

Protecting Transit Workers & Customers from Assaults

Joe DeLorenzo

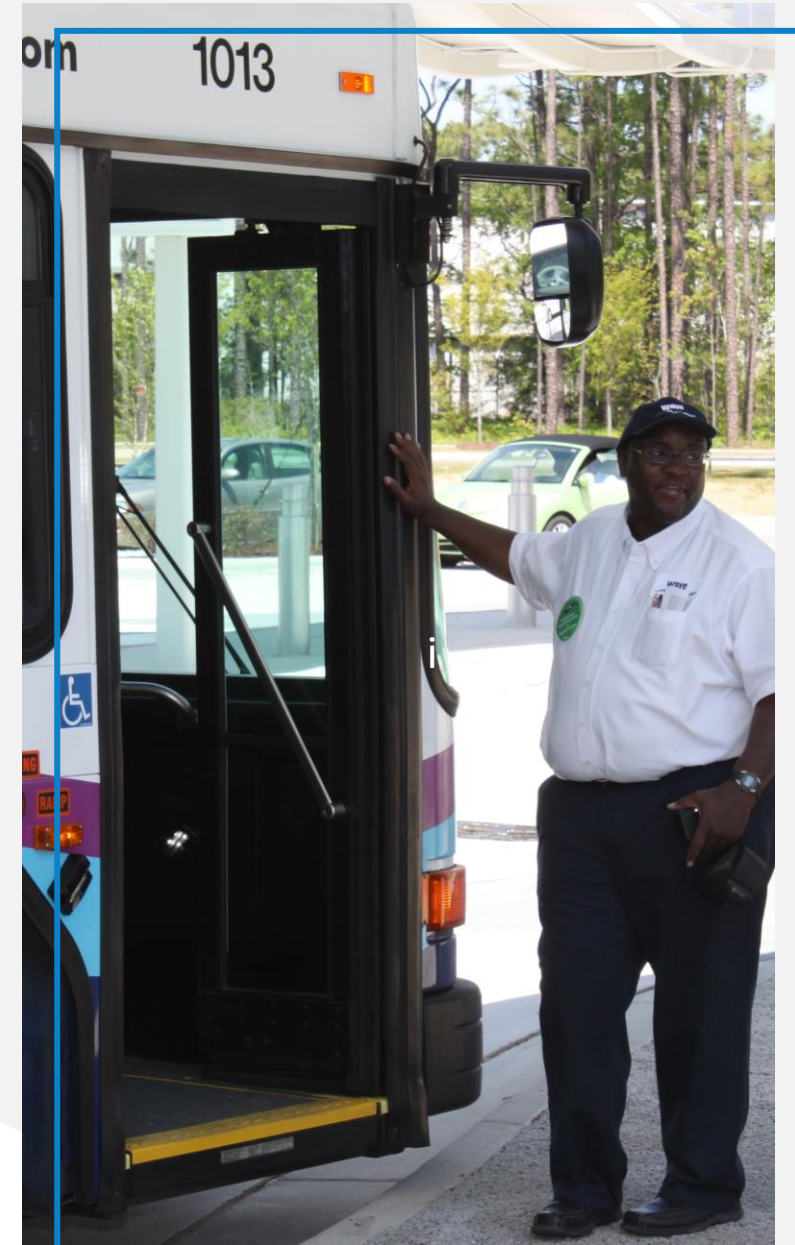
Associate Administrator and Chief Safety Officer
Office of Transit Safety and Oversight (TSO)

