget. The decrease was from the PIMS project mitigation missing its milestone from the vendor in 2022. There were no new IT projects within this category. The spending would go towards the digital passenger information system and database management program. \$9 million was designated to the Administrative portfolio, there were no new projects, this would fund the IT program which would complete various system implementation and integration projects.

Boardmember Baker voiced concern about the maintenance of conveyance facilities and questioned why they weren't maintained more effectively to avoid millions in repair work. Mr. Shetty responded that the majority of the funding being requested for the vertical conveyance program was for the 58 units

located in the DSTT that transitioned under Sound Transit's possession in 2021. The design and engineering efforts would lead to replacement of the units as needed. Boardmember Baker voiced frustration with the state of the conveyances during the transfer of ownership. CEO Timm acknowledged the frustrations that come with conveyance outages and noted staff was working on improvements to real-time communication efforts to better passenger experiences.

Mr. Beckman reviewed the budgets for Portfolio Services Office (PSO) managed projects. \$15.6 million was designated to the Enhancement portfolio, \$12 million for PSO programmatic work such as staffing and consultant support. Existing projects had a \$1.1 million decrease from the 2022 budget.

Mr. Arnold reviewed the budgets for Passenger Experience managed projects. There would be a \$3.9 million increase from the 2022 budget. There were no new projects, and 5 existing projects had a \$546,000 increase from the 2022 budget. The top projects included fare paid zone, signage improvements, and Link line renaming.

Ms. Herselman reviewed the budgets for projects managed by the Design, Engineering and Construction Management (DECM), Planning, Environment and Project Development (PEPD), Finance, and Administrative Services Office departments. The 2023 proposed budget was \$157 million, which would be a \$24 million increase from 2022. The \$24 million increase was largely due to projects managed by the Finance department. The Agency Administrative operating project was proposed to spend \$146 million in 2023 to fund operating costs that weren't directly charged to either capital projects or transit operations. In State of Good Repair, the Bellevue Rider Service Center, managed by DECM, would be performing alternatives analysis to determine preferred location of restrooms. The OMF Security enhancement, security radio system, and crossing pre-project and outreach were all managed by the Safety department. The Bike Parking program was managed by PEPD and would install and upgrade existing lockers at Capitol Hill, Mercer Island, and Tukwila and planned for lockers at South Bellevue, University, Roosevelt, and Northgate.

Mr. Fisher reviewed the timeline of the budget process. This Committee would recommend the budget for approval at its December 2022 meeting.

Boardmember Roscoe asked for specification on the \$9.2 million allocation for Security and safety versus consulting. Secondly, she asked about the location of a guard booth. Lastly, she asked where she could compare the proposed budget to the target and affordable schedules. Mr. Fisher addressed her last question and noted the long-range financial plan that was presented, at the October 2022 Board meeting, was the affordable schedule and included this proposed budget as year one of the affordable schedule. He noted this did not preclude the agency from potentially accelerating to the targeted schedule because there were still dollars in the budget for early planning activities for the four light rail projects. Mr. Shetty addressed her first question. He responded the \$9.2 million included normal cost escalation for current vendors and the consulting portion wasn't tied to the security services, the presentation slide made it appear grouped together, but it was in fact a separate line item. Ms. Herselman addressed her second question. She responded the guard booth was in construction under the OMF Central and was for security enhancement. The project itself had other modifications to better align with the guard booth entrance.

Chair Walker asked if there was funding available to support partner agencies in their recruitment for new drivers. Mr. Shetty responded affirmatively. Funds were included for current partner efforts and noted staff would return if additional service was needed from adding additional drivers.

Chair Walker asked where Board members and the public could go to find more on the proposed budget. Mr. Fisher noted the Financial Plan and Budget Book was available on the Sound Transit website. Chair Walker reminded the Committee members that the approval of the 2023 Budget would be forwarded at the next Committee meeting and any questions or comments should be communicated to staff in advance to that meeting.

