

2023 Rider Experience and Operations Committee Work Plan

In 2023, the Rider Experience and Operations Committee will focus on two areas: 1) transactional matters to oversee operating plans, transit services, and rider experience, and 2) topics of special interest to the committee.

Overseeing operating plans, transit services, and rider experience

This work includes committee actions and recommendations required for oversight of Sound Transit's operating plans and transit services, as well as activities and communications affecting the rider experience. As in previous years, items will include committee consideration and votes to approve or recommend actions to the Board, including:

- Contracts and contract modifications
- Interlocal and other agreements
- Service planning and transit development plans
- Operating agreements
- Regular operations and rider experience briefings to keep the committee informed and prepared for upcoming action items
- Other actions as needed for State of Good Repair projects and enhancements to existing facilities

Sound Transit staff have compiled a projected list of specific actions they anticipate bringing before the committee for action by quarter, which is attached.

Topics of Special Interest to the Committee

The Rider Experience and Operations Committee will also explore additional areas that are topics of interest to members, responsive to changing circumstances or the public, or emerging issues.

- Operational metrics (with focus on the Clean metric) and ridership trends
- Fare Ambassador Program
- DSTT Vertical Conveyances
- 2024 Service Plan and operator availability
- Update on Security and Security Recruitment

Reports Provided to the Committee

The Rider Experience and Operations Committee will continue to receive monthly agency progress reports on [Rider Experience Metrics and Vertical Conveyance performance](#), as well as [monthly contract reports](#) showing contracts executed and/or modified by the CEO that are related to matters under the Committee's purview.

Representative schedule of actions and discussions, subject to change.

First Quarter

- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Consider Security contracts
- Consider Paratransit service agreement for Pierce Transit
- Consider Annual Agency Safety Plan
- Consider ORCA LIFT \$1 fare
- Consider Operations System Expansion support contract
- Consider General, SHI, Carahsoft, Insight, and Yenlo IT contracts
- Consider Transit Systems Modeling contract
- Consider Parking Management Vendor contract
- Consider Interlocal agreement for Virtual Coordinator Center between Sound Transit and WSDOT
- Consider Central OMF Link Control Center HVAC contract
- Consider Central OMF LRV Pit Platform Gates construction services contract
- Consider conveyance of property rights to WSDOT for I-5 Dupont Project
- Consider Seattle Public Utilities Operations and Maintenance Agreement for Lynnwood Link Facilities
- Presentation on Sound Transit Fares
- Presentation on Future Ready work
- Presentation on Stride BRT Contract Operator
- Presentation on Link Travel Times
- Presentation on semi-annual Passenger Experience Survey

Second Quarter

- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Consider CDWG, Insight, and Temporary Contractor Services IT contracts
- Consider Technical Advisor contract
- Consider Shared Train Management and Dispatch System Data agreement
- Consider North Corridor Vibration Maintenance Control agreement
- Consider Auburn Station Pedestrians Bridge Stairs repairs contract
- Consider Operations & Maintenance Agreements with City of Redmond
- Consider Sounder Car Overhaul contract
- Consider Stride BRT Vehicle order
- Presentation on Vertical Conveyances Communication

Third Quarter

- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Presentation on semi-annual Passenger Experience Survey
- Presentation on draft 2024 Service Plan
- Presentation on Vertical Conveyance Replacement Program

- Consider ST1 LRV Auxiliary Power Supply Equipment replacement contract
- Consider adopting the Transit Development Plan and approving the 2022 Annual Report
- Consider Operations & Maintenance Agreements with King County Parks and King County Metro for the Downtown Redmond Link Extension

Fourth Quarter

- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Consider adopting the 2024 Service Plan
- Consider Operations & Maintenance Agreements with the City of Shoreline, City of Mountlake Terrace, and City of Lynnwood for of the Lynnwood Link Extension
- Consider Operations & Maintenance Agreements with WSDOT for the Lynnwood Link Extension and the Downtown Redmond Link Extension project
- Presentation on the proposed 2024 Enhancement, State of Good Repair, Administrative Budgets, and Transit Operations Budget
- Consider forwarding the Enhancement, State of Good Repair, and Administrative projects and Transit Operations portions of the proposed 2024 Budget and Transit Improvement Plan to Finance and Audit Committee