

September 17, 2024

TO: Goran Sparrman, Interim Chief Executive Officer

FROM: Branden Porter, Acting Chief Safety Officer **BP**

Subject: Agency Safety Plan (ASP) Approval & Safety Performance Presentation

CC: Moises Gutierrez, Deputy Chief Executive Officer - Agency Oversight

In compliance with regulatory requirements, we are submitting the Agency Safety Plan for approval by the Board. This plan's approval is a key regulatory obligation ensuring our continued commitment to maintaining and improving safety across all aspects of our operations.

In conjunction with the Agency Safety Plan approval, we will be presenting our safety performance metrics for the year. For the first time, we have developed a comprehensive **Annual Safety Report**, which will accompany the presentation. This report offers a more in-depth review of our safety initiatives, performance data with trends, and safety efforts throughout the year. Going forward, we trust this will serve as a valuable resource for understanding the full scope of our safety strategy.

The Safety Performance Presentation will highlight key areas, including but not limited to:

- Overview of the Safety Program
- Significant improvements in our safety performance
- Key Federal reporting changes
- Public Safety and Human Services partnerships
- Public Safety and Emergency Management Gap Analysis

Following are the three main takeaways from the year-in-review:

1. Safety reporting continues to meet established thresholds and per oversight agency guidelines.
2. Sound Transit will continue to prioritize the use of data to improve decision-making and better deploy field resources.
3. We will proceed to restructure public safety to better align with improved data points and industry and community feedback.

We look forward to discussing these updates and receiving the Board's approval of the Agency Safety Plan.

2023 Annual Safety Report



September 23, 2024

Executive Summary



Purpose

This in-depth report is prepared for the Sound Transit Board to present an annual update on the Safety Division's performance and activities from 2023 through the first six months of 2024. The report aims to showcase safety improvements made during this time and any barriers the division may have faced. It also includes information about activities the Safety division has participated in to improve safety culture at the agency.

In this report, the three safety offices within the Safety Division will provide a high-level overview with supporting data for their teams.



Construction and Employee Health and Safety:

- Employee Injury Performance
- Employee Safety Reporting Tool utilization
- Employee Safety Trainings Data
- Construction Safety / Capital Project Safety Oversight Data



Transportation Safety and Security (TSS):

- Modal Safety Performance Data
 - Sounder Commuter Rail
 - Link light rail – 1 Line, 2 Line, and T Line
 - Sound Transit Express bus
- Regulatory Reporting
- Safety Improvements
- Safety Inspections



Public Safety:

- Updates on crimes against persons
- Emergency Management performance data

This report is intended to acknowledge the challenges encountered by the Safety division, highlight improvements made for our staff, contractors, and the public, and provide general awareness to the actions taken by the Safety division in response to the safety data that is collected and analyzed.

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1 INTRODUCTION

1.1 OVERVIEW

This report provides the annual performance review for Sound Transit's Safety Division for 2023 and the first six months of 2024.

1.2 PURPOSE OF REPORT

This report provides the Sound Transit Board with a high-level summary of the Safety Division's performance with updates from each of the safety offices within the Safety Division.

2 SAFETY OFFICES

There are three safety offices within the Safety Division in addition to the Safety Director's office. These offices are Construction & Employee Health and Safety, Transportation Safety and Security, and Public Safety. The Director's office includes the At-Grade Working Group which regularly updates the Board. Each safety office provides a summary detailing the different teams within their office, safety performance data, and how their teams are responding to the data to influence positive change and continuous improvement.

2.1 CONSTRUCTION & EMPLOYEE HEALTH AND SAFETY

The Construction & Employee Health and Safety (CES) Office consist of three teams which are Construction Safety, Employee Health and Safety, and Safety Training. Construction Safety is a team of Sound Transit employees who focus on safety oversight for Sound Transit capital projects. Employee Health and Safety consists of occupational health and safety specialists and industrial hygienists who focus on Sound Transit employee occupational health and safety programs. Safety Training is a recent addition to CES, created in December of 2022, and established and implemented during 2023. Safety Training focuses on the program management of safety training for Sound Transit employees.

2.1.1 EMPLOYEE INJURIES

Below is a chart showing the total number of injuries reported and total recordable injuries for 2023 and the first six months of 2024. The table below covers the same data as the chart but includes 2022 data for comparison purposes. Recordable injuries are those that meet the reportability criteria set forth by the Occupational Safety and Health Administration (OSHA). Although only recordable injuries are included in the rate calculation, a strong safety culture values reporting minor injuries. This proactive approach helps prevent these minor issues from escalating into more serious incidents. Data in the chart below illustrates that employees feel comfortable reporting minor injuries, contributing to overall safety improvements.

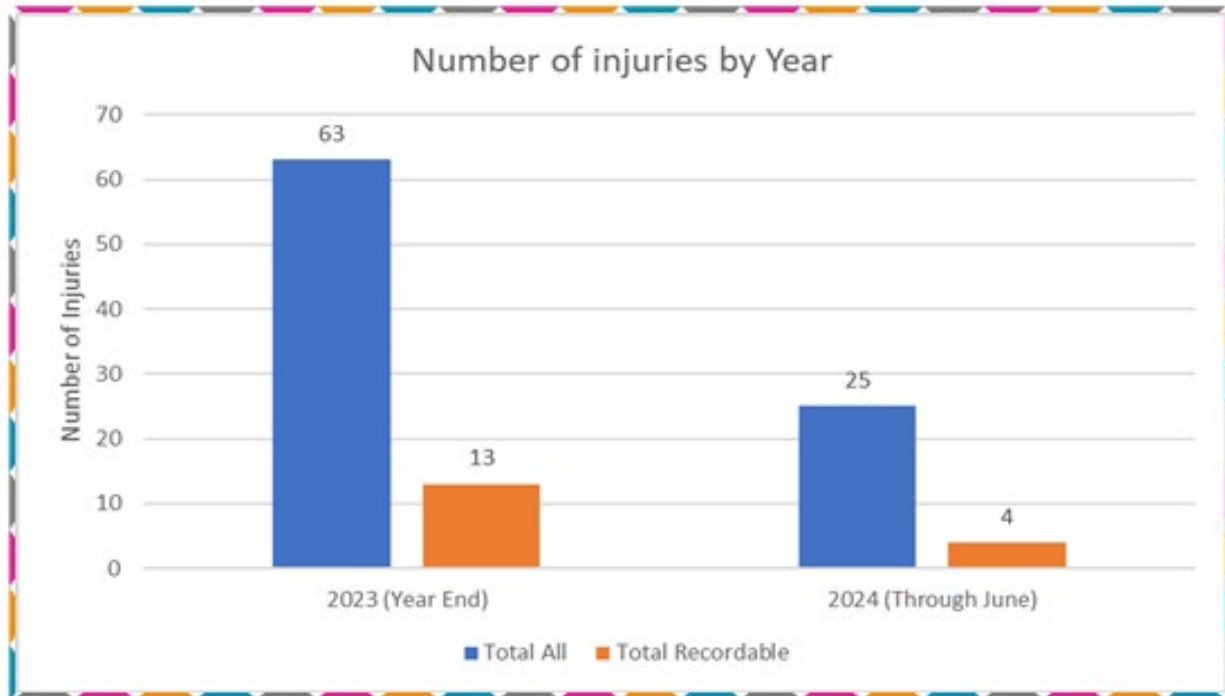


Figure 1. Number of Injuries by Year

During 2023, Sound Transit saw an increase in total injuries, both reportable and non-reportable with 63 total reported injuries. Of those 63 reported injuries, 13 were reportable and 50 were non-reportable injuries. 2022 total injuries reported were 21 with two reportable and 19 non-reportable. While the increase in injury reporting in 2023 vs. 2022 appears to be a negative metric, Sound Transit implemented Safety Management System (SMS) training and the development and build out of the Fare Ambassador team. SMS training throughout the agency educated staff on the reporting requirements, increasing injury reports. Cultivating a safety culture that values employees reporting minor events allows the agency to use that data and correct behavior or hazardous conditions before a more serious reportable injury occurs.

Number of Injuries by Year		
Year	Total # of Injuries	Total Recordable
2022 (year-end)	21	3
2023 (year-end)	63	13
2024 (through June)	25	4

Table 1. Number of Injuries by Year

The Fare Ambassador team increased their staffing numbers significantly in 2023. This team is a higher risk team for injury or incident given their scope of work and public facing role. Most of the Fare Ambassador team injuries in 2023 were the result of slips, trips, and falls or chemical exposure. Chemical exposure events are suspected of drug fumes or other chemical substances such as bear or pepper spray. To address the negative trend related to slips, trips and falls which was the highest reportable injury event within the Fare Ambassador team, Employee Health and Safety collaborated with the Fare Ambassador team to improve the new employee training specific to ergonomics and three-point contact when performing fare audits on the moving trains. Since improving this training aspect with the Fare Ambassadors, the number of slips, trips, and falls injury events is trending positive as shown in the decreased number of incidents reported during the first half 2024. Chemical exposure injury data was shared with Public Safety given the security concern related to this type of incident. Later in this report, Public Safety will highlight how their team was able to impact the total number of security events, including chemical exposures incidents which is on a very positive trend in 2024 with zero injury events compared to six non-reportable injury events in 2023.



Employee Health and Safety focused on program enhancements in 2023. One program that received a complete overhaul was the Personal Protective Equipment (PPE). While PPE is the last line of defense in the hierarchy of controls, it is the most used safety control. Employee Health and Safety performed an audit of the PPE used in 2022 and identified enhancement opportunities. During 2023, inclusive PPE was introduced which improved the agencies safety culture. Examples of the newly provided inclusive PPE are contoured safety vest and the standard fit surveyors safety vest, safety helmets with visor attachments that meet eye protection requirement and orange fleece sweatshirts as jacket liners that allow for layering of safety outerwear to combat the temperature fluctuations. The PPE enhancements were completed with input from Sound Transit field staff who are using the PPE daily. The PPE enhancement project measurement for success was to positively impact the employee safety engagement survey which was considered a success based on being the question tied with the highest scoring response during the 2023 survey with 4.38 out of 5 for the question *I have been provided with properly functioning personal protective equipment (PPE) for my role, as needed.*



Employee Health and Safety (EHS) focuses primarily on Sound Transit employee injury events. However, Sound Transit contracts with multiple agencies resulting in contracted staff working in or on Sound Transit owned facilities or equipment. During 2023, EHS partnered with the King County Metro to focus on employee injuries within the Operations and Maintenance Facilities (OMF). A key focus area is KCM employee incidents specific to opening and stowing the light rail vehicle (LRV) coupler device. KCM and ST EHS groups partnered to analyze KCM employee injury data related to LRV coupler incidents. The data shows most of the injury events are ergonomic related with the injuries being strains and sprains of the shoulder and back. ST and KCM tested a modified coupler release pin to determine if that would reduce the force necessary to stow or deploy the coupler device. The results did not support making the modification to the entire fleet. Currently, procedural and engineering controls are being discussed specific to adapting stowing and deploying the LRV coupler as a task that two-people complete or fabricating a tool that would avoid the unfavorable bending and twisting motion currently occurring when stowing or deploying the LRV couplers.

Below is a chart and table showing the TRIR (Total Recordable Incident Rate) and DART (Days Away, Restricted or Transferred) for 2023 and 2024 through June. Only Recordable cases are counted into the rate. The rate shows the number of recordable injuries per 200,000 labor hours worked.

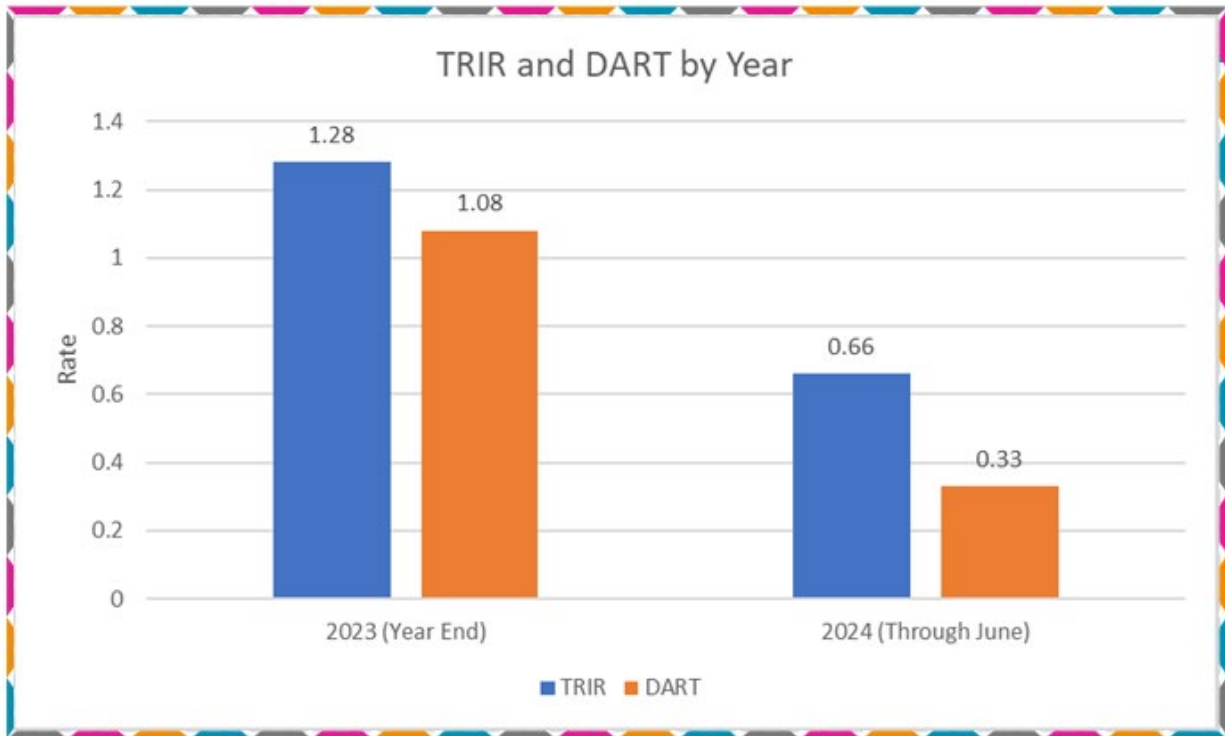


Figure 2. TRIR and DART by Year

The Total Recordable Incident Rate (TRIR) is crucial as it compares the number of incidents to total labor hours, helping employers assess injury probability and enabling consistent comparisons over time, regardless of labor hours.

