

Motion No. M2025-22

Substitute Attachment A

CEO 2025 Performance Goals

CEO 2025 Performance Goals

- 1) The CEO will lead a ~~thoughtful update~~ ~~reset~~ of Sound Transit's strategic direction in partnership with the Board. Specifically:
 - a. In partnership with the Board of Directors, the CEO will ~~memorialize~~, update, and extend the ~~regional transit~~ long-range plan, ~~system plan, and long range financial plan~~ for Sound Transit by ~~the end of Q2~~ 2026 to ensure ~~they it~~ aligns with current and expected circumstances. ~~These plans will inform and guide future decision making by the Board and agency leadership as they develop a~~ ~~The plan will provide a more~~ sustainable path toward effectively implementing the ST3 capital program, dependable service delivery, and long-term fiscal health.
~~As part of the updated long-range planning process, the CEO will lead the development and deployment by Q1 2026 of a financial framework and other tools to assist in capital delivery decisions. These mechanisms will allow the Board and agency leadership to understand how each decision will impact the overall long-term financial and capital plan.~~
- 2) The CEO will strengthen relationships ~~with~~, and trust between, Sound Transit and key regional, state, and national partners, including cities, counties, Washington state, Tribal nations, and federal officials. These partnerships ensure Sound Transit has the support necessary to complete the ST3 package and safely operate a reliable transit system. Board leadership will solicit feedback from local, regional, state, tribal, and national leaders on the CEO's and Agency's outreach activities to ensure partners feel they are appropriately engaged and receiving timely, trusted, credible information.
- 3) The CEO will build on and strengthen recent agency reforms such as those identified in the February 2023 Technical Advisory Group report, consolidate goal-driven leadership of the Cabinet, and empower agency employees, ensuring the entire agency is working toward a well-understood vision as outlined in the Strategic Plan 2023-2027. The CEO will:
 - a. Champion cultural transformation through a 10% increase to the Sound Transit internal net-promoters score by the end of Q2 2026.
 - b. Launch recruitment and hire a Deputy CEO for Service Delivery and Operations.
 - c. Launch recruitment and hire a Chief Safety Officer.
 - d. Hire a Chief Civil Rights and Economic Development Officer.
- 4) In an effort to improve public trust and increase ridership, ~~c~~Continue to strengthen the Service Delivery department to provide safe, reliable, and resilient service across all bus and rail transit systems as evidenced by a reduction in service delays, reduction in downtimes, reduction in security incidents involving passengers and staff, increase in public perceptions of reliability, increase in perceptions of cleanliness, and improved customer satisfaction.

- 5) In coordination with Board leadership, create a Board development process by the end of Q4 2025, that improves ing Board members' financial, organizational, and process knowledge of the agency.