Summary Minutes

Rider Experience and Operations Committee Meeting
August 6, 2026

Call to order

The meeting was called to order at 1:07 p.m. by Committee Chair Walker 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
(P) Kristina Walker, Tacoma Councilmember	(P) Ed Prince, Renton Council President

Board Members	
(P) Claudia Balducci, King County Councilmember	(P) Teresa Mosqueda, King County Councilmember
(A) Steffanie Fain, King County Councilmember	(P) David Parshall, Lynnwood Councilmember
(A) Hunter George, Fircrest Councilmember	(A) Peter von Reichbauer, King County Councilmember

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

Report of the Chair

Chair Walker provided the report, noting that the REO Metrics Report for May 2026 was included in Committee members' packets for their consideration.

CEO Report

Link Derailment

CEO Constantine reported that on Saturday, a train derailed at International District/Chinatown Station as it was entering a pocket track, which occurred due to a faulty switch component. He thanked the prompt response and repair work from agency staff and partners at King County Rail, and noted that Transit Operations Deputy CEO Ed Cobean would have additional information.

Planned Maintenance Window Progress

CEO Constantine reported that, following a brief pause for the World Cup, proactive maintenance windows resumed, with a planned full day closure of the 2-Line on July 26, followed by an extended nighttime maintenance period on July 28-30. He noted that work conducted included OCS wire preventative maintenance, maintenance walkway painting and signage installation, and placement of 31 new pieces of rail. CEO Constatine further reported that additional work will be completed this evening on the installation of new surge arrestors between BelRed and Downtown Redmond Stations, with single tracking between Mount Baker and Othello Stations planned for August 7-9.

World Cup Wrap-Up

CEO Constantine provided updates on ridership from the World Cup, highlighting the record numbers of 5.4 million boardings in June, with 1.54 million from the six match days in Seattle. He then introduced Transit Operations Deputy CEO Ed Cobean for additional updates.

Capitol Hill Station Deep Cleaning

DCEO Cobean reported that a deep cleaning had been conducted at Capitol Hill Station, including intensive cleaning of stations surfaces and public areas, which helps reinforce a higher standard of cleanliness at Sound Transit facilities and assisting long-term maintainability of the agency's assets.

Series 3 Light Rail Vehicle Procurement

DCEO Cobean reported that the Request for Proposals for Series 3 LRVs has been published, with the goal of delivering a new generation of vehicles with higher capacity, improved reliability, enhanced accessibility, and more efficient maintenance capabilities. Initial delivery of these new vehicles is expected in the early 2030s.

Clean Fuel Standard Revenue

DCEO Cobean reported that the agency generated $1 million in revenue from the Washington State Clean Fuel Standard in the fist quarter of 2026, with overall revenues totaling $3.3 million over the past three years.

Fall 2026 Service Changes

DCEO Cobean highlighted upcoming services changes, including rerouting of ST 574, while noting the enhanced connectivity and service levels of the 1-Line. He further noted that the agency will support riders through a comprehensive outreach campaign in advance of the changes in late August.

Public comment

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

The following people provided in-person public comment:

Draven Doyle
Day-Z Gould

No written or virtual public comments were received.

Business Items

For Committee final action

June 4, 2026, Rider Experience and Operations Committee meeting minutes

It was moved by Committee Vice Chair Prince, seconded by Board member Balducci, and carried by the unanimous vote of all committee members present that the minutes of the June 4, 2026, Rider Experience and Operations Committee meeting be approved as presented.

Motion No. M2026-27: Authorizing the chief executive officer to execute a contract modification with Clever Devices Ltd. for Software as a Service for Bus Rapid Transit Bus Operations Technologies in the amount of $2,094,777 plus 10% contingency of $209,478 for a new total authorized contract amount not to exceed $10,930,034 plus applicable taxes.

Paul Cornish, acting Bus Rapid Transit Executive Project Director, Criag Kairis, Bus Systems Senior Project Manager, and Lucien Bruno, Bus Deputy Executive Director, provided a presentation on the action.