In 2023, our data revealed that the leading contributors to injury rates were Illness/Chemical Exposure, Slips/Trips/Falls, and Musculoskeletal Injuries. In response, Sound Transit Employee Health and Safety (EHS) has strategically focused on these critical areas throughout 2024. The EHS team prioritized daily safety messaging around these issues and engaged in approximately 25 safety meetings thus far with high-risk groups, emphasizing corrective actions to mitigate such injuries. In addition to working with the higher risk groups, EHS introduced ErgoIQ which is an online ergonomic assessment tool agency employees can utilize to conduct an office ergonomic assessment for their workspace, regardless of if they are working remotely or in the Sound Transit offices.

TRIR and DART		
Year	TRIR (Total Recordable Incident Rate)	DART (Days Away, Restricted or Transferred)
2023 (year-end)	1.28	1.08
2024 (through June)	0.66	.33

Table 2. TRIR and DART by Year

Moreover, every incident undergoes a thorough investigation to pinpoint root causes, allowing staff to implement targeted corrective measures. As a result of these initiatives, Sound Transit has seen a significant reduction in injuries across all these categories. Consequentially, the Total Recordable Incident Rate (TRIR) improved from 1.28 in July 2023 to 0.66 in July 2024, reflecting nearly a two-fold decrease in all recordable injury types. More impressively, the Days Away, Restricted, or Transferred (DART) rate—representing more severe injuries—dropped from 1.08 in July 2023 to 0.33 in July 2024, marking an over three-fold reduction.

These results underscore the effectiveness of our focused safety strategies and resource allocation in significantly enhancing workplace safety.

2.1.2 EMPLOYEE SAFETY REPORTING TOOL (ESRT)

Sound Transit’s Employee Safety Reporting Tool remains a vital resource, allowing every employee to report safety and security concerns across the system, anonymously if desired.

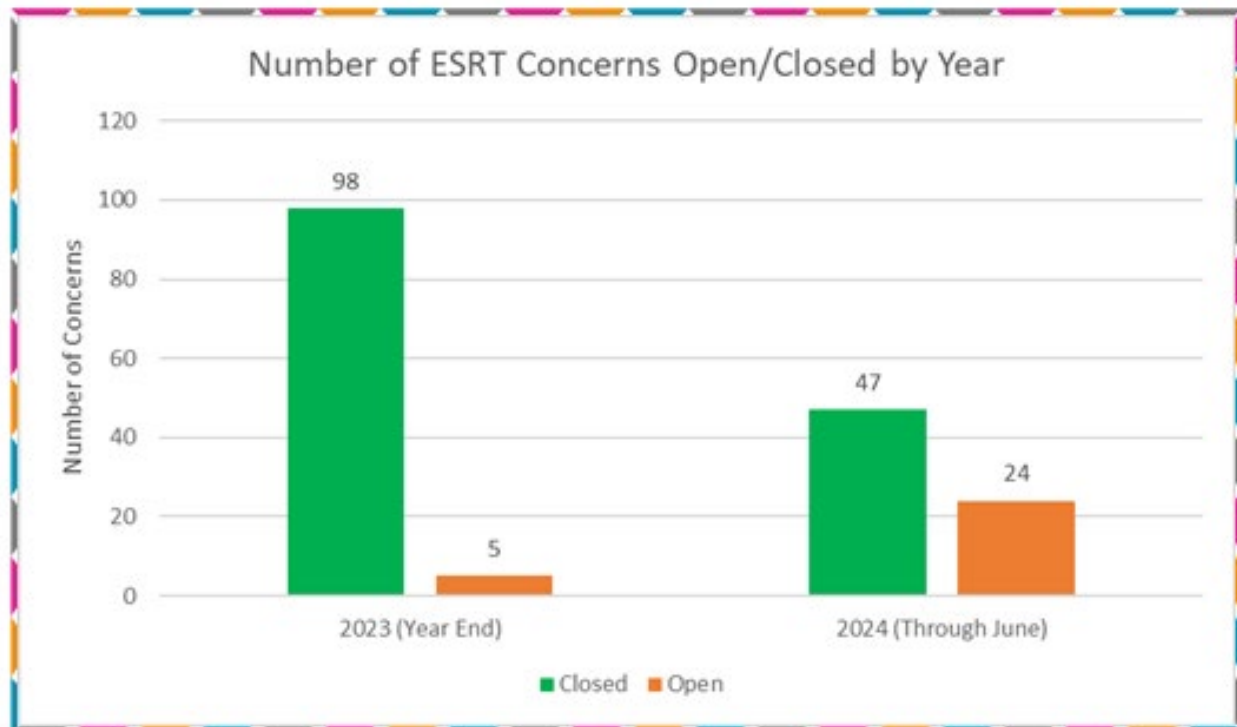


Figure 3. ESRT Concerns Open/Closed by Year

This tool is critical for fostering a culture of safety, as it enables employees to voice concerns without fear of retaliation.

The tool is actively used, with many employees opting to provide their names, reflecting their trust in the process. Concerns reported range from minor fixes to more complex, long-term solutions. The Safety division has been effective, resolving most concerns promptly and providing regular updates on those needing longer-term action.

As of July 2024, 71 concerns had been submitted to the employee safety reporting tool with 47 successfully addressed. The remaining items require longer term corrective actions and will be tracked until resolution. Employees will receive updates on the open employee safety reporting tool concerns every 30 days until resolution. Actively working to address employee safety

concerns demonstrates the agency's commitment to promptly and effectively managing safety and security issues.

2.1.3 EMPLOYEE SAFETY TRAINING

Employee safety training remains a focus area in 2024. During 2023, the team assessed the safety training program, identified program enhancement opportunities, and focused on implementing those opportunities. A significant enhancement was automating the safety training assignments. A new process for assigning safety training to new employees was implemented in February 2024, and the Job Safety Training Assessment (JSTA) form was retired. Each job code has been mapped and assigned one of nine [Safety Training Profiles](#). New Sound Transit employees and employees who transfer between roles internally receive automated safety training assignments in ST University within a week of hire or transfer. Employees and their managers receive email notification of these assignments, and managers are responsible for reviewing their employees' initial safety training assignments for completeness and accuracy and requesting adjustments if needed. This process ensures that critical safety training is assigned consistently and without delay, while still allowing managers the flexibility to make changes for individual employees based on specific job duties.



Another enhancement was the automation of recurring safety training modules the employee must complete. Recurring safety training assignments were implemented in 2023. Safety training courses that are required to be taken annually or on another recurring basis are now automatically reassigned in ST University based on the date of completion, regardless of how the training was initially accessed or assigned. To measure the success of the program improvements, the employee safety culture was used. Sound Transit employee's response to the question *I have been properly trained in Sound Transit's safety programs and their components based on my duties* saw the largest improvement moving from 4.04 in 2022 to 4.38 in 2023.

Safety Training Profiles also detail which PPE is issued to each employee, to increase transparency and ensure PPE is distributed consistently and fairly.



The most impactful safety training enhancement was the development and introduction to the agency of the Safety Management Systems (SMS) training module. All agency staff were assigned this training module which provided an overview of the components of SMS which are safety policy, safety risk management, safety assurance and safety promotion. Safety reporting for certain items increased after SMS

training was completed. Specifically, the usage of the employee safety reporting tool and minor employee injury events such as a bruised elbow due to bumping it a hard surface. A sign of a strong safety culture is when minor events are frequently reported without fear of punishment.

2.1.4 CONSTRUCTION SAFETY

Construction Safety reporting covers contractor safety for Sound Transit capital projects. This data is regularly reported by the Capital Delivery department. Table 3 below is a summary of all capital delivery projects for 2023.

CONTRACT #	PROJECT RECORDABLE INJURY RATE (RIR) JAN – DEC 2023	PROJECT LOST TIME INJURY RATE (LTIR) JAN – DEC 2023	PROJECT RECORDABLE INJURY RATE (RIR) JAN – JUL 2024	PROJECT LOST TIME INJURY RATE (LTIR) JAN – JUL 2024	PROGRAM GOAL RECORDABLE INJURY RATE (RIR)	PROGRAM GOAL LOST TIME INJURY RATE (LTIR)
FEDERAL WAY LINK EXTENSION						
F200	0.82	0.33	0.38	0.19	1.20	0.50
EAST LINK EXTENSION						
E130	0.35	0.35	0.34	0.00	1.20	0.50
E320	0.00	0.00	NA	NA	1.20	0.50
E335	0.00	0.00	NA	NA	1.20	0.50
E360	0.00	0.00	NA	NA	1.20	0.50
E750	0.00	0.00	0.00	0.00	1.20	0.50
DOWNTOWN REDMOND LINK EXTENSION						
R200	2.11	0.30	2.46	0.21	1.20	0.50
LYNNWOOD LINK EXTENSION						
L230	0.00	0.00	4.95	0.00	1.20	0.50
L200	1.19	0.00	0.00	0.00	1.20	0.50
L300	0.00	0.00	0.00	0.00	1.20	0.50
L800	0.00	0.00	0.00	0.00	1.20	0.50
SOUNDER						
S300018	NA	NA	0.00	0.00	1.20	0.50

Figure 3. Construction Safety Reportable Injury Ratios

- Recordable Injury Rate (RIR) = # OSHA recordable injury incidents x 200,000 ÷ labor hours
- Lost Time Injury Rate (LTIR) = # OSHA lost time injury incidents x 200,000 ÷ labor hours
- RIR/LTIR based on 12 months rolling average

While the overall capital delivery program is performing positively, there are two projects that show negative trends during 2023. The projects with injury performance above goal are L230 which is the 130th Street in-fill station on the 1 Line and the 2 Line Redmond Link extension.

The L230 project for the 130th Street in-fill station shows a recordable injury rate of 4.95 on a goal of 1.20. This project started construction late 2023, resulting in low total labor hours for the year. From the start of construction through July 2024, the L230 project incurred one reportable injury which happened very early in construction and resulted in a recordable injury rate that exceeded the goal. As the L230 project continues with strong safety performance and labor hours are accumulated, the recordable injury rate will continue to trend in the positive direction towards our goal.

The 2 Line Redmond Link extension adds two new light rail stations in southeast Redmond, serving Marymoor Village near Marymoor Park, and in the downtown residential and retail core. The Redmond project recordable injury rate of 2.11 is above Sound Transit's goal of 1.20 but below the recordable national average of 2.40 and recordable WA state average of 4.50. While the recordable rate is above goal, the lost time injury rate is 0.30 and below goal the 0.50 goal. This indicates that the severity of the injuries is low given the project is not experiencing many lost time days due to an injury. The Redmond project conducted multiple safety stand downs and provided retraining because of the injury events that did occur.

2.2 TRANSPORTATION SAFETY AND SECURITY

Transportation Safety and Security (TSS) leads and oversees the necessary activities to achieve Sound Transit's safety and security goals and to ensure all regulatory safety and security requirements are met. The TSS office provides their expertise to effectively identify and manage safety and security risk throughout the lifecycle of our assets and is comprised by three teams: TSS Modal Operations and Certification, Investigations and Assessments, and Safety Business Processes and Projects. These three teams work together to identify hazards on the operating system, facilities, and stations. The modal teams manage and complete safety certification of new rail extensions, parking garages and facility improvements projects while tracking and improving operational safety. The Investigations team works to identify root causes and corrective actions of significant safety events. These two teams, in conjunction with the Safety Business team, work together on monthly and annual reports to federal and state regulators, work to expand Sound Transit's Safety Management System, and manage our key performance indicators.

2.2.1 INVESTIGATIONS AND ASSESSMENTS TEAM

In the latter portion of 2023, the Sound Transit Safety division created an Investigations and Assessment Team. The Deputy Director hired two experienced investigators who brought decades of experience in investigations, project management, and organization. These two new additions to the Sound Transit team quickly learned their new craft and began oversight of King County Metro safety events on January 1, 2024. Since that time, they have forged strong relationships with our King County partners to help complete complex investigations in a timely manner while ensuring a holistic approach to the overall safety of our system.

