

Safety Annual Report

2025

Safety Division



Executive Summary

Dear Board Members,

The 2024 Safety Annual Report highlights the achievements and challenges of Sound Transit's Safety Division.

This report outlines the Safety Data Program, Public Safety, Emergency Management, Transportation Safety and Security, Investigations and Assessments, At-Grade Crossing Program, and Construction and Employee Safety, which form the 2024 Safety Department based on the pre-Project MOST structure.

This department's goals aligned with Sound Transit's mission of connecting people to more places so we can improve lives and create equitable opportunities for all. The department's initiatives and programs embody Sound Transit's values of Collaboration, Passenger Focus, Inclusion & Respect, Integrity, Quality, and Safety.

The following highlights the 2024 Safety programs and initiatives that resulted in safer work environments for employees and contractors and safer trips for passengers.

Construction and Employee Safety implemented targeted corrective measures to reduce employee injury rates, resulting in decreases in Sound Transit's 2024 injury rates and types:

- 19% decrease in total injuries (recordable and non-recordable).
- 18% decrease in total recordable injury types (TRIR).
- 25% reduction in the most severe injury types of recordable injuries.

Transportation Safety and Security and **Investigations and Regulatory Assessments** collaborated with others to mitigate the sharp spike in Emergency Door Evacuations, resulting in an 83% decrease of this type of Safety Event. This effort reduced Sound Transit's risk of passengers exiting the train into the right-of-way or vehicular traffic and getting hit and injured.

Emergency Management, in 2024, delivered 11 total drills and exercises with external partners, including exercises dedicated to Lynnwood and Bellevue, the new Link service jurisdictions, to onboard their emergency management systems to the new Link Lines.

Lynnwood and Bellevue Link Emergency Management –

- Included city and county fire and law enforcement, state law enforcement, local emergency management, and Washington State Department of Transportation (WSDOT).
- Resulted in these new Link jurisdictions' increased knowledge, skills, and ability to effectively respond to an incident on the transit system.

Lastly, the 2024 Safety Annual Report demonstrates Sound Transit's dedication to creating a safer environment for all passengers, employees, and contractors. The Safety Department's accomplishments and proactive approach to challenges demonstrate the agency's core values and its mission to connect people to more places and to create equitable opportunities for all.

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1 Construction & Employee Health and Safety

Construction & Employee Health and Safety consists of two teams: Construction Safety and Employee Health and Safety. Construction Safety are Sound Transit employees focused on safety oversight for Sound Transit capital projects. Employee Health and Safety includes occupational health and safety specialists, plus industrial hygienists focused on Sound Transit employee occupational health and safety programs.

1.1 Employee Health and Safety

Reducing Recordable Injuries

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 injuries from escalating into more serious incidents.

Figure 1 shows the total number of reported and recordable injuries with a year-over-year comparison for 2023 and 2024. The data illustrates that employees feel comfortable reporting minor injuries, contributing to overall safety improvements.

During 2024, Sound Transit saw a decrease in total injuries, both reportable and non-reportable, with 51 total reported injuries. Of those 51 reported injuries, 13 were reportable, while 38 were non-reportable. In 2023, total injuries reported were 63, with 13 reportable and 50 non-reportable. The total for 2024 decreased by 12 from 2023. Safety Management System (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. The Employee Health and Safety team used 2023 and 2024 injury trend data to address those trends.

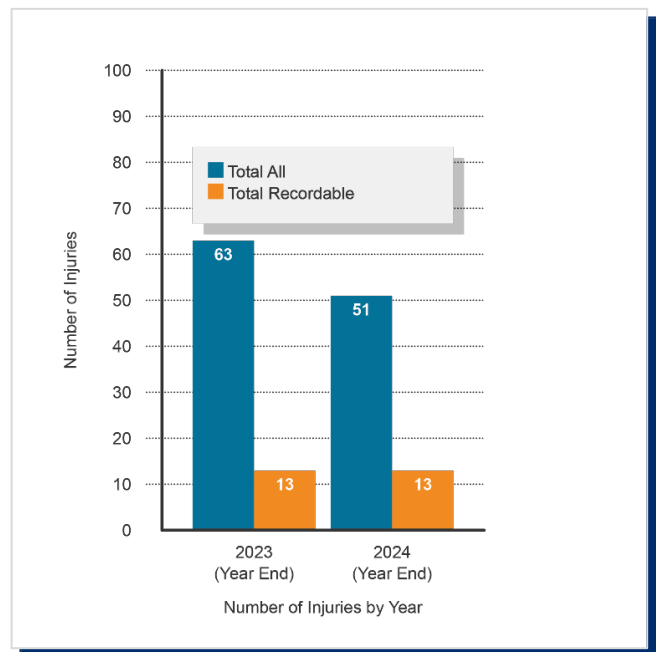


Figure 1: Number of injuries by year

Fare Ambassador Collaboration

The Fare Ambassador team continued increasing their staffing numbers in 2024. Because of this team's scope of work and public-facing role, they are at a higher risk for injury or incident. Most of the Fare Ambassador team injuries in 2024 came from slips, trips, and falls or unsafe acts by the public. Unsafe acts by the public include aggressive behavior, pushing, shoving, and hitting. To address the negative trend, the Employee Health and Safety team partnered with Sound Transit Security staff to provide employees involved in such incidents with security subject matter expertise and guidance on being more aware of the public, de-escalating, disengaging, and recognizing cues for aggressive behavior. This individual coaching is in addition to de-escalation training that all front-line staff receive.

Ergonomic Program Enhancements

Employee Health and Safety (EHS) focused on program enhancements in 2024. One program that received a complete overhaul was the ergonomics program. In 2024, EHS launched ErgoIQ, a user-friendly ergonomic self-assessment tool designed to help employees assess and optimize their workstations for better ergonomics. The program encouraged employees to take proactive steps in adjusting their work environments. By optimizing workstations and promoting proper posture, the ergonomics program helped reduce the risk of musculoskeletal disorders (MSDs), a common cause of discomfort and injury in the workplace. The overhaul fostered a culture of safety and well-being, which contributed to a positive workplace environment and strengthened the organization's commitment to employee health.

In response to concerns regarding workplace noise, EHS implemented an updated Hearing Loss Prevention Program designed to mitigate noise-induced hearing damage among employees. The team thoroughly researched new hearing protection options and procured modern hearing protective equipment for employees. Additionally, EHS provided comprehensive training to agency staff on the proper use of hearing protection and the potential hazards of noise exposure. Field visits were conducted to take noise measurements, and EHS collaborated with affected teams to ensure they continued to have the necessary equipment and ongoing education to maintain safety in the field.

T Line Electrical Safety Program

In response to the increased maintenance needs of the Tacoma Link Extension, which significantly expanded the T Line operation spatial scope and staffing levels, the EHS team conducted a comprehensive overhaul of the electrical safety program, focused on high-voltage safety. This update addressed the increased risks associated with the expanded overhead catenary system and the additional traction power substations, which require maintenance. EHS worked closely with T Line operational and management staff, which led to updates in operation-specific Standard Operating Procedures (SOPs) and Safety Management Plans. The update included training for all affected staff on the changes to the electrical safety program, ensuring they were fully informed and equipped to manage the increased risks associated with the expanded operation.

Mitigating Leading Causes of Recordable Injuries

Figure 2 illustrates the TRIR (Total Recordable Incident Rate) and DART (Days Away, Restricted or Transferred) for 2023 and 2024. Only recordable cases are counted in the rate. The rate shows the number of recordable injuries per 200,000 labor hours worked.

The 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 2024, our data revealed that the leading contributors to injury rates were slips/trips/falls and Musculoskeletal Injuries. In response, Sound Transit EHS will strategically focus on these critical areas throughout 2025. The EHS team prioritized daily safety messaging around injury trends and engaged in over 40 safety meetings with high-risk groups, emphasizing corrective actions to mitigate such injuries.

In addition to working with the higher risk groups, EHS will continue promoting ErgoIQ, an online ergonomic assessment tool agency employees can utilize to conduct an office ergonomic assessment for their workspace, regardless of whether they are working remotely or in the Sound Transit offices.

Moreover, every incident undergoes a thorough investigation to pinpoint root causes, allowing staff to implement targeted corrective measures for each incident. As a result of these initiatives, Sound Transit has seen a reduction in injuries. The TRIR improved from 1.28 in 2023 to 1.05 in 2024, reflecting an 18% decrease in all recordable injury types. More impressively, the DART rate—representing more severe injuries—dropped from 1.08 in 2023 to 0.81 in 2024, marking a 25% reduction.

