

# Special Directives: Required Actions Regarding Transit Worker Assault

## Analysis of Transit Agency Responses

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# Agenda

- Protecting Transit Workers from Assault
  - Special Directives: Required Actions Regarding Transit Worker Assault
- Transit Agency Responses to Special Directives
  - Safety Risk Assessment
  - Safety Risk Mitigations
  - Safety Risk Mitigation Monitoring
  - Agency Mitigations: Selected Examples
- Next Steps and Key Takeaways



# Protecting Transit Workers from Assault

2018

- FTA publishes [Public Transportation Agency Safety Plans \(PTASP\) 49 CFR 673](#) Regulation

2019

- [PTASP](#) Final Rule Becomes Effective
- Federal Register Notice: [Protecting Public Transportation Operators From Risk of Assault](#)
- FTA launches [Enhanced Transit Safety and Crime Prevention Initiative](#)

2021

- National Transit Institute begins offering [Assault Awareness and Prevention for Transit](#) training course sponsored by FTA
- Bipartisan Infrastructure Law requires **Expanded De-Escalation Training and Transit Worker Assault Reporting** to National Transit Database (NTD)

2022

- Special Directive: [Required Actions Regarding Transit Worker Assault](#)
- Federal Register Notice: [NTD Safety and Security Reporting Changes and Clarifications](#)

2023

- **Forthcoming Notice of Proposed Rulemaking (NPRM):** PTASP



# Special Directives: Required Actions Regarding Transit Worker Assault

[Special Directives](#) issued on October 4, 2022 to nine transit agencies who reported 79% of assaults on transit workers to the NTD between 2016-2021.

<b>General</b>	Agency contact information and Agency Safety Plan (ASP)
<b>Safety Risk Assessment</b>	Has agency performed safety risk assessment related to transit worker assault?
<b>Safety Risk Mitigations</b>	Has agency implemented safety risk mitigations to address transit worker assault risk, such as operator area protective barriers? If yes, status and available data on effectiveness?

# Transit Agency Responses to Special Directives



All nine agencies responded to the Special Directive.