Members of TSS Investigations and Assessments, along with their King County Metro partners attended the University of Washington's Advanced Root Cause Analysis Class in late 2023. With the knowledge gained in this course, the Investigation and Assessment Team is preparing to roll out an exciting new Root Cause Analysis Program at Sound Transit. This program will offer a deeper look into Safety Events resulting in a more robust analysis. It will also allow open collaboration and teamwork between Sound Transit, Investigations and Assessments, and the King County Metro Safety Administrators conducting investigations on King County's behalf.

The Parking Under the Guideway Assessment began in 2023. This assessment took a comprehensive look at risks associated with fire and explosives, while allowing parking and storage under the guideway. The results of the assessment are still being considered within our engineering group. However, from the work of this assessment, we have forged new partnerships with the Department of Homeland Security, Office of Bombing Prevention, and the

Cybersecurity & Infrastructure Security Agency. These partnerships will provide valuable resources as we prepare for the 2026 World Cup and future events. These added resources also led to members of the TSS Investigation and Assessment Team to become certified to teach an explosive and IED recognition course offered by Homeland Security, at no cost to the agency. It is our goal to leverage this opportunity in a way that educates Sound Transit and King County Metro Staff to ensure the services we provide our communities remain safe.

Also, stemming from the Parking Under the Guideway Assessment the TSS Investigations and Assessment Team is working with the Office of Bombing Prevention to produce blast modeling for certain areas of the guideway. This will assist with current and future security measures and design. This new relationship has also generated assistance in answering questions pertaining both to the Ballard Extension and tunneling under the City of Seattle.

In 2023, TSS Investigations and Assessments was tasked with redesigning the Sensitive and Security Information (SSI) program. The program has been reorganized and structured so that it can maintain the fast-paced growth we've been experiencing within Sound Transit. The SSI program has created a new secure storage site and is developing a comprehensive policy to take us into the future. This project has allowed the team to collaborate with all members of the Safety Division and will soon have a robust training program to ensure everyone has a better understanding of SSI and how to protect Sound Transit's valuable information.

There has been growing concern over "Slips and Falls" throughout the system. TSS Investigations and Assessments have spearheaded the research and purchase of a device, to help assess the surfaces within the system. We have also partnered with the Sound Transit legal department in 2023, as it pertains to Litigation Holds or claims against Sound Transit for falls and injuries. This partnership has proven to be extremely valuable, as the TSS Investigations and Assessment Team can offer another avenue for our legal department to gather priceless video, in some cases, that would not be available for the claim.

Late in 2023, the TSS Investigations and Assessment Team, partnered with ST Labor Relations. The TSS Investigations and Assessments Team developed and provided comprehensive training for the Labor Relations group on how to properly conduct and manage investigations. This was key for the Investigations Team. It allowed for collaboration with staff outside the Safety division and provided an inside look at how others within the agency complete their important work.

2.2.2 TRANSPORTATION SAFETY & SECURITY

Transportation Safety & Security collects and evaluates safety metrics to assess frequency and severity of potential hazards and reported incidents. These assessments are rated using a hazard risk matrix to determine criticality and establish mitigations to address operational and transit infrastructure hazards.

1 Line



The 1 Line ran from Northgate to Angle Lake during 2023; the northern extension to Lynnwood opened in September 2024. Additionally, a portion of the 2 Line opened in early 2024. For the purposes of this report, information is restricted to the original 1 Line.

Link events are compiled, evaluated, and reported monthly to identify frequency or recurrence. From this data analysis, there was a noted rise in WSDOT reportable Safety Events in 2023, particularly Emergency Door Evacuations. The evacuations contributed to 50% of the total reportable safety events in 2023 (53 out of 107 were evacuations).

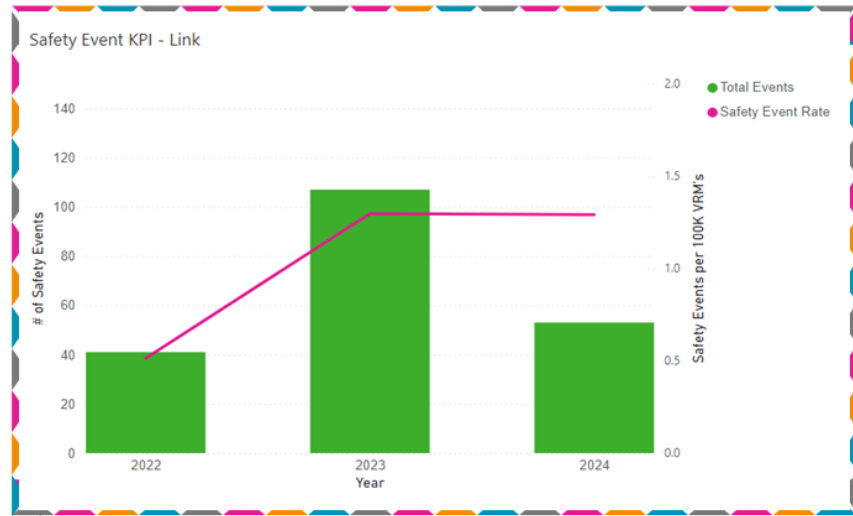


Figure 4. Link 1 Line Safety Events

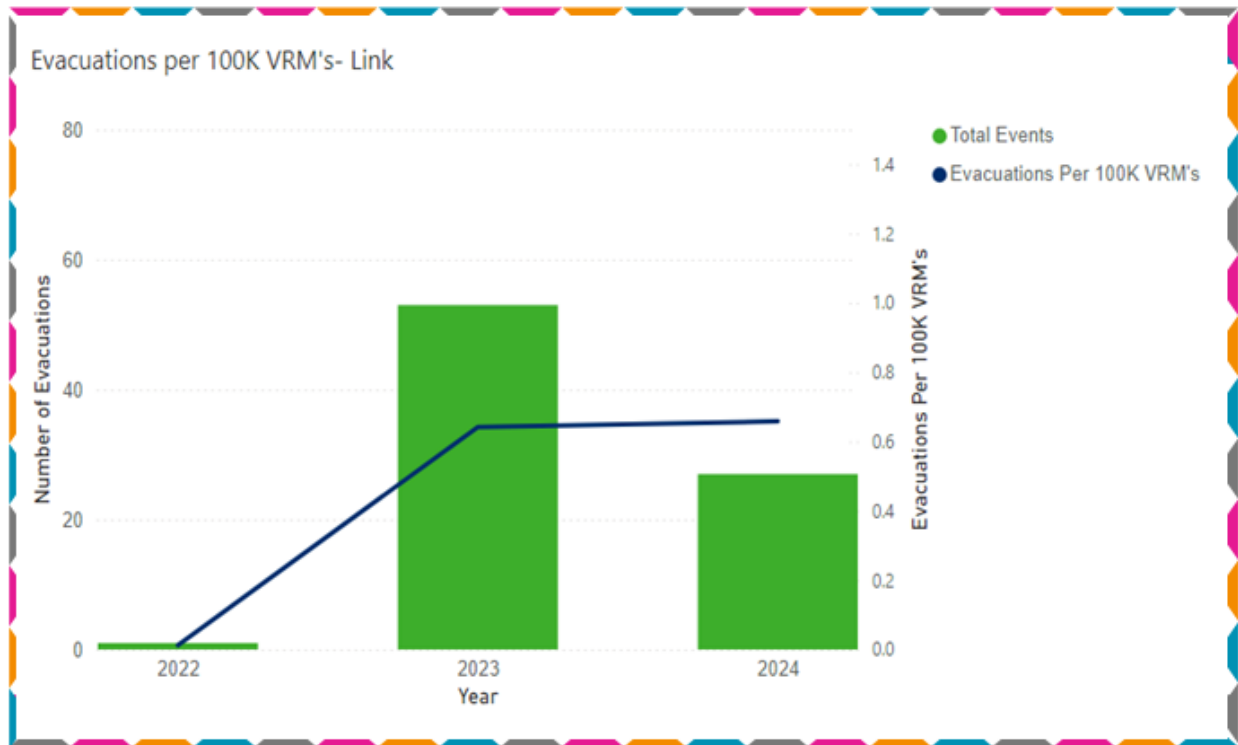


Figure 5. Link 1 Line Evacuations per 100k VRMs

These events occur when passengers use the emergency door levers to open the light rail vehicle (LRV) doors while the LRV is in motion or stopped at a signal along the alignment. In either scenario, passengers were exiting the LRV into the trackway or right-of-way, which can be extremely dangerous. Emergency Door Evacuations went up from 19 in 2022 to 48 in 2023. This is an increase of more than 150%.

In 2024, members of the Safety Team began to address the sharp spike in Emergency Door

Evacuations. Through internal collaboration and assistance from our Sound Transit Police, we were able to identify an individual responsible for a large volume of the Emergency Door Evacuations. After discussing the dangers and impact with this passenger, the volume of these reportable events was reduced. In the first quarter of 2024, we recorded 24 Emergency Door Evacuations versus four in the second quarter of 2024. This showed an 83% drop in one quarter! It was the collaboration of dedicated teams within Sound Transit to reverse this dangerous trend.

Specific to the Rainier Valley, we saw an increase in collisions during 2023. From 18 collisions in 2022, we saw 22 collisions in 2023, along that section of the alignment. We are currently trending down through the first half of 2024, with ten collisions in the Rainier Valley. A study was completed on the collision in the Rainier Valley, looking at improving safety measures. Ongoing work aims for continuous improvement to deliver a safe service to the people we serve. As we head into the autumn of 2024, we will continue to monitor events, as there is often a spike as the rainy season begins.

Injuries on the 1 Line increased during 2023; more than 60% of these injuries were a result of a slip and fall. Through the first half of 2024, we are seeing a downward trend in the overall injury number. This may be tied to the lower number of collisions and as noted previously, the injury rate may climb as the rains begin this fall.

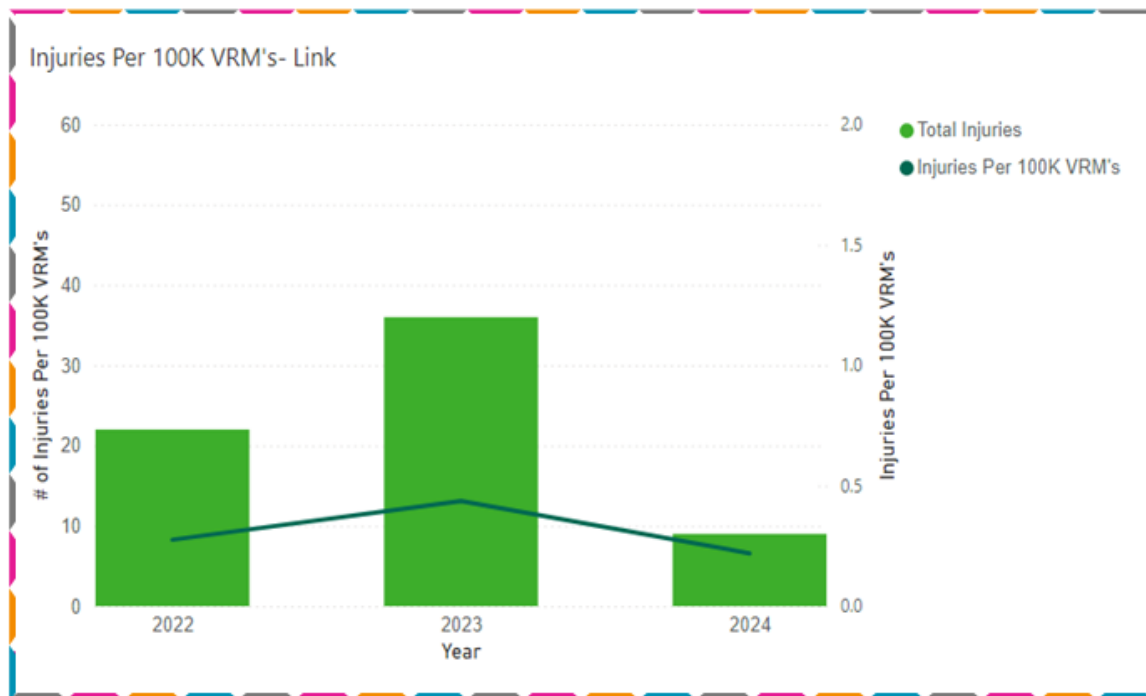


Figure 6. Link 1 Line Injuries per 100k VRMs

The Operational Maintenance Facility Central (OMF-C) saw a drop in Safety Events from 2022 to 2023, from 10 Safety Events to four. From the beginning of 2024 to June of 2024, there has been only one Safety Event at OMF-C. If this trend holds it will reflect a substantial safety improvement at the OMF-C.

