



Agenda

Rider Experience and Operations Committee Meeting
Thursday, February 2, 2023
1:00 p.m. to 3:00 p.m.

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

****Hybrid Meeting – In person and Video/Telephone Conference****

To participate in the meeting via video conference:
<https://soundtransit.webex.com/soundtransit/j.php?MTID=m1c6a4719c031ac3fdbdf7ab6a960ad20>, if a password is not already entered, enter the following password: Agency.

To participate in the meeting via telephone conference: Call 415-655-0001 or 206-207-1700, then enter access code: 2485 624 0891 and password: 243629

Kristina Walker, Committee Chair, Presiding

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

The committee is accepting public comment on today's agenda items and on topics within the committee's purview in the following formats:

Written public comment: Written comments can be submitted electronically via meetingcomments@soundtransit.org. Written 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.

In person public comment: Individuals who would like to provide in person public comment must sign up in the Ruth Fisher Boardroom before the meeting begins. The sign-up sheet is available 30 minutes before the scheduled meeting start time.

Virtual public comment: Individuals who would like to provide virtual public comment via phone or computer **must sign-up in advance on the virtual sign-up sheet**. The virtual sign-up sheet is open from 8:00am until 5 minutes before the scheduled meeting start time.

6. **Business items**

For Committee Final Action

- A. **Minutes:** January 19, 2023, Rider Experience and Operations Committee Meeting

COMMITTEE CHAIR
Kristina Walker
Tacoma Deputy Mayor

VICE CHAIR
Ed Prince
Renton Councilmember

BOARD MEMBERS
David Baker
Kenmore Councilmember

Christine Frizzell
Lynnwood Mayor

Debora Juarez
Seattle Council President

Kim Roscoe
Fife Mayor

Dave Upthegrove
King County Council Chair

Peter von Reichbauer
King County Councilmember

CHIEF EXECUTIVE OFFICER
Julie E. Timm

- B. **Motion No. M2023-10:** Authorizing the chief executive officer to execute a contract modification with SHI International Corp. to exercise two one-year options to extend the contract to provide technology software, hardware, and related maintenance services in the amount of \$2,000,000 for a new total authorized contract amount not to exceed \$3,800,000, plus applicable taxes.
- C. **Motion No. M2023-11:** Authorizing the chief executive officer to execute a contract modification with Insight Public Sector, Inc. to provide technology software, hardware, and related maintenance services in the amount of \$7,000,000 for a new total authorized contract amount not to exceed \$20,180,000, plus applicable taxes.
- D. **Motion No. M2023-12:** Authorizing the chief executive officer to execute a contract modification with Carahsoft Technology Corp, the authorized reseller for ServiceNow software, for the Information Technology Service Management Tool Platform project in the amount of \$986,000 for a new total authorized contract amount not to exceed \$3,666,721, plus applicable taxes.
- E. **Motion No. M2023-13:** Authorizing the chief executive officer to execute a contract amendment with Yenlo USA LLC for Enterprise Service Bus long term services in the amount of \$920,000 for a new total authorized contract amount not to exceed \$2,420,000.

7. **Reports to the Committee**

- REO Metrics Performance Report
- Final review of 2023 Rider Experience and Operations Committee work plan

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

9. **Other Business**

10. **Next meeting:**

March 2, 2023

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

Ruth Fisher Boardroom and Virtually via WebEx

11. **Adjourn**