



## Agenda

### Rider Experience and Operations Committee Meeting

Thursday, November 2, 2023

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

Ruth Fisher Boardroom  
Union Station  
401 S. Jackson St.  
Seattle, WA

### Hybrid Meeting – In person and Video/Telephone Conference

To participate in the meeting via video conference:

<https://soundtransit.webex.com/soundtransit/j.php?>

[MTID=m955043b3d7226c63d65a58867230f0ed](https://soundtransit.webex.com/soundtransit/j.php?MTID=m955043b3d7226c63d65a58867230f0ed), if a password is not already entered, enter the following password: Agency.

To participate in the meeting via telephone conference: Call 415-655-0001 or 206-207-1700, then enter access code: 2493 906 1932 and password: 243629

### 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 committee is accepting public comment on today's agenda items and on topics within the committee's purview in the following formats:*

**Written public comment:** Written comments can be submitted electronically via [meetingcomments@soundtransit.org](mailto:meetingcomments@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.

**In person public comment:** Individuals who would like to provide in person public comment must sign up in the Ruth Fisher Boardroom before the meeting begins. The sign-up sheet is available 30 minutes before the scheduled meeting start time.

**Virtual public comment:** Individuals who would like to provide virtual public comment via phone or computer **must sign-up in advance on the virtual sign-up sheet**. The virtual sign-up sheet is open from 8:00am until 5 minutes before the scheduled meeting start time.

6. **Business items**

For Committee Final Action

- A. **Minutes:** October 5, 2023, Rider Experience and Operations Committee Meeting

#### COMMITTEE CHAIR

**Kristina Walker**  
*Tacoma Deputy Mayor*

#### VICE CHAIR

**Ed Prince**  
*Renton Councilmember*

#### BOARD MEMBERS

**David Baker**  
*Kenmore Councilmember*

**Christine Frizzell**  
*Lynnwood Mayor*

**Debora Juarez**  
*Seattle Council President*

**Kim Roscoe**  
*Fife Mayor*

**Dave Upthegrove**  
*King County Council Chair*

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

#### CHIEF EXECUTIVE OFFICER

**Julie E. Timm**

B. **Motion No. M2023-96:** Authorizing the chief executive officer to execute a contract with Insight Public Sector, Inc. to provide technology software, hardware, peripherals, and related maintenance services in the amount of \$8,000,000, plus applicable taxes.

C. **Motion No. M2023-97:** Authorizing the chief executive officer to execute a contract with Insight Public Sector, Inc. to provide general software, Microsoft software, and related maintenance services in the amount of \$9,000,000, plus applicable taxes.

7. **Reports to the Committee**

- REO Metrics Presentation – Operations and Safety
- Passenger Impact Portfolio Plan (Future Ready work)
- Presentation on the Proposed 2024 Enhancement, State of Good Repair, Administrative, and Transit Operations Budget
- Briefing on Link fares and fare structure

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

9. **Other Business**

10. **Next meeting:**

December 7, 2023

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

Ruth Fisher Boardroom and Virtually via WebEx

11. **Adjourn**