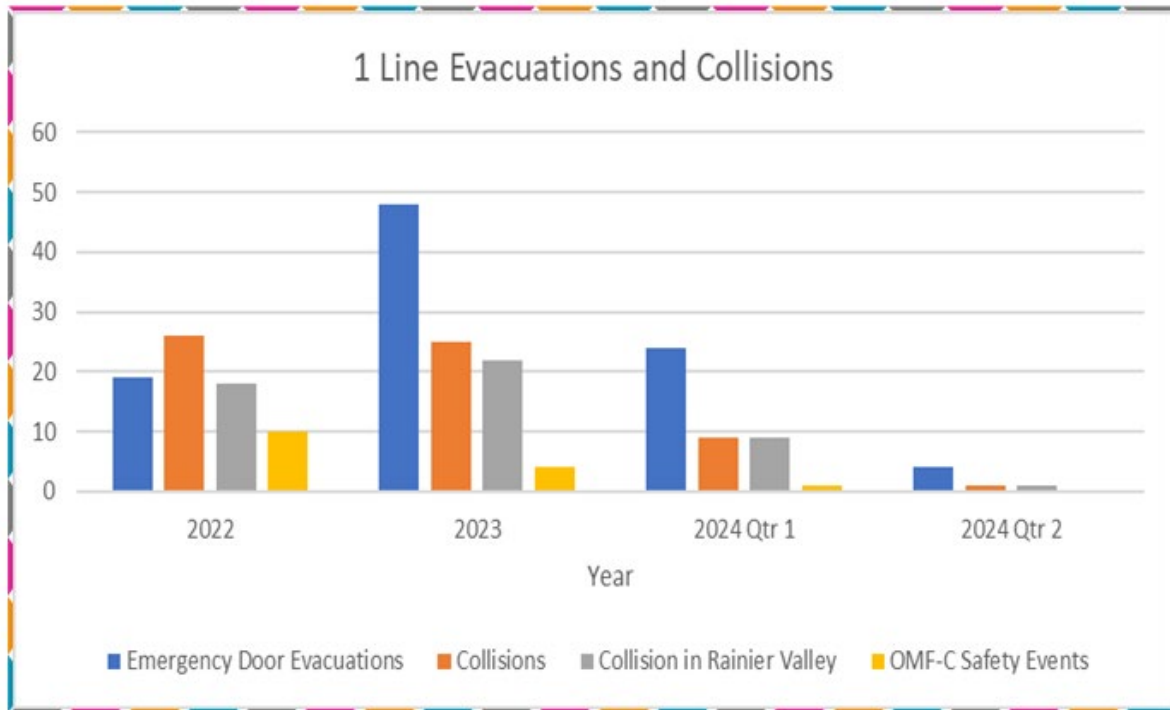


Figure 7. Link Emergency Door Evacuations and Collisions

The statistics in Figure 7 above are associated to the Washington State Department of Transportation (WSDOT). The state has different reporting parameters than the National Transit Database (NTD), which is the reporting arm of the Federal Transit Administration (FTA).

T Line



It was a busy year in Tacoma during 2023. In the third quarter, the Tacoma Link Extension opened, adding significant operating distance to the T Line footprint. It now runs on a four-mile track and includes twelve stations from the Tacoma Dome to the Hilltop neighborhood. The entire T Line alignment is street running, so our LRVs share the roadway with cars and trucks.

Collisions in 2023 doubled to eight from the previous year. Most of the collisions occurred at low speeds and were side swipe contact, however one involved a pedestrian who drove their hover board into the side of the LRV. As of the first half of 2024, Tacoma Link is on pace to reduce their reportable Safety Events and one emergency door evacuation and three collisions. Public awareness campaigns and improvements to operator situational awareness training has contributed to the drop in collisions.

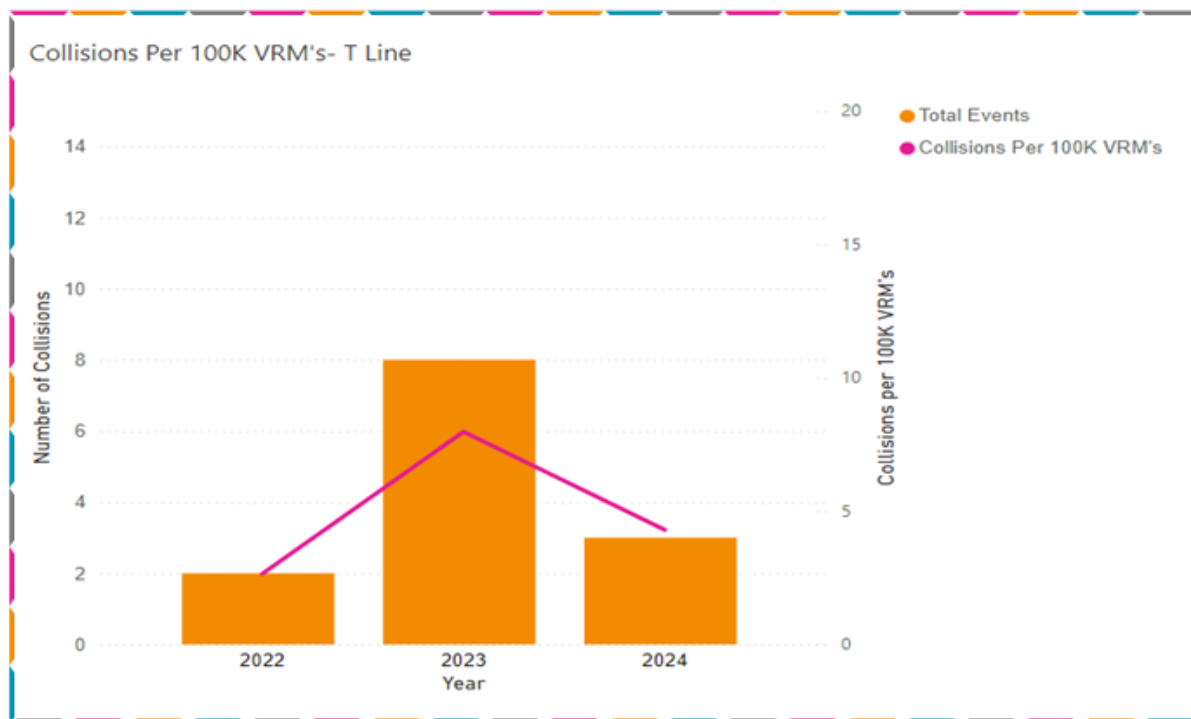


Figure 8. Link T Line Collisions per 100k VRMs

Sound Transit Express



Sound Transit Express buses run on long-range, limited-stop routes to help connect the communities to existing and up-coming light rail and the new bus rapid transit program. In 2023, ST Express experienced an increase of collision events in April, these events were primarily other vehicles colliding with ST Express coaches, sometimes during multi-vehicle accidents. All of these accidents were determined to be non-preventable. Similarly in August there was an uptick in NTD Major Reportable collisions, all of which were also deemed non-preventable and involved the actions of other motorists causing the crash.

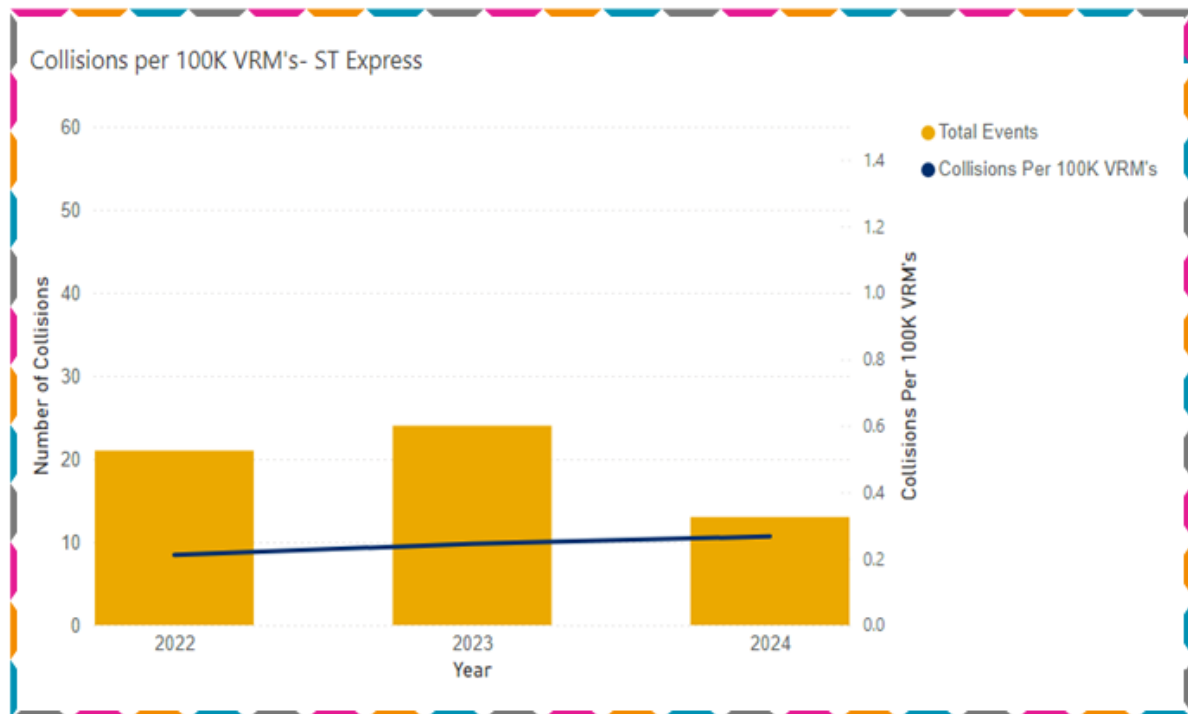


Figure 9. ST Express Collisions per 100k VRMS

In 2024, there was a rise in collisions beginning in April and continuing through the spring and summer. Of note, one major accident involved coach 9809 on June 22, where the coach lost control while traveling on 5th avenue and crashed into the facade of a building. This event led to ten transportable injuries and substantial damage to the coach. This incident remains under investigation by King County Metro as the operator has been on leave.

The Sound Transit Bus Safety team continues to work collaboratively with all three contract partners to ensure event trends are promptly reviewed and appropriate mitigation measures are implemented to limit major preventable accidents. Additionally there were five assaults on passengers in 2023, requiring transport away from the scene, which increased the amount of reportable safety events.

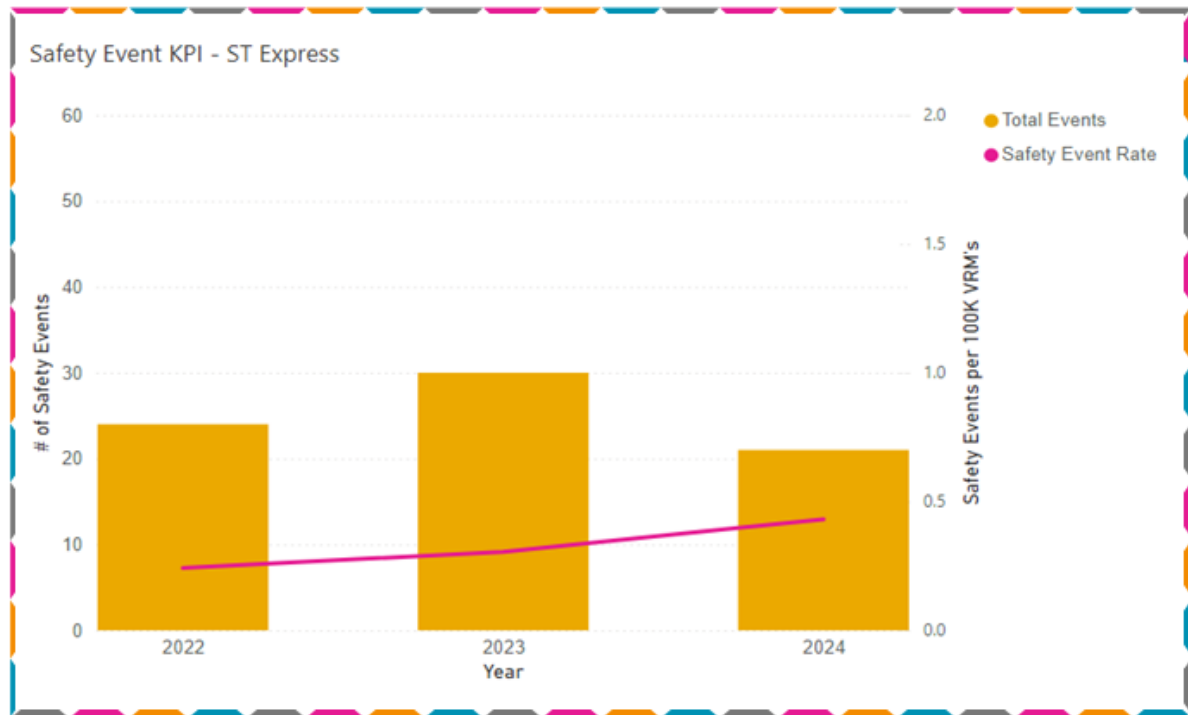


Figure 10. ST Express Safety Events per 100k

Sounder Commuter Rail



Sounder Commuter Rail (SCR) service is a unique transportation entity, as Sound Transit does not own the majority of the 82 miles of track on which SCR operates. Sound Transit owns the Lakewood Subdivision, eleven miles of which are used by SCR. The remaining tracks that SCR operates on are parts of the BNSF-owned Seattle and Scenic Subdivisions. In addition to SCR, the Lakewood Subdivision hosts Amtrak passenger trains and BNSF and Tacoma Rail freight trains. Sound Transit collaborates with Amtrak, BNSF, and Tacoma Rail extensively and monitors safety and security data to understand what is happening across the SCR system on the Lakewood, Seattle, and Scenic Subdivisions.