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

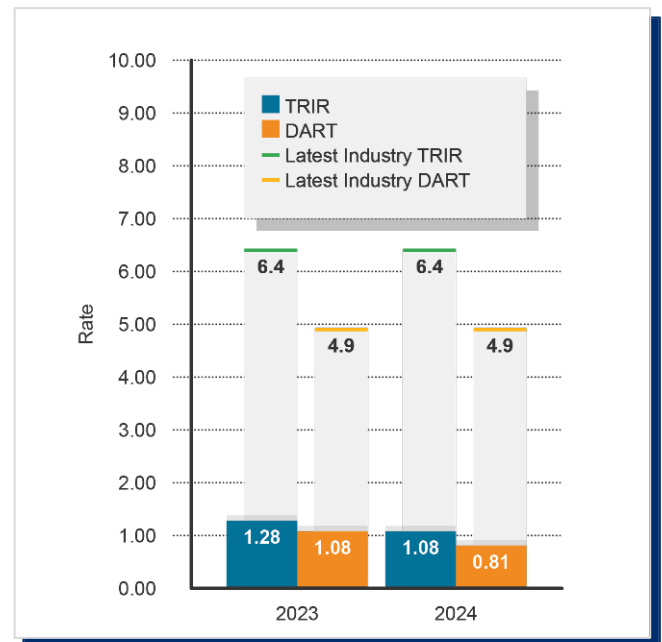


Figure 2: TRIR and DART by Year

Employee Safety Reporting Tool

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. 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 in resolving most concerns promptly and providing regular updates on those needing longer-term action.

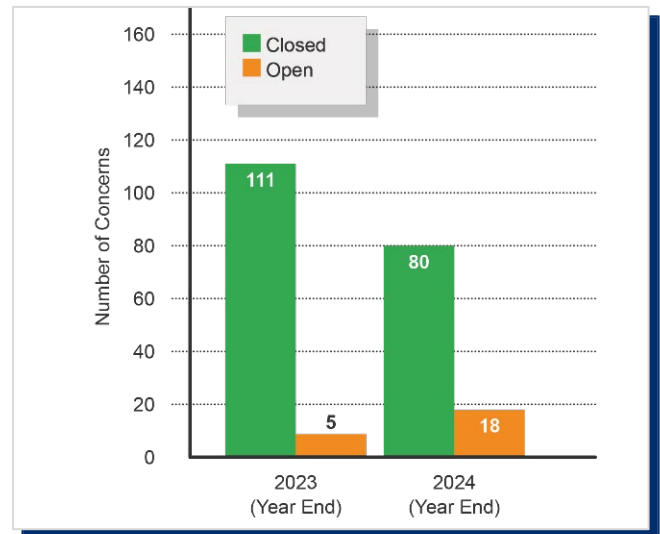


Figure 3: TRIR and DART by Year

In 2024, 98 concerns were submitted to the employee safety reporting tool, with 80 successfully addressed. The remaining items required longer-term corrective actions, which we track until resolution. Employees will receive updates on the open employee safety reporting tool concerns every 30 days until resolution.

Employee Safety Training

Employee safety training remained a focus area in 2024. A new process for assigning safety training to new employees began in February 2024, and the Job Safety Training Assessment 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 but gives managers the flexibility to make changes for individual employees based on specific job duties.

Safety Training Profiles also detail which Personal Protective Equipment (PPE) is issued to each employee to increase transparency and ensure equitable distribution.

The new process saves time for every manager of a new, transferred, or promoted employee and resulted in considerable time savings when many employees had title or reporting changes due to agency reorganization.


Safety Training updated the New Employee Safety Training ("NEST") in 2024, and the updated version was assigned to all new employees beginning in 2025. The new training consists of two interactive eLearning modules covering topics including an overview of the agency's safety and health programs, hazard recognition and identification, how to report unsafe conditions or practices, employee responsibilities for safety under Safety Management Systems, safety in office and other environments in

the ST system, and use and care of PPE.

We will update the SMS training module in 2025 and assign it to all agency staff. This training module provides an overview of the components of SMS, like safety policy, safety risk management, safety assurance, and safety promotion. Safety reporting for certain items increased in 2023 after SMS training was initially assigned. Regular refresher training for all staff will enhance our safety culture. Specifically, the use of the employee safety reporting tool and minor employee injury events like a bruised elbow due to bumping a hard surface. A sign of a strong safety culture is when minor event reports increase without fear of punishment.

1.2 Construction Safety

Construction Safety reporting covers contractor safety for Sound Transit capital projects. This data is regularly reported by the Capital Delivery department. The following table is a summary of all capital delivery project goal attainment for 2024. Use the key for **Table 1**.

<div><p>SOUNDTRANSIT</p><p>Construction Safety Update December 2024</p></div>	East Link Extension Jan 2024 – Dec 2024	Lynnwood Link Extension Jan 2024 – Dec 2024	L230 130 th Infill Station Finishes Jan 2024 – Dec 2024	Federal Way Link Extension Jan 2024 – Dec 2024	Downtown Redmond Link Extension Jan 2024 – Dec 2024	N830-E750 Systems Jan 2024 – Dec 2024	S300018 Sounder Station Access Improvements (Summer) Jan 2024 – Dec 2024	S300040 Sounder Stations Access Improvements (Auburn) Jan 2024 – Dec 2024	S300035 Sounder Station Access Improvements (Kent) Jan 2024 – Dec 2024	Total Capital Projects Jan 2024 – Dec 2024
Recordable Injury Rate (12-mo Total)	0.32	0.49	4.49	0.64	2.86	0.00	0.00	0.00	0.00	1.05
	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔
ST Program Target Goal RIR	1.15									
RIR National Average	2.30									
RIR Washington State Average	4.40									

Lost Time Injury Rate (12-mo Total)	0.32	0.00	2.24	0.21	0.41	0.00	0.00	0.00	0.00	0.30
	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔
ST Program Target Goal LTIR	0.50									
LTIR National Average	1.00									
LTIR Washington State Average	1.70									

First Aid Only Cases (12 mo)	23	4	2	25	12	5	2	1	1	75
Reported Near Miss Incidents (12 mo)	10	8	4	10	12	1	3	0	0	48
Reported Labor Hours (12 mo)	624,285	410,156	89,121	940,449	490,232	85,466	24,398	2,560	4,960	2,671,627

Table 1: Construction Safety Update

See following legend.

	Favorable Trend	Level Trend	Unfavorable Trend
Meets or Exceeds - ST Target Program Goal	↑	↔	↓
Not Meeting - ST Target Program Goal but < Nat'l Average	↑	↔	↓
Exceeding - ST Target Program Goal and Nat'l Average	↑	↔	↓

- 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 2024. The projects with injury performance above goal are L230 which is the 130th Street infill station on the 1 Line and the 2 Line Redmond Link extension.

The L230 project for the 130th Street infill station shows a RIR of 4.49 on a goal of 1.15. This project started construction in late 2023, resulting in low total labor hours for the year. From the start of construction through December 2024, the L230 project incurred two reportable injury incidents, which happened early in construction and resulted in a RIR 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 toward our goal.

The 2 Line Redmond Link extension adds two new light rail stations in southeast Redmond, serving Marymoor Village near Marymoor Park and the downtown residential and retail core. The Redmond project RIR of 2.86 is above Sound Transit's goal of 1.15 and the recordable national average of 2.30. While the recordable rate is above the goal, the LTIR is 0.41 which is below the 0.50 goal. This figure 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.

The Lynnwood Link Extension celebrated its grand opening on Aug. 30, 2024. The Lynnwood Link Extension consisted of multiple construction contracts (L200, L300, L800), all of which closed out with OSHA RIR and LTIR below the project goal(s) of RIR = 1.20, LTIR = 0.50 (L200 RIR = 0.86, LTIR = 0.00, L300 RIR = 0.00, LTIR = 0.00, and L800 RIR = 0.00, LTIR = 0.00). Collectively, for 2024, the Lynnwood Link Extension reported RIR = 0.49 and LTIR = 0.00. Transportation Safety and Security.

2 Transportation Safety and Security

Transportation Safety and Security (TSS) leads and oversees the activities to achieve Sound Transit's safety and security goals and to meet all regulatory safety and security requirements. The TSS business unit provides expertise to effectively identify and manage safety and security risks throughout the hazard lifecycle as they affect our assets, employees, contractors, and customers. This business unit includes the TSS Modal Operations and Certification, Investigations and Assessments, and Safety Business Processes and Projects. In 2024, these three teams worked to identify hazards in the operating system, facilities, and stations.

The Modal Operations and Certifications teams manage and complete safety and security certification of system expansion projects across all modes, including rolling stock, new rail extensions, parking garages, and facility improvement 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 work with the Safety Business Processes and Projects on monthly and annual reporting to the Federal Transit Administration (FTA), Federal Railroad Administration (FRA), and WSDOT to expand Sound Transit's SMS and manage key performance indicators.

2.1 TSS Modal Operations and Certification

The Modal Operations and Certification teams collect and evaluate safety data from multiple sources and through ongoing activities, including quarterly inspections of all facilities and service interfacing with passengers in the operational environment. Data is analyzed and rated using established safety risk management processes and criteria to determine criticality. This work establishes and defines mitigations to address operational and transit infrastructure hazards.

2.1.1 1 Line

The 1 Line previously ran from Northgate to Angle Lake in 2023; the northern extension to Lynnwood opened in September 2024; part of the 2 Line opened in early 2024. FTA reportable Safety Events on the 2 Line continue to be very low through the end of 2024, and there are no discernable trends to note currently. For this report, information only focuses on the original 1 Line.

