



Public Safety Progress Update

Rider Experience and Operations Committee

4/3/2025

Why we're here

- Respond to Board direction by providing an update on how we are deploying Public Safety investments to benefit passengers and workers.
- Provide an overview of how we're using new metrics to track safety-related trends and improvements in 2024.
- Update only, no Board action requested.



Recent investments and improvements

Recent public safety investments

When the Board passed the 2024 Agency Safety Plan, they requested more information about assaults on passengers and workers

- In 2022, the Board authorized Sound Transit's Fare Ambassador program.
- In 2023, the Board authorized three additional Security contracts.
- The 2024 budget provided authority to stand up the Field Activity Specialist Team.
- Ongoing budget authorization supports a variety of law enforcement and field teams to support and enhance public safety.

How we deploy public safety resources

King County Sheriff

Foot, bike, K9 patrol; uniform and plain clothes

Increased staffing by 54% year-over-year to 68 dedicated police officers; 75% of target

Security

Provide 24/7 security service across the system

Four of four approved contracts now in place; ongoing efforts to increase officer availability

Fare Ambassadors

Spot-check fare compliance

Increased from 27 to 51 for more presence in the system

Station Agents

Passenger service support at specific Sounder & Link stations

Staffing levels remain constant at 14

Field Activity Specialist
Team

Patrol the system to respond to and identify safety and security issues

Approaching authorized levels

Staff Ambassadors

Temporary, additional passenger support as needed

Initial trends, risks and opportunities

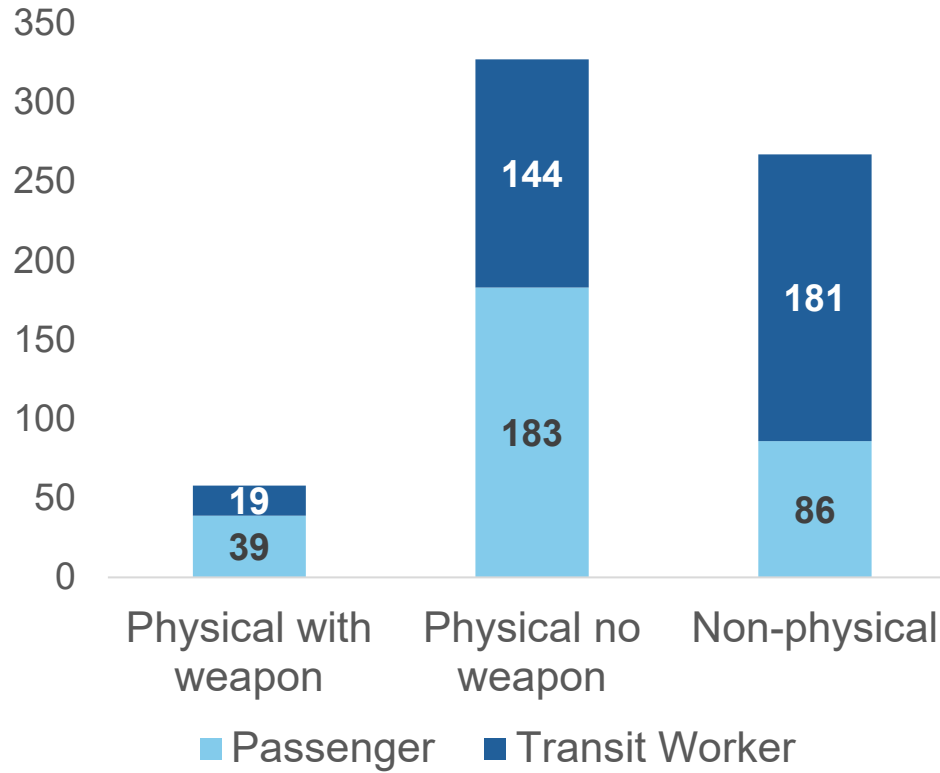
New definitions: 2024 assault classifications*

- 1 Physical:** When an individual without lawful authority or permission makes physical contact or by use of any object, or projectile, to endanger the safety of another individual
- 2 Physical with weapon:** Includes physical assault involving any object that may be utilized as a weapon
- 3 Non-physical:** Includes verbal threats, harassment, or intimidation; may occur with a weapon

****Changes to Federal Regulatory reporting guidelines impact our ability to provide year over year comparisons until 2026.***