With other railroads as tenants on the Lakewood Subdivision and SCR utilizing rail alignments owned by other entities, Sound Transit is limited in its ability to control many Key Performance Indicators (KPI) for SCR. While Sound Transit is responsible for the overall safety on the SCR System, certain elements of non-Sound Transit rights-of-way are outside of the agency's direct control. This is especially true for the Seattle and Scenic Subdivisions and for roadways that pass above, below, or across the tracks that SCR uses.

To ensure the safety of SCR passengers and staff in this complex operational environment, Sound Transit safety, operations, and maintenance personnel work collaboratively with railroad, WSDOT, and local jurisdictional counterparts on safety initiatives and plans. Sound Transit meets regularly with SCR stakeholders for after-action reviews, inspections, monthly activity reports, bimonthly Joint Rail Safety Committee meetings, and other coordination meetings. The recent reorganization of the Transportation Safety & Security (TSS) Sounder-

Rolling Stock team consolidated the responsibilities for the safety of the entire SCR system into the purview of one team. Throughout the course of 2024, this unified TSS team has been able to gain a clearer picture of the state of the SCR system and identify weaknesses, opportunities, and challenges that are critical for the agency to understand in order to advance the safety of SCR and the Lakewood Subdivision.

Systemwide, SCR experienced an increase in its safety event rate between early 2023 and mid-2024. Safety events include (but are not limited to) pedestrian and vehicle strikes, incursions, fires, and assaults. The most commonly reported safety events during the period of this report were incursions (180), assaults against transit workers (40) and riders or pedestrians on Sound Transit property (29) and slips and falls (24). Other trends of note include security-related activity (particularly at Kent Station), vehicle and object strike, and improper storage and charging of bicycles and scooters aboard trains (which have contributed to a small number of safety events during the period of this report). Figure 11 illustrates the increase in the SCR safety event rate since 2022 based on agency data.

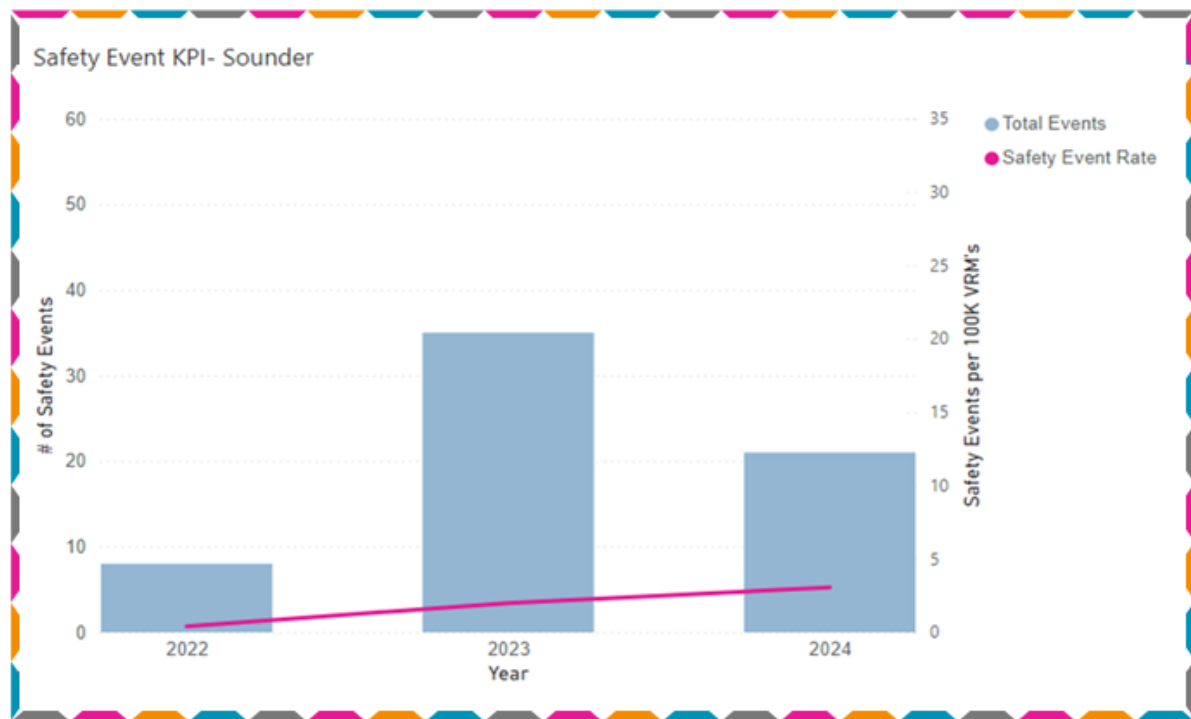


Figure 11. Sounder Safety Events per 100k VRMS

Specific to the Lakewood Subdivision, there were five pedestrian collisions involving SCR and Amtrak trains and two collisions in which SCR trains struck vehicle trailers during the period of this report. Increased transient activity along the Lakewood Subdivision right-of-way has contributed to elevated numbers of pedestrian collisions, pedestrian near-misses, and fires. Efforts to communicate the whereabouts of transient encampments to the local police have improved, but inconsistent fencing coverage and intentional fence cutting remain obstacles to reducing incursion rates. Figure 12 illustrates the increase in the SCR collision rate that has occurred in 2024.

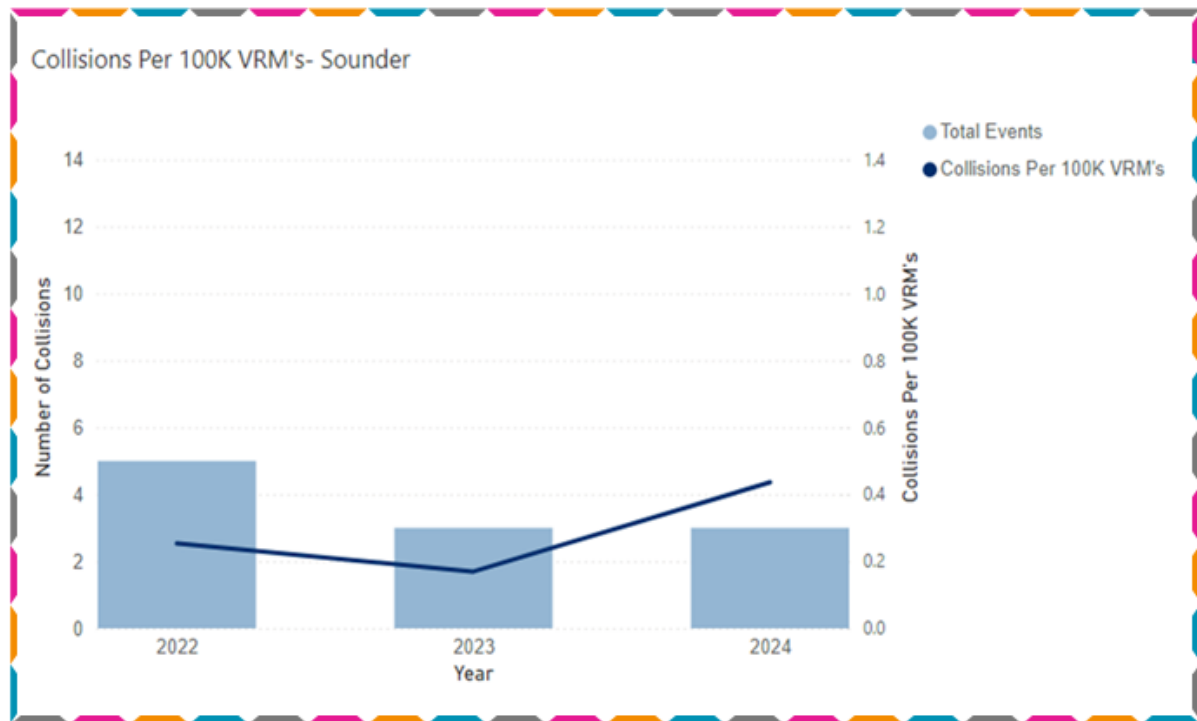


Figure 12. Sounder Collisions per 100k

Based on the data and observations collected over the course of 2023 and 2024, the TSS Sounder-Rolling Stock team has identified the following areas of improvement that would be most effective in reducing the safety event rate for SCR:

- Lakewood Subdivision Fencing and Grade Crossings:** Improvements to the quality and continuity of fencing along the Lakewood Subdivision would reduce the ease with which pedestrians could intentionally trespass onto the right-of-way. Additionally, improvements to at-grade crossings that reduce the ability of pedestrians to enter the Lakewood Subdivision right-of-way would combine with improved fencing to create a safer and more secure environment for the public.
- Kent Station Security:** Additional investments into the quality and coverage of security measures at Kent Station would help combat the challenging security environment that exists in the area. The TSS team is currently working to execute a trespass enforcement agreement with the Kent Police Department and engage with local institutions that serve and influence juveniles who often instigate assaults. Further evaluating the sufficiency of existing lighting, security patrols, cameras, environmental design, and other security measures could help the agency identify opportunities to improve the security profile of Kent Station. Special attention should be given towards measures that reduce the likelihood and severity of assaults, which post a significant risk to contracted security staff and members of the community.
- Systemwide Slips and Falls:** While there have been no major discernable trends in slip and fall events on SCR, the TSS Sounder-Rolling Stock team has observed a combination of factors that may contribute to the frequency of SCR slip and fall events. These observations include inconsistent platform height, tile material, overhead coverage from rain, and design element configurations; occasional poor

walking surface conditions; a lack of dedicated pedestrian walkways within parking garages and lots; and the presence of improperly stored bicycles and scooters within SCR train cars. Evaluating measures that mitigate or improve these conditions may help reduce the rate of slip and fall events across the SCR system.

2.2.3 SAFETY REGULATORY REPORTING

FTA

Sound Transit must comply with a variety of regulatory bodies. These include the Federal Railroad Administration (SCR), the Federal Transit Administration (all Link lines and STX), and Washington State Department of Transportation (all Link lines). Data and reporting can often be challenging as these entities have different requirements and thresholds for what type or level of event is reportable.

In April 2024, the FTA revised 49 CFR 673 - Public Transportation Agency Safety Plans. This changes some of our definitions for reportable safety events. The FTA no longer defines an accident or serious injury. The FTA has adopted new terminology, "Safety Event" and "Injury." Safety Event is defined as an unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. The FTA has defined Injury as any harm to persons as a result of an event that requires immediate medical attention away from the scene.

Currently, 49 CFR 674 – State Safety Oversight, has not been changed. This regulation defines the investigation and reporting requirements of the Rail Transit Authority (RTA). The FTA is currently working on aligning 49 CFR 674 with 673. Once the changes are final, the Washington State Department of Transportation (WSDOT) will update their Program Standard which dictates when Safety Event investigations will be conducted.

These changes will dramatically change the reporting requirements and will reflect higher numbers in the coming years. These changes also appear to incorporate Safety Events that occur on our expansion projects under construction. With these new regulations we can expect to see higher numbers of Safety Events, especially for injuries. For example, a contractor that is working on one of our expansion projects and cuts a finger that requires stitches. The contractor is driven to an urgent care to get first aid. This incident would now be reportable to the FTA and may require a full investigation.

This is also the case for passengers and citizens on or around our system. If someone falls and requires medical attention at a different location, no matter how small, it will require a full investigation. From February 2024 to June 2024, we saw 33 slip and fall events, where the patient was transported to receive medical care. This additional workload would have increased the Safety Event investigations from 15 to 48 for the same period of 2023 and from seven investigations to 40 for the same period in 2024. These changes to the regulation will have a large impact to all TSS staff workload, in both data management and investigations.

WSDOT

In 2023, WSDOT took notice of the FTA's definition of "Accident", in 49 CFR 674.7, which states, *Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision involving a rail transit vehicle; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.*

Looking at this definition, WSDOT mandated that Sound Transit conduct full investigations on all contractor derailments. This new requirement added six investigations, in the second half of 2023. These investigations proved to be challenging since neither Sound Transit, nor the contractors had conducted full investigations in the construction environment. Prior to this change, construction derailments only required a brief report.

The Investigations and Assessment team collaborated with ST's Construction Safety team to ensure this new process and reporting requirement would limit the impact on our contractors and expansion projects. This proved to be a significant challenge as we faced potentially expensive change orders if we were to impose corrective actions on the contractors.

After several discussions with WSDOT, we showed them the NTD reporting requirements definition of a derailment, which excludes events that occur during engineering or construction phases of a new rail transit system or the extension of an existing rail transit system, unless they involve transit related activities such as operations, testing, simulated service or pre-revenue service, or transit related maintenance activity. With this added information, WSDOT checked with the FTA and reversed the requirement to investigate contractor derailments.

