

UNITED STATES DEPARTMENT OF TRANSPORTATION

Federal Transit Administration

**Proposed General Directive No. 24-1**

**General Directive Under 49 U.S.C. 5329 and 49 CFR Part 670**

**Required Actions Regarding Assaults on Transit Workers**

**Summary**

FTA is issuing a General Directive to address the significant and continuing safety risk associated with assaults on transit workers. FTA has identified a national-level hazard that transit workers must interact with the public and, at times, must clarify or enforce agency policies, which can present a risk of transit workers being assaulted on transit vehicles and in revenue facilities.

Each transit agency that is required to have an Agency Safety Plan (ASP) under the PTASP regulation (49 CFR part 673) must use the Safety Risk Management (SRM) processes required by 49 CFR 673.25(c) and documented in its ASP to conduct a safety risk assessment related to assaults on transit workers on the public transportation system it operates unless the agency has conducted a safety risk assessment related to assaults on transit workers in the twelve months preceding the date of issuance of this General Directive. Each transit agency must use the SRM process documented in its ASP as defined at CFR 673.25(d) to identify safety risk mitigations or strategies necessary as a result of the agency's safety risk assessment. As required by the Bipartisan Infrastructure Law at 49 U.S.C. 5329(d)(5), the joint labor-management Safety Committee of each transit agency serving an urbanized area with a population of 200,000 or

more (large urbanized area) is responsible for identifying and recommending safety risk mitigations to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment. Each covered transit agency must also provide information to FTA on how it is assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers.

### **General Directive and Required Actions**

In accordance with 49 U.S.C. 5329(f)(2), 49 CFR § 670.25, and Office of Management and Budget Control Number 2132-0580, FTA directs each transit agency that is required to have an ASP under the Public Transportation Agency Safety Plans (PTASP) regulation at 49 CFR part 673 to take the following actions within 60 days of the issuance of this General Directive:

#### **(a) Conduct a Safety Risk Assessment**

The transit agency must use the SRM process documented in its ASP as defined at 49 CFR § 673.25(c) to conduct a risk assessment related to assaults on transit workers on the public transportation system it operates unless the agency has conducted a safety risk assessment related to assaults on transit workers in the twelve (12) months preceding the date of issuance of this General Directive.

#### **(b) Identify Safety Risk Mitigations**

The transit agency must use the SRM process documented in its ASP as defined at 49 CFR § 673.25(d) to identify safety risk mitigations or strategies necessary as a result of the agency's safety risk assessment. As required by the Bipartisan Infrastructure Law at 49 U.S.C. 5329(d)(5), each transit agency serving a large urbanized area must involve the joint labor-management Safety Committee when identifying safety risk mitigations to reduce the likelihood and severity of consequences identified through the agency's safety

risk assessment.

**(c) Submit Required Information to FTA**

The transit agency must submit to FTA responses to the following questions:

1. Date of completed safety risk assessment
2. Hazard assessed: *transit workers must interact with the public and, at times, must clarify or enforce agency policies*
3. Potential Consequence: *Transit workers are assaulted on transit vehicles*
  - Likelihood (choose the rating from FTA's scale that most closely matches your agency's scale)
  - Severity (choose the rating from FTA's scale that most closely matches your agency's scale)
4. Potential Consequence: *Transit workers are assaulted in revenue facilities*
  - Likelihood (choose the rating from FTA's scale that most closely matches your agency's scale)
  - Severity (choose the rating from FTA's scale that most closely matches your agency's scale)
5. Risk Rating (provide overall risk rating resulting from safety risk assessment)
6. For transit agencies serving a large urbanized area, did the joint labor-management Safety Committee identify and recommend safety risk mitigations to reduce the likelihood and severity of the potential consequences of assaults on transit workers identified through the agency's safety risk assessment?
  - Yes
  - No
  - Agency serving a small urbanized area not subject to requirement

7. If you answered no to Question 6, please explain.
8. Please share the safety risk mitigations the transit agency or Safety Committee (at agencies serving large urbanized areas) has identified as a result of the agency's safety risk assessment to reduce the likelihood and/or severity of assaults on transit workers:

- Operator Area Protective Barriers
- Signage Informing Riders of Surveillance/Penalties
- Personal Security Training
- De-Escalation Training
- Operating Policies and Procedures (e.g., policies governing operator barrier deployment; policies and procedures to permit discharging passengers between designated stops upon request; policies that operators should only state the agency fare policy once and not attempt to enforce fare payment; policies on response to interference; policies on taking de-escalatory action during incidents)
- Video/Audio Surveillance
- Covert/Overt Emergency Alarms (e.g., silent button to contact operations control center, a system for coded/covert operator communication with operations control center, exterior bus signage alerting the public to emergency onboard/call law enforcement)
- Automatic Vehicle Location
- Patrol Strategies (e.g., fare enforcement, security, transit police, local law enforcement)

- Communication Protocols (e.g., only request fare payment once)
- Public Awareness Campaigns
- Other

9. Please provide any additional information that would help FTA understand the details of your mitigation.

10. Implementation status for each safety risk mitigation

- Planned
- In Progress
- Complete

11. Safety risk mitigation implementation start date (actual or projected)

12. Safety risk mitigation implementation completion date (actual or projected)

13. If implementation is in progress, provide approximate percentage toward completion

14. Please provide any additional information that would help FTA understand the progress of your mitigation (e.g., any external rate-limiting factors affecting implementation)

15. Performance information or data that the agency is using or will use to make effectiveness determination

16. Effectiveness of safety risk mitigation

- Effective
- Ineffective
- Not yet determined

17. If effectiveness of mitigation has been assessed by the agency or Safety Committee (at agencies serving large urbanized areas), a statement explaining why mitigations

are either effective or ineffective

Transit agencies must submit the required information within 60 days of the issuance of this General Directive via the FTA Safety Risk Management Report (SRM Report) on the Transit Integrated Appian Development (TriAD) Platform. Instructions on how to use the platform and submit the required information can be found at <https://www.transit.dot.gov/ptasp>.

### **Enforcement**

FTA may take enforcement action for any violation of this General Directive or the terms of any written plan adopted pursuant to this General Directive in accordance with FTA's authorities under 49 U.S.C. 5329, including but not limited to (1) directing a recipient to use Federal financial assistance to correct safety deficiencies; and (2) withholding up to 25 percent of financial assistance to a recipient under 49 U.S.C. 5307.

### **Contact**

For program matters, Stewart Mader, Senior Program Analyst for Safety Policy, FTA Office of System Safety, telephone (202) 366-9677 or [Stewart.Mader@dot.gov](mailto:Stewart.Mader@dot.gov); for legal matters, Heather Ueyama, Attorney-Advisor, telephone (202) 366-7374 or [Heather.Ueyama@dot.gov](mailto:Heather.Ueyama@dot.gov).