**Citizens Accessibility Advisory Committee Meeting Minutes**

**Date: December 9, 2021**

**Time: 9:00 AM – 10:30 AM**

**Location: MS Teams**

**Attendees**

|  |
| --- |
| CAAC Members |
| Present | Absent |
| Michael Wilkins, Chair | Nathan Brannon |
| Jeff Abrams | Jeffrey Bronstein |
| Danette Dixon, Vice-chair | Aaron Morrow |
| Coe Tug Morgan | Kristina Sawyckyj |
| George Basioli | Lynda Wong |
| Diane Poulin |  |
| Don Wood |  |
|  |  |

**ST Liaison Staff:** Donna Smith, Jodi Mitchell,

NOTE: This file contains the minutes from the 12/09/2021 meeting plus information from follow-up action items. Follow-up actions will be identified with the initials “FA.”

1. **Welcome, Safety Message and Public Comment**

The meeting was called to order at **9:00 AM** by Michael Wilkins, chair. Jodi Mitchell, Sr. Business Manager provided an equity and social justice message about mental health during the holiday season.

**Public Comment**

Crystal from the Tacoma Area Commission on Disability – Believes that accessibility is important and that people with disabilities know the most about what is needed. This is the role she serves in Tacoma and she will stop projects if access isn’t being considered.

Byron – When standing at the bus stop using large print yellow bus number card, sometimes the driver still passes by him. Byron asks that the drivers know to stop when they see a passenger at a stop using the yellow bus number cards

1. **Committee Business**
* Michael made a motion to approve the minutes from November 2. There was a second by George, and the minutes were approved unanimously.
* Donna informed the Committee that Danette Dixon is stepping down from the Committee. Danette expressed her thanks and joy of being on the Committee, but she is now enrolled in a leadership development program that requires more of her time.
* Introducing Kathy Maloney

Donna informed the Committee that Kathy Maloney would be joining her team as a specialist and starts on December 20, 2021. Kathy will join the next CAAC meeting so everyone can meet her.

* CAAC Meeting schedule

Donna thanked everyone for completing the recent survey regarding meeting frequency and informed the Committee that based on the survey results, we will start meeting every other month from 9:00 – noon beginning in February. The group agreed to keep the meetings on the first Tuesday of the month.

FA: The 2022 meeting schedule is set and calendar invites were sent to committee members. A list of these dates are attached to these minutes.

* Update on video training modules

Jodi updated the group on the status of two training modules for ST staff. One focuses on the safety and security features of the ST system and the other focuses on effective communications with passengers who are deaf-blind. The public safety video will be ready for staff use early 2022 and work for the effective communications video will continue in 2022.

FA: A script for the safety video is attached to these minutes. Additionally, the list of questions recommended for use in the effective communication video is also attached. Please note that actual filming may result in changes to both scripts.

* George mentioned that Fare Engagement Officers (FEO) need to identify themselves when asking to see proof of payment. Donna to check protocol regarding how FEOs are to approach passengers who are blind and deaf-blind. Diane suggests FEOs have a braille business card they can hand to the passenger so that the passenger knows who is communicating with them. Diane also suggests FEOs could also wear a wrist band, or something that is tactile so the passenger who is blind or deaf-blind can feel it and then know the person asking for proof of payment is official.
* Diane also suggests same for bus drivers, but Donna explained that it’s harder to implement these measures with bus operators as they do not work directly for Sound Transit.
* Jeff A suggests playing the new training videos on monitors at the stations. Donna explained how Passenger Information Management Systems (PIMS) works and wonders if videos could play through that system. She will check on the feasibility of this once the videos are available.

**Issues Committee would like to address in 2022**

* Coe – ORCA readers are not where Committee recommended, and he is also concerned about the tactile wayfinding at the new NGLE stations. He is concerned that passengers who are older or who have drop foot will trip. Donna explained that card readers are being located along the fare-paid-zone line in new stations and work is underway to retrofit existing stations with the fare-paid zone markings. Moving the card readers requires moving or installing new conduit which is a heavy lift. ST is currently determining how best to approach this situation so that card readers can be found consistently across stations. Donna also explained that the existing braided tactile strip in stations prior to the new NGLE stations has been proven to be too difficult to detect with a cane to make them useful. The new bar tile strip is used throughout the country for tactile wayfinding because it is easy to detect and people recognize its purpose. There has been no indication that this strip causes a trip hazard for anyone, but ST will monitor this going forward.