Safety Events

Safety events are safety and security incidents that meet the criteria for reporting to the National Transit Database (NTD). The TSS Modal Operations and Certification team compiles and analyzes data monthly to identify Safety Events' frequencies or reoccurrences for NTD reporting and developing mitigation strategies.

In 2023, the Link 1 Line Safety Event data showed an increase in NTD reportable Safety Events, and analysis connected the increase to a rise in self-initiated Emergency Door Evacuations.

In 2024, we implemented mitigations, resulting in a reduction of self-initiated Emergency Door Evacuations.

Figure 4 illustrates the 2023 increase and subsequent 2024 decrease in the overall number of 1 Line Safety Events.

Mitigating Self-Initiated Emergency Door Evacuations

Self-Initiated emergency door evacuation events occur when passengers use the emergency door levers to open the light rail vehicle (LRV) doors when the LRV is in motion or stopped at a signal along the alignment. Most of the events seen in the uptick were initiated for other than emergency purposes, resulting in passengers exiting the LRV into the track right-of-way, which is extremely dangerous. Emergency Door Evacuations went up from 19 in 2022 to 48 in 2023. This figure 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 identified an individual responsible for a large volume of the Emergency Door Evacuations. After discussing the dangers and effect 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.

These events continue to stay down through the end of 2024, illustrated in **Figure 5**.

Operational Safety Injury Rate

The Safety Overall Injury rate decreased in 2024 from the 2023 rate. However, in the fall of 2024, although the injury rate was declining, the TSS Modal Operations and Certification team identified an uptick in reports of slips, trips, and falls on platforms and escalators.

Based on this data and analysis, mitigation strategies are in development. These efforts include a partnering opportunity with the University of Washington, led by a Sound Transit cross-functional team,

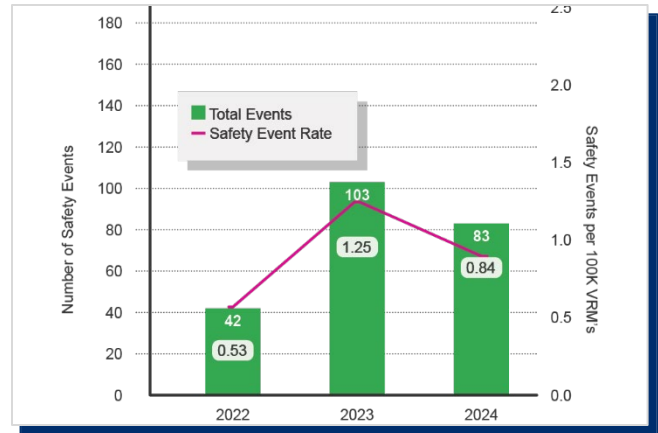


Figure 4: Link 1 Line Safety Events

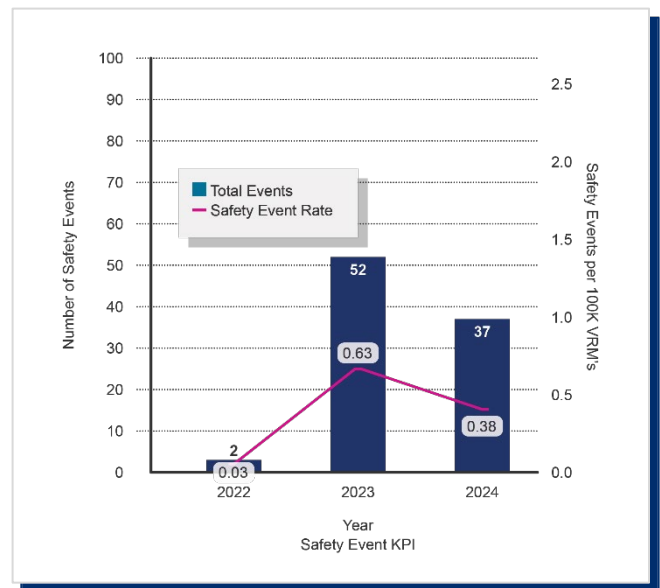


Figure 5: Link 1 Line Evacuations per 100k VRMs

including Safety, Facilities, and Vertical Conveyance, to study walking surfaces at high incident stations to identify mitigations. ST welcomes the expertise of UW researchers to help inform potential changes to the design or the products used for these surfaces to help reverse the trend. This work will begin in Q1 of 2025 and include site visits, data analysis, and research.

Figure 6 illustrates the overall reduction of injury rates from 2023 to 2024.

The Operational Maintenance Facility Central (OMF-C) saw a drop in Safety Events from 2022 to 2023, from 10 Safety Events to 4. From the beginning of 2024 to June 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.

2.1.2 T Line

It was a busy year in Tacoma during 2023. The Tacoma Link Extension opened in the third quarter, adding significant operating distance to the T Line footprint. It runs on a four-mile track and includes 12 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 collisions occurred at low speeds and were side-swipe contact. However, one involved a pedestrian who drove their hoverboard into the side of the LRV. As of the 2024 first half, T Line is on pace to reduce their reportable Safety Events to one emergency door evacuation and three collisions. Public awareness campaigns and improvements to operator situational awareness training have contributed to the drop in collisions.

Figure 7 illustrates the overall decrease in T Line collisions from 2023 to 2024.

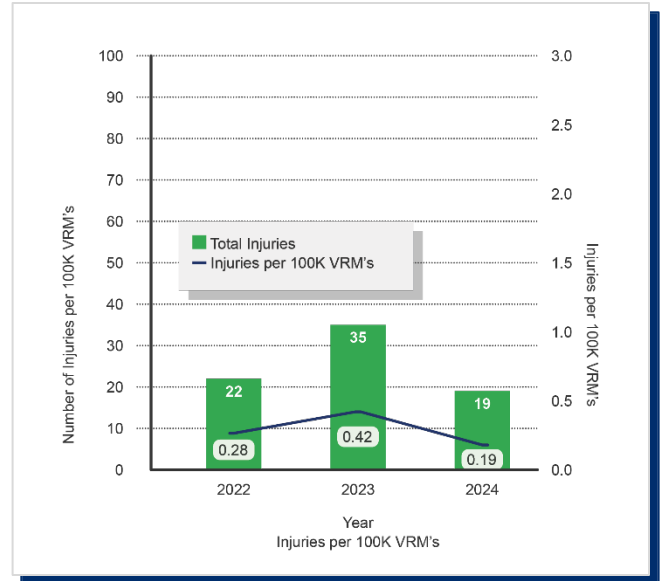


Figure 6: Link 1 Line Injuries per 100k VRMs

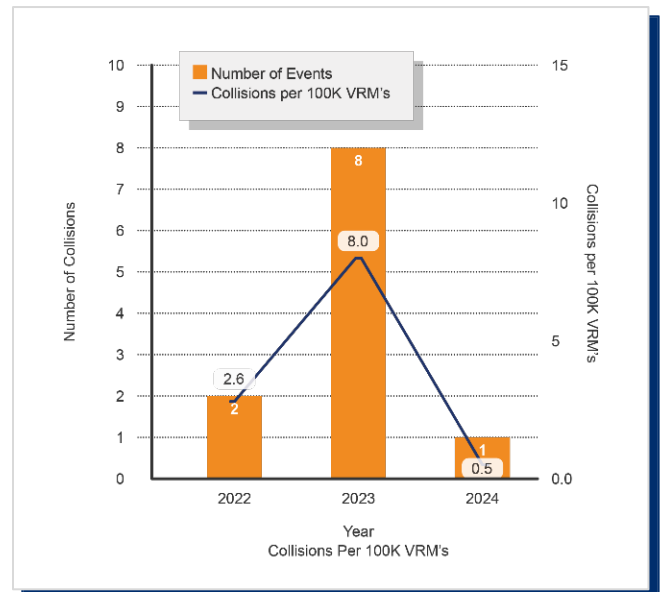


Figure 7: Link T Line Collisions per 100k VRMs

2.1.3 Sound Transit Express

Sound Transit Express buses run on long-range, limited-stop routes to help connect area communities to existing and upcoming light rail service and the new Bus Rapid Transit program.

ST Express Collision Rate

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. After a several months long investigation, operator error was determined the primary factor to this collision, and the root cause was that the operator failed to maintain control of the coach's acceleration. The operator never returned to service and has since left employment at the contract service provider.

Figure 8 illustrates the ST Express collision rates from 2022 through 2024.

