



## Agenda

**Rider Experience and Operations Committee Meeting**  
**Thursday, April 7, 2022**  
**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 415-655-0001 or 206-207-1700, then enter access code: 2488 491 7754 and pin code: #. To view the video stream:

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

[MTID=e6f49ad909debe556d3542961421132ca](https://soundtransit.webex.com/soundtransit/onstage/g.php?MTID=e6f49ad909debe556d3542961421132ca), if a password is not already entered, enter the following password: Agency.

### **Kristina Walker, 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:** March 3, 2022, Rider Experience and Operations Committee Meeting
- B. **Motion No. M2022-26:** (1) Authorizing the chief executive officer to execute a contract modification with Custom Truck One Source to exercise a contract option for thirteen Specialty Hi-Rail Non-Revenue Vehicles in the amount of \$3,339,447 and 2) authorizing a sole source contract modification with Custom Truck One Source for five Specialty Hi-Rail Non-Revenue vehicles, for a total of eighteen vehicles, all for a new total authorized contract amount not to exceed \$7,844,913 plus applicable taxes.

#### For Recommendation to the Board

- C. **Resolution No. R2022-08:** That (1) funding to continue the Fare Ambassador Program based on the pilot program initiated in August 2021 is approved through December 31, 2022 and (2) amending the Adopted 2022 Annual Budget to increase the Transit Operating budget

#### COMMITTEE CHAIR

**Kristina Walker**  
*Tacoma Councilmember*

#### VICE CHAIR

**Ed Prince**  
*Renton Councilmember*

#### BOARD MEMBERS

**David Baker**  
*Kenmore Councilmember*

**Christine Frizzell**  
*Lynnwood Mayor*

**Debora Juarez**  
*Seattle Councilmember*

**Kim Roscoe**  
*Fife Mayor*

**Dave Upthegrove**  
*King County Councilmember*

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

#### CHIEF EXECUTIVE OFFICER

**Peter M. Rogoff**

by \$1,300,000 from \$440,862,228 to \$442,162,228 to account for the establishment and delivery of the Fare Ambassador Program in 2022.

- D. **Motion No. M2022-27:** (1) Authorizing the chief executive officer to implement a lower, \$1.00 fare for ORCA LIFT riders on Sound Transit Services for a six-month period beginning as soon as administratively possible; (2) directing staff to conduct a public outreach process and prepare a Title VI fare equity analysis to support a possible Board decision to make this change permanent; and 3) directs staff to undertake actions to help achieve a goal of enrolling eighty percent of the likely ORCA LIFT market.
- E. **Resolution No. R2022-09:** Amending the Adopted 2022 Annual Budget to increase the Agency Administrative Operating project budget by \$400,000 from \$124,128,011 to \$124,528,011 to account for the establishment and delivery of reduced fare program promotion in 2022 and support the goal to enroll eighty percent of the likely ORCA LIFT market.
- F. **Motion No. M2022-28:** Authorizing the chief executive officer to (1) modify an agreement with King County to extend Sound Transit's participation in a reduced fare program managed and administered by King County to support no to low-income riders in King, Snohomish and Pierce counties until the end of 2024, or until a permanent program is approved, and (2) execute further modifications to the agreement with King County that do not change the term or the original amount of the agreement.

7. **Reports to the Committee**

- REO Metrics Performance Report
- Review 2022 Rider Experience and Operations Committee work plan

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

9. **Other Business**

10. **Next meeting:**

Thursday, May 5, 2022  
1:00 p.m. to 3:00 p.m.  
Virtually via WebEx

11. **Adjourn**