FRA

Collaboration with the FRA is key to a successful Sounder Commuter Rail Program. By regulation, any major incident or accident is immediately reported to the FRA through a Sound Transit designated reporting officer on the Sounder Safety Team. To optimize our reporting, we recently sent our designated officer to an FRA-reporting training event in Atlanta, Georgia. We hope to lead the way with the FRA in our reporting efforts.

Also, we have an extensive program to modify and update the Sounder Safety Plan (SSP), which is an FRA required deliverable. Part of the SSP revision process is to review the Fatigue Risk Management Program (FRMP) submitted by our track maintenance contractor on the Lakewood Subdivision, Stacy-Witbeck. Along with our own FRMP, we submit these documents to the FRA for their review and acceptance. Our safety team works with the FRA to ensure we have attainable, measurable goals outlined in the SSP for our future endeavors.

Finally, we meet with the FRA twice per year in-person to review our overall program and advise them of any upcoming milestones. Our next scheduled meeting with them will be October 16, 2024, and will cover topics such as e-bikes, training for first responders, human trafficking awareness campaigns, and confidential close reporting on our Lakewood subdivision.

2.2.4 SAFETY IMPROVEMENTS

A. At-Grade Crossing Program

The At-Grade Crossings Program includes all operating and future planned Link lines and Sound Transit-owned Sounder crossings. The Program was created to enhance safety near at-grade crossings with a focus on reducing unintentional acts around these crossings. At-grade crossings are designated crossings where a road or path crosses the railway on the same level. We establish processes that follow industry standards and best practices with a goal of continuous safety improvement.



Completed Projects

Below is a summary of the work that has been completed under the Program over the past 2-3 years. The projects have included a variety of enhancements to increase visibility and awareness for all crossing users and have yielded some positive safety improvements since implementation.

COMPLETED PROJECTS					
PROJECT TYPE	SAFETY FOCUS AREA			PROJECT NAME	COMPLETION DATE
	Train	Pedestrian	Vehicle		
Signage Enhancements			✓	LED flashing no left turn signs	March 2022
		✓		LED flashing another train coming signs at station intersections	September 2023
		✓	✓	Other signage updates	January 2024
Pavement Markings			✓	R X R pavement markings in left turn pockets	June 2021
		✓		"LOOK" pavement markings	September 2023
		✓	✓	Corridor pavement marking refresh	September 2023
Traffic Signal Enhancements		✓		Leading pedestrian intervals	August 2023
			✓	Retroreflective tape added to signal heads	May 2024
		✓	✓	Signal Reprioritization Pilot	June 2024

Figure 13 At-Grade Crossing Program – Completed Projects

In addition to the work shown here, the Program has also completed a multitude of studies which have continued to build our understanding of user interactions, interfaces, and incidents in the Rainier Valley and have helped inform our mitigation strategies.

Much of the work in this Program has been done in close partnership with the Seattle

Department of Transportation (SDOT). SDOT is a critical partner in these efforts, and we're engaging at a project staff level and working to build in more leadership touchpoints to further strengthen those relationships and support this work.

Active Projects

We also have a number of projects currently underway represented in the table below. A few projects of note:

- The link alignment corridor update will bring the corridor up to recently adopted agency design standards and includes signage, signal, and access improvements.
- Automatic pedestrian gates/arms at station locations are a pilot project scoped for the design and installation of pedestrian gates at the three Link light rail stations in the Rainier Valley. We are working diligently to expedite our planning and design efforts.
- Pavement markings to enhance trackway visibility is another pilot project that is intended to enhance the visibility of trackway crossings and expected to be completed later this year.
- The Rainier Valley Safe work is a grant funded project which will pilot smart sensing infrastructure to enhance safety of all user interactions at intersections.

ACTIVE PROJECTS					
PROJECT TYPE	SAFETY FOCUS AREA			PROJECT NAME	STATUS
	Train	Pedestrian	Vehicle		
Train Enhancements	✓			Increase volume of train bells pilot	Piloting
	✓	✓	✓	Alternating headlights on trains	Design
Signage Enhancements		✓		LED flashing another train coming signs at all intersections between stations	Design
Pavement Markings		✓	✓	Pavement markings to enhance trackway visibility pilot	Design
Technology	✓	✓	✓	SMART Grant Phase 1 Rainier Valley Safe project pilot	Design
Infrastructure Projects		✓	✓	Link alignment corridor update	Design
		✓		Pedestrian gates/arms at station locations pilot	Planning/Design

Figure 14. At-Grade Crossing Program – Active Projects

Engagement and Communications

Engaging with the community is at the core of guiding our work. As part of the current 2024 AGC Engagement Plan, ST is continuing to build on previous engagement strategies to reach community members where they are to inform the future of safety enhancements in the area. We plan to employ a variety of engagement strategies that meaningfully engage communities in the Rainier Valley. Our current engagement plan includes:

- *Qualitative survey*—ST is deploying a survey about safety enhancements made in the corridor, possible improvements, and how ST is communicating about AGC work.
- *Listening sessions*—ST is reaching out to approximately fifty organizations, groups, and businesses in Rainier Valley to listen to concerns about safety in the area and share information about potential safety enhancements and current projects. We'll also ask about other groups and venues where community gathers to learn about future opportunities to reach communities in the Rainier Valley.
- *Fairs and festivals*—ST is attending fairs and festivals from Columbia City to Rainier Beach this summer share out progress, hear concerns, and collect feedback from community members about safety around tracks and trains in Rainier Valley.

- *Safety ambassadors*—every year during Rail Safety Week, ST staffs a strong presence of safety ambassadors to highlight our safety messaging and spread information about the latest improvements or projects. Moreover, ST Security staff are trained to encourage riders to interact safely around trains throughout the year.
- *Community events, such as transit safety town halls*—as Board members, community, and agency partners schedule community events or town halls, Sound Transit engages with community about current and upcoming projects.

ST is planning to develop a longer-term engagement strategy that will be informed by upcoming Board and community conversations. We are also thinking about how to incorporate additional events informed by our engagement with community-based organizations and partners to broaden our reach—showing up where communities gather, providing interpretation and translated materials, and engaging online and in-person.

We understand the importance of reaching communities of color as well as low income, limited English proficiency, and other vulnerable populations that must be centered in our outreach efforts. We plan to be proactive and intentional with our efforts as we employ a variety of engagement strategies that meaningfully engage communities in the Rainier Valley and everywhere ST operates. We are working to build upon our relationships with community-based organizations and partners to broaden our reach — showing up where communities gather, providing interpretation & translated materials, and engaging online and in person.

Program Next Steps

The at-grade crossings program is continuing work on the Program safety master plan, compiling background information, and existing data, refining the program timeline and program priorities, and creating project profiles to summarize the near-, mid-, and long-term treatments currently adopted, as well as additional enhancements for consideration. The team is also continuing to advance current active projects and pursue grant opportunities. The program will provide a full report to the Sound Transit board later this year along with the first iteration of the Program’s safety master plan.

B. Risk Reduction Program

Per the BIL (Bipartisan Infrastructure Law) requirements for 5307 recipients, Sound Transit is implementing a Risk Reduction Program aimed at reducing the number and rate of both safety events, and assaults on transit workers. This program sets Safety Performance Targets (SPTs) based on a three-year rolling average in seven categories that focus on reducing vehicular and pedestrian collisions and mitigating assaults on transit workers. For any category that lacks three years of data, targets will be established once sufficient data has been gathered. The Employee Safety Committee (ESC) is responsible for setting the Risk Reduction Program targets below the three-year average. In August 2024, the ESC voted to establish performance targets of a 5% reduction from the three-year rolling average.

In addition to establishing performance targets to reduce safety events, the program includes continuous monitoring and evaluation to ensure targets are being met. It also explores technology and infrastructure enhancements, new training opportunities and potential collaborations with law enforcement to improve safety and reduce risks for everyone involved in the operation.

2.2.5 SAFETY INSPECTIONS

Safety inspections are an integral part of how we identify and mitigate potential risks that can cause accidents and injuries. Inspections are conducted proactively to find potential items that present a risk. These types of inspections are conducted by the TSS Modal teams on a quarterly basis to include all facilities that interface with the passengers in the operational environment.

In Q3 of 2023, TSS specialists reported an exception for the platform glass on the Angle Lake Station platform. The glass was cloudy as shown in the left picture below, reducing visibility and increasing security concerns. After reporting the condition, the Facilities Specialist coordinated with King County Rail painters to provide anti-graffiti film tools and materials to replace the current anti-graffiti film as shown in the in-progress picture on the right.



Figure 15. Before and during replacement of anti-graffiti film at Angle Lake Station

In Q2 of 2024, TSS specialists reported a vandalized ORCA card reader at Othello Station. TSS coordinated with the facilities specialist who contacted Transit Systems. Within one hour, a specialist arrived to fix the ORCA card reader.



Figure 16 Before and after ORCA Card Reader at Othello Station

Inspections can also occur based on a report of a deficiency or a concern raised by an employee through our Employee Safety Reporting Tool, or via our customer reporting line. These usually result in a follow-up hazard analysis which will recommend appropriate mitigations.

The TSS Modal team received a report of a safety concern through the Employee Safety Report Tool highlighting the potential for mobility devices to get stuck at the grade crossing at SODO station. This hazard could result in a serious injury or death to someone that could not move off the track.

Track crossing safety hazard at SODO station



2

SOUNDTRANSIT

Figure 17. Mobility device crossing trackway

The TSS Modal team coordinated with the Accessibility Team for an on-site investigation and demonstration and worked with Operations and King County Rail to resolve the issue.

Track crossing safety hazard at SODO station



Before (7/26/2024)

After (9/10/2024)

3



Figure 18. Repaired trackway making it level

Transportation Safety and Security specialists met with the City of Tacoma in April 2024, to evaluate the signal timing for the 74th Street crossing to improve the flow of traffic during peak travel times. Proactively identifying risks and working with our partners to mitigate, is a huge part of the daily work of the TSS office.

2.3 PUBLIC SAFETY and SECURITY

Sound Transit's Public Safety and Security directly supports Sound Transit's mission of connecting more people to more places to make life better and create equitable opportunities for all. By executing Sound Transit's strategic priorities of "Great Ride" and "One ST" our efforts will provide a safe, secure, comfortable, and resilient environment for our passengers and employees. We do this utilizing a community of public safety and security practitioners, including Sound Transit employees, regional emergency management, contracted law enforcement, private security, and mental health resources.

2.3.1 PUBLIC SAFETY and SECURITY

CRIMES AGAINST PERSONS

Crimes against persons are one of the more serious security-related events that occur on Sound Transit's system and in our facilities. These crimes are generally crimes of opportunity occurring between members of the public utilizing Sound Transit's system or passing through the facilities. Crimes against persons include acts of violence such as homicide and assaults; but also includes harassment, robbery, crimes with sexual motivations such as indecent exposure. The crimes against persons occurring on our system reflect the crimes in the areas where we serve; however, Sound Transit's crimes

against persons have more assaults reported due to a change in Federal Law which broaden the definition of an assault against a transit worker. Assaults against a transit worker now include when an agent of the transit system, such as an operator, fare ambassador, or security officer feels threatened by a member of the public. Previously, threats that did not include any bodily contact were categorized as Unlawful Transit Conduct.

Crimes with sexual motivation are some of the most under-reported incidents in law enforcement and Sound Transit is no different. However, beginning in 2023 the Sound Transit Police, Public Safety, and Communication teamed up to launch our “Report it to Stop it” campaign. Using a combination of signage, social media, a separate online reporting portal to the Sheriff’s Office, and having a dedicated detective for follow-up; we have increased reported incidents from less than 20 in 2022 to 61 in 2023 to 96 through August of 2024. From these increased reports and the subsequent follow up, we have made several arrests of individuals who would have normally “gotten away” with these sexually motivated crimes. The most common sexually motivated crime, accounting for more than half of our reports, is indecent exposure.