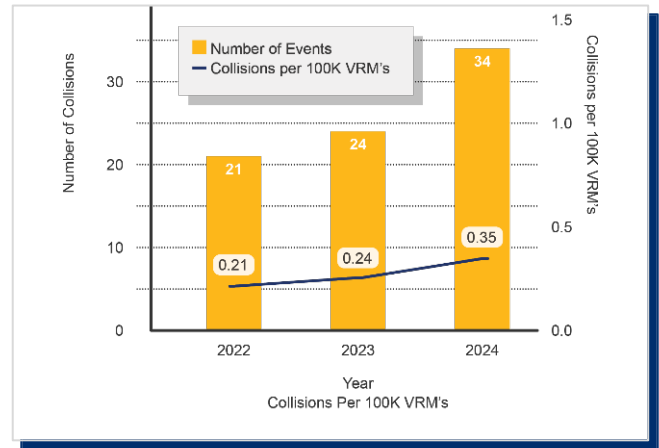


Figure 8: ST Express Collisions per 100k VRMS

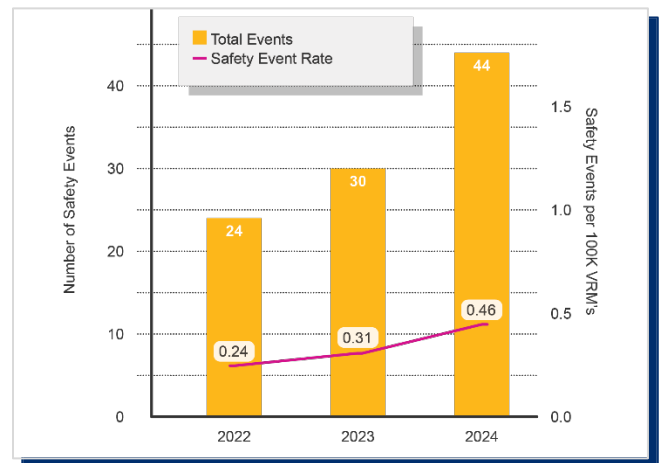


Figure 9: ST Express Safety Events per 100k VRMS

ST Express Overall Safety Event Rate

The Sound Transit Bus Safety team continues to work collaboratively with our three contract service providers, King County Metro, Pierce Transit, and Community Transit, to ensure Safety Event data is continually analyzed and to implement appropriate mitigation measures to limit major preventable accidents.

Figure 9 illustrates the overall ST Express Safety Event rates from 2022-2024.

2.1.4 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, 11 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.

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.

Systemwide, SCR experienced an increase in the Safety Event rate between early 2023 and mid-2024. The most reported Safety Events during this period were incursions (180), assaults against transit workers (40) and riders or pedestrians on Sound Transit property (29) and slips and falls (24).

Additionally, security-related events (particularly at Kent Station) include vehicle and object strike, and improper storage and charging of bicycles and scooters aboard the trains- which also contributed to a small number of Safety Events.

Figure 10 illustrates the increase in the SCR Safety Event rate since 2022.

Additional investments into the quality and coverage of security measures at Kent Station will help combat the challenging security environment in the area. TSS Modal Operations and Certification is working to execute a trespass enforcement agreement with the Kent Police Department, and to engage with local institutions that serve and influence juveniles who often instigate assaults.

Further evaluating the sufficiency of lighting, security patrols, cameras, environmental design, and other security measures could help the agency identify opportunities to improve the Kent Station's security profile. Special attention should be given to measures that reduce the likelihood and severity of assaults, which pose a significant risk to contracted security staff and members of the community.

2.1.5 Sounder Lakewood Subdivision

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

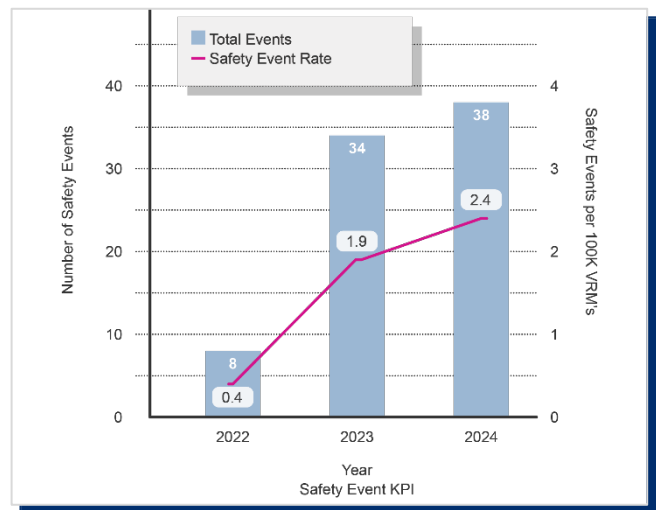


Figure 10: Sounder Safety Events per 100k VRMS

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.

To mitigate these risks, a project was initiated in late 2024 to replace and upgrade the fencing along Sound Transit-owned Lakewood Subdivision right-of-way from Portland Ave E to South M Street in Tacoma, approximately 2.3 miles. Substantial completion for this project is currently forecasted for March 2026.

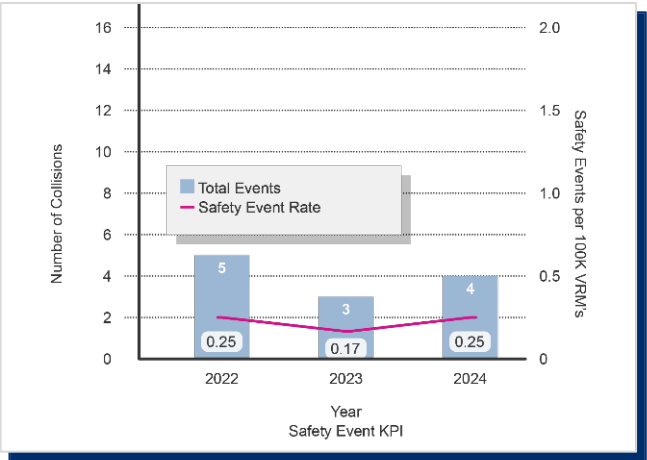


Figure 11: Sounder Collisions per 100k

Figure 11 illustrates Sound Collision Rates from 2022 through 2024.

2.2 Investigations and Regulatory Assessments



Image 1: Lynnwood Station

The Investigations and Regulatory Assessment Team (IRA) is over a year old. This team of three focuses on enhancing the Sound Transit System by conducting thorough, objective investigations with comprehensive research and data gathering to produce an in-depth Root Cause Analysis. This team strives to provide actionable insights that empower decision-makers, promote transparency, and foster positive changes that create sustainable, equitable, and effective transit agencies for our communities.

One goal of these investigations includes probing safety protocols to identify areas for improvement, reduce incidents, and ensure public confidence in the system. Promoting these traits within our investigations promotes safety and reliability. Another goal of the work being completed is to guarantee all investigations are backed by rigorous data, producing clear and accessible reports that encourage accountability and support informed decision-making.

2.2.1 Investigations and Assessment Team Launched

Accomplishments

In 2024, this team saw several accomplishments—from foundational to forward-looking accomplishments. These victories will continue to help improve safety well into the future. With the formation of this team in late 2023, the two investigators completed their PTSCTP certification within their first year, further enhancing their foundational knowledge of the challenges of Safety Event investigations. With their combined investigative experience of nearly 50 years, Safety Event investigation and Safety Event oversight have a new level of insight and professionalism.



Image 2: New Mexico Tech Response to Bombing Incidents Course

One of the goals in 2024 for this team was to enhance the root cause analysis program at Sound Transit. The entire team attended the Advance Root Cause Analysis Class at the University of Washington, covering the Assessment of Root Causes for Investigations and Solutions (ARCIS). The team then made it a goal to implement this new system they learned. This system will provide a comprehensive, structured approach to identify and address the root cause of systemic issues. By focusing on fundamental causes rather than simply treating symptoms, ARCIS provides an effective framework for uncovering underlying problems in complex systems. The IRA Team began to use ARCIS in the middle of 2024. It has catapulted the safety event investigations by not just scratching the surface but taking a deep dive into understanding the true cause of a Safety Event. Late in 2024, the IRA Team began looking into the Bowtie Root Cause Analysis System. This system uses a clear and intuitive diagram that visualizes potential risks, their causes, consequences, and the controls (mitigation measures) in place. The potential new tool will add to the ARCIS method to further grasp the complexities of our system and how various factors are interconnected.

During 2024, the IRA Team attended the New Mexico Tech Response to Bombing Incidents. This program offered by FEMA and the Department of Homeland Security was a robust training that covered the identification of potential Improvised Explosive Devices (IEDs) and response to bombing incidents. After receiving this training, all three team members were certified to teach the class by the Department of Homeland Security. This accomplishment will allow the IRA Team to help educate our staff on the recognition of IEDs and the basics of responding to an incident. This critical education will help the employees of Sound Transit keep our system safe today, during the 2026 FIFA World Cup, and well into the future.

Another noteworthy accomplishment is the IRA's new Unmanned Air System (UAS) Program. One of the investigators on the team has been a certified commercial drone pilot for several years and brought his experience in conducting UAS flights in populated areas such as ours.

The use of the UAS in transit brings many benefits. They can offer improved data collection by capturing high-resolution images and video, providing detailed, real-time data on the transit infrastructure, routes, and surrounding environments. This system can help assess stations, bridges, and guideways faster and provide a record through pictures and video. Real-time analysis is another benefit of using a UAS. The

UAS can also help in several other areas, such as cost-effective surveys of accidents or transit infrastructure, enhanced safety for dangerous inspections, faster inspections while having video as documentation, and monitoring and planning.