FA: Safety pulled a report of slips and falls in the Northgate Link Extension stations and found three incidents. None of these were related to the tactile wayfinding strip. Additionally, a review of slips and falls in all Link stations found no falls related to tactile wayfinding.

* Diane – asks if blind people are involved in the design of ST facilities. Donna explained that there are many project teams responsible for individual facility design and construction projects and that it is not possible to have a person who is blind to work on each one. Instead, all ST staff and vendors are required to build to both the ADA standards and Sound Transit standards which includes accessibility that goes above and beyond the ADA. Project leads monitor for ADA compliance all through the design and construction process, and ST staff complete a final ADA checklist prior to the facility opening.
* The committee prioritized the following topics for 2022:
	+ Facilities/stations that are about to open
	+ Existing stations
	+ Projects that are in design
* Donna asked if the Committee is interested in parking garage updates
	+ George – Yes
	+ Coe – Parking for transit needs to be delineated at Northgate Station
	+ Jeff A – prefers updates on stations more so than garages
* Donna suggests these additional topics:
	+ - Service changes
		- Development of tactile maps
		- At-grade crossing improvements
		- ORCA Next Gen
		- Pilot test for other types of wayfinding
		- Follow-up on the Innovation Station project on developing a solution for alerting people who are blind or deaf-blind to the location of the elevator door that is opening at Beacon Hill Station.
* Jeff A – asks how CAAC members should respond to questions about the train incident after the Apple Cup. Donna replied that this was a most unfortunate experience and recommends that the committee refer to a [blog article](https://www.soundtransit.org/blog/platform/what-went-wrong-link-after-apple-cup-what-were-doing-to-ensure-it-never-happens-again) written by CEO Peter Rogoff (also attached to the minutes).
* Diane – asked why the direction of the escalator at Northgate has changed. Usually, the escalator on the right is going up, but now it is going down.

FA: As a follow-up item to this meeting, John Carini, Deputy Director for Vertical Conveyances, reported that the escalator at the south entrance of Northgate, (the entrance closest to the bus loop), has experienced disruptions from environmental outages. These are outages beyond our control that are caused by rocks or debris getting into the escalator comb plates which in turn triggers the safety switch to stop movement. It has been determined that small gravel from landscaping is being tracked to the escalators by passengers and it is this debris that is causing break-downs. As of the end of January, these escalators will be changed back to the original design of the right escalator going into the station and the left one bringing passengers out of the station. A plan has been developed by facilities to change the landscaping to eliminate this issue.

The meeting adjourned at 10:30. The next meeting is scheduled for February 1st, 2022.

Attachments:

CAAC Meeting Dates for 2022

All scheduled meetings of the CAAC for 2022 are virtual meetings using Microsoft Teams. An option to dial in by phone is also available.

**Join on your computer or mobile app**

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_MGQ1N2NhNzctMmM4ZS00MWEwLWE0YTQtYzdlZDU2NmU4MjI4%40thread.v2/0?context=%7b%22Tid%22%3a%22ca24b0af-d8fb-4e62-9ead-8b37062261d0%22%2c%22Oid%22%3a%22889553ca-b2bc-4ec9-b035-63b235414c7f%22%7d)

**Or call in (audio only)**

+1 206-485-1387,,296956623#

The virtual meeting room will open at 8:30 A.M. and the meeting will start at 9:00, ending at noon. Participants are encouraged to join prior to 9:00 so that the meeting can start on time.

Meeting dates are as follows:

* February 1, 2022
* April 5, 2022
* June 7, 2022
* August 2, 2022
* October 4, 2022
* December 6, 2022

For more information, please contact Donna Smith at donna.smith@soundtransit.org.

Script for Safety Video:

Getting Help with Safety Issues on the Sound Transit System

###### Notes on this script:

* *Note sections in this script with asterisks are to be treated as sample scripts, not read verbatim. Key points that are bolded to need to be covered are bolded. These bolded point can be reformatted in separate talking point documents later if needed*
* *Subheadings that are marked “Lower Third” are not meant to be spoken, they are meant to appear as text in the lower third of the screen*
* *Professional Narrator slides are B-Roll slides. See* [*Public Safety Module Slide Types, Locations, and Narration*](https://soundtransit.sharepoint.com/%3Aw%3A/s/TeamLearningCapability/EevwZ83ucJ1Pg9OclL6XGIwBEHfcsWRvywKQ8X1MGWW-Fg?e=WtiwgE) *for a high-level outline of narration styles and location.*

# Welcome [Video Slide]

[Ken Cummins]\* Hi, I'm Ken Cummins. My pronouns are He, Him. I’m Sound Transit's Director of Public Safety.