APTA Security & Emergency Management Roundtable

6/1/2024



U.S. Department of Transportation
Federal Transit Administration



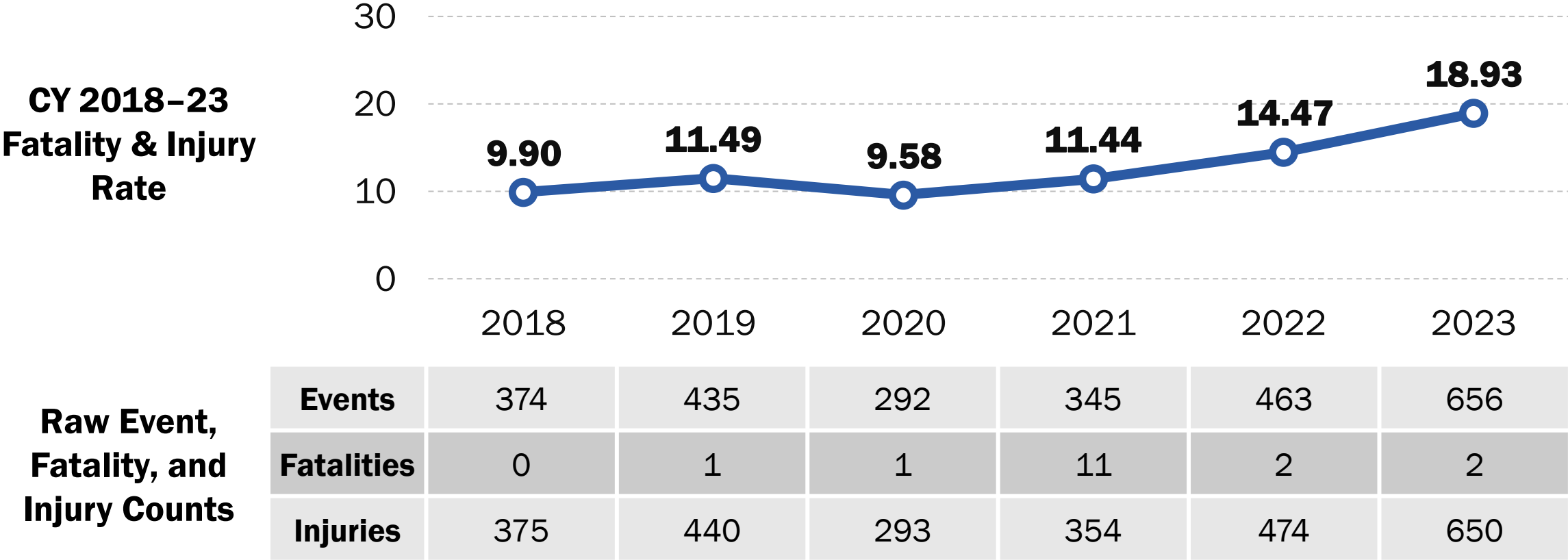
Assaults on Transit Workers



U.S. Department of Transportation
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Major Assaults on Transit Workers

Fatalities & Injuries: CY 2018–23



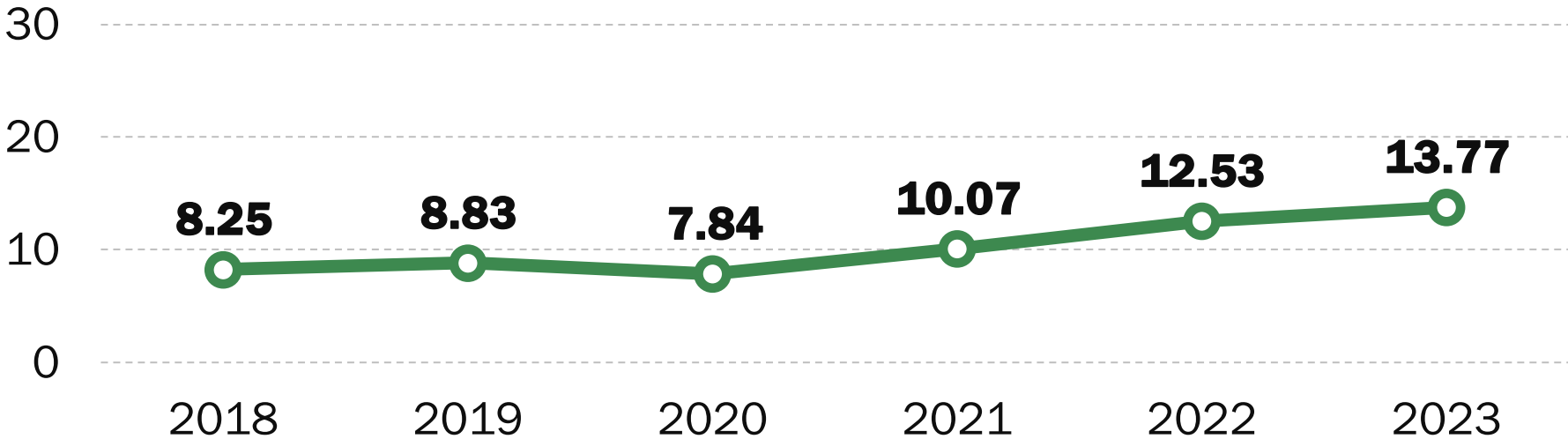
Source: National Transit Database (NTD). CY 2023 data are preliminary.
Combined fatality and injury rate is calculated per 100 Million Vehicle Revenue Miles (100M VRM).