****Comparable assault data (3-year trends) will be available in 2026.***

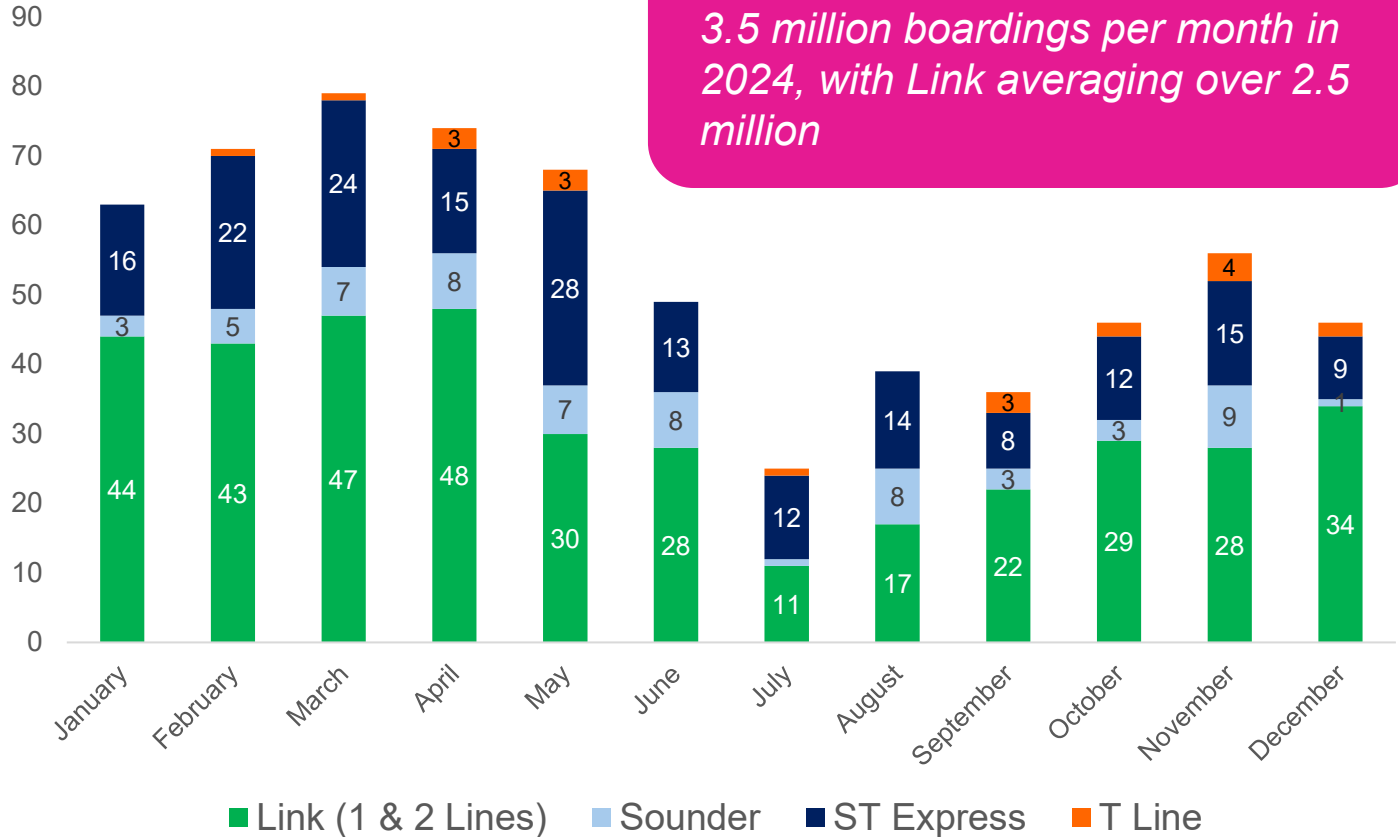
2024 Assault types – all modes



Comparable assault data (3-year trends) will be available in 2026.

Assault data by mode

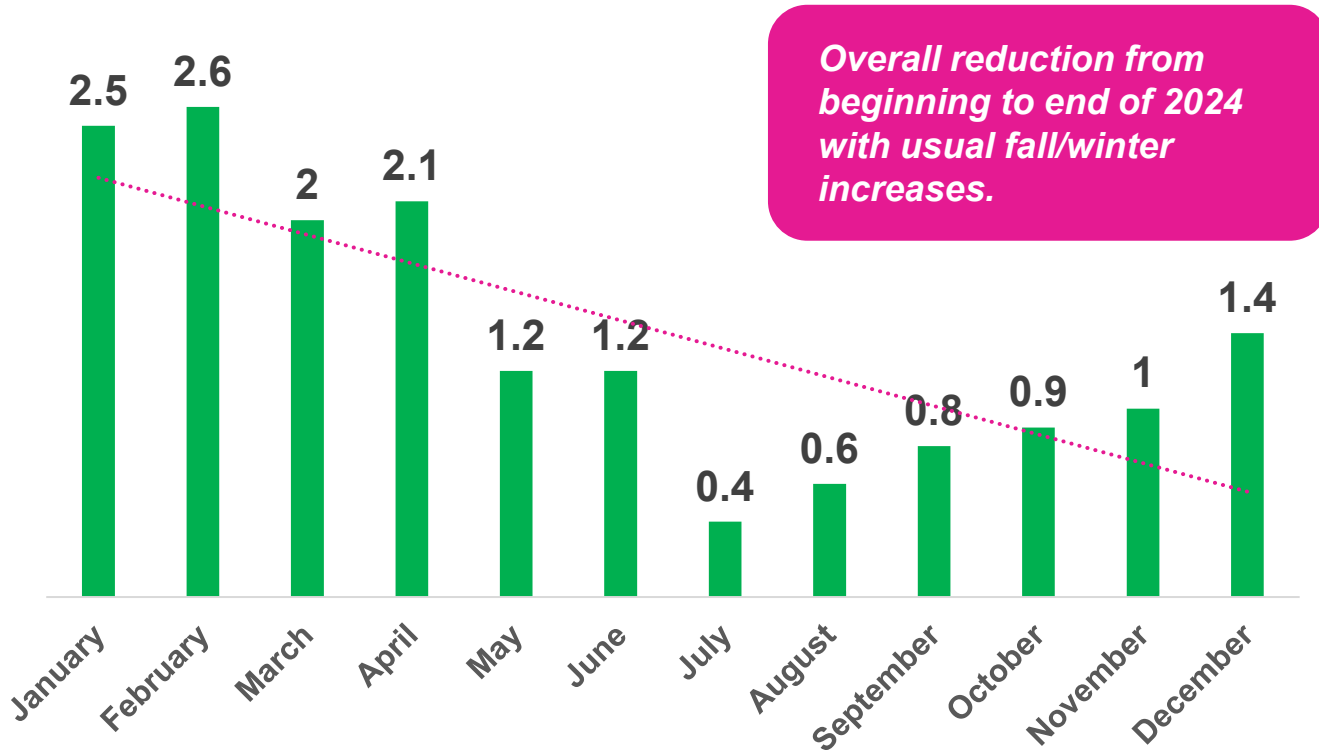
- Overall decreasing trend in assault incidents.
- Seasonal increase in fall/winter aligns with past years.