All are welcome on Sound Transit, and every single one of our passengers deserves safety - both physical safety and psychological safety. We want everyone to feel comfortable and cared for when riding our system. We want everyone to know what to do if they were to experience threatening behavior, harassment, or a medical emergency – or if they need any other type of help in their day-to-day journey. We want everyone to know what to expect if they go to system staff for help. We want to make sure our staff are prepared to explain the safety features and personnel that are available to passengers. And we want to make sure we are thinking systematically about the way our safety systems work as we continuously look to improve. So welcome!

# Objectives [Non-Video Storyline Slide]

What will you learn today? When you’re done you will be able to:

* Explain the roles of different Sound Transit personnel and Sound Transit’s Security Operations Center in responding to threatening behavior, harassment, and medical emergencies
* List different ways to get help, including calling 911, contacting the Security Operations Center directly, and using the emergency phones and intercoms on vehicles and platforms
* List the information you need to provide if you ask for help
* And describe what would happen if you used any of these means to get help in the event of a safety threat

So let’s get started!

# Introduction [Non – Video Storyline Slide]

**[Learning and Capability Team Narrating]:**

Before we get into all the different system staff members who can help you, we want to stress a few things. First, it’s important to understand that if you experience an emergency on Sound Transit’s system, you need to call 911. For non-emergencies, and in cases when you need assistance contacting 911, there are multiple ways to get help.

Know that if you contact us, you will get a response. We’ll help if you’re experiencing threatening behavior or a medical emergency. And we can’t stress enough that all are welcome here – we believe in the dignity of all of our passengers and are working towards a future where that can be fully realized across our system and policies. The Sound Transit system is a hate-free zone. We do not tolerate harassment – we will respond if any type of harassment is reported. Also know that we will take care to treat all passengers fairly while investigating incidents. The hate-free zone principle applies to both passengers who contact us and the passengers they contact us about. Again, all are welcome here.

# System Staff Who Can Help [Video Slide]

**[Ken]\*:** Now I want to introduce you to the system staff who can help you out. Direct safety assistance is provided by Transit Security Officers and Sound Transit Police. Link Light Rail Operators, Fare Ambassadors, and Station Agents also have roles in getting help. And note that you’re welcome to come to any of these staff members with general customer service questions, not just safety concerns.

 Sounder Conductors also help with emergencies.

### Transit Security Officers [Lower Third]

[Security Officer]\*: Hi, I’m [first name]. My pronouns are \_\_\_\_\_\_. I’m a Transit Security Officer. My company contracts with Sound Transit to provide security services. Transit Security Officers like me are stationed at stations and platforms, and we patrol Link light rail and Sounder vehicles. We’re here to help with your safety concerns. We’re even trained in first aid to help with medical emergencies. And we'll get further help if needed - whether that is medical assistance, psychological support, or law enforcement. We’re also happy to answer your questions about service, schedules, or fares. I’m wearing our standard uniform – my dark green top says “Transit Security.”

### Sound Transit Police [Lower Third]

[Sound Transit Police Officer]\*: Hi, I’m Deputy [last name]. My pronouns are \_\_\_\_\_\_. I’m a deputy with the King County Sherriff’s Office, and I’m assigned to the Sound Transit Police. The Sound Transit Police are a special unit. We have specialized knowledge on handling safety issues on transit. We've also been trained to figure out what is causing a situation, so we can respond appropriately. For example, we might realize a passenger needs psychological support and call in a mobile crisis team that can help. You can recognize us by our uniforms, which say “King County Sheriff.” We routinely patrol Link and Sounder trains and stations. We also monitor the car, bicycle, and pedestrian traffic around stations.

### Fare Ambassadors [Lower Third]

**[Fare Ambassador]\*:** And I’m [first name]. My pronouns are \_\_\_\_, and I’m a Fare Ambassador. The fare ambassador program is new. It’s actually in pilot as we’re recording this in 2021. Fare ambassadors help people figure out how to pay their fares, provide information on how to sign up for programs like ORCA LIFT, and check to make sure fares have been paid. We also help people figure out how to get where they need to go and provide general customer service. We’re not security officers, but we can help you get help if you need us to. You can pick us out by our uniform that say, well: “Fare Ambassador.” Like I said, this program is new and in pilot as we’re recording this – it will probably evolve. If you are interested in updates on the program, you can find them at soundtransit.org.

### Light Rail Vehicle Operators [Lower Third]

**[LRV Operator]\*:** I’m [first name]. My pronouns are \_\_\_\_\_, and I’m a light rail vehicle operator. I answer passenger emergency intercoms if they’re used. After I find out what’s going on, I explain the issue to the Link Control Center, which works out an appropriate response with Sound Transit Security.

