



## Agenda

### Rider Experience and Operations Committee Meeting

Thursday, April 1, 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: 146 830 0582 and pin code: #. To view the video stream:

<https://soundtransit.webex.com/soundtransit/onstage/g.php?>

[MTID=efc2ccd54d6934a9a4ed3cb6975ff9827](https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=efc2ccd54d6934a9a4ed3cb6975ff9827), 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](mailto: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:** February 4, 2021, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2021-21:** Authorizing the chief executive officer to execute a contract modification with Juniper Networks, Inc. and its authorized reseller, Datec, Inc. to provide Juniper network equipment, support, and maintenance services in the amount of \$4,000,000, plus applicable taxes, for a new total authorized contract amount not to exceed \$5,600,000, plus applicable taxes.
- C. **Motion No. M2021-22:** Authorizing the chief executive officer to execute a contract modification with Insight Public Sector, Inc. to extend through April 2023 and provide technology software, hardware, peripherals, and related maintenance services in the amount of \$8,000,000 for a new total authorized contract amount not to exceed \$13,180,000, plus applicable taxes.

#### 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*

**Nicola Smith**  
*Lynnwood Mayor*

**Peter von Reichbauer**  
*King County Councilmember*

**Victoria Woodards**  
*Tacoma Mayor*

#### CHIEF EXECUTIVE OFFICER

**Peter M. Rogoff**

- Rider Experience Metrics Performance Reports & Vertical Conveyance Update

D. **Motion No. M2021-23:** Authorizing the chief executive officer to modify the contract with WSP USA, Inc. for on-call general engineering consultant services for the DSTT Capital Improvements project in the amount of \$10,000,000, for a new total authorized contract amount not to exceed \$20,000,000.

7. **Reports to the Committee**

- Mask Mandate Update

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

9. **Other Business**

10. **Next meeting:**

Thursday, May 6, 2021  
1:00 p.m. to 3:00 p.m.  
Virtually via WebEx

11. **Adjourn**