

2024 Rider Experience and Operations Committee Work Plan

In 2024, the Rider Experience and Operations Committee will focus on two areas: 1) transactional matters to oversee operating plans, transit services, and rider experience, and 2) topics of special interest to the committee.

Overseeing operating plans, transit services, and rider experience

This work includes committee actions and recommendations required for oversight of Sound Transit's operating plans and transit services, as well as activities and communications affecting the rider experience. As in previous years, items will include committee consideration and votes to approve or recommend actions to the Board, including:

- Contracts and contract modifications
- Interlocal and other agreements
- Service planning and transit development plans
- Operating agreements
- Regular review of operational, safety, security metrics, cleanliness and ridership trends
- Other actions as needed for State of Good Repair projects and enhancements to existing facilities

Sound Transit staff have compiled a projected list of specific actions they anticipate bringing before the committee for action by quarter, which is attached.

Topics of Special Interest to the Committee

The Rider Experience and Operations Committee will also explore additional areas that are topics of interest to members, responsive to changing circumstances or the public, or emerging issues.

- Passenger Impact Portfolio Plan (Monthly updates)
- Fare Ambassador Program (Quarterly updates)
- DSTT State of Good Repair
- Vertical Conveyances
- 2025 Service Plan and operator availability
- 2024 Service Plan for ST Express
- Discussion on Long term light rail service priorities
- Rail fleet management plan
- Cleanliness metric/follow-up on sanitary conditions of light rail vehicles

Reports Provided to the Committee

The Rider Experience and Operations Committee will continue to receive monthly agency progress reports on [Rider Experience Operational, Safety, Security and Other Metrics](#), as well as [monthly contract reports](#) showing contracts executed and/or modified by the CEO that are related to matters under the Committee's purview.

Representative schedule of actions and discussions, subject to change.

First Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Presentation on At Grade Crossings
- Presentation on Innovation and Passenger Technology pilots
- Presentation on contract service provider for the operations and maintenance of Stride BRT Facilities, S1, S2, and S3 lines
- Presentation on parking program expansion engagement and initial recommendations
- Presentation on improving ST3 light rail passenger experience
- Presentation on Faregate Assessment
- Consider Operations and Maintenance Agreement with WSDOT for Link projects
- Consider Operations and Maintenance Agreement with WSDOT for the SR520 portion of East Link Extension
- Consider F210 Traffic Mitigation Construction Contract (Tentative)
- Consider WSDOT Stormwater Co-Mingling Agreement at Lynnwood Transit Center
- Consider East Link Operations and Maintenance Agreement with City of Bellevue
- Consider Operations and Maintenance Agreement with the Cities of Shoreline, Mountlake Terrace, and Lynnwood
- Consider Operations and Maintenance Sub-Agreement with WSDOT for the Lynnwood Link Extension
- Consider Stride permanent station names
- Consider 2024 ST Express service plan
- Consider contract software, hardware, and professional services contract
- Consider approving Annual Safety Report
- Consider potential expanded parking program contract options
- Consider Operations and Maintenance Agreement with King County Metro for Marymoor Village Garage and Downtown Redmond Station
- Consider Operations and Maintenance Agreement with Microsoft
- Consider Operations and Maintenance Agreement with the City of Redmond (Tentative)
- Presentation on Lynnwood Link Extension Service and Fare Equity Analysis

Second Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Presentation on sanitary conditions of coaches
- Presentation on Vertical Conveyances
- Consider services contract for Passenger Information Management System
- Consider Operations and Maintenance Agreement with WSDOT for the Downtown Redmond Link Extension Facilities
- Consider Operations and Maintenance Landscape Agreement with WSDOT

Third Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Presentation on fare capping feasibility and schedule (per Resolution No. R2023-37)
- Presentation on Downtown Redmond Link Extension Service and Fare Equity Analysis
- Presentation on 2025 Draft Service Plan
- Consider approving the annual Agency Safety Plan
- Presentation on fare capping
- Consider Operations and Maintenance Agreement with King County Parks for the Downtown Redmond Link Extension
- Consider approving the 2024 Transit Development Plan submittal to WSDOT
- Presentation on 2025 Draft Service Plan Outreach
- Presentation on East Link Extension Service and Fare Equity Analysis

Fourth Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Fare Ambassador Update (quarterly report)
- Consider adopting the 2025 Service Plan
- Presentation on the proposed 2025 Enhancement, State of Good Repair, Administrative Budgets, and Transit Operations Budget
- Consider forwarding the Enhancement, State of Good Repair, and Administrative projects and Transit Operations portions of the proposed 2025 Budget and Transit Improvement Plan to Finance and Audit Committee