



Agenda

Rider Experience and Operations Committee Meeting

Thursday, June 1, 2023

1:30 p.m. to 3:30 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=m7164adddb8b6bb3b331b6699a56de1fc](https://soundtransit.webex.com/soundtransit/j.php?MTID=m7164adddb8b6bb3b331b6699a56de1fc), 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: 2484 346 5767 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:** May 4, 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. M2023-44:** Authorizing the chief executive officer to execute five, individual, three-year contracts with five one-year options to extend each with Cambridge Systematics, Inc., Flairsoft Ltd., DirectApps, Inc. (dba Launch Consulting), TYLin, and IT Works! Inc. (dba Volanno) to provide task-order based General IT Consultant services in individual contract amounts that may exceed \$2,000,000, provided that the aggregate total of all the contracts does not exceed \$30,336,000.

7. **Reports to the Committee**

- REO Metrics Performance Reporting
- Long Term Light Rail Fleet and Storage Challenges
- Link State of Good Repair and Maintenance
- Fare Ambassador and Reduced Fare Programs Update

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

9. **Other Business**

10. **Next meeting:**

July 6, 2023

1:30 p.m. to 3:30 p.m.

Ruth Fisher Boardroom and Virtually via WebEx

11. **Adjourn**