



Agenda

Rider Experience and Operations Committee Meeting

Thursday, January 15, 2026 ****NOTE DATE****

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-org.zoom.us/j/82240896074?pwd=0AFpYcFbibooogWSnpQbtFh8AOaOJCz.1>.

To participate in the meeting via telephone conference: Call 253-215-8782 or 253-205-0468, then enter Webinar ID: 822 4089 6074, followed by the “#” key.

Ed Prince, Committee Vice 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 live 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.

COMMITTEE CHAIR

Kristina Walker
Tacoma Councilmember

VICE CHAIR

Ed Prince
Renton Councilmember

BOARD MEMBERS

Angela Birney
Redmond Mayor

Hunter George
Fircrest Councilmember

Peter von Reichbauer
King County Councilmember

Girmay Zahilay
King County Executive

CHIEF EXECUTIVE OFFICER

Dow Constantine

6. **Business items**

For Committee Final Action

- A. **Minutes:** December 4, 2025, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2026-03:** Authorizing the chief executive officer to execute a contract modification to the Agency Oversight and Controls Office – On-Call Consulting Services contract with KPMG, LLP, for implementing a management and controls framework that will support Agency project and program delivery and other strategic system expansion and service delivery projects, in the amount of \$5,000,000, for a new total authorized contract amount not to exceed \$15,000,000.

For Recommendation to the Board

- C. **Motion No. M2026-04:** Authorizing the chief executive officer to execute multiple agreements with the Washington State Department of Transportation for operation, maintenance, inspection, and preservation of the East Link Extension within the I-90 corridor.

7. **Reports to the Committee**

- 2026 Service Plan Engagement Survey Results
- Passenger Impact Program
- REO Metrics
- Discussion on the Draft 2026 Rider Experience and Operations Committee Work Plan

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

9. **Other Business**

10. **Next meeting:**

Thursday, February 5, 2026

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

Ruth Fisher Boardroom and virtually via Zoom

11. **Adjourn**