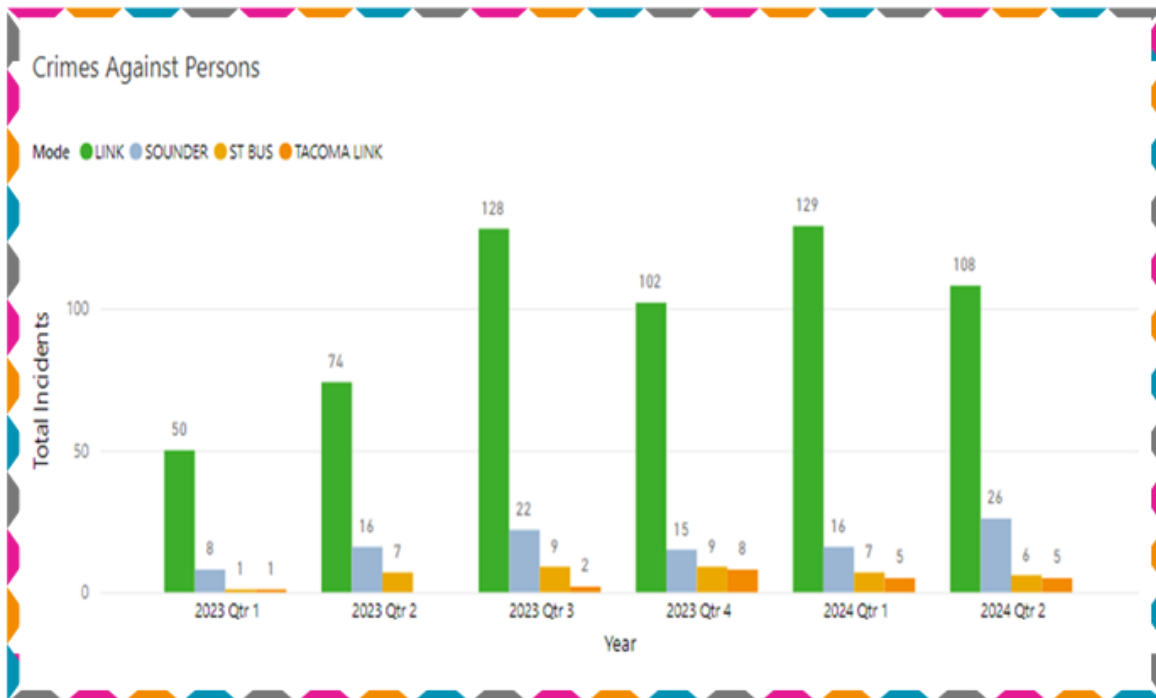


Figure 19 Crimes against Persons Q1 2023 through Q2 2024

ASSAULTS

Assaults on Transit Workers have steadily increased across the nation over the last few years. A general directive requiring robust tracking and action to reduce the number of assaults on transit workers was captured under the Bipartisan Infrastructure Law.

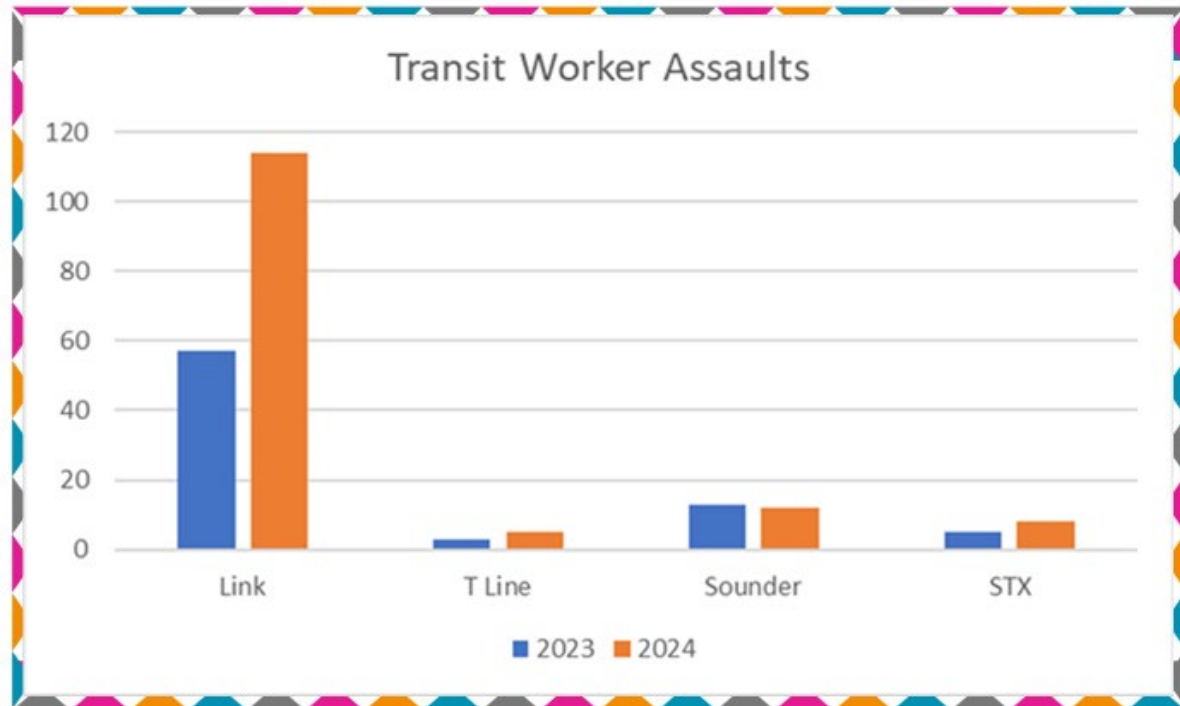


Figure 20. Transit Worker Assaults, regardless of injury

Beginning in April of 2023, Sound Transit began logging a record of physical and non-physical assaults on transit workers, regardless of injury. These data points are transmitted to NTD each month. The creation of a Risk Reduction Program, mentioned above in section 2.2.1 Safety Improvements, will work to identify and mitigate these issues. Sound Transit has already introduced de-escalation training for those workers who interface with the public and will continue to work with staff on awareness campaigns. Barriers have been added to ST Express buses to protect the operators, and train operators may request an escort to traverse a platform.

During the past year, the level of visible onboard security has increased, including new service areas and expansions with a goal of 25% of in-service trains having officers onboard. There may also be some correlation between the federal reporting changes, the increased level of officers in the field, and the improved marketing campaign resulting in a higher number of individuals coming forward to report assaults. When reporting options are simple and the public is informed on what and how to report events, the number of reports increases. Public Safety noted an increase in reporting after the “see something, say something” campaign went live.

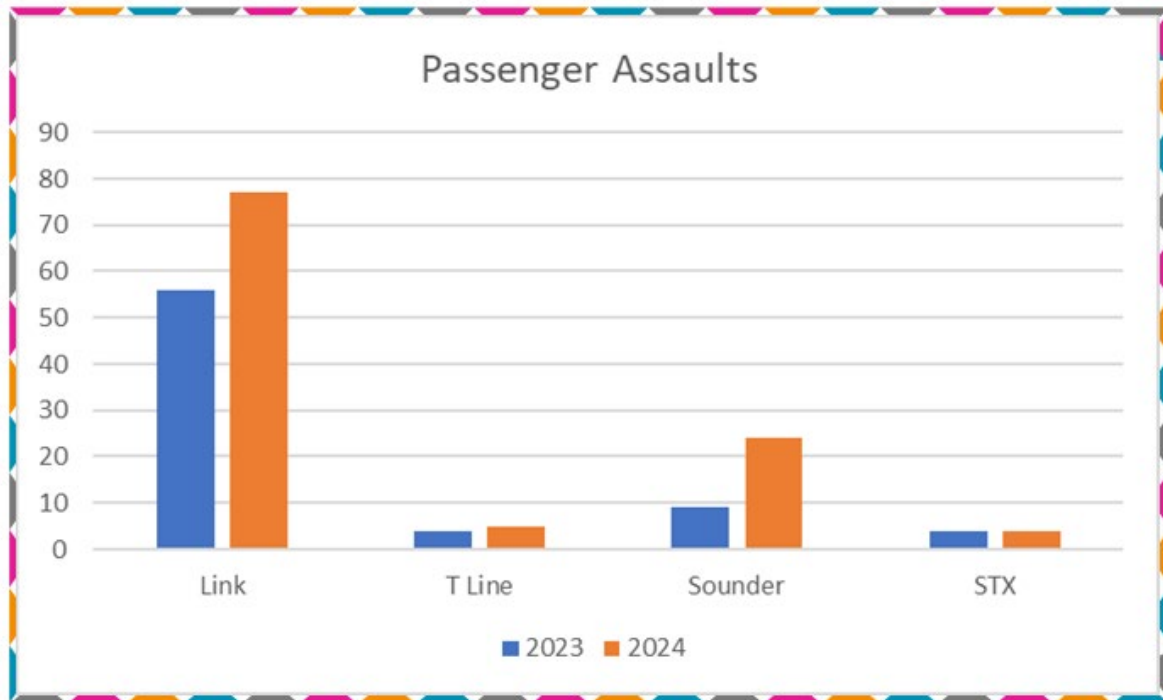


Figure 21 Passenger assaults, regardless of injury or reportability

During 2023, capturing data related to passenger assaults to better understand the events leading up to the assault was part of the “see something, say something” public safety outreach campaign. The increased number of reported assaults in 2024, as noted above, correlates with the increased security presence in the system, increasing people’s opportunity to report incidents and increased ridership. Notably, the uptick in reported assaults coincides with trends being observed throughout the region. While violent crime is reported down (homicide, aggravated assault) reports of simple assault continue to rise according to the Washington Association of Sheriffs and Police Chiefs (WASPC) annual report. These numbers highlight the challenges Sound Transit faces in maintaining public safety amid rising property and violent crime rates in the region. Sound Transit Public Safety, like many in the region, continues to address these issues with the resources available. Using the available data, Sound Transit Public Safety is adapting contracted security staff presence based on locations with higher passenger assault events reported.

CRIMES AGAINST PROPERTY

Crimes against property are primarily driven by incidents of graffiti and vandalism of Sound Transit vehicles and facilities. Crimes against property do include passenger property as well, and car prowls and vehicle thefts are also reflected in these numbers. Crimes against property numbers are a good indication of security and law enforcement’s presence or lack thereof. Because the evidence (graffiti/vandalism) remains after the incident occurs, the numbers of crimes occurring are captured when the graffiti or vandalism has been found. Car Prowls and Vehicle Thefts are likely to be reported by passengers who are the victims of these crimes due to the high dollar nature of the impact and the need for a police report for insurance purposes. When numbers are high, it is one indication that security and law enforcement presence is perceived to be lower or the presence is ineffective. As in the case of the first quarter of 2023, when security staffing was at less than 50% of the budgeted

levels and law enforcement was also below 60%. Beginning in the second quarter of 2023, the four new security vendors began to establish themselves and the trend of crimes against property continues in a most of downward direction as staffing reached 100% of budgeted levels and as Sound Transit increased security presence in key location. Third quarter spikes in property crime have historically been correlated to the increase in summer time ridership and the start of school.

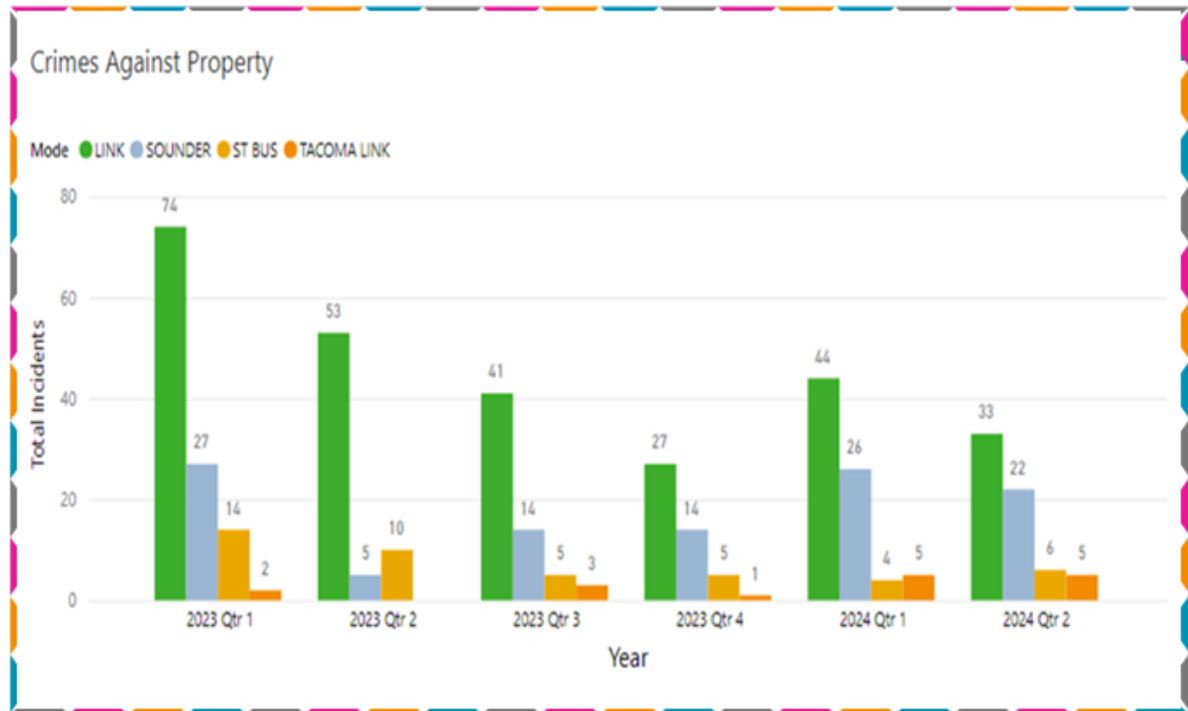


Figure 22. Crimes against Property Q1 2023 through Q2 2024

UNLAWFUL TRANSIT CONDUCT

Unlawful Transit Conduct is a broad category of nuisance and quality of life events that directly impact both passenger and employee perceptions of safety. Unlawful Transit Conduct or UTC encompasses behaviors that other passengers find uncomfortable such as individuals who are experiencing an active mental health crisis, loud or racist behavior, unhygienic conditions, smoking of any kind, open alcohol or drug usage in public, and blocking transit or access to transit. Typically, UTC encompasses those issues that are a low priority for local jurisdictions but are a high priority for Sound Transit.

