

2021 Rider Experience and Operations Committee Work Plan

In 2021, the Rider Experience and Operations Committee will focus on two areas: transactional matters to oversee operating plans, transit services, and rider experience, and topics of special interest to the committee.

Matters overseeing operating plans, transit services, and rider experience for committee approval or referral to the Board

This work includes committee actions 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 project 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.

- ORCA nextGen
- Passenger Restroom Policy
- Tacoma Link Fare Collection
- COVID-19 Recovery Plan – Passenger Confidence and Safety, Ridership Demand/Ridership Trends

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

- Rider Experience Metrics Reports (monthly discussions)
- Consider contract modification for Ultimate Software
- Consider contract modification for Service Now Software
- Discussion on the Passenger Restroom approach
- Presentation on Passenger Confidence

Second Quarter

- Rider Experience Metrics Reports (monthly discussions)
- Consider mobile wireless license for Link above-ground stations
- Discuss ORCA nextGen project update
- Consider Everett Operations & Maintenance Agreement
- Consider Sound Transit/Community Transit Intergovernmental Agreement
- Consider Sound Transit/Pierce Transit Intergovernmental Agreement
- Consider Sounder/Amtrak Fleet Maintenance Agreement
- Consider GEC contract amendment for DSTT

Third Quarter

- Rider Experience Metrics Reports (monthly discussions)
- Enterprise Asset Management Program update
- Discussion on fare collection for Tacoma Link
- Consider the 2022 Transit Development Plan
- Presentation on the 2022 Service Plan

Fourth Quarter

- Rider Experience Metrics Reports (monthly discussions)
- Consider Data Program contract
- Consider the 2022 Service Plan
- 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