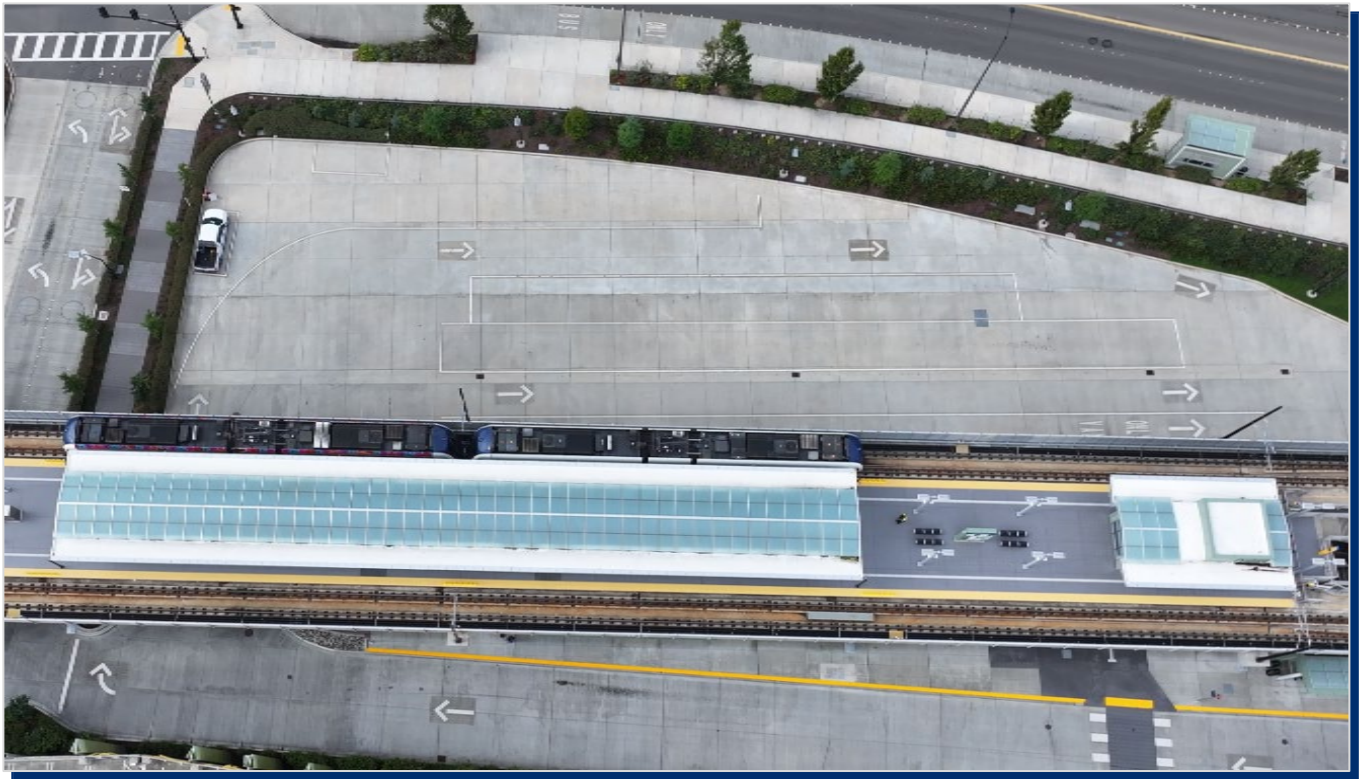


Image 3: South Bellevue Station – Example of UAS Program Imagery

We can use UAS footage throughout ongoing construction projects to monitor progress and update the community with high-resolution photos and videos. Another key benefit is the ability to quickly capture and deliver data during large-scale events within or near the project area, enabling timely and informed decision-making.

Safety Event Investigations

The 1 Line saw a drop in Safety Events, but with the 2 Line being fully operational, there was a rise in the overall Safety Events in 2024. In 2024, the 1 Line observed five fewer Safety Event investigations, while the 2 Line went from two Safety Event investigations in 2023 to eleven in 2024. In 2024, none of the Safety Events for the 2 Line were collisions; only four of the 11 were reportable to the FTA. Overall, the system saw the same number of Safety Event investigations as in 2023. The key figure to these investigations is that in 2023, there were six Corrective Actions for Safety Event

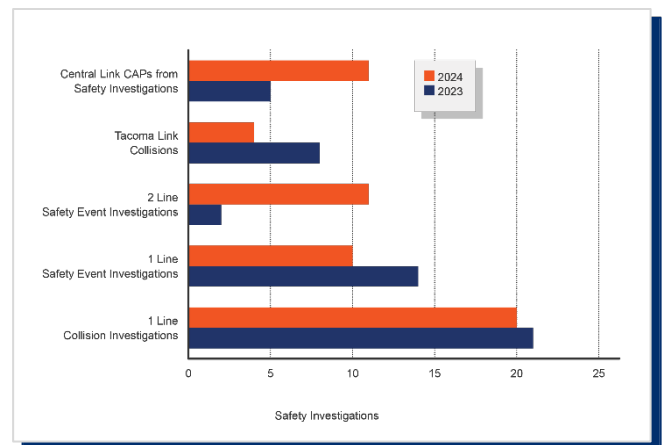


Figure 12: 2023-2024 Number of Safety Event Investigations

investigations; in 2024, 11 corrective actions stemmed from Safety Event investigations.

These corrective actions are essential for improving service quality and safety issues to guarantee the system runs smoothly and safely. This work will enhance safety and compliance by ensuring the system complies with safety standards and regulations, reducing Safety Events, injuries, and potential legal liabilities while improving efficiency.

System Assessments and Special Investigations

Throughout 2024, the IRA Team completed three system-wide assessments.



Image 4: Lynnwood Station

- **The Bus Bridge Assessment** – This assessment provided a system-wide view of how we conduct our Bus Bridges and where to make improvements. Bus Bridges are a temporary solution to replace regular train service during a disruption. The assessment identified gathering points to help avoid overcrowding and reduce risk to our customers. It also named areas to add more security in the event of a Bus Bridge in high-crime areas of the system. This comprehensive assessment gave information to use in the future of the system.
- **The Non-Revenue Vehicle Assessment** – This assessment took a deep dive into the storage of the Sound Transit NRV Fleet and potential storage areas as the fleet grows. The IRA Team looked at potential security improvements to available parking structures throughout the region and future parking structures to provide a detailed report of solutions and ways for the NRV fleet to be stored as they grow.
- **Parking Under the Guideway/Fire and Explosive Assessment** – This assessment brought a broad look into parking vehicles and other storage under the aerial guideway throughout the system. This study also developed data on the hazards surrounding fire and explosives to the system. During this assessment, the IRA Team was able to forge new relationships with Homeland Security (Office of Bombing Prevention), the FBI, and the Cybersecurity and Infrastructure Security Agency. Through these relationships, the IRA expects to receive blast modeling for vital parts of the system, support during the upcoming 2026 FIFA events, and assistance with blast modeling for the proposed Ballard Link Extension, which proposes to tunnel under the City of Seattle Emergency Operation Center.

2.2.2 Looking into 2025

Looking into 2025, the IRA is posed to see some exciting changes. Members of the team have been working closely with the Safety Management Risk Tool (SMRT) Project and assisting with the implementation of the new safety software, slated to go live in 2025. This new system will offer a structured organization to all safety data and provide a searchable database to further enhance the way we use safety data at Sound Transit.

This new system will offer efficiency and accessibility while providing an organized database, allowing for quick retrieval of safety data when needed. This update will reduce the time spent conducting analysis by hand while sifting through historical records. The new system will also offer many other benefits, such as improved accuracy, data analysis and reporting, and scalability as we grow into the future.

Looking into 2025 brings excitement. With the IRA Team having a solid foundation built over the past year, this team is well-positioned to take safety another step further. By leveraging our collective strengths and staying focused on our goals, the IRA Team is confident that they will not only meet the challenges ahead but exceed expectations, ensuring that there is a decisive structure built on collaboration, actionable insights, transparency, and fostering positive changes that create sustainable, equitable, and effective transit agency for our communities.

2.3 TSS Safety Business Processes and Projects

Safety Business Processes and Projects supports Sound Transit's compliance with state and federal requirements through the facilitation of regulatory reporting and the development, implementation, and maintenance of the SMS, 2024 activities included:

- Facilitating the development of Corrective Action Plans resulting from internal Audit Findings and the 2024 WSDOT Triennial Audit.
- Coordinating monthly reporting to the State Safety Oversight Office on the progress to close the Corrective Action Plan following regulatory requirements.
- Assisting in developing the WSDOT Annual Reports for Link Light Rail and Tacoma Link. These reports summarize Regional Transit Authority activity relating to reportable accidents, unacceptable hazardous conditions, and internal safety audits as required by federal and state regulations.
- Meeting administration for several technical safety committees, division team meetings, and the organization of special events like the annual Safety Summit and division-level retreats.

Security and Safety Management System

This team is guiding Sound Transit toward a stronger SMS by identifying gaps and improvement opportunities. SMS is the framework that helps Sound Transit identify, assess, and manage risks.

