



Agenda

Rider Experience and Operations Committee Meeting
Thursday, February 4, 2021
1:00 p.m. to 3:00 p.m.

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

Please note that due to the Governor's order, this meeting is taking place virtually. To hear the meeting audio, call 415-655-0002 or 206-207-1700, then enter access code: 146 415 6544 and pin code: #. To view the video stream: <https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=ef3825559d57d9d7a4929c3aba439ba24>, if a password is not already entered, enter the following password: Agency.

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**

The Rider Experience and Operations Committee is accepting virtual and written public comment on items on today's agenda. Individuals who would like to provide live virtual public comment via phone or computer [must sign-up in advance on the meeting page](#). Written comments can be submitted electronically via emailtheboard@soundtransit.org. Written 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:** December 3, 2020, Rider Experience and Operations Committee Meeting
 - B. **Motion No. M2021-11:** Authorizes the chief executive officer to execute a contract modification with Ultimate Software Group, Inc. to increase the contract amount by \$3,092,521 for a new contract amount not to exceed \$4,833,245 plus applicable taxes.
7. **Reports to the Committee**
 - Rider Experience Metrics Performance Reporting
 - Passenger Restroom Update
 - Review draft committee work plan for 2021
8. **Executive Session** (If needed)
9. **Other Business**

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

10. **Next meeting:**

Thursday, March 4, 2021

1:00 p.m. to 3:00 p.m.

Virtually via WebEx

11. **Adjourn**