



Agenda

Rider Experience and Operations Committee Meeting

Thursday, February 5, 2026

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/81283959578?pwd=asD7B9BOSDxzqsKbJ0w3GyYaOjEET2.1>.

To participate in the meeting via telephone conference: Call 253-215-8782 or 253-205-0468, then enter Webinar ID: 812 8395 9578, followed by the “#” key.

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 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

Claudia Balducci
King County Councilmember

Steffanie Fain
King County Councilmember

Hunter George
Fircrest Councilmember

Teresa Mosqueda
King County Councilmember

David Parshall
Lynnwood Councilmember

Peter von Reichbauer
King County Councilmember

CHIEF EXECUTIVE OFFICER

Dow Constantine

6. Business items

For Committee Final Action

- A. **Minutes:** January 15, 2026, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2026-07:** Authorizing the chief executive officer to execute a contract modification with Insight Public Sector, Inc. to provide additional Microsoft software, support, and related maintenance services in the amount of \$8,400,000, for a new total authorized contract amount not to exceed \$18,255,000 plus applicable taxes.

7. Reports to the Committee

- Enterprise Initiative: Scenario Development and Service Delivery Building Blocks
- At-Grade Crossing Program Update
- Fare Engagement Update
- Discussion on the 2026 Rider Experience and Operations Committee Work Plan

8. Executive Session (if needed)

9. Other Business

10. Next meeting:

Thursday, March 5, 2026
1:00 p.m. to 3:00 p.m.
Ruth Fisher Boardroom and virtually via Zoom

11. Adjourn