### Station Agents (Sounder and SeaTac Link Light Rail Station) [Lower Third]

**[Station Agent]\***: And I’m a Station Agent. My name is [first name] and my pronouns are \_\_\_\_\_. You’ll find Station Agents at Sounder stations and the SeaTac Light Link Rail Station. We’re here to answer your questions and provide customer service in any way we can. I’m not a security officer, but I can help you get help if you have a safety concern. I might be wearing a jacket or vest depending on the weather, but either will have “station agent” written on the back.

### Sounder Conductors [Lower Third]

**[Sounder Conductor]\*** And last, but certainly not least, I’m [first name] - one of our Sounder Conductors. My pronouns are \_\_\_\_\_\_.

Most people don’t know a lot about what I do. I'm responsible for the safe operation of the train. Sometimes I may not seem to be doing a lot, but I'm actually constantly verifying that everything is as it should be. For example, I stay in contact with the Engineer operating the train. I need to know where we are at all times and listen for contact from either the Engineer or Train Dispatcher. There are certain locations where we need to pay particular attention to signals and the Engineer will convey those signal indications to me. I am also responsible for all station stops, making sure the train is stopped at exactly the right spot, verifying everyone has safely gotten off or on the train, and making sure all the train doors are properly closed.

And I’m prepared to help passengers with life safety and medical emergencies. I'm the one who will help if a Sounder emergency intercom or button is pushed, and I’m ready to use a defibrillator or do CPR if needed. It's really important to only use the Sounder buttons and intercoms for true emergencies because I can't help a passenger and monitor the safety of the train at the same time. We have other great ways to get help for non-emergencies, which we will cover soon.

# Security Operations Center (SOC) and Security Cameras [Video Slide - mix of talking to camera and unseen narrator]

**[Sound Transit Staff Member]\***

## Security Operation Center (SOC) [Lower Third]

Hi I’m [first name and name and role]. Now that you’ve met the people you’ll run into when you’re riding the system, let’s talk about what’s going on behind the scenes. The Security Operations Center – or SOC - dispatches security or Sound Transit police. They’re the people you’re contacting when you call or text 206-398-5268. You can also send them email at security@soundtransit.org. If they need to, they’ll also contact law enforcement or medical first responders. The SOC is staffed 24 hours a day, 7 days a week – so they’ll be there when you need them. The Security Operation Center is physically located in Union Station.

## Security Cameras

Another thing the Security Operations Center does is monitor security cameras. We have extensive camera coverage throughout the system. For example, all emergency phones and buttons are covered. The SOC can often use our cameras to keep an eye on a situation as it unfolds. Camera footage can also be used to document an incident, but there’s a limit to how long we keep security footage. That’s one of the reasons it’s really important to report an issue right away – we need to know to find the footage documenting the issue and hold on to it.

# The Link Control Center and Bus Dispatch [Video Slide - Mix of talking to camera and unseen narrator?] **[Link Control Center Staff Member]**\*: When there’s an issue on a moving vehicle, we have to make sure the vehicle and responders wind up at the same place at the same time. I’m [first name], my pronouns are \_\_\_\_, and I’m one of the people at the Link Control Center who helps make that happen. The Link Control Center is like air traffic control for light rail vehicles. We control and monitor Link traffic. When a passenger safety issue is reported on Link, we stay in communication with the light rail vehicle operator and the Security Operations Center. Together, we coordinate an appropriate response. For example, if we have a situation so serious that the light rail vehicle needs to stop, we’ll let the operator know where to stop and for how long.

Bus dispatch centers do this for Sound Transit busses. Those are operated by our partner agencies - King Count Metro, Pierce Transit, and Community Transit. These agencies also have their own security.

# Review: System Staff Who Can Help [Non-Video Storyline Slide]

**[Learning and Capability Narrator]**

Before we move on to talk about getting help if system staff aren’t around, let’s take a moment for review.

Which Sound Transit personnel are specifically dedicated to helping with safety concerns (choose all that apply):

1. Transit Security Officers [Correct]
2. Station Agents [Incorrect]
3. King County Sherriff Deputies assigned to the Sound Transit police unit [Correct]
4. Fare Ambassadors [Incorrect]

[Feedback]

[Correct response] Exactly! Security Officers and Sound Transit police will directly help you with safety issues. Fare Ambassadors and Station Agents will gladly help you get help. And any of these personnel are happy to answer other questions, like how to get where you’re going.