The system averaged more than 3.5 million boardings per month in 2024, with Link averaging over 2.5 million

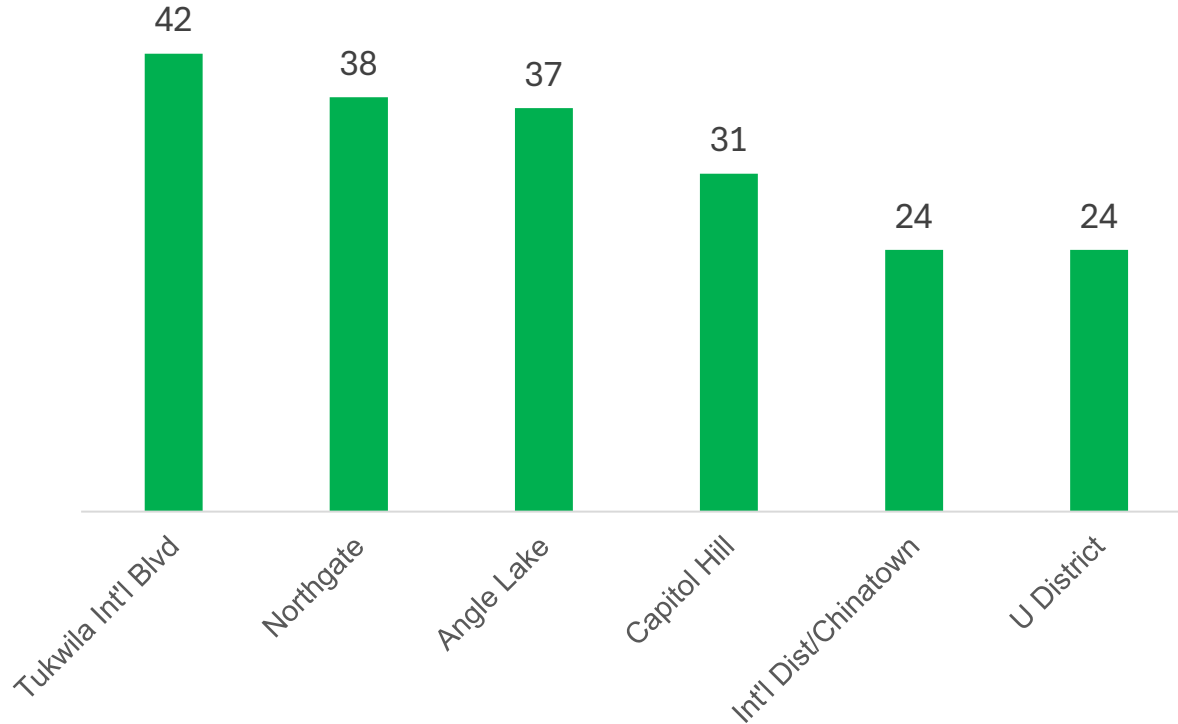
Comparable assault data (3-year trends) will be available in 2026.

2024 assaults per 100k Link passengers



Comparable assault data (3-year trends) will be available in 2026.

Top six locations for assault incidents (for Link)



Comparable assault data (3-year trends) will be available in 2026.

Actions we are taking to keep passengers and workers safe

- Actively participating in regional Safety Task Force.
- Monthly review of incident data, including video analytics, to identify “hot spots.”
- Shift field security staff based on data in real time.
- De-escalation and Safety Awareness Training for field staff to support people in crisis.
- Behavioral health partnership with King County focused on downtown Seattle stations.
- Station activation initiatives underway.



Next steps

- Monitor data trends and establish peer comparisons using new FTA definitions.
- Continue hiring and onboarding efforts for key safety and security personnel.
- Provide transparency and updates to the Board through regular reporting and the Annual Safety Report.

Thank you.



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