



Agenda

Rider Experience and Operations Committee Meeting
Thursday, October 1, 2020
1:00 p.m. to 3:00 p.m.

****Virtual Meeting via Video and Telephone Conference****

Please note that due to the Governor's Safe Start, Stay Healthy order, this meeting is taking place virtually. To view the video stream: <https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e730a6cd17dce175a581845081a2f44c6>. To hear the meeting audio, call 415-655-0002 or 206-207-1700, then enter access code: 146 193 3002 and pin code: #.

Paul Roberts, Committee Chair, Presiding

1. **Call to order**
2. **Roll call of members**
3. **Report of the Chair**
4. **CEO report**
5. **Public comment**

Pursuant to Motion No. M2020-23, the Rider Experience and Operations Committee will only accept public comment on items on today's agenda that have been submitted electronically via emailtheboard@soundtransit.org. 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.

6. **Business items**

For Committee Final Action

- A. **Minutes:** September 3, 2020, Rider Experience and Operations Committee Meeting

7. **Reports to the Committee**

- Rider experience metrics performance reporting
- Vertical Conveyances Update
- Presentation on 2021 service change outreach

8. **Executive Session** (If needed)

9. **Other Business**

10. **Next meeting:**

Thursday, November 5, 2020
1:00 p.m. to 3:00 p.m.
Location to be determined

11. **Adjourn**

COMMITTEE CHAIR

Paul Roberts
Everett Councilmember

VICE CHAIR

Joe McDermott
King County Council Vice Chair

BOARD MEMBERS

David Baker
Kenmore Mayor

Debora Juarez
Seattle Councilmember

Ed Prince
Renton Councilmember

Kim Roscoe
Fife Mayor

Nicola Smith
Lynnwood Mayor

Peter von Reichbauer
King County Councilmember

CHIEF EXECUTIVE OFFICER

Peter M. Rogoff