[Incorrect response] Not quite. Security Officers and Sound Transit police will directly help you with safety issues. Fare Ambassadors and Station Agents will gladly help you get help. And any of these personnel are happy to answer other questions, like how to get where you’re going.

True or false: security camera footage is kept indefinitely.

1. True [Incorrect]
2. False [Correct]

Feedback:

[Correct] That's right! And that's one of many reasons to report issues right away.

[Incorrect]. Actually, security footage is kept for a limited time. And that's one of many reasons to report issues right away.

# Getting Help [Non-Video Storyline Slide]

**[Learning and Capability Narrator]:** So now that we’ve talked about all the Sound Transit system personnel who are there to help, let’s talk about all the different ways you can ask for help.

First, we really want to emphasize that if you’re dealing with an emergency, you need to call 911. Go to the Sound Transit team for non-emergency help – or if you need 911 but don’t have a phone. We also want to emphasize the importance of reporting issues as soon as possible. The earlier we know, the more likely we’ll be able to help.

If you a Transit Security Officer or Sound Transit Police Officer is present, you can go to them for immediate help. A Fare Ambassador or Station Agent can help you get assistance.

Of course, personnel won’t always be close by. So now we’ll talk about contacting the Security Operations Center directly, using the passenger emergency intercoms on Link light rail vehicles, appropriately using the Sounder emergency systems, and using the passenger emergency telephones on Link platforms.

# Contacting the Security Operations Center Directly [Non-Video Storyline Slide]

**[Learning and Capability Narrator]:** Save the Security Operations Center number in your phone! It’s (206) 398-5268. You can call or text us. If you text, we’ll respond within a minute. You can also email us at security@soundtransit.org. We answer emails quickly too. We monitor phone, text, and email 24 hours a day, seven days a week. And we can get a translation service on the line if that’s needed.

# Light Rail Vehicle Passenger Emergency Intercoms [Video B-Roll Slide (unseen narrator)]

**[Professional voiceover artist]:** When you’ve been on light rail, you may have noticed red signs that say “emergency intercom.” The signs have braille under them. The intercoms are in the accessible seating areas – the areas where the seats flip up that you’ll find next to every set of doors. There are two intercoms in each accessible seating area – one above the seats near the door, and one under the seats.

When you press the intercom button, you’re calling the train operator. When the operator picks up they’ll talk to you through the intercom and ask what’s going on. The system will let them know which car you’re on. The operator will explain the situation to the Link Control Center. And the Link Control Center will work with the Security Operations Center, 911, or both to coordinate a response. The Link Control Center will let the operator know if they need to do anything special to meet responders.

# Sounder Emergency Buttons and Intercoms [Video B-Roll Slide (unseen narrator)]

**[Professional voiceover artist]**

Every Sounder train car has either an emergency button or an intercom. It’s very important to only use these for serious life safety or medical emergencies, because the conductor cannot monitor the safety of the train and help a passenger at the same time. Do not use these systems for missed stops, to report lost or stolen items, or for general customer assistance. Instead, please call or text the Security Operations Center at 206-398-5268 or email security@soundtransit.org. Because the crew’s attention needs to be on the safe operation of the train, misuse of these buttons may result in arrest or significant fines.

You will always find an emergency button or intercom on the lower level of each car on the “A” end - the opposite end from the bathroom. These are on the wall to the right if you’re about to go up the stairs to the intermediate level. Cars with intercoms also have them in the same location in the bathroom end of the car.

Emergency buttons say “push to alert conductor” and have braille. When someone pushes an emergency button, the system displays the car number of the activated button. It does not allow the conductor to talk to the person. So the conductor will go out to the car to find out what’s going on. The car number will also be displayed on the digital signs inside and outside the car – that helps emergency responders get to the right car fast.

Intercom signs say “passenger intercom.” They allow two-way conversation.

If more help is needed, contact will be made with the Security Operations Center, 911, or both, depending on the situation.

# Link Light Rail Stations: Passenger Emergency Telephones [Video B-Roll Slide (unseen narrator)]

**[Professional voiceover artist]** If you experience a safety concern at a light rail station, you can use a passenger emergency telephone. These are marked with a red phone icon and the word “emergency.” The “push for help” signs next to the phone buttons have raised lettering and braille. Emergency phones are located near ticketing vending machines and customer information.

Calls from these phones to go the Link Control Center, which contacts the Security Operations Center, 911, or both. The Link Control Center can tell where the call is coming from.

