



Agenda

Rider Experience and Operations Committee Meeting
Thursday, October 7, 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: 146 700 4736 and pin code: #. To view the video stream:

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

[MTID=eb3452a000565d4b9a2a849f03be0675a](https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=eb3452a000565d4b9a2a849f03be0675a), 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:** September 2, 2021, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2021-57:** Authorizing the chief executive officer to (1) increase aggregate amount for on-call temporary staffing service contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., in the amount of \$3,000,000 for a new total authorized aggregate contract amount not to exceed \$13,000,000, and (2) execute contract modifications with the above firms for any contracts that exceed \$2,000,000 provided that the aggregate total of all the contracts does not exceed \$13,000,000.
- C. **Motion No. M2021-58:** Authorizing the chief executive officer to execute a contract modification with Intersection Advertising to extend the term of the contract from 10 to 13 years, add digital advertising services to the scope of work, and reduce the minimum annual

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

CHIEF EXECUTIVE OFFICER

Peter M. Rogoff

guaranteed revenue amounts for the remainder of the original contract term.

- D. **Motion No. M2021-60:** Authorizing the chief executive officer to execute a 5 year contract with Custom Truck One Source to provide 18 Specialty Hi-Rail Non Revenue Vehicles NRV for a total authorized contract amount not to exceed \$4,505,466 plus applicable taxes.

For Recommendation to the Board

- E. **Motion No. M2021-59:** Authorizing the chief executive officer to execute a regional service provider agreement and a subsequent service level agreement with Kitsap Transit, Pierce Transit, and King County for Sound Transit to perform ORCA vending machine operation and maintenance services to support ORCA and receive compensation via Regional ORCA Operations Team from participating partners Kitsap Transit, Pierce Transit, and King County for the cost of the services.
- F. **Motion No. M2021-61:** Renaming University Street Station in coordination with the East Link Extension opening.

7. **Reports to the Committee**

- Passenger Experience Survey
- Performance Metrics Review

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

9. **Other Business**

10. **Next meeting:**

Thursday, November 4, 2021
1:00 p.m. to 3:00 p.m.
Virtually via WebEx

11. **Adjourn**