Data as of: Apr 2, 2024

Major Assaults on Transit Workers

Fatalities & Injuries on Bus: CY 2018–23

CY 2018–23
Bus Fatality & Injury Rate



Percentage of
Fatalities and
Injuries by
Location

Vehicle	92%	95%	91%	92%	94%	87%
Station	6%	5%	6%	7%	5%	10%
Other	2%	1%	2%	1%	1%	3%

Source: National Transit Database (NTD). CY 2023 data are preliminary.

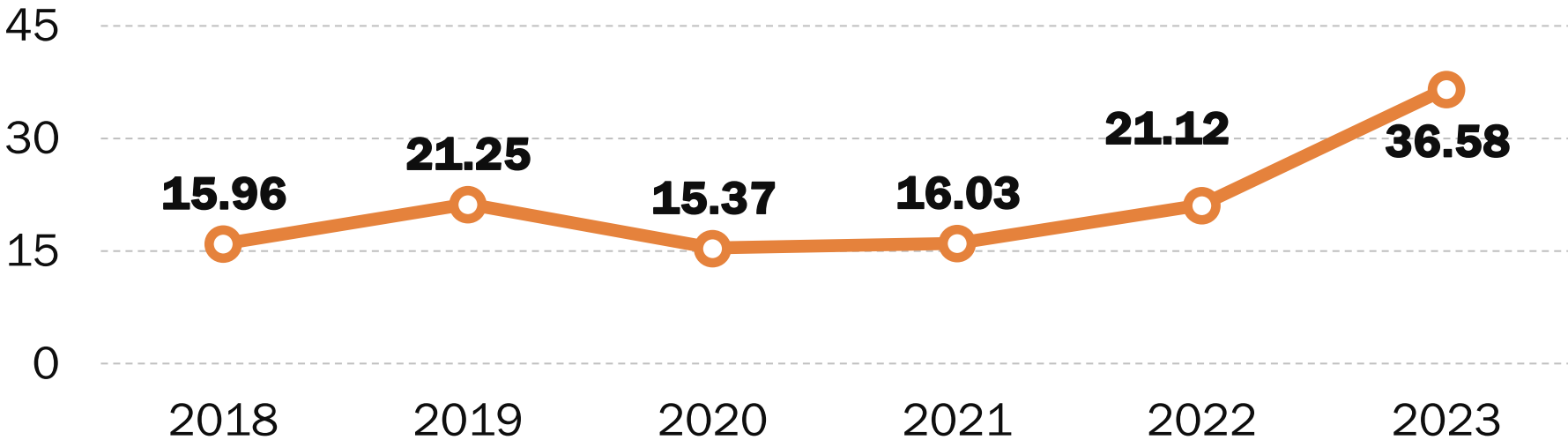
Combined fatality and injury rate is calculated per 100 Million Vehicle Revenue Miles (100M VRM).

Data as of: Apr 2, 2024

Major Assaults on Transit Workers

Fatalities & Injuries on Rail: CY 2018–23

CY 2018–23
Rail Fatality &
Injury Rate



Percentage of
Fatalities and
Injuries by
Location

	2018	2019	2020	2021	2022	2023
Vehicle	66%	62%	49%	34%	51%	39%
Station	34%	38%	51%	56%	48%	61%
Other	0%	0%	0%	9%	1%	0%

Source: National Transit Database (NTD). CY 2023 data are preliminary.