Unlawful Transit Conduct events, like Crimes Against Property, are one but not the only indication of the presence of effective security and law enforcement presence. However, unlike Crimes Against Property which tend to go down in the presence of Security or Law Enforcement; Unlawful Transit Conduct reports tend to increase in the presence of Security or Law Enforcement. UTC issues are generally not reported to Sound Transit by passengers unless there is someone in the immediate area to report those issue to. Also, by patrolling and being present, Security and Law Enforcement personnel are more likely to witness, intervene, and then report UTC events. Higher ridership and higher presence both have a tendency to increase UTC events – but an increase should not be viewed as a negative. It is an indication that security and law enforcement are proactively engaging in deterring or

stopping those behaviors that impact the perception of safety by other passengers and employees.

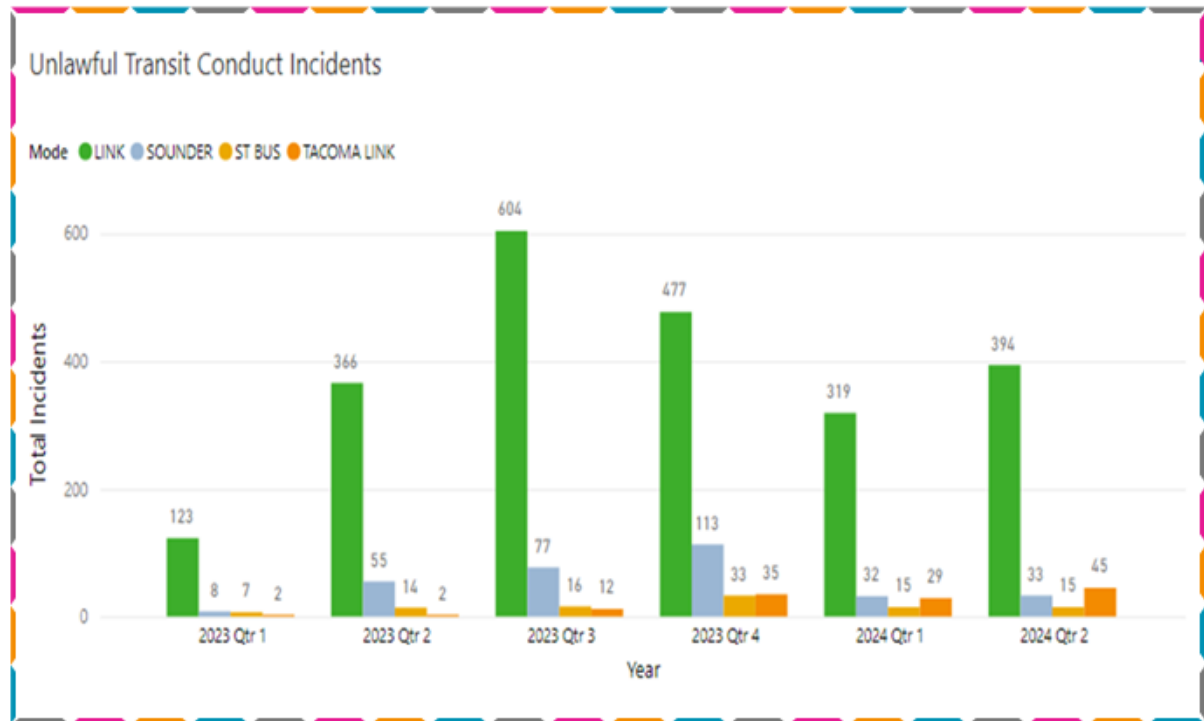


Figure 23. Unlawful Transit Conduct Q1 2023 through Q2 2024

Not all UTC events are crimes, and security and law enforcement are not the only solutions to UTC issues. Sound Transit is continuing our collaboration with the King County Community and Health Service’s Behavioral Health Division to have dedicated outreach and crisis intervention in the Downtown transit corridor. We are also working with the King County Sheriff’s Office to bring online two dedicated mental health professionals as Transit Co-Responders to provide intervention and access to services for those individuals experiencing an active mental health crisis or have other immediate needs in a compassionate manner that still address safety concerns of other passengers.

OUTREACH

In 2024, after a successful 2023 pilot program, Sound Transit partnered with the King County Department of Community and Human Services to gain a better understanding of societal issues and the potential overlap with public transportation.

The Outreach Teams provide services to riders and community members in need within the downtown light rail stations and throughout our system. The services that they provide include crisis de-escalation, crisis prevention, behavioral health outreach, and provide a connection to services.

These teams work with Sound Transit staff and our contractors, which includes station staff, security, operators, and law enforcement with a goal of lessening the involvement of police and security, while connecting the individuals in hope of breaking down barriers and past trauma to connect people to services, which will work to create a safer system.

Below is a table through June of 2024, that details the total number of contacts, the type of outreach services provided, the locations of outreach, identified needs of individuals for services, and demographic information.

	Jan	Feb	Mar	Apr	May	Jun	Total
Outreaches							
Outreach Contacts	861	740	596	636	540	598	3971
Type of Outreach Service Given							
Crisis Response/De-escalations	152	73	35	21	33	19	333
Case Management Referrals	1	0	2	4	0	23	30
Shelter/Housing Referrals	1	2	1	11	5	30	50
Medical Referrals	2	0	2	4	0	1	9
Peer Support	226	275	227	261	363	430	1782
Food/Drink	620	590	426	526	386	445	2993
Harm Reduction Supplies	19	23	8	23	15	8	96
Hygiene Supplies	39	31	35	70	57	41	273
Weather Supplies	242	172	95	116	63	15	703
Wound Care	3	4	3	5	1	5	21
Bus Ticket	0	0	12	21	33	28	94
Police	5	2	0	4	0	2	13
Fire	1	0	2	2	0	1	6
Naloxone Used					0	0	0
Naloxone Given Out					0	2	2
Other Referrals	4	2	5	19	5	46	81
Location of Outreach Contact							
IDS - N Bound	82	64	24	31	30	37	268
IDS - S Bound	29	8	5	4	4	8	58
IDS - N Entrance	7	5	14	53	6	13	98
IDS - S Entrance	20	4	6	15	0	7	52
IDS - Park	128	101	63	47	81	68	488
IDS - Unspecified	14	41	23	26	20	34	158
PSS - N Bound	14	4	3	7	3	2	33
PSS - S Bound	5	2	4	1	3	4	19
PSS - 3rd/Yesler	50	36	36	49	33	48	252
PSS - 3rd/James	26	25	28	32	11	13	135
PSS - 3rd/Cherry	6	10	6	5	3	1	31
PSS - James St	12	13	10	12	18	2	67
PSS - Unspecified	21	32	28	24	35	37	177
USS - N Bound	3	0	6	0	0	0	9
USS - S Bound	0	0	1	0	0	1	2

Location of Outreach Contact	Jan	Feb	Mar	Apr	May	Jun	Total
USS- 3rd/Seneca	31	9	7	3	2	2	54
USS - 3rd/Univ	8	47	25	10	7	4	101
USS - Benaroya	0	0	0	0	0	0	0
USS - Unspecified	5	14	9	10	6	0	44
WLS - N Bound	2	2	9	1	3	6	23
WLS - S Bound	0	0	5	5	2	8	20
WLS - 4th/Pine	194	134	93	107	94	93	715
WLS - Mezzanine	6	2	3	9	7	6	33
WLS - Westlake Center	30	22	41	28	23	61	205
WLS - Nordstrom	31	23	33	18	12	21	138
WLS - Unspecified	10	11	14	61	21	30	147
On Train	65	96	52	33	74	47	367
Other Station	0	0	1	3	4	0	8
Not documented/unknown	1	0	1	0	0	3	5
Identified Needs of Individuals Outreached (for overall trend of services needed)							
Shelter/Housing	81.30%	84.59%	72.65%	77.99%	75.93%	74.75%	80.79%
Mental Health	77.58%	81.89%	66.78%	60.85%	69.81%	57.19%	72.00%
Substance Use Disorder	87.69%	91.89%	77.18%	68.87%	85.19%	76.92%	84.39%
Medical	4.65%	4.86%	5.54%	4.09%	3.70%	3.68%	4.51%
Demographics - Gender							
Male	561	464	387	610	518	576	3116
Female	279	265	186	184	197	203	1314
Transgender	2	0	0	2	6	2	12
Other	1	0	1	1	0	1	4
Unknown	2	0	5	4	8	5	24
Demographics - Race							
American Indian/Alaska Native	72	64	56	60	56	73	381
Asian/Pacific Islander	24	11	18	24	18	12	107
Black/African American	330	319	216	196	153	194	1408
White/Caucasian	316	247	205	234	211	221	1434
Two or More Races	44	21	42	31	42	31	211
Other	55	66	37	44	38	47	287
Unknown	4	1	5	28	14	6	58
Demographics - Ethnicity							
Hispanic/Latino	67	72	41	54	44	61	339
Non-Hispanic/Latino	744	637	448	449	446	485	3209
Unknown	34	20	90	114	42	38	338

Table 4. Outreach contacts January through June 2024

2.3.2 EMERGENCY MANAGEMENT

Emergency management is a vital element in transit agencies, ensuring the safety of passengers, employees, and infrastructure during crises. It encompasses the creation of preparedness plans, response protocols, and recovery strategies for emergencies like natural disasters and human caused threats. By promoting readiness and resilience, transit agencies can reduce service disruptions, safeguard assets, and improve shareholder communication. Moreover, effective emergency management boosts public confidence in the transit system, showing a commitment to community safety and operational continuity. Ultimately, it is essential for addressing immediate risks and supporting long-term sustainability in transit operations.

DRILLS AND EXERCISES

As part of our commitment to ensuring the safety and preparedness of our transit agency, we have developed a comprehensive training and drill program focused on crisis management, incident command, and emergency response.

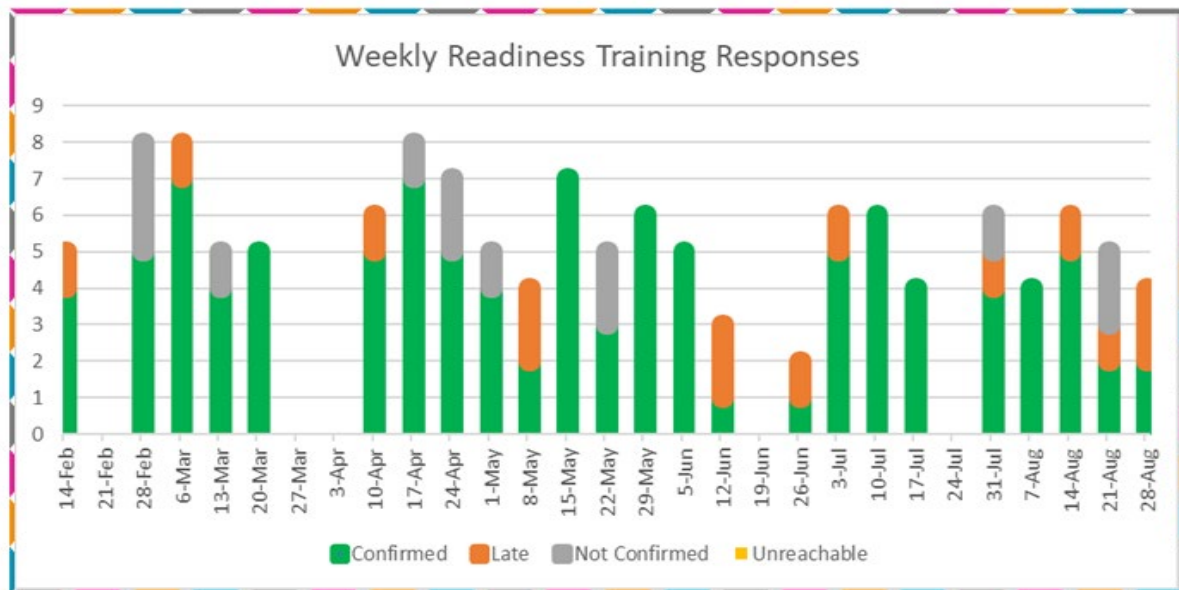


Figure 24. Emergency Management Weekly Readiness Training Responses

Enhancing our preparedness to ensure agency personnel are familiar with our Emergency Operations Plan (EOP), we have been conducting weekly readiness exercises every Wednesday morning. These drills will last approximately 30 minutes and focused on identifying the components of our emergency operations plan, familiarizing personnel with their roles and responsibilities, and enhancing their understanding of standard operating procedures (SOPs), crisis management concepts, and decision-making processes for internal communications and response to service disruptions.

These weekly readiness drills have strengthened our agency's ability to respond effectively and efficiently to any emergency. It has also provided an opportunity for personnel to practice their roles and responsibilities, identify areas for improvement, and ensure that our response plans are up-to-date and effective. Our responses to activations continue to improve with many of the teams advising they feel better prepared to respond to an incident. Emergency Management continues to work with our agency partners and will expand these training sessions to include other partners and increase the scenario complexity.