The Agency Safety Plan (ASP) outlines the four SMS components: safety policy, safety risk management, safety assurance, and safety promotion. It also ensures compliance with federal safety requirements, including safety committees, risk reduction programs, performance targets, de-escalation training, and infectious disease control. The Board of Directors must certify the ASP each year.

2024 Safety Targets	Link 1-2 Line 2024 Performance	ST Express 2024 Performance	Link T Line 2024 Performance
Zero fatalities on light rail and buses	●	●	●
Reduction of number and rate of injuries	●	●	●
Reduction of number and rate of Safety Events	●	●	●
Increase system reliability	●	●	●
Legend: ● Exceeded Target ● Meeting Target			

Table 2: Safety Target Attainment

Sound Transit launched the SMS program with the ASP's first publication in July 2020. Since then, we have worked to establish and document processes around hazard identification, risk assessment, mitigation strategies, safety performance monitoring, data collection, management of change, continuous improvement, safety training, communication, and fostering a positive safety culture. While considerable progress has been made, we are continuing to work on fully implementing SMS as Sound Transit expands service.

In 2024, SMS accomplishments include:

- Drafted procedures for the FTA-mandated Risk-Based Inspection Program, led by WSDOT's State Safety Oversight Agency and in collaboration with stakeholders. These inspections will start in Q1 2025.
- Participated and provided input in federal workshops before the newly published 49 CFR 671 Roadway Worker Protection Program.
- The SMS manager worked with ST's Enterprise Risk Management to identify overlaps between safety risks and broader organizational risks.
- Conducted a review of the 2021 safety risk matrix used in hazard management and created a 2025 plan to update the matrix. This effort will better address risk frequency and severity with our expanding service.
- Set new Safety Performance Targets, including seven additional measurements in the 2024 ASP, with input from the Safety Technical and Employee Committees.
- Developed a performance targeting approach to leverage three years of past data, the annual rate-of-change, and Sound Transit's expanded footprint while accounting for pandemic-related ridership anomalies.
- Enhanced metrics collection to better identify trends for hazard management, enabling TSS to address potential safety issues.
- Established the Management of Change process, which assures Safety involvement in agency projects to mitigate and address existing and new risks. The team published process documents outlining the program in January 2025. They are currently developing data visuals.
- Provided monthly Safety & Security REO reporting to the Board over the last year and a half, with continuous improvement strategies to meet REO and Board data reporting requests and ongoing reporting improvements.
- Created a Safety Audit 101 training focused on safety-specific responsibilities and tasks in internal and external audits.

Lastly, in 2024, a contract was awarded to build a new safety database for simplifying processes and

reducing the number of current tracking systems. Development is underway, with User Acceptance Testing expected in early 2025 and broader use by the end of the year. This new database, the SMRT, will include automation to improve efficiency and flag quality or trending data for review.

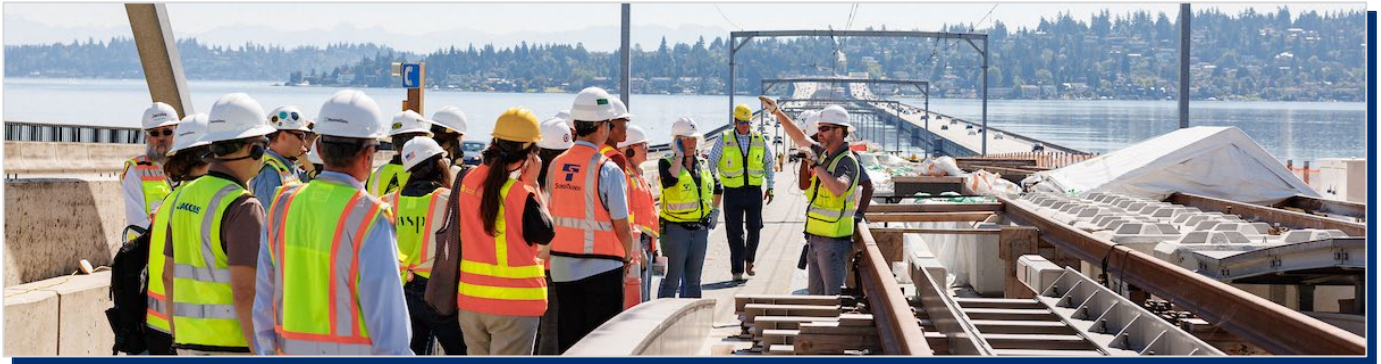


Image 5: East Link Expansion I-90 Bridge

2.3.1 Safety Regulatory Reporting

Federal Transit Administration and Washington State Department of Transportation

Sound Transit must comply with a variety of regulatory bodies. These include the FTA. In 2024, the FTA revised 49 CFR which outlines the requirements to the Public Transportation Agency Safety Plan. The revisions included changes to the reporting definitions of Safety Events and Injuries.

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 because of an event that requires immediate medical attention away from the scene.

In 2025, the Safety Division is anticipating additional reporting requirements as the FTA aligns 49 CFR 673 with CFR 674 - State Safety Oversight. Once the latter is published, changes to Safety reporting requirements will be implemented. State Safety Oversight with WSDOT oversees Link lines 1, 2, and T, where we will see most of the additional reporting.

Federal Rail Administration

Sound Transit SCR complies with FRA regulatory requirements. In 2024, the Sounder Safety Plan (SSP), an FRA required deliverable, was revised including the Fatigue Risk Management Program (FRMP), and essential component of the SSP.

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 provide a safe, secure, comfortable, and resilient environment for our passengers and employees. We do this by 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.

3.1 Crimes, Assaults, and Unlawful Conduct

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 include harassment, robbery, and crimes with sexual motivations such as indecent exposure.

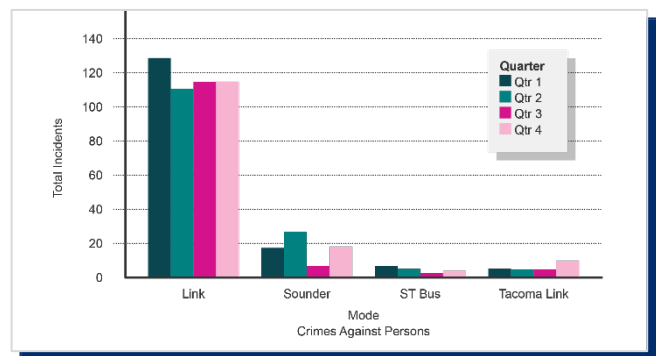


Figure 13: Crimes against Persons Q1 - Q4 2024

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 broadens 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.

Assaults

Assaults on transit workers have steadily increased nationwide 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.

Beginning in April 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. 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. Train operators may request a security escort to traverse a platform.

During the past year, 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 that resulted in many individuals reporting assaults. When reporting options are simple, and the public knows what and how to report events, the number of reports increases.

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, raising people’s opportunity to report incidents and increasing ridership. Notably, the uptick in reported assaults coincides with trends observed throughout the region. While violent crime is reported down (homicide, aggravated assault), reports of simple assault continue to rise, per 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 has adapted our contracted security staff presence based on statistics and at locations with higher passenger assault events reported.

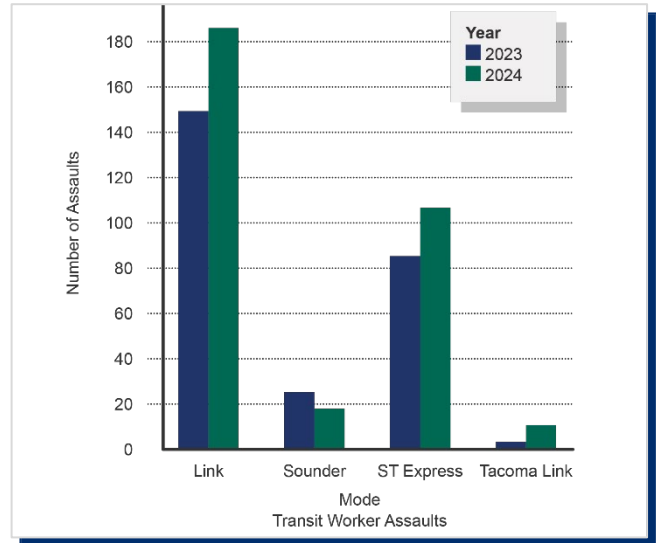


Figure 14: Transit Worker Assaults, regardless of injury

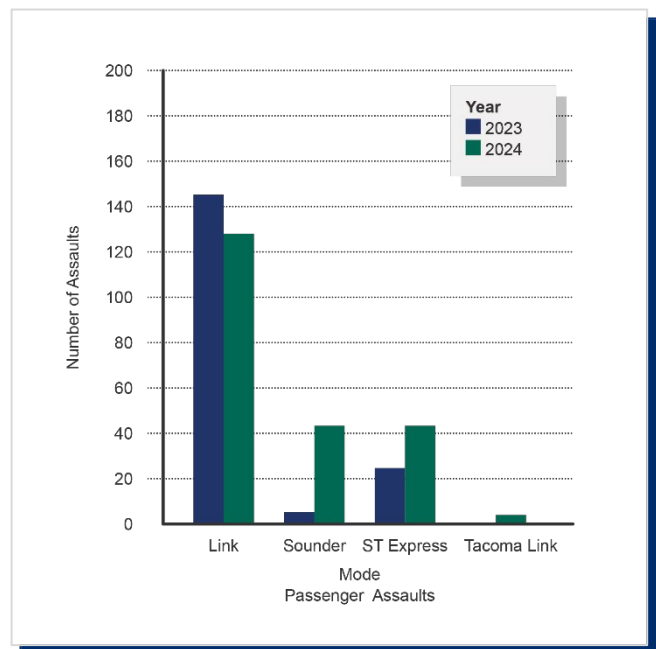


Figure 15: Passenger assaults, regardless of injury or reportability

Crimes Against Property

Crimes against property are primarily driven by incidents of graffiti and vandalism of Sound Transit vehicles and facilities. These numbers also include passenger property, car prowls, and vehicle thefts.