Boardmember Baker asked how much it would cost to repair, or replace, the DSTT vertical conveyances and what time frame would that be completed. Deputy CEO Farley committed to gathering that information for Boardmember Baker. Mr. Shetty noted the conveyances presentation that was given at a previous Committee meeting and the three prongs to that project was shared. The second prong involved operation and maintenance and the third prong involved replacement. Staff would return to provide updates.

#### Hilltop Tacoma Link Extension Agreements Amendments

Cristina Fonseca, Project Manager for HTLE, provided the report. She notified the committee of an upcoming action staff anticipated bringing forward in the following month. She explained the delay in approval was due to City of Tacoma reviewing language in the agreements.

#### Presentation on Digital Assistant Tool

Michael Berman, Deputy Director of Research and Innovation, provided the presentation. The passenger-facing technology's purpose was to improve passenger experience by investing in innovative solutions that would remove real or perceived barriers to ridership and improve the dependability of information the agency provides passengers so they can make informed decisions that suit their mobility needs. Mr. Berman reviewed that this program had been under development since 2019. In 2021, the Transit Improvement Plan (TIP) approved a 2-year program to provide tools that better supported passengers once East Link opens. Staff was currently planning for future events, such as how to support passengers during 2026 World Cup events.

Mr. Berman explained that work streams were developed based on known passenger needs for abilities to plan, book, and pay for a trip within a single tool, get real-time updates when trips are interrupted, receive location-based notifications based on trip preferences and current system status, and receive assistance in navigating stations, especially when vertical conveyance transportation outages occur. The agency needs the ability to scale passenger support services as the system expands and the ability to pilot features or solutions on a small scale and plan for future integration if pilots were successful.

The Digital Assistant would be a single, accessible tool that incorporates trip planning, real-time information, interactive support, and fare payment. No such tool currently existed in North America. This tool would improve trip planning experiences, provide dependable real-time notifications, and would incorporate chat and interactive voice response (IVR). The tool would reduce reliance on other communication channels for service disruption updates, would be available in 7 languages spoken and written in the region, would address agency equity goals, and have systematically new features. The plan was to conduct regular user testing, request feedback from users through surveys and make informed decisions about which features to roll out in the future based on said feedback.

A contract was soon to be awarded to IBI for \$2 million. Staff was currently working under a Limited NTP and was expected to be executed within a few weeks. The program scope was broken into three phases. Phase 1 included trip planner, mobile apps, dynamic re-routing, and profiles. Phase 2 included AI-enabled chatbot and IVR. Phase 3 included fare payment integration.

Accessibility audit and testing was with a third-party vendor to certify that the product meets at minimum WCAG 2.1 standards. Usability testing was to ensure passengers with vision disabilities who use screen readers could access all product features seamlessly. Instructions for how to navigate step-free paths would be throughout the stations. Notifications when vertical transportation outages would prevent passengers from taking their typical path and update walking or rolling instructions when they were unavailable. There would be translation available in 7 languages and this would be a kiosk experience.

The objective of regional data efforts was to provide a positive planning and travel experience for riders who use tools provided by agencies and third parties. The goals were to establish a baseline understanding of the current state, establish regional definition for data quality, align regional priorities

for data set creation based on research, and create data sets that provide contextual information about transit trips that weren't currently available.

Mr. Berman reviewed next steps, which included establishing governance structure, conducting research, creating a work plan, and executing.

Boardmember Frizzell asked why this program wasn't executed sooner. Mr. Berman replied that, to staff knowledge, all of these tools have not been combined into one functioning tool yet. He acknowledged the need for the tool but also noted the ability to execute is what staff was currently working to solve. Boardmember Frizzell asked about current practices when there were Link outages. Mr. Berman answered the Link Control Centers would notify the Passenger Care team; they would then send out necessary alerts to passengers that were registered to receive text message alerts. CEO Timm also acknowledged the need for a tool of this caliber and noted the different hurdles each transit agency could come across when trying to execute and implement this type of technology.

Boardmember Roscoe echoed Boardmember Frizzell and CEO Timm's comments and hopes to see progress with this type of tool on a regional level.

