



Summary Minutes

Rider Experience and Operations Committee Meeting August 7, 2025

Call to order

The meeting was called to order at 1:01 p.m. by Committee Vice Chair Prince and was available for viewing in person and online.

The meeting was recorded and can be found at <https://www.soundtransit.org/get-to-know-us/board-directors/meeting-videos>.

Roll call of members

| Chair | Vice Chair |
|---|---|
| (A) Kristina Walker, Tacoma Councilmember | (P) Ed Prince, Renton Council President |

| Board Members | |
|---|---|
| (P) Angela Birney, Redmond Mayor | (P) De'Sean Quinn, King County Councilmember |
| (A) Christine Frizzell, Lynnwood Mayor | (A) Peter von Reichbauer, King County Councilmember |
| (P) Hunter George, Fircrest Councilmember | (A) Girmay Zahilay, King County Council Chair |

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

Report of the Chair

None.

CEO Report

CEO Dow Constantine provided the report.

Beacon Hill Service Disruption

CEO Constantine provided details regarding a service disruption at Beacon Hill Station on August 6, 2025, which was caused by an issue with the station's ventilation system which was found during routine maintenance. A bus bridge was established to assist passengers between Mount Baker and SODO stations. The station returned to normal service in the morning of August 7, 2025.

Activation Updates

CEO Constantine provided updates on the East Link and Federal Way Link Extensions. He thanked the Board for their work in updating the 2025 Service Plan to allow for an earlier opening of the Federal Way Link Extension, noting that the project is in its final construction phase and is concurrently undergoing system testing to allow for the opening to proceed. CEO Constantine also noted that testing of the stray current protection system on the I-90 floating bridge is ongoing, and that staff is excited to reach the milestone to allow for powered train testing on the bridge soon.

Rescheduled Planned Disruption

CEO Constantine reported that a planned disruption, originally scheduled for August 9, 2025, has been rescheduled to August 23, 2025, to minimize rider impacts.

Northgate Shooting

CEO Constantine gave information on a shooting that occurred near Northgate Station on July 28, 2025, and ensuing details on the apprehension of a suspect on July 30, 2025.

Public comment

Committee Vice Chair Prince announced that public comment would be accepted via email to emailtheboard@soundtransit.org, in person, and would also be accepted virtually.

The following person submitted written public comment:

Chris Machielse

There were no in-person or virtual comments received.

Business Items

For Committee final action

July 3, 2025, Rider Experience and Operations Committee meeting minutes

It was moved by Board member Quinn, seconded by Board member George, and carried by the unanimous vote of all committee members present that the minutes of the July 3, 2025, Rider Experience and Operations Committee meeting be approved as presented.

For Recommendation to the Board

Resolution No. R2025-18: (1) Amending the authorized project allocation of the Sounder Vehicle Overhaul Program by \$62,500,000 to bring the total authorized allocation from \$73,908,926 to \$136,408,926.

Martin Young, Commuter Rail Operations Deputy Director, provided a presentation on the action.

Board member Birney asked why the first batch of cars to be overhauled appeared to have a disproportionately long turnaround time compared to the rest of the vehicles and asked for confirmation if it was due to in-depth inspection work. Mr. Young responded in the affirmative, noting that preliminary engineering work for all vehicles would be done on the first batch of 4 cars to allow for a quicker turnaround of subsequent vehicles.

Board member Birney asked why there was such a large discrepancy in the initial funding for this project compared with the requested budget amendment, seeking clarification on the root cause of the price increase. Mr. Young responded that the initial cost estimate was made in 2019, and did not accurately reflect the inflationary and supply chain pressures that have ensued in the subsequent years. He also noted that the initial cost estimate did not include a contingency amount in case structural deficiencies were found during vehicle inspection.

Board member Quinn asked if the agency tracks wear-and-tear of Sounder vehicles, and what steps are taken to assess potential future expenditures. Mr. Young responded that the contractor selected for the project has good experience with vehicles of this type, who noted that Sounder cars have a lesser amount of wear-and-tear compared to other peer agencies. He also noted that the desire in requesting these funds is to allow for sufficient coverage in case any major issues are found during the inspection of the initial set of four vehicles.

It was moved by Board member Birney, seconded by Board member Quinn, and was carried by the unanimous vote of all committee members present that Resolution No. R2025-18 be forwarded to the Board with a do-pass recommendation.

Motion No. M2025-38: Authorizing the chief executive officer to execute a contract with Systra-Brookville Joint Venture to provide commuter rail car overhaul services in the amount of \$80,622,617 with a 15 percent contingency for a total authorized contract amount not to exceed \$92,716,010, plus applicable taxes, contingent upon adoption of Resolution No. R2025-18.

Vice Chair Prince noted that since information on this action was contained in Martin's previous presentation, that the committee would move directly to taking action on the motion.

It was moved by Board member Birney, seconded by Board member Quinn, and carried by the unanimous vote of all committee members present that Motion No. M2025-38 be forwarded to the Board with a do-pass recommendation.

Motion No. M2025-39: Approving the submittal of the Transit Development Plan 2025-2030 to the Washington State Department of Transportation.

Simon Tan, Transportation Planner, provided a presentation on the action.

Vice Chair Prince noted that a public hearing on this topic was held at 9:30 a.m. on August 7, 2025, noting comments received from the public regarding the desire for additional bus coverage following the opening of the Federal Way Link Extension.

It was moved by Board member Birney, seconded by Board member George, and carried by the unanimous vote of all committee members present that Motion No. M2025-39 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee

Enterprise Initiative: Service Delivery Overview

Alex Krieg, Enterprise Planning Director, provided the report.