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.

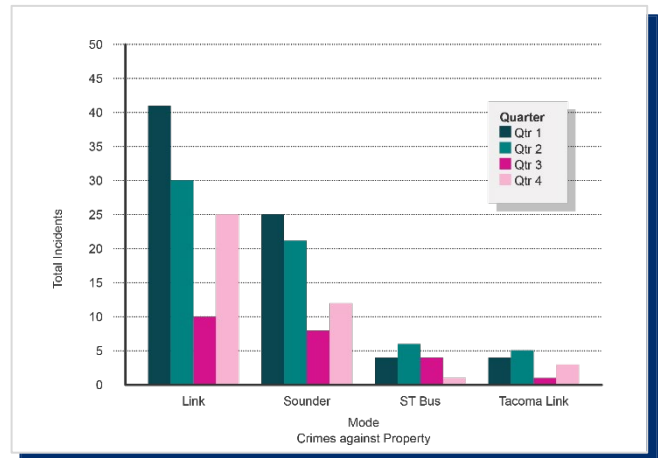


Figure 16: Crimes against Property Q1 - Q4 2024

Unlawful Transit Conduct

Unlawful Transit Conduct is a broad category of nuisance and quality of life events that directly affect 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 ruckus 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.

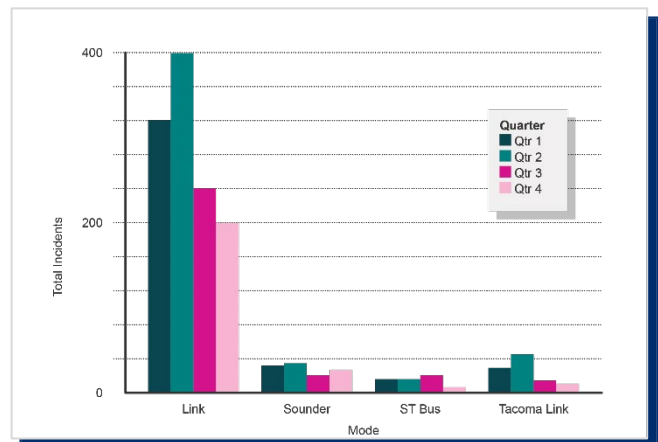


Figure 17: Unlawful Transit Conduct Q1 - Q4 2024

Unlawful Transit Conduct events, like Crimes Against Property, are one but not the only indication 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 someone is in the immediate area to report those issues to. Also, by patrolling and being present, Security and Law Enforcement personnel are more likely to witness, intervene, and report UTC events. Higher ridership and higher presence both tend to increase UTC events – but an increase should not be viewed as a negative. It indicates that security and law enforcement are proactively deterring or stopping those behaviors that harm the perception of safety by other passengers and employees.

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 with 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.

3.2 Outreach

Sound Transit partnered with the King County Department of Community and Human Services to better understand 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, including station staff, security, operators, and law enforcement, to lessen the involvement of police and security while assisting the individuals in the hope of breaking down barriers and past trauma to connect people to services, which will work to create a safer system.

Public Safety tracks in detail the number and types of outreach contacts made by Sound Transit staff and contractors by location. The following table lists the percentage of contacts and services provided by location.

See following table.

Percentage of Outreach Contacts by Location	
IDS - N Bound	5.84%
IDS - S Bound	1.42%
IDS - N Entrance	4.24%
IDS - S Entrance	1.93%
IDS - Park	10.73%
IDS - Unspecified	5.95%
PSS - N Bound	0.98%
PSS - S Bound	0.57%
PSS - 3rd/Yesler	6.32%
PSS - 3rd/James	3.41%
PSS - 3rd/Cherry	0.82%
PSS - James St	1.76%
PSS - Unspecified	8.18%
USS - N Bound	0.40%
USS - S Bound	0.21%
USS- 3rd/Seneca	1.19%
USS - 3rd/Univ	2.11%
USS - Benaroya	0.00%
USS - Unspecified	1.30%
WLS - N Bound	0.80%
WLS - S Bound	0.60%
WLS - 4th/Pine	16.33%
WLS - Mezzanine	1.17%
WLS - Westlake Center	5.58%
WLS - Nordstrom	2.31%
WLS - Unspecified	6.77%
On Train	8.14%
Other (limited interaction/location not documented)	0.25%
Not documented/Unknown	0.70%
Total	100.00%

Table 3: 2024 Percent of Safety Contacts by Location

For further information and detail on Public Safety Contacts please see:

- Appendix A Public Safety Types of Outreach Contacts by Month and 2024 Total
- Appendix B Public Safety Number of Contacts per Location by Month and 2024 Total
- Appendix C Public Safety Outreach Service Referrals by Month and 2024 Total and Demographics

4 Emergency Management

Emergency management is a vital element in transit agencies, ensuring the safety of passengers, employees, and infrastructure during crises. It encompasses creating 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. It is essential for addressing immediate risks and supporting long-term sustainability in transit operations.



Image 6: East Link Construction Site

4.1 Strategic Planning

In mid-2024, Sound Transit's Emergency Management team prioritized the development of a 5-year Strategic Plan focused on continuous improvement and long-term planning. The strategic planning process involved a comprehensive current state assessment, stakeholder engagement via interviews and workshops, and a review of internal and external documents. This iterative process ensured alignment with Sound Transit leadership and resulted in a clearly defined mission, vision statements, and actionable strategic goals. The plan outlines outcomes, objectives, and measures of success under each goal, including the development of knowledge-sharing processes, cross-departmental collaboration initiatives, capacity assessments, and a focus on preparedness in expansion projects. The Emergency Management team designed these initiatives to improve team performance, enhance regional credibility, and ensure comprehensive support for the transit system's growing demands.

By implementing this strategic plan, Sound Transit's Emergency Management function will solidify its role as a vital resource, empowering the agency to adapt to challenges, enhance system resilience, and ensure the safety of its riders and community.

4.2 Drills and Exercises

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 focus on identifying the components of our EOP, familiarizing personnel with their roles and responsibilities, and enhancing their understanding of 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 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.

Additionally, Emergency Management continues to support first responders with training opportunities, such as LRV Lift training, station equipment familiarization, and various tabletop exercises to enhance system understanding.

5 At-Grade Crossing

The At-Grade Crossings (AGC) Program includes all operating and future planned Link lines and the Sound Transit-owned Lakewood Subdivision on which the Sounder operates. The Program was created to enhance safety near at-grade crossings and focused 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 the goal of continuous safety improvement.

5.1 Completed Projects

Below is a summary of the work completed under the At-Grade Crossing 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.

In addition to the work, the Program 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 was done in close partnership with the Seattle Department of Transportation (SDOT). SDOT is a critical partner in these efforts, and we are engaging at a project staff level and working to build more leadership touchpoints to further strengthen those relationships and support this work.

Project Type	Safety Focus Area			Project Name	Completion Date
	Train	Pedestrian	Vehicle		
Signage Enhancements			✓	LED flashing no left turn signs	Mar 2022
		✓		LED flashing another train coming signs at station intersections	Sep 2023
		✓	✓	Other signage updates	Jan 2024
Pavement Markings			✓	R X R pavement markings in left turn pockets	Jun 2021
		✓		“LOOK” pavement markings	Sep 2023
		✓	✓	Corridor pavement markings refresh	Sep 2023
Traffic Signal Enhancements		✓		Leading pedestrian intervals	Aug 2023
			✓	Retroreflective tape added to signal heads	May 2024
		✓	✓	Signal reprioritization pilot	Jun 2024

Table 4: At-Grade Crossing Program – Completed Projects

5.2 Active Projects

We also have several projects 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. It will include 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 intended to enhance the visibility of trackway crossings. We expect it to be completed later this year.
- The Rainier Valley Safe Work is a grant-funded project that will pilot smart sensing infrastructure to enhance the safety of all user interactions at intersections.

