



## Agenda

### Rider Experience and Operations Committee Meeting

Thursday, January 18, 2024 \*NOTE DATE\*

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= m29380be139c101153a6c5ab5e8768bf1](https://soundtransit.webex.com/soundtransit/j.php?MTID=m29380be139c101153a6c5ab5e8768bf1), 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: 2490 816 9258 and password: 243629

### Ed Prince, 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 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:** December 7, 2023, Rider Experience and Operations Committee Meeting

#### COMMITTEE CHAIR

**Kristina Walker**  
*Tacoma Councilmember*

#### VICE CHAIR

**Ed Prince**  
*Renton Councilmember*

#### BOARD MEMBERS

**Christine Frizzell**  
*Lynnwood Mayor*

**Kim Roscoe**  
*Fife Mayor*

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

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

**INTERIM  
CHIEF EXECUTIVE OFFICER**  
**Goran Sparrman**

**7. Reports to the Committee**

- REO Metrics Presentation – Operations and Safety
- Passenger Impact Portfolio Plan (Future Ready work)
- Fare Ambassador Update
- Report on ST Express Service Reductions
- Report on Contract Service Provider Procurement for operations and maintenance of Stride BRT Facilities, S1, S2 and S3 Lines
- Review of the 2024 Rider Experience and Operations Committee work plan

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

**9. Other Business**

**10. Next meeting:**

February 1, 2024

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

Ruth Fisher Boardroom and Virtually via WebEx

**11. Adjourn**