Mr. Krieg provided an overview of the enterprise initiative and the areas of responsibility for the Rider Experience and Operations committee as part of that work. He highlighted that staff's engagement with the committee will be focused on resiliency work, analysis of the agency's state-of-good-repair program, updates to network planning and service design, and supporting the overall ST3 plan update process.

Mr. Krieg highlighted the agency's progressive change from a primarily capital expansion-based agency to an operations-based agency, noting that by 2040, operations costs will become the majority of agency spending, raising to 90% of the agency's spending by 2046.

Mr. Krieg provided a refresh on the work being conducted as part of the resiliency effort, as well as the timeline for completion of the work and additional studies being conducted to assess what long-term capital investments are required for greater operational flexibility and reliability going forward.

Mr. Krieg also provided a brief note on the Capital Delivery Department's cost-savings workplan, which will have some impacts on savings for service delivery.

Mr. Krieg explained that the 2016 ST3 system plan was built around planning assumptions based on commuter travel patterns, with an emphasis on weekday rush hour peak demand. He noted that there has been an uneven recovery since the end of the COVID-19 pandemic, with light rail recovering at a significantly faster rate compared to commuter rail and bus ridership. Mr. Krieg noted that on the light rail, there is less demand for weekday peak hour ridership and an increase in ridership during the evenings and weekends. He also noted that performance efficiency degrades as light rail lines increase in length due to less writer density, reduced peak hour demand, and a decrease in system resilience.

Mr. Krieg provided an overview of how Link light rail has changed since the pandemic, with an increase in track mileage from 22 to 63 miles, an increase in the number of Link stations from 22 to 51, and an increase in revenue service hours, causing Link light rail to overtake ST Express bus service as the most operated service for the agency.

Mr. Krieg overviewed future considerations for system planning. He noted that pandemic changes to ridership have been durable and should be factored into future ridership projections, that financial discussions should be inclusive of capital expansion, operations, and other service costs, and that the 2016 ST3 System Plan was developed based on a variety of trends that have changed in the ensuing years.

Mr. Krieg highlighted the different drivers of operating costs: Purchased transportation, services, salaries and benefits, insurance and taxes, and other miscellaneous expenses. He noted that a majority of Link, Sounder, and ST Express bus service all have a majority of their expenses focused on purchased transportation and other services, whereas T Link has a much larger share in salaries and benefits due to T Line operations being completely operated internally.

Mr. Krieg discussed how Link's operating model influences its costs, and discussed how different approaches may need to be considered to determine the most efficient method of delivering service to riders.

Passenger Impact Program

Marie Olson, Acting Service Delivery Deputy CEO, provided the report.

Ms. Olson provided an overview of planned disruption work for Q3 2025. She noted that stairwell construction at Pinehurst station is ongoing, with single tracking in the late evenings through the end of September. She also noted that the Downtown Seattle Transit Tunnel will be closed on August 23, 2025 from the start of service to 1 p.m., with a bus bridge providing coverage between SODO and Westlake Stations. Ms. Olson reported that annual rail replacement work is ongoing, with trains single tracking between 11 p.m. and the end of service on September 2, 2025, resulting in 20-minute headways systemwide.

REO Metrics

Benjamin Marx, acting Service Operations Executive Director, and Raj Cheriell, Enterprise Data and Analytics Director, provided the report, giving an overview of 2 Line operations metrics following one year of full service.

Mr. Cheriell gave an overview of 2 Line boardings, noting a durable increase following the opening of the Downtown Redmond Link Extension. He also highlighted boardings by station, noting that due to an increase of boardings at Downtown Redmond station that has surpassed the reduction in boardings at Redmond Technology station, there may be latent demand for transit further east.

Mr. Cheriell reported new insights from data on 2 Line boardings per day. He noted that prior to the opening of the Downtown Redmond Link Extension, the 2 Line only surpassed 12 thousand daily boardings a total of four times, but has surpassed that threshold 15 times since the extension's opening. He also noted that daily boardings have increased from an average of 3,700 in April 2025 to 8,500 in June 2025.

Mr. Marx described 2 Line trip delivery, comparing scheduled to operated trips on the alignment. He noted that on multiple months, operated trips exceeded scheduled trips due to the use of gap trains and supplementary service provided during minor disruptions. Overall trip delivery came in at 98%, less than the agency goal of 99.8% trip delivery.

Mr. Marx also gave information on vertical transportation performance, with elevators having a 99.4% uptime and escalators having a 98.4% uptime. He noted that while these metrics exceed the service standards of 97% and 95%, respectively, there have been multiple outages due to power fluctuations, primarily affecting Downtown Bellevue station.

Mr. Marx reported on other metrics, including passenger comments, 2 Line custodial work completion, and vehicle preventative maintenance.

Board member Quinn asked whether time of trips are tracked in conjunction with boardings. Mr. Cheriell responded in the affirmative, noting that a slide with the information was cut from the presentation, but could be provided to Board member Quinn if he would like.

Board member Quinn asked whether comments are being tracked relative to service disruptions. Mr. Marx responded in the affirmative, and noted that he works closely with Mr. Cheriell to ensure that service disruptions and any relevant comments are being tracked as part of their data analysis for future service improvements.

Executive session – None

Other business – None

Next meeting

Thursday, September 4, 2025

1:00 to 3:00 p.m.

Ruth Fisher Boardroom and Virtually via Zoom.

Adjourn

The meeting adjourned at 2:15 p.m.

ATTEST:

Kristina Walker
Rider Experience and Operations Committee Chair

Kathryn Flores
Board Administrator

APPROVED on _____, HRR.