

2022 Rider Experience and Operations Committee Work Plan

In 2022, 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 and ridership trends
- Implementing improvements from the November 26th Incident Audit
- ORCA 2.0
- Tacoma Link fare collection
- 2023 Service Plan and operator availability

Reports Provided to the Committee

The Rider Experience and Operations Committee will continue to receive bi-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

- Presentation on Operations Financial Performance (monthly discussions)
- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Consider contract for technology software and hardware maintenance and services
- Consider Annual Agency Safety Plan
- Consider Transit Systems Modeling Contract for Link and Tacoma Link
- Consider contract modification for Bicycle Cages
- Consider new Parking Management Vendor procurement contract and related budget transfer

Second Quarter

- Presentation on Operations Financial Performance (monthly discussions)
- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Consider updating fare rates for ORCA-Lift and Youth Fares
- Consider extending the timeline for Sound Transit's participation in King County's Annual Subsidized Pass program
- Consider actions related to the fare ambassador program
- Presentation on the Network Plan
- Consider General IT Contracts
- Consider a contract to provide Digital Assistant, a passenger-facing technology tool combining trip planning, real-time notifications, interactive support and fare payment
- Consider amending the Operations and Maintenance agreement between Sound Transit and King County Metro
- Presentation on implementing improvements from the November 26th Incident Audit

Third Quarter

- Presentation on Operations Financial Performance (monthly discussions)
- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Presentation on draft 2023 Service Plan
- Consider adopting the Transit Development Plan
- Presentation on Service Monitoring report
- Presentation on implementing improvements from the November 26th Incident Audit

Fourth Quarter

- Presentation on Operations Financial Performance (monthly discussions)
- Operational Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Consider adopting the 2023 Service Plan (including East Link Extension service restructure)
- Presentation on implementing improvements from the November 26th Incident Audit
- Presentation on the proposed 2022 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 2022 Budget and Transit Improvement Plan to Finance and Audit Committee