



Agenda

Rider Experience and Operations Committee Meeting

Thursday, June 3, 2021

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

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

To limit the spread of COVID-19, this meeting is taking place virtually. To hear the meeting audio, call 415-655-0002 or 206-207-1700, then enter access code: 187 721 3689 and pin code: #. To view the video stream:

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

[MTID=e3a6440db9e18ecee35b898c4c087e213](https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e3a6440db9e18ecee35b898c4c087e213), if a password is not already entered, enter the following password: Agency.

Joe McDermott, Committee Vice 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:** May 6, 2021, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2021-35:** Authorizes the chief executive officer to execute a contract modification with ServiceNow and its authorized reseller Carahsoft Technology Corp. for the Information Technology Service Management Tool Platform project in the amount of \$300,000 for a new total authorized contract amount not to exceed \$2,680,721 plus applicable taxes.
- C. **Motion No. M2021-36:** Authorizes the chief executive officer to execute a federally funded, piggyback contract with Right! Systems, Inc. to provide CISCO telephony equipment, network equipment, software and hardware maintenance and professional services for a total authorized contract amount not to exceed \$5,000,000, 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

7. **Reports to the Committee**

- Discussion on Tacoma Link Fares
- Performance Metrics Review – Dependable

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

9. **Other Business**

10. **Next meeting:**

Thursday, July 1, 2021

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

Virtually via WebEx

11. **Adjourn**