# Sounder Stations and Bus Facilities: Customer Emergency Station Intercoms [Video B-Roll Slide (unseen narrator)]

**[Professional voiceover artist]** Sounder stations and some Sound Transit Bus Facilities also have customer emergency station intercoms. These all say “emergency” and have a blue light at the top.
 There will also be a “push for help” sign near the intercom button that has raised lettering and braille. When you push the button on these the Security Operations Center will answer. They will know where you called from.

# Review: Getting Help [Non-Video Storyline Slide]

**[Learning and Capability Narrator]**

Before we move on to talk about what to report, let’s take a moment for review.

 If you experience an emergency, you should:

1. Call or text 206-398-5268
2. Use a Link passenger emergency intercom, or a platform telephone or intercom [incorrect]
3. Call 911 [Correct]

Feedback:

[Correct Response]: Yes! If it's an emergency, call 911! All these other ways of getting help are for non-emergencies. And of course, you could use them if it was an emergency but you didn't have a phone.

[Incorrect Response] Actually, it's really important to call 911 in an emergency. All these other ways of getting help are for non-emergencies. And of course, you could use them if it was an emergency but you didn't have a phone.

Which of the following statements about the Security Operations Center are true? (Select all that apply)

1. You can call or text the security operations center at 206-398-5268. [true]
2. The Security Operations Center answers calls, texts, and email 24 hours a day, 7 days a week. [true]
3. The Security Operations Center can use a translation service if needed. [true]

Feedback:

[correct response] Exactly! The Security Operations Center is available by phone, text, or email 24/7, and they can get a translation service on the line. We recommend storing their number in your phone - that's 206-398-5268.

[Incorrect response] Actually, all these statements are true. The Security Operations Center is available by phone, text, or email 24/7, and they can get a translation service on the line. We recommend storing their number in your phone - that's 206-398-5268.

# What to Report [Video B-Roll Slide (unseen narrator)]

**[Professional voiceover artist]** So when you ask for help, what do responders need to know? They need you to tell them where you are if you’re contacting them using your phone or a Sounder intercom. If you’re in transit, they also need to know where you’re heading. Report the line or route you’re on, the direction you’re heading, and the next stop. What if you’ve lost track of this? Use the digital signs to remind you. If you’re in transit, also report the car or fleet number. We’ll go into detail on that in a moment. If you’re at a station and reporting an issue with your phone, explain which stop you’re at. Also explain what side of the platform or part of the station you’re at. If you’ve lost track of any of this, search for a station name sign, Link destination sign, or Sounder track number sign. This information can be found in braille and raised lettering near Link ticketing machines, in Link customer information panels near the center platform, and on Sounder platforms.

And, of course, describe what’s happening and the people involved. Get to the point as quickly as possible, and be sure to provide any detail that will help responders understand what’s going on and how serious it is. That way responders can get the right help out fast.

# Finding Car and Fleet Numbers

**[Professional voiceover artist]** As we mentioned earlier, if you’re in transit and using your phone or a Sounder intercom to get help, you need to report the car or fleet number.

On Link, search for a sign that says “CAR” followed by a number and a letter. The number is the number of the car. The letter is the car section. You’ll find these signs next to the passenger emergency intercoms and on the front and back walls of each light rail vehicle. The signs near the intercoms have braille.

Sounder car numbers are similar to Link car numbers. You’ll find them above the stairways on the top level, above the connecting doors on the intermediate level, and on the A end wall of the lower level – that's the opposite end from the bathroom.

On ST Express busses, the fleet number is above the front windshield.

You can also find car and fleet numbers on the outside of cars and busses.

# What to Expect After You Report an Issue [Non-Video Storyline Slide]

**[Ken or Learning and Capability Narrator]** So if you report an issue, what can you expect?

If you call 911, 911 dispatch networks will get emergency personnel to your location.

If you contact the Sound Transit system team, know that we take the safety of our passengers very seriously. We always respond to reported issues unless the reporting party says they don’t want us to send someone out. When we decide who to send, we consider exactly what’s going on and who is close enough to get there quickly. When the issue is on transit, responders are usually able to board and help without causing any significant schedule delays.

The response will depend on the situation. Usually responders investigate without identifying the passenger who reported the issue. If it’s important for the passenger who contacted us to identify themselves, we’ll let them know ahead of time. Sometimes this is necessary for filing charges. If the person who contacted us does identify themselves, responders will check in with them to make sure they’re OK.

Responders take reports seriously and are also careful to be fair and appropriate with anyone they’re investigating. Sound Transit is a hate-free zone. That principle protects both people who report incidents and anyone they contact us about.