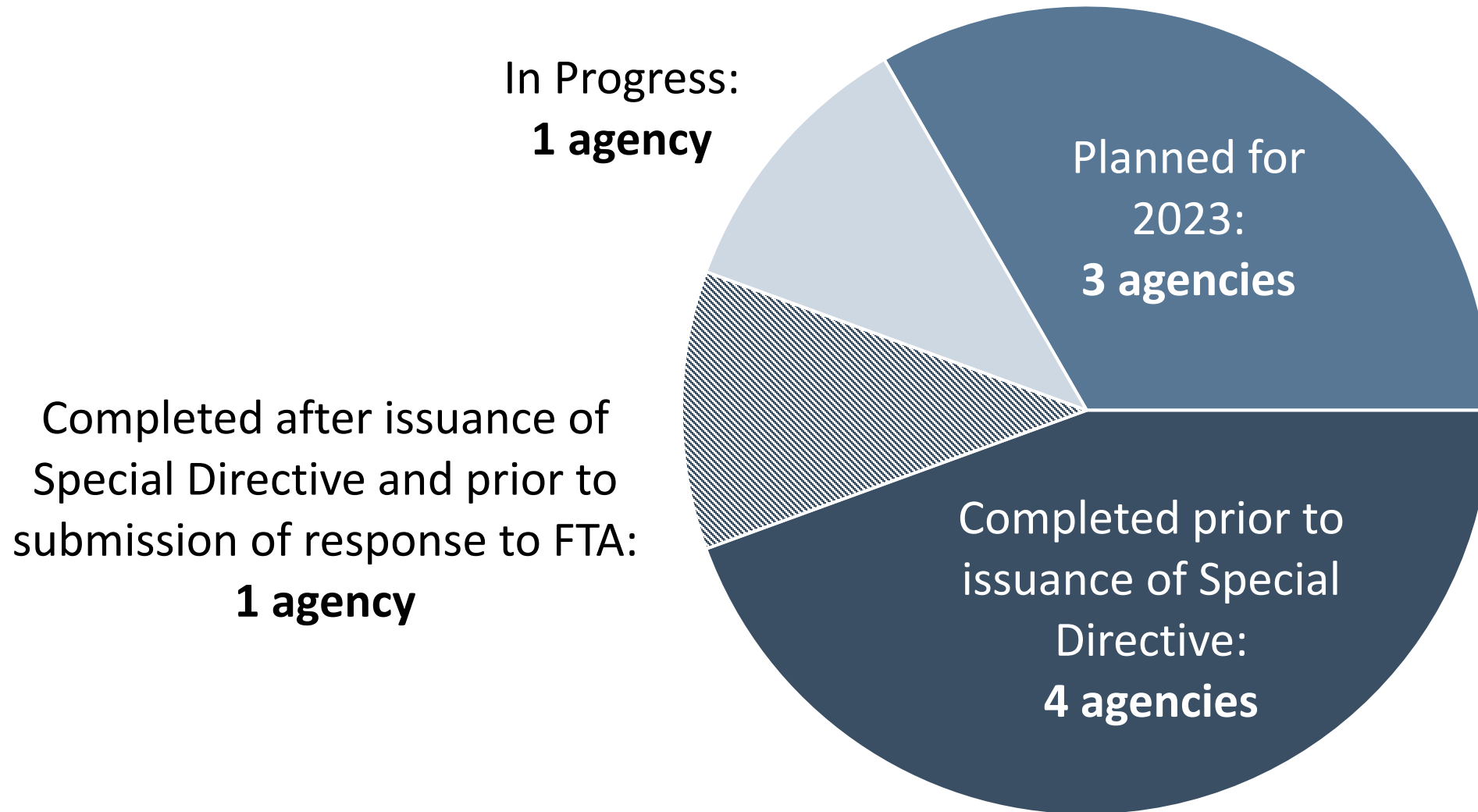


All agencies have a safety risk assessment for transit worker assault completed, in progress, or planned.



All agencies reported that they have implemented or are in the process of implementing safety risk mitigations such as operator area protective barriers.

# Safety Risk Assessment



# Safety Risk Mitigations

Safety Risk Mitigation	# Agencies	Complete	In Progress
Operator Area Protective Barriers	9	5	4
De-Escalation Training Program	8	6	2
Video and Audio Surveillance	8	7	1
Policing Strategies	7	7	-
Operating Procedures and Training	6	6	-
Emergency/Silent Alarms	6	6	-
Automatic Vehicle Location	4	4	-
Communication Devices and Protocols	4	4	-
Public Awareness Campaigns	3	3	-
Surveillance/Penalty Signage	3	2	1


# Safety Risk Mitigation Monitoring




Eight agencies provided information on monitoring mitigation effectiveness.




One agency described key performance indicators relating to transit worker assault.



Seven agencies described monitoring the effectiveness of all mitigations layered together rather than each individual mitigation.



Six agencies described using post-event analysis and reviews to monitor mitigation effectiveness.



One agency described using feedback on training as a mechanism to support mitigation effectiveness.

