



## Summary Minutes

### Rider Experience and Operations Committee Meeting February 6, 2025

#### Call to order

The meeting was called to order at 1:03 p.m. by Committee Chair Walker and was available for viewing in person and online.

The meeting was recorded and can be found at <https://www.soundtransit.org/get-to-know-us/board-directors/meeting-videos>.

#### Roll call of members

Chair	Vice Chair
(P) Kristina Walker, Tacoma Councilmember	(P) Ed Prince, Renton Council President

Board Members	
(P) Angela Birney, Redmond Mayor	(A) Peter von Reichbauer, King County Councilmember
(P) Christine Frizzell, Lynnwood Mayor	(P) Girmay Zahilay, King County Council Vice Chair
(P) Kim Roscoe, Fife Mayor	

Hunter Rancipher, Board Relations Specialist, announced that a quorum of the committee was present at roll call.

#### Report of the Chair

None.

#### CEO Report

Interim CEO Sparrman provided the CEO Report.

##### Link Resiliency Study Update

CEO Sparrman provided updates on the status of the Link Operational Resiliency Study. He noted that work is continuing forward at an urgent pace, and that detailed findings and recommendations will be provided at the next Rider Experience and Operations Committee meeting in March.

CEO Sparrman noted that the presentation at the March REO meeting will include findings from the Systems Resiliency Assessment, as well as an Agency Implementation Plan. He noted that many immediate repairs had already been completed, and that other near and long-term improvements will be incorporated into the Agency Implementation Plan.

CEO Sparrman highlighted the six areas of focus of the Operational Resiliency Study: Operating Partnerships & Organizational Changes, Asset Management, Standards and Procedures, Long Range Planning, Operational Networks, and Project in Construction. He noted that a prioritized list of findings will be presented along the six categories, and that recommendations will also be provided.

## Public comment

Committee Chair Walker announced that public comment would be accepted via email to [emailtheboard@soundtransit.org](mailto:emailtheboard@soundtransit.org), in person, and would also be accepted virtually.

The following person provided virtual public comment:

William Burns

There were no written or in-person comments given.

## Business Items

### For Committee final action

January 16, 2025, Rider Experience and Operations Committee meeting minutes

**It was moved by Board member Committee Vice Chair Prince, seconded by Board member Birney, and carried by the unanimous vote of all committee members present that the minutes of the January 16, 2025, Rider Experience and Operations Committee meeting be approved as presented.**

Motion No. M2025-07: Authorizing the chief executive officer to execute an agreement granting Seattle City Light a permanent easement for the development of electrical infrastructure, for a total authorized amount of \$520 to be paid to Sound Transit.

Jason Heaverlo, Senior Leasing Document Coordinator, provided the presentation on the action.

**It was moved by Committee Vice Chair Prince, seconded by Board member Birney, and carried by the unanimous vote of all committee members present that Motion No. M2025-07 be adopted.**

### For Recommendation to the Board

Motion No. M2025-08: Authorizing the chief executive officer to execute a license agreement with Microsoft Corporation for Microsoft's use of two bus bays and the shuttle loop at Redmond Technology Station for transit vehicle queuing, for a total authorized amount of approximately \$3,160,928 paid to Sound Transit.

Jason Heaverlo, Senior Leasing Document Coordinator, provided the presentation on the action.

**It was moved by Committee Vice Chair Prince, seconded by Board member Birney, and carried by the unanimous vote of all committee members present that Motion No. M2025-08 be forwarded to the Board with a do-pass recommendation.**

## Reports to the Committee

### Passenger Impact Program

Pamela Wrenn, Link Right-of-Way Access Senior Program Manager, provided the report.

Ms. Wrenn noted that the installation of roofing at Pinehurst station is ongoing, and that due to continued weather-related impacts, that this work would be extended to later dates to allow for completion of the project.

Ms. Wrenn noted that work on 2-Line integration and testing to the Downtown Seattle Transit Tunnel has continued, but that an underlying fiber connection issue will result in delays. The dates for make-up work due to this will be reported at the following Rider Experience and Operations Committee meeting in March.