A wide range of responses are possible. In many cases responders will ask a person they’re investigating to get off the vehicle with them. That gives them a better environment to discuss the situation. If the passenger was doing something problematic, this can make other passengers feel safer. Again, responders work to be fair to people who report issues and to be fair to anyone they call about.

Know that we will not call or work with ICE.

There are cases where the person being investigated is found to be doing something that simply isn’t OK. In those cases, responders will explain what was wrong with their behavior. If what they’re doing is serious enough, they may be banned from the property for a certain amount of time, or charges may be filed. Or the passenger may appear to be in mental distress, so responders will try to get help for the person. There are also cases when the person being investigated simply was not doing anything wrong. Or there may have simply been a misunderstanding between passengers.

Any passenger with a question or concern about how we handle something can email us at publicsafety@soundtransit.org. We will respond within one business day.

# Example: Responding to a Report that Someone Threw a Trash Can [Non-Video Storyline Slide]

As we mentioned earlier, we always respond to reports, but in many different ways depending on what we find when we investigate. To make this more concrete - let’s talk though the example of different ways things might work out if we get a report that someone threw a trash can at a station.

Before we get into these scenarios, it’s important to understand that we investigate behavior, not people. And we need evidence – what we see with our own eyes, video footage, an additional eyewitness account, or physical evidence. Also know that we come prepared to deal with the severity of what was reported, but respond in a way makes sense for what we actually find.

If we get a report that someone threw a trash can, we might find out that this happened but the person who did it was just having a bad day and is not a threat. We might find that that the report was exaggerated or even false. Or someone might be having a psychological crisis. It might appear that person has overdosed and is in danger. Or someone might be behaving violently. We would respond differently in each of these cases.

Let’s take the first scenario. We get on the scene and a person meeting the report description is standing next to an overturned trash can. They look very upset. We approach the person and ask if they are OK. They talk to us and tell us they just lost their job. We’ll be empathetic and work to calm them down. We’ll ask if there is anything we can do to help if that seems appropriate. As long as they don't seem like they’re a threat to themselves or anyone else, we won't take further action.

In a different scenario, we might find two people arguing next to a garbage can. We find video footage of those people – one slammed the lid of the can down, but never actually threw it. The report was exaggerated. If the argument isn’t significant enough to disturb others, we will just let them be. If they’re being disruptive, we’ll have a conversation with them to de-escalate the situation.

In another case we might find the report had no basis at all. Know that it’s possible to file charges for a false report to law enforcement.

Or we could get there and find a person next to an overturned trash can. They’re talking to people who aren't there and seem really scared. They aren’t threatening anyone. In a case like that, we would call in a mobile crisis Team that offers psychological support.

In yet another scenario, we see someone next to an overturned trash can. A worried passenger tells us they were near the edge of the platform and gave them the impression they might want to hurt themselves. We approach the passenger, getting between them and the tracks, and try to get them help.

We will also try to get medical help if someone appears to have overdosed.

If we get on the scene and find someone being violent toward others, we will use the minimum force necessary force to stop them. We would then take legal action as appropriate.

# Review: What to Report

Before we conclude, let’s take a moment to review.

When you report an issue, what do you need to tell dispatchers? (select all the correct answers)

1. Where you are and where you’re heading [Correct]
2. The number of the car you’re in (if you’re riding Link or Sounder) [Correct]
3. Every detail about what is happening and what led up to it [Incorrect]
4. Who is involved and what they look like [Correct]
5. Any detail that will help dispatchers understand what's going on and how serious the situation is [Correct]

[Feedback]

[Correct Response] Exactly! Dispatchers need to know where you are, where you’re going, your car number, what’s going on, and who is involved. You want dispatchers to understand the issue and how serious it is as quickly as possible. Then they can get the right help out fast. They need the important details. On the other hand, excessive detail that isn't relevant slows things down.

[Incorrect Response] Not quite. Dispatchers need to know where you are, where you’re going, your car number, what’s going on, and who is involved. You want dispatchers to understand the issue and how serious it is as quickly as possible. Then they can get the right help out fast. They need the important details. On the other hand, excessive detail that isn't relevant slows things down.

# Conclusion [Video Slide]

**[Ken Narrating]\***

Thank you for spending time with us today. Now you know more about the Sound Transit system staff who can help you with safety issues, the many ways you can get help, the information dispatchers need when you report issues, and what you can expect if you ask for help. Whether you’re experiencing the Sound Transit system as a passenger or as a staff member, we want you to feel safe and valued. All are welcome here!

