



Agenda

Rider Experience and Operations Committee Meeting

Thursday, March 6, 2025

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/84532470335?pwd=IzQ2Tys1bHs9sqfWYBb0s6EOcwNmmN.1>.

To participate in the meeting via telephone conference: Call 253-215-8782 or 253-205-0468, then enter Webinar ID: 845 3247 0335, 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 live 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 Councilmember

BOARD MEMBERS

Angela Birney
Redmond Mayor

Christine Frizzell
Lynnwood Mayor

Hunter George
Fircrest Councilmember

De'Sean Quinn
King County Councilmember

Peter von Reichbauer
King County Councilmember

Girmay Zahilay
King County Council Chair

**INTERIM
CHIEF EXECUTIVE OFFICER
Goran Sparrman**

6. Executive Session/Closed Session

7. Business items

For Committee Final Action

A. **Minutes:** February 6, 2025, Rider Experience and Operations Committee Meeting

For Recommendation to the Board

B. **Motion No. M2025-12:** Authorizing the chief executive officer to execute a three-year labor agreement with PROTEC17 covering Passenger Information Coordinators.

8. Reports to the Committee

- Link Light Rail Operating Systems Resiliency Study Update
- Fare Ambassador Update
- Passenger Impact Program
- Performance Metrics Report

9. Other Business

10. Next meeting:

Thursday, April 3, 2025

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

Ruth Fisher Boardroom and virtually via Zoom

11. Adjourn