Ms. Wrenn highlighted completed work during the February 1-2, 2025, weekend. She stated that Overhead Catenary System work had been completed near UWS, allowing trains to return to normal operating speeds between U District and University of Washington Stations. Ms. Wrenn also shared that additional resiliency work had been completed during the weekend to assist in enhancing Link Light Rail system reliability.

Ms. Wrenn discussed future disruption work in planning, including the utilization of contingency weekends from the Winter closures to allow for additional resiliency projects to be completed. This is expected to take the form of one weekend closure of the Downtown Seattle Transit Tunnel.

Ms. Wrenn provided information on future work at Pinehurst station scheduled for Q2 of 2025. She noted that the construction of stairwells at the station would take place in April, for up to four weeks of single tracking from 5:30 p.m. to the close of service on weekdays.

Board member Roscoe asked for clarification on the meanings of symbols on a project timeline graphic. Ms. Wrenn clarified that the red diamonds on the graphic represent confirmed disruption dates, and the striped diamonds represent contingency dates.

Committee Chair Walker asked how the recent cold temperatures result in impacts to disruption work. Ms. Wrenn responded that cold temperatures can impact work in two differing ways: (1) Snow and ice accumulation can create hazardous work conditions that incur delays, and (2) trains that run along the system to prevent ice build up on the OCS prevent the necessary power-down of the OCS for work to be completed. Ms. Wrenn also noted that a major snow event may prevent trains from being run between Judkin Park and the Downtown Seattle Transit Tunnel, creating delays to 2-Line tie-in work.

CEO Sparrman added additional information regarding changes to road-work schedules from WSDOT. He highlighted that WSDOT work on I-5 has been postponed to a later date, which will allow the agency to open the full 2-Line connection and provide enhanced service in the northern I-5 corridor.

### REO Metrics

Raj Cheriell, Essential Data and Analytics Director, provided the report.

Mr. Cheriell thanked committee members for their questions on the January REO Metrics presentation, and summarized responses from staff that were distributed to Board members in advance of the meeting.

Mr. Cheriell provided an overview of ridership seasonality, describing how ridership changes over the course of a calendar year, and how this is represented in data representations. He provided detail on how ridership has changed year-over-year, and how this was reflected across the different modes.

Mr. Cheriell provided information on how Link ridership in 2024 has compared to projections forecasted in the previous year, noting that Link typically stayed between the low and high bounded estimates. He also highlighted specific events that impacted specific months and moved ridership outside the bounds.

Mr. Cheriell described 2024 ST Express bus ridership, showing again that forecasted estimates from 2023 were largely accurate, with actual figures falling between the low and high range estimates. He also provided details into the specific boardings on ST Express by corridor, noting the high utilization along the I-90 and SR 520 corridors to the eastside equaling double the ridership from Pierce County and nearly four times the ridership from Snohomish County.

Mr. Cheriell also highlighted 2024 actual ridership vs 2023 projections for Sounder and Tacoma Link, noting the same trend of ridership being between the low and high range estimates for each mode.

Board member Roscoe asked if it was correct to assume that ST Express ridership is heavily based upon the availability of Link Light Rail connectivity along a given corridor. Mr. Cheriell responded that he agreed that the availability of alternative modes is a large driver of ST Express ridership.

Discussion on the 2025 Rider Experience and Operations Committee Workplan

Chair Walker noted that Committee member questions regarding the draft version of the workplan had been addressed by staff, confirming that no topics from 2024 had been carried over to the 2025 workplan. She also remarked that the work plan will be considered a living document, and that Board members are welcome to request that additional topics be added to the workplan.

**Executive session** – None.

**Other business** – None.

**Next meeting**

Thursday, March 6, 2024  
1:00 to 3:00 p.m.  
Ruth Fisher Boardroom and Virtually via Zoom.

**Adjourn**

The meeting adjourned at 1:51 p.m.

ATTEST:

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Kristina Walker  
Rider Experience and Operations Committee Chair

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Kathryn Flores  
Board Administrator

APPROVED on \_\_\_\_\_, HRR.