Chair Walker noted that the funds for this contract are within the budget and asked for clarification which budget line item they are drawn from. Mr. Cornish responded that the funds will come from the Bus Rapid Transit Project budget.

It was moved by Committee Vice Chair Prince, seconded by Board member Balducci, and carried by the unanimous vote of all committee members present that Motion No. M2026-27 be approved.

For Recommendation to the Board

Motion No. M2026-30: Authorizing the chief executive officer to advance design, procurement, and implementation planning activities for the Fare Gate Retrofit Pilot program to install fare gates at up to fourteen light rail stations.

Brian de Place, Security and Fare Engagement Executive Director, and Gavin Schaefer, Design Director, provided a presentation on the action.

Board member Balducci requested that information be provided at the full Board meeting on evaluation criteria and other key metrics, particularly around baseline compliance, youth and reduced fare engagement, and future plans for the use of current fare compliance resources. Mr. de Place responded that staff would be able to follow-up with a full evaluation framework as work continues should the Board adopt Motion No. M2026-30 at the August 27 Board meeting.

Chair Walker asked what the timeline would be for seeing that framework post adoption of the action. Mr. de Place responded that, pending conversations with staff on the topic, that it may be able to be included as part of the 2027 Budget approval process later in the year, or possibly as a reporting item in tandem with a procurement action in early 2027.

It was moved by Committee Vice Chair Prince, seconded by Board member Balducci, and carried by the unanimous vote of all committee members present that Motion No. M2026-30 be forwarded to the Board with a do-pass recommendation.

Motion No. M2026-29: Authorizing the chief executive officer to modify an agreement with King County to (1) extend Sound Transit's participation in a reduced fare program managed and administered by King County to support no to low-income riders in King, Snohomish and Pierce counties until the end of 2028, or until a permanent program is approved, and (2) add an additional $800,000 to the amount authorized for support of Metro's work under this agreement for a total authorized expenditure not to exceed $2,800,000, and (3) execute further modifications to the agreement with King County that do not change the authorized amount of the agreement.

Chad Davis, Fares Director, provided a presentation on the action.

It was moved by Board member Balducci, seconded by Board member Mosqueda, and carried by the unanimous vote of all committee members present that Motion No. M2026-29 be forwarded to the Board with a do-pass recommendation.

Motion No. M2026-31: Authorizing the chief executive officer to execute an extension to the existing Law Enforcement Services Agreement with the City of Lynnwood for two additional years, in an amount not to exceed $710,818, to maintain continuity of services while Sound Transit continues development of a comprehensive regional safety, security and law enforcement framework.

Brian de Place, Security and Fare Engagement Executive Director, provided a presentation on the action.

It was moved by Board member Parshall, seconded by Board member Balducci, and carried by the unanimous vote of all committee members present that Motion No. M2026-31 be forwarded to the Board with a do-pass recommendation.

Motion No. M2026-32: Approving the submittal of the Transit Development Plan 2026-2031 to the Washington State Department of Transportation.

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

Chair Walker noted that a public hearing was held on the morning of August 6 regarding this action and that comments were received regarding Gramham Street infill station, a West Seattle property acquisition, and communication regarding bus cancellations and schedules. She noted that the public would also have opportunity to comment on the Transit Development Plan at the August 27 Board meeting prior to adoption.

It was moved by Board member Parshall, seconded by Board member Balducci, and carried by the unanimous vote of all committee members present that Motion No. M2026-32 be forwarded to the Board with a do-pass recommendation.

Reports to the Committee – None

Executive session – None

Other business – None

Next meeting

Thursday, September 3, 2026
1:00 to 3:00 p.m.
Ruth Fisher Boardroom and Virtually via Zoom.

Adjourn

The meeting adjourned at 2:11 p.m.

ATTEST:

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Kristina Walker
Rider Experience and Operations Committee Chair

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Kathryn Flores
Board Administrator

APPROVED on ________, HRR.