Project Type	Safety Focus Area			Project Name	Completion Date
	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

Table 5: At-Grade Crossing Program – Active Projects

5.3 Program Master Plan

In alignment with Board motion 2024-45, approved in July 2024, the AGC Program began developing a Program Master Plan. The plan supports the development and implementation of projects while providing transparency in the Program’s approach and project decisions. The plan outlines the near- and medium-term projects currently in the Program, emphasizing collaboration with regional partners and addressing long-term considerations. A draft of the Program Master Plan was presented to the Sound Transit Board in November 2024. The final Master Plan will be completed in 2025.

Engagement and Communications

Engaging with the community is at the core of guiding our work. As part of the three-year AGC Program Communications and 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

have employed a variety of strategies that meaningfully engage communities in the Rainier Valley and beyond, activities included:

- **Rainier Valley Safety Survey**—conducted between July and October 2024 to gather community feedback on the awareness and perspectives around different at-grade crossing safety enhancements made in the Rainier Valley and on general perceptions about at-grade safety.
- **Listening sessions**—ST reached out to approximately 50 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 also asked about other groups and venues where the community gathers to learn about future opportunities to reach communities in the Rainier Valley.
- **Fairs and festivals**—ST attended fairs and festivals from Columbia City to Rainier Beach to share our 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.

Other engagement strategies included an online forum, community briefings, and targeted canvassing near SODO and the Rainier Valley station locations. The primary goal was bringing awareness to safety enhancement projects, gather feedback, and inspire dialogue around unique needs and specific considerations of communities that frequently interact with at-grade crossings.

Program Next Steps

The team will be finalizing the Program Master Plan while also continuing to advance current active projects and pursue grant opportunities, both independently and in partnership with other Sound Transit project teams and regional collaborators. The Program plans to continue to conduct community engagement efforts to inform, consult with, and involve business owners, community organizations, and people who live and work near at-grade crossing segments of Link service about the Program Master Plan and associated safety enhancement projects. The Program will present the final Program Master Plan to the Sound Transit Board later this year.

6 Closing Statement

In conclusion, the 2024 Safety Annual Report underscores Sound Transit's unwavering commitment to safety and its proactive efforts to address challenges and improve safety outcomes. The Safety Division maintained its focus on adhering to a strong safety structure while looking for opportunities for improvement. Many of the achievements highlighted in this report were identified through safety data analysis, informing our decisions while also reflecting the dedication and hard work of safety personnel in creating safe environments for employees, contractors, and passengers.

In aligning its goals with Sound Transit's mission and values, the Safety Division has made significant strides in enhancing safety across all areas of operation. The continued focus on collaboration, innovation, and rigorous safety measures ensures that Sound Transit remains a leader in providing safe and reliable transit services. We look forward to building on these successes as we further implement our Safety Management System in the coming years while prioritizing the safety and well-being of the communities we serve.

7 Appendix

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Outreaches													
Outreach Contacts	861	740	596	636	540	598	703	740	521	826	679	722	8162
Type of Outreach Service Given													
Crisis Response/De-escalations	152	73	35	21	33	19	9	11	7	8	8	7	383
Case Management Referrals	1	0	2	4	0	23	17	13	1	16	3	8	88
Shelter/Housing Referrals	1	2	1	11	5	30	41	44	29	51	56	27	298
Medical Referrals	2	0	2	4	0	1	8	2	2	4	4	5	34
Peer Support	226	275	227	261	363	430	542	487	275	400	266	346	4098
Food/Drink	620	590	426	526	386	445	513	611	406	636	477	563	6199
Harm Reduction Supplies	19	23	8	23	15	8	6	14	7	9	1	10	143
Hygiene Supplies	39	31	35	70	57	41	24	32	34	40	28	39	470
Weather Supplies	242	172	95	116	63	15	8	28	37	190	203	249	1418
Wound Care	3	4	3	5	1	5	9	6	3	7	5	8	59
Bus Ticket	0	0	12	21	33	28	19	12	13	14	3	18	173
Police	5	2	0	4	0	2	6	0	1	3	3	1	27
Fire	1	0	2	2	0	1	0	0	2	0	4	2	14
Naloxone Used					0	0	2	0	0	0	1	0	3
Naloxone Given Out					0	2	1	4	8	14	8	8	45
Other Referrals	4	2	5	19	5	46	63	52	31	60	60	34	381

Appendix A: Public Safety Types of Outreach Contacts by Month and 2024 Total

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Outreach Contacts	861	740	596	636	540	598	703	740	521	826	679	722	8162
Location of Outreach Contact													
IDS - N Bound	82	64	24	31	30	37	20	34	31	44	27	17	441
IDS - S Bound	29	8	5	4	4	8	8	1	10	18	11	1	107
IDS - N Entrance	7	5	14	53	6	13	29	41	31	58	29	34	320
IDS - S Entrance	20	4	6	15	0	7	22	17	11	15	12	17	146
IDS - Park	128	101	63	47	81	68	52	96	35	37	40	62	810
IDS - Unspecified	14	41	23	26	20	34	41	57	14	44	56	79	449
PSS - N Bound	14	4	3	7	3	2	2	3	8	12	13	3	74
PSS - S Bound	5	2	4	1	3	4	6	3	3	5	4	3	43
PSS - 3rd/Yesler	50	36	36	49	33	48	41	44	22	51	40	27	477
PSS - 3rd/James	26	25	28	32	11	13	18	12	34	11	13	34	257
PSS - 3rd/Cherry	6	10	6	5	3	1	15	3	3	2	5	3	62
PSS - James St	12	13	10	12	18	2	4	1	15	14	14	18	133
PSS - Unspecified	21	32	28	24	35	37	58	68	64	88	95	67	617
USS - N Bound	3	0	6	0	0	0	0	2	1	13	5	0	30
USS - S Bound	0	0	1	0	0	1	2	1	3	6	1	1	16
USS- 3rd/Seneca	31	9	7	3	2	2	4	7	3	8	0	14	90
USS - 3rd/Univ	8	47	25	10	7	4	13	16	4	8	3	14	159
USS - Benaroya	0	0	0	0	0	0	0	0	0	0	0	0	0
USS - Unspecified	5	14	9	10	6	0	11	10	3	7	9	14	98
WLS - N Bound	2	2	9	1	3	6	8	5	1	10	10	3	60
WLS - S Bound	0	0	5	5	2	8	7	0	2	10	3	3	45
WLS - 4th/Pine	194	134	93	107	94	93	109	97	82	80	66	83	1232
WLS - Mezzanine	6	2	3	9	7	6	9	27	5	9	2	3	88
WLS - Westlake Center	30	22	41	28	23	61	58	26	27	51	27	27	421
WLS - Nordstrom	31	23	33	18	12	21	11	7	1	7	5	5	174
WLS - Unspecified	10	11	14	61	21	30	72	71	47	52	57	65	511
On Train	65	96	52	33	74	47	12	4	19	77	62	73	614
Other Station	0	0	1	3	4	0	0	5	0	1	0	5	19
Not documented/unknown	1	0	1	0	0	3	2	7	10	4	22	3	53

Appendix B: Public Safety Number of Contacts per Location by Month and 2024 Total

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Outreach Contacts	861	740	596	636	540	598	703	740	521	826	679	722	8162
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%	63.73%	75.41%	70.83%	62.59%	60.09%	56.37%	72.47%
Mental Health	77.58%	81.89%	66.78%	60.85%	69.81%	57.19%	62.59%	66.08%	51.63%	46.97%	39.62%	44.18%	61.66%
Substance Use Disorder	87.69%	91.89%	77.18%	68.87%	85.19%	76.92%	76.53%	74.32%	60.27%	56.05%	44.48%	55.68%	72.53%
Medical	4.65%	4.86%	5.54%	4.09%	3.70%	3.68%	6.69%	3.24%	4.22%	4.24%	6.63%	4.71%	4.73%
Demographics - Gender													
Male	561	464	387	610	518	576	679	708	502	792	648	702	7147
Female	279	265	186	184	197	203	191	168	147	215	199	188	2422
Transgender	2	0	0	2	6	2	4	3	1	1	2	3	26
Other	1	0	1	1	0	1	2	2	2	0	0	1	11
Unknown	2	0	5	4	8	5	2	5	8	5	8	9	61
Demographics - Race													
American Indian/Alaska Native	72	64	56	60	56	73	56	44	26	53	34	36	630
Asian/Pacific Islander	24	11	18	24	18	12	28	32	23	38	37	17	282
Black/African American	330	319	216	196	153	194	271	276	178	239	200	207	2779
White/Caucasian	316	247	205	234	211	221	244	271	214	340	279	321	3103
Two or More Races	44	21	42	31	42	31	36	31	29	61	48	59	475
Other	55	66	37	44	38	47	48	49	23	42	39	44	532
Unknown	4	1	5	28	14	6	4	15	20	24	19	26	166
Demographics - Ethnicity													
Hispanic/Latino	67	72	41	54	44	61	57	52	24	63	56	62	653
Non-Hispanic/Latino	744	637	448	449	446	485	594	616	456	664	523	569	6631
Unknown	34	20	90	114	42	38	36	50	33	70	77	79	683

Appendix C: Public Safety Outreach by Month & 2024 Total and Demographics

