Agenda

Rider Experience and Operations Committee Meeting
Thursday, November 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/88359533521?pwd=92rvsGxs6cj6f5MSam9b545zQo5bKC.1.

To participate in the meeting via telephone conference: Call 253-215-8782 or 253-205-0468, then enter Webinar ID: 883 5953 3521, 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. **Transit Operations report**
6. **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. Individuals calling from a landline should use *9 to raise their hand and *6 to unmute when requested.*

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

7. **Business items**

   For Committee Final Action

   A. **Minutes:** October 1, 2026, Rider Experience and Operations Committee Meeting

   B. **Motion No. M2026-45:** Recommending that the portions of the 2027 Proposed Budget and Transit Improvement Plan reviewed by the Rider Experience and Operations Committee be forwarded by the Finance and Audit Committee to the Board with a do-pass recommendation.

   C. **Motion No. M2026-46:** Authorizing the chief executive officer to execute (1) an Implementation Services agreement with Deloitte Consulting LLP to provide an Enterprise Resource Planning system platform replacement, consulting services and Software-as-a-Service for Oracle America, Inc.'s Cloud Services and International Business Machine Corporation's Maximo in the amount of $30,117,686 (2) a ten-year software service agreement with SymPro Inc. in an amount not to exceed $1,207,510 and (3) a ten-year software service agreement with Automatic Data Processing, Inc., in an amount not to exceed $435,286; with a shared 15 percent contingency of $3,592,070, for a total aggregate amount not to exceed $35,352,552 plus applicable taxes, contingent upon adoption of Resolution No. R2026-27.

   For Recommendation to the Board

   D. **Resolution No. R2026-27:** Amending the adopted 2026 Budget for the ERP/EAM Transformation program by a) transferring $11,329,000 from the Agency Administration phase to the Admin Capital phase, and b) increasing the authorized program allocation by $6,000,000, for a new total authorized program allocation of $74,923,000.

8. **Reports to the Committee**

   - Lifecycle Maintenance and Capital Replacement Plan
   - Station Activation Update

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

10. **Other Business**

11. **Next meeting:**

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

12. **Adjourn**