# Extra Material / Notes

## Resources Tab

* Sound Transit.org
* Security Operations Center phone number and email
* Link to safety “cheat sheet” for different modes / people with diverse abilities?
* Customer Service Contact Number
* Information on getting transit training for passengers with disabilities

Effective Communications Interview Questions - Draft

Effective Communications Interview Questions:

What is your name and are you deaf-blind?

What does being deaf-blind mean?

What are the degrees of deaf-blindness?

What do you think most people don’t know about deaf-blind people?

Where are you originally from and how long have you been living in the Seattle area?

How often do you use public transit?

Describe a typical day using public transit as a deaf-blind person.

What risks do deaf-blind people face when using public transit?

 In what ways has Sound Transit helped deaf-blind people using our transit system?

What can Sound Transit do to improve communication for deaf-blind passengers using our system?

How should someone approach a deaf-blind person?

What is pro tactile touch?

What is Body Rights Law?

What are some ways of communicating with a deaf-blind passenger?

Anything else?

Blog article on “Apple Cup” incident

***What went wrong on Link after the Apple Cup and what we’re doing to ensure it never happens again***

**By**[**Peter Rogoff**](https://www.soundtransit.org/blog/platform/author/peter-rogoff)

**Publish Date: December 4, 2021**

I recently updated the Sound Transit Rider Experience & Operations Committee on what we know about the incident following the Apple Cup on Nov. 26 that caused a considerable disruption of Link light rail service. I want to share what we know directly with our riders.

A northbound light rail train with hundreds of post-game fans abruptly lost power in the tunnel between the University of Washington and U District stations, causing a series of events that we never want to repeat.

As I did before the committee, I want to start by apologizing to everyone impacted by this episode — especially those passengers on the disabled train.

It is our fault passengers were put in that position.

Some passengers were understandably frightened by the incident, and their frustration was shared by many others who did not receive timely information about what was happening.

I have charged Sound Transit’s internal auditor with investigating all aspects of what went wrong that evening.

Those issues span a multitude of Sound Transit departments, as well as our oversight of the King County Metro personnel who operate and maintain our Link light rail service.

Here is a more detailed overview of what occurred and the subsequent steps we’re taking.

At 8:21 p.m., a relatively full northbound train became disabled in the tunnel approximately 1,000 feet north of the University of Washington Station.

The train came to an abrupt stop that was undoubtedly jolting to passengers.

Although it took a significant amount of time to determine the cause, what happened was unprecedented.

The train experienced a near complete severing of its train line cable. This is the thick cable controlling most key functions of the train, including normal braking and propulsion systems as well as doors and lighting.

The train brakes immediately deployed after the cable was severed, and the lights went out in the cars, leaving only tunnel ceiling lighting for illumination.

The operator, who did not have any way to know what had happened, immediately began troubleshooting the failure with the assistance of the Link Control Center.

We deeply regret the communications passengers received over the intercom were entirely insufficient. While the operator tried several times to restart the train systems, many train functions, including the intercoms, were unavailable or unreliable during and after the system reboots.

Due to the lack of communication, a number of passengers used emergency evacuation mechanisms on the train doors to self-evacuate the train.

Staff executed emergency protocols to stop the operations of Link trains through the area to protect passengers.

Sound Transit deployed a rescue train that slowly travelled through the southbound tunnel to pick up stranded passengers. Other passengers walked to the University of Washington, and possibly, the U District stations on their own.

The process of ensuring all passengers had been evacuated from the tunnel so that operations could safely resume took about 75 minutes.

Service from the University of Washington northward was fully restored at 11:58 p.m. after the disabled train was removed.

Trains continued running south of the University of Washington, with some delays.

Throughout this process, it was not only the people on the train who did not receive sufficient information, but all passengers trying to use the Link system that night, especially north of UW.

While we await the findings of the auditor’s thorough investigation, we have learned some initial and important lessons from this event:

* Our staff focused too much on finding and fixing what was wrong with the train and not enough on keeping riders informed. We must ensure service resumption does not compromise passenger communications.
* Many people waiting at stations and on other trains didn’t know what was happening, which is unacceptable. We must improve communications with all our riders, especially during service disruptions.
* We must look at our procedures for evacuating passengers during incidents such as this. The onus is on Sound Transit to help educate passengers on evacuation protocols.

A severed train line has never happened before, and our intent is for it to never happen again.

There are more critical lessons for us to learn here so that we can continue to take necessary and appropriate care of our passengers during any type of incident. Please know we are dedicated to serving you better going forward.

(Peter Rogoff is the Sound Transit Chief Executive Officer)