

Emergency Management

Update to Community Oversight Panel

08/12/2026



Why we are here

This briefing will cover:

- Overview of the Emergency Management program
- Sample of recent successes
- Update on audit work completed and underway
- Next steps

Key takeaways

- The agency made enhancements in the Emergency Management program.
- Changes supported a very successful event on the global stage.
- Lessons learned are implemented continuously.

Overview of Sound Transit's Emergency Management Program

What is Emergency Management?

The Emergency Management Program sets the framework, policies, and procedures for:

Incident Response

How we mobilize to address events that happen in our system

Disaster Preparedness

How we coordinate response with the jurisdictions in which we operate.

Employee Readiness

How we support employee preparedness for incident and disaster response

Emergency Management evolution

Q1 2025

Emergency Management becomes a stand-alone team within Safety & hired Director of Emergency Management

Q2 2025

Completed Emergency Management assessments



Club World Cup

Lessons learned from FIFA Club World Cup captured and implemented

Q3 2025

Emergency Management team is fully staffed

Q1&2 2026

Implemented program improvements for FIFA preparedness



World Cup

Lessons learned implemented continuously during FIFA

Q3&4 2026

Continue executing lessons learned from FIFA

FIFA: Passenger experience

Resoundingly positive feedback



emilyerock You guys did a great job!! I was impressed with all the added infrastructure/support and signage



1d 1 like Reply



dan_guerreroa Attended the match last Monday, all the team did an excellent job! Moving around was easy and fast. Congratulations!



1d 1 like Reply

USA vs Belgium from Marymoor Village was incredibly smooth. I couldn't believe how easy it was. I convinced my wife moving forward we will only go on this to Mariners games.



I wanted to give a late shout-out to ST for providing a relatively organized boarding process during the World Cup.

Given how many people had to board at that time, I felt that they did a phenomenal job of keeping things smooth and orderly. I know that this was probably not easy to plan.

So yeah, thanks!



“There were few complaints about transit, security, or the matches themselves” King-5



Safety with record ridership

Sound Transit broke new Link records (again and again)
with **zero** major security incidents



7 million(!) boardings during the tournament – 1.5x our usual



King Street Station

Seattle Stadium

Game Day Accessible Path

Sounder Elevator

SOUNDTRANSIT

Thank You

Paco, Cheers, Bedankt, Merci, Danke, and let's thank the people of Seattle.

RALEIGH 29

USA

UNITED STATES

Incident Response

How we track potential emergencies

Link Control Center (LCC)

Centralized location for **daily transit operations**

Emergency Operations Center (EOC)

Physical location **mobilized for a specific event** to quickly coordinate information and resources



FIFA: Incident response planning

Key changes implemented before and during FIFA

- Activating the **Emergency Operations Center**
- Directing passengers to **preferred station locations** with **line queuing**
- Increasing **staff deployment**: security staff, staff ambassadors, and passenger support staff



Incident response in action

Incident: copper wire theft, morning of the Seahawks Superbowl Parade

Response: alert system functioned as intended, Link Control Center response resulted in minimal service disruption



03:12AM signal system alert,
determined to be copper theft

03:30AM repair crew on site

04:05AM bus bridge requested
to meet start of service

06:30AM Incident resolved with
full repairs

Disaster Preparedness

Full-scale exercises

Simulated events prepare staff to respond to different scenarios

- Downtown Redmond, March 2025
- Tacoma Link, September 2025
- Federal Way Downtown, October 2025
- FIFA MWC Emergency Operations Center, April 2026



Disaster preparedness

Sound Transit served as one of many agencies in the City of Seattle's Unified Command Post

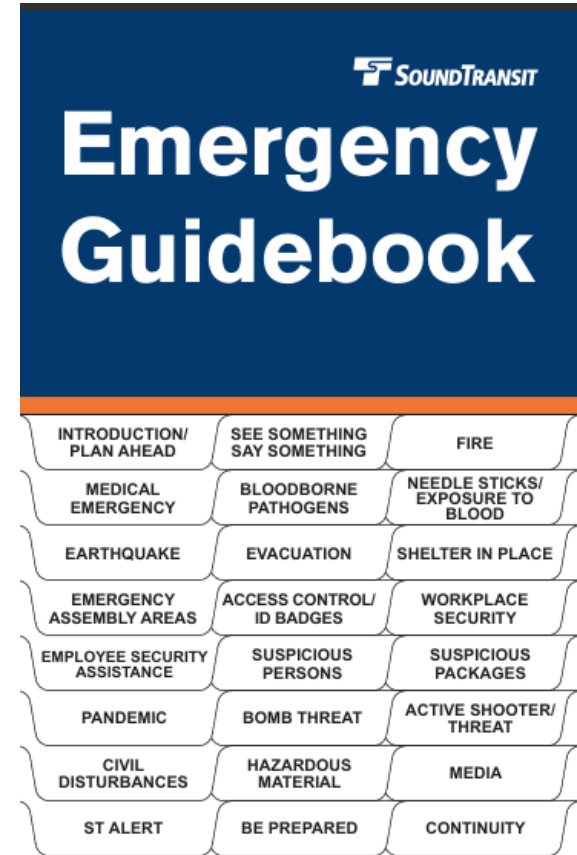


Employee Readiness

Employee readiness

Recent updates to core Employee Emergency Preparedness programs:

- Printed Emergency Guidebooks
- Employee Emergency Preparedness intranet page
- Enhanced Floor Captain Program
- Employee Safety and Wellness fairs



What's Next

Emergency Management audits

2025 Emergency Management audit findings are closed.

Finding	Status	Resolution
Sound Transit lacks a formal Agency Continuity Plan that outlines the continuation of essential services in the event of a significant operational disruption.	Closed	Sound Transit Agency Continuity Plan published January 2026
Emergency Exercise Program Procedure (EM08) contains incorrect regulatory references and administrative errors.	Closed	EM08 re-issued with corrected references and administrative errors

*Disaster Preparedness is a subset of Emergency Management.
Its focused audit will be complete this fall.*

Next steps: continued improvements

- Disaster Preparedness audit results
- Passenger experience improvements from FIFA
- Operations & Maintenance Facility and Sounder full-scale exercises
- Employee individual preparedness kits

Thank you.



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