



Agenda

Rider Experience and Operations Committee Meeting

Thursday, August 1, 2024

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=m362e83d730ec547dd969301ed4f6e425](https://soundtransit.webex.com/soundtransit/j.php?MTID=m362e83d730ec547dd969301ed4f6e425), 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: 249 564 96565 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. 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:** July 18, 2024, Rider Experience and Operations Committee Meeting

COMMITTEE CHAIR

Kristina Walker
Tacoma Councilmember

VICE CHAIR

Ed Prince
Renton Council President

BOARD MEMBERS

Angela Birney
Redmond Mayor

Christine Frizzell
Lynnwood Mayor

Kim Roscoe
Fife Mayor

Dave Upthegrove
King County Council Chair

Peter von Reichbauer
King County Councilmember

Girmay Zahilay
King County Council Vice Chair

**INTERIM
CHIEF EXECUTIVE OFFICER
Goran Sparrman**

- B. **Motion No. M2024-51:** Authorizing the chief executive officer to execute a seven-year contract, with two one-year options to extend, with Stacy & Witbeck, Inc. to provide track, signal, and bridge maintenance services for Sound Transit's Lakewood Subdivision and Sounder Everett Yard right-of-way for a total authorized contract amount not to exceed \$35,572,574 plus applicable taxes.

For Recommendation to the Board

- C. **Motion No. M2024-52:** Approving the submittal of the Transit Development Plan 2024-2029 to the Washington State Department of Transportation.

7. **Reports to the Committee**

- Preview of the 2025 Draft Service Plan
- Communicating Upcoming System Changes to Riders
- Passenger Impact Portfolio Plan
- Fare Ambassador Quarterly Update
- REO Metrics – Ridership

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

9. **Other Business**

10. **Next meeting:**

September 19, 2024

10:00 a.m. to 12:00 p.m. ****NOTE MEETING TIME****

Ruth Fisher Boardroom and virtually via an online meeting platform

11. **Adjourn**