

## 2025 Rider Experience and Operations Committee Work Plan

In 2025, the Rider Experience and Operations Committee will focus on the following areas: 1) the agency's efforts to address operational resiliency, 2) transactional matters to oversee operating plans, transit services, and rider experience, and 3) 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 operations and service delivery, including 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, and security metrics 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 Program (Monthly updates)
- Fare Ambassador Program (Quarterly updates)
- Updates on 2026 FIFA World Cup preparations
- Public Safety Plan Update
- Link Light Rail System Resiliency
- Downtown Seattle Transit Tunnel State of Good Repair
- At-Grade Crossing 5-Year Master Plan (*in conjunction with System Expansion Committee*)
- Passenger Experience Survey results
- Presentation on Parking Management
- 2026 Service Plan

### 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](#).

*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)
- Passenger Impact Program Update (monthly report)
- Fare Ambassador Update (quarterly report)
- Update on 2026 FIFA World Cup preparations
  
- Consider adoption of a permanent name for NE 130th Infill Station
- Consider granting Seattle City Light a permanent easement near Shoreline South Station
- Consider granting Microsoft a license for the use of bus bays at Redmond Technology Station
- Consider approving a collective bargaining agreement for Sound Transit Passenger Information Coordinators
- Consider granting Microsoft a permanent easement near Redmond Technology Station
- Consider granting Puget Sound Energy a permanent easement near Redmond Technology Station
- Consider granting other permanent easements
- Presentation on Link Light Rail System Resiliency Study

### **Second Quarter**

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Passenger Impact Program Update (monthly report)
- Fare Ambassador Update (quarterly report)
- Update on 2026 FIFA World Cup preparations
  
- Consider an overhaul agreement for Sounder cars
- Consider a new lease for an additional Sounder locomotive
- Consider a new Sounder operating agreement with Amtrak
- Presentation on Light Rail Efficiencies Work updates
- Consider baselining the budget for the Downtown Seattle Transit Tunnel Program
- Consider a Fall Protection services contract
- Presentation on 2024 Passenger Experience Survey results
- Consider an Inclement Weather Services contract
- Consider Amendment 8 to the Amtrak Maintenance Agreement for Sounder
- Presentation on At-Grade Crossing 5-Year Master Plan

### Third Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Passenger Impact Program Update (monthly report)
- Fare Ambassador Update (quarterly report)
- Update on 2026 FIFA World Cup preparations
  
- Consider the purchase of three streetcars for Tacoma Link
- Presentation on Activation
- Presentation on Security Progress
- Presentation on Parking Management
- Consider approval of the 2025 Agency Safety Plan
- Presentation on 2026 Draft Service Plan Outreach
- Consider approving the 2024 Transit Development Plan submittal to WSDOT
- Consider a Multi-Year Structural Asset Maintenance Services contract
- Consider an operations and maintenance agreement with WSDOT for the I-90 corridor

### Fourth Quarter

- Operational, Safety, and Security Metrics and Ridership Trends: Rider Experience Metrics Reports (monthly discussions)
- Passenger Impact Program Update (monthly report)
- Fare Ambassador Update (quarterly report)
- Update on 2026 FIFA World Cup preparations
  
- Consider adopting the 2026 Service Plan
- Consider a contract modification for IT services
- Presentation on the proposed 2026 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 2026 Budget and Transit Improvement Plan to Finance and Audit Committee