



Agenda

Rider Experience and Operations Committee Meeting
Thursday, November 4, 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: 146 010 3353 and pin code: #. To view the video stream:

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

[MTID=ef468870d9a7b03f265a460f161b2591b](https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=ef468870d9a7b03f265a460f161b2591b), 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:** October 7, 2021, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2021-66:** Authorizing the chief executive officer to execute a five year contract with ten one-year options to extend with IBI Group, a California Partnership, to provide an improved passenger alert system and services for a total authorized contract amount not to exceed \$2,018,000 plus applicable taxes.

For Recommendation to the Board

- C. **Resolution No. R2021-19:** Adopting the 2022 Service Plan, and authorizing the chief executive officer to implement recommended service changes in 2022.

7. **Reports to the Committee**

- Review of the proposed 2022 Enhancement & State of Good Repair budgets and Agency Administration budget

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

- Performance Metrics Review
- Vertical Transportation Update

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

9. **Other Business**

10. **Next meeting:**

Thursday, December 2, 2021

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

Virtually via WebEx

11. **Adjourn**