



Agenda

Rider Experience and Operations Committee Meeting
Thursday, December 5, 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-org.zoom.us/j/85317417244?pwd=I5rKZZjCBqVBt94fFJU9fmfn8l4BaH.1>.

To participate in the meeting via telephone conference: Call 253-215-8782 or 253-205-0468, then enter Webinar ID: 853 1741 7244, followed by the “#” key.

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.

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

6. **Business items**

For Committee Final Action

A. **Minutes:** November 7, 2024, Rider Experience and Operations Committee Meeting

For Recommendation to the Board

B. **Resolution No. R2024-27:** (1) Adopting new rates of fare for ST Express bus service, and (2) superseding the rates of fare established in Resolution No. R2023-37 with the rates of fare established by this action as shown in Attachment A.

7. **Reports to the Committee**

- Presentation on addressing Link operational challenges
- Fare Ambassador Quarterly Update
- Passenger Impact Program
- REO Metrics

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

9. **Other Business**

10. **Next meeting:**

Thursday, January 16, 2025 ****NOTE DATE****

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

Ruth Fisher Boardroom and virtually via Zoom

11. **Adjourn**