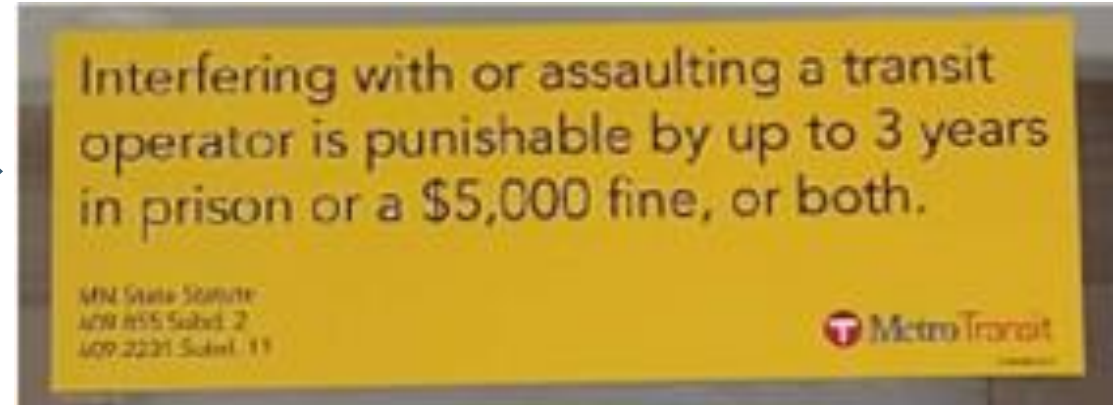
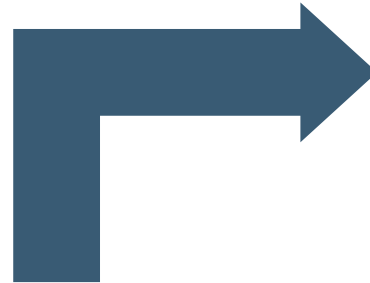


# Agency Mitigations: Selected Examples



*Southeastern Pennsylvania  
Transportation Authority  
operator safety barrier  
installation procedure front page*

*Metro Transit*



*Example signage on  
potential penalties for  
transit worker assault*



*Chicago Transit  
Authority*



**For your protection**  
Any person who assaults a passenger or employee of CTA can, under the law, be imprisoned up to ten years

**Para su proteccion**  
Cualquier persona que asalte a un pasajero o empleado del CTA puede, bajo, la ley, ser puesta en prision por un termino hasta de diez años



**Attention**  
There may be a security camera aboard capable of recording any activity.

**Atención**  
Puede haber una cámara de seguridada bordo capaz de grabar cualquier actividad.

OP-10950

# Next Step: Expanded Assault Reporting

**Federal Register Notice:** [NTD Safety and Security Reporting Changes and Clarifications](#) published February 2023

Before NTD Updates	After NTD Updates
<ul style="list-style-type: none"> <li>FTA collected only transit worker assault data that qualified as <b>major events</b> from full reporters to NTD</li> <li><b>Major events</b> involve one or more fatalities or injuries requiring medical transport</li> </ul>	<ul style="list-style-type: none"> <li>FTA will collect all transit worker assaults data for <b>major and non-major</b> events</li> <li>Non-major transit worker assaults will be collected in a summarized format</li> </ul>

**When do changes take effect?**

Full Reporters	Small Reporters
CY 2023	NTD report year 2023

# Next Step: PTASP NPRM

FTA will address the Bipartisan Infrastructure Law PTASP requirements, **including those regarding transit worker assault**, in the NPRM for the PTASP regulation.

Once the NPRM publishes, please provide feedback through the rulemaking docket to help us as we move toward updating the PTASP regulation.

*The NPRM will be open for public comment following its publication in the Federal Register.*



# Key Takeaways and Questions for Consideration

**Safety Risk Assessment is critical for understanding the risk to workers and developing mitigations**

Has your agency performed a Safety Risk Assessment for transit worker assault?

**Data can inform effectiveness of mitigations for assaults on transit workers**

Does your agency have enough data to monitor mitigation effectiveness?

**Consider prioritizing mitigations that are completely or mostly within an agency's control to implement and measure**

How are you applying this at the agency and individual transit worker levels?  
How can you empower employees to use de-escalation mindset and techniques?



# Questions/Contacts

## Transit Worker Assault Prevention



Questions: [FTASystemSafety@dot.gov](mailto:FTASystemSafety@dot.gov)

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## PTASP and SMS Technical Assistance



[transit.dot.gov/PTASP](https://transit.dot.gov/PTASP)

[PTASP-TAC@dot.gov](mailto:PTASP-TAC@dot.gov)

## Safety Training



Questions: [FTASafetyPromotion@dot.gov](mailto:FTASafetyPromotion@dot.gov)

Assault Awareness and Prevention course:  
848-932-1700 or [nti\\_info@nti.rutgers.edu](mailto:nti_info@nti.rutgers.edu)





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