Chair Walker asked if the tool would be integrated with ORCA 2.0 and the application OneBusAway. Mr. Berman answered that ORCA 2.0 would eventually be able to integrate with the Digital Assistant Tool and it would be a single user interface experience. OneBusAway is independent from Sound Transit, but Sound Transit manages the feed that goes into the application. Mr. Arnold provided a brief history on the tool and its desire to simplify the passenger experience by integrating with ORCA interfaces.

Chair Walker noted the focus group that was held in Tacoma communicated on the lack of applications in terms of accessible navigation and was pleased to hear that was an area of focus for the tool.

#### Presentation on Station Codes

Candace Toth, Manager of Wayfinding and Signage, provided the presentation on station codes – which would be a replacement for pictograms within the light rail signage. Replacing pictograms with station codes would better assist Limited English Proficiency (LEP) populations, visitors, and passengers with disabilities. Ms. Toth explained that RCW 81.119.120 required non-Roman alphabet-based station identifiers for light rail. Station codes were an international best practice, Arabic numerals were globally understood, the agency could integrate with new Line names, and station codes were required in 2022 for East Link sign fabrication and for the next Link extension. Pictograms were specific, had learned meaning, and proved scalability challenges.

Ms. Toth spoke to an illustration that showed a portion of the 1 Line from University of Washington (UW) Station to Columbia City with pictograms versus station codes. Station codes could make it easier to understand how many stops away from your destination you are and what direction you are traveling. The pictogram example provided showed a pictogram per station. The station code example provided showed numerical codes per station, i.e., stations were numbered 155 through 145 for UW to Columbia City. Pictograms don't necessarily indicate an order; station codes could help identify which direction one would go and how many stops in between.

Line names would work directly with station names when navigating the system. The simple regional strategy would integrate, as an example, 1 line for Ballard to Tacoma and 3 line for Everett to West Seattle. The strategy would be best practice, prioritize wayfinding and how passengers use the system, and would be scalable with the system's growth.

Two primary strategies that code slightly different to replace pictograms would include giving each station a code, i.e., Westlake could be station 010, or give each stop a code, i.e., Westlake could be station 110 / 210 based on which Line one was riding. Both would meet the RCW requirements and provide differing levels of information to be considered and tested for usability within the system. Ms. Toth reviewed station codes from Dubai, Seoul, and Tokyo.

System-wide signage updates were tied to extension openings. It would develop standards and maintain customer signage, standard kit-of-parts would be applied across all modes, leverage expansion work and resources would update and improve visual and tactile signage, provide consistency between new and old station, and station codes would be rolled out with the next light rail expansion.

Three station code options were developed and tested. Ms. Toth explained that LEP and ADA populations were hard to reach via traditional tools and required creative thinking. Outreach included 6 LEP focus groups in 5 languages: Spanish, Vietnamese, Mandarin, Cantonese, and Somali, 1 ADA Townhall workshop, 2 blind and deaf/blind workshops, sounding board survey in English, a public survey that was translated to 8 languages, and community engagement through community liaisons. Ms. Toth compared the three options that had unique 3-digit codes for each station. The same travel scenarios were used across testing. The scenarios included questions about current pictograms, Trip 1 would be Rainier Beach to International District Station (IDS) and Trip 2 would be Bellevue Downtown to Seattle Center with a required transfer at IDS. The scenario had asked what the description would be to get someone to the airport. Study 1 was Station Code, Study 2a was Stop Code, and Study 2b Stop Code. The preferred option was Study 2b, Stop Codes. This included a unique 3-digit code for each line stop, the first digit would be the line number and the last two digits shared the station number. Transfer stations would have multiple codes – all with the same last two digits. Ms. Toth noted this was similar to Tokyo and Taipei's practices.

For passengers with disabilities, it was observed that station codes to identify stations was a new concept, it was not a clear preference, there was desire for explicit explanations about what numbers represented, there was concern that people could mistake codes for bus lines, there was feedback on braille format, and there were a lot of general wayfinding feedback that was given.

During LEP focus groups, it was observed that stop codes were favorable with option 2b preferred, it was quickly picked up on how to read the map, Line colors were often used for reference, not all saw a need for codes but there was no struggle comprehending them, there was familiarity with other transit systems that provided a frame of reference, and transfers were successfully identified.

The survey results from the sounding board for pictograms versus station codes noted pictograms were not widely used, 80 percent of respondents recognized pictograms, and 58 percent did not find current pictograms helpful. Overall, majority of respondents found station codes helpful. Station Code option 2b was scored the highest across all metrics.

The survey results from the LEP survey were similar to that of the sounding board. Less than half of LEP respondents recognize the pictograms, nearly three-quarters did not find current pictograms helpful. Overall, majority of respondents found station codes helpful with Station code option 2b scoring the highest across metrics.

The key takeaways from station code testing were that pictograms were not widely used, Station code option 2b was preferred, and station codes may not be used by all passengers but for those who do use them, they were a useful tool to supplement wayfinding information. A few design considerations included some information that's conveyed visually did not translate well tactilely, additional context/attractions were desired, and universal icons were well received. Transit experience with digital assistance technology had strong demand, tactile signage further standardization was desired, and there were major concerns regarding safety and cleanliness.

Ms. Toth reviewed next steps. Q4 2022 through Q1 2023 would incorporate station codes into updated customer signage design manual. Q2 2023 would begin incorporating into East Link and/or Lynnwood Link signage packages/scope retrofit projects. In 2023 to 2024, Link light rail expansion would open to utilizing station codes.

Boardmember Roscoe noted Study 2b was more favored and asked if signage displayed updated dates if there were any revisions made to indicate if new information was included. Ms. Toth answered that

revision dates were included in the current temporary signage, and it wasn't typical to add revision dates to permanent signage, but it was tracked internally. Boardmember Roscoe asked if there were any policies with graphic design that required visual changes to the signs. Ms. Toth noted there was a standards manual for customer signage available on the Sound Transit website.

Boardmember Upthegrove asked if staff research into tactile signage and wayfinding on the ground for the visually impaired and asked to what degree was that being utilized. Ms. Toth replied there was feedback received regarding tactile wayfinding pavers and staff ensure to locate tactile signage on walls along the paved path. She noted most feedback was focused more on conventions of how tactile signage communicates and the relationship between wall signage to the tactile paving. Boardmember Upthegrove asked if there was ongoing community process to receive suggestions of improvements from those with disabilities. Ms. Toth answered there was a Citizen's Accessibility Advisory group that was facilitated by Donna Smith, Sound Transit Manager of Accessibility Services, and relays feedback to Ms. Toth.

Chair Walker asked if "Q2 2023 scope retrofit projects" meant updating the existing signage and asked for clarification on the timeline. Ms. Toth replied that meant for sign types that did not get captured by expansion, as an example, station ID signage, the signs would not have outdated information but would be updated for consistency. Chair Walker asked if these updates were included in the 2023 budget. Ms. Toth explained the station codes would be launched with the next light rail expansion. Necessary signage that coincided with the expansion would be updated and all other signage could be updated within 2023 or 2024. Chair Walker asked if that would require Board action and if it was included in the proposed budget for 2023. Ms. Toth responded retrofit projects were not included in the 2023 budget, but funding for in station signage was included. Chair Walker asked about the Tacoma Link expansion given it would open early 2023. Ms. Toth replied that based on RCW 81.119.120, Tacoma Link was not required to have station codes and it did not currently have pictograms, but station codes could expand to Tacoma Link if it was desired and decided on.

**Executive session – None.**

**Other business –** CEO Timm noted that based on passenger feedback, there would be changes in location of ORCA card tapping stations, especially in the Downtown Seattle Transit Tunnel. This was being done to create a consistent experience to tap on and off before entering or exiting fare paid zones within the stations.

**Next meeting**

Thursday, December 1, 2022  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom and Virtually via WebEx

**Adjourn**

The meeting adjourned at 3:05 p.m.

ATTEST:

\_\_\_\_\_  
Kristina Walker  
Rider Experience and Operations Committee Chair

\_\_\_\_\_  
Kathryn Flores  
Board Administrator

APPROVED on \_\_\_\_\_, JG.