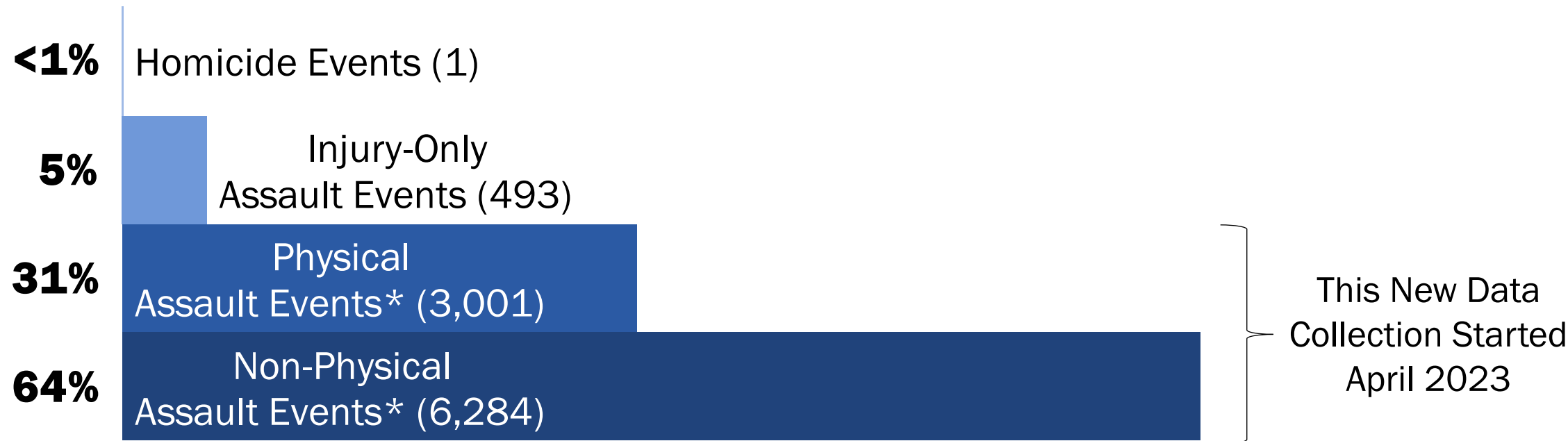
Combined fatality and injury rate is calculated per 100 Million Vehicle Revenue Miles (100M VRM).

Data as of: Apr 2, 2024

Assaults on Transit Workers

New NTD Data Collection: 2023

Most events reported are non-physical assaults
All Reported Transit Worker Assaults and Homicides by Severity:
April–December 2023



Source: National Transit Database (NTD). CY 2023 data are preliminary.
*Starred categories are events that do not result in a transit worker fatality or injury.

Data as of: Apr 2, 2024

Assaults on Transit Workers

Proposed General Directive 24-1

FTA published a proposed General Directive for notice and comment on December 20, 2023, and the comment period closed on February 20, 2024.

FTA received 66 comment submissions and is currently reviewing all comments.

General Directive Proposed Requirements:

Conduct Safety Risk Assessment (SRA) for assaults on transit workers: Within 60 days of issuance of GD, unless agency has conducted within past 12 months

Identify safety risk mitigations: Transit agencies serving a large urbanized area must involve the joint labor-management Safety Committee when identifying safety risk mitigations

Submit information to FTA: Transit agencies must submit information on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers

PTASP Final Rule & National Safety Plan

FTA published PTASP Final Rule on April 11, 2024, and the updated National Public Transportation Safety Plan on April 10, 2024. PTASP Final Rule effective date is May 13, 2024. First major update to PTASP since 2018 final rule, and first rule finalized by FTA under the Bipartisan Infrastructure Law requirements to make transit safer for transit workers and passengers.

Addressing Assaults on Transit Workers in PTASP Final Rule

Strengthens frontline transit worker – management communication & increases frontline transit worker involvement in safety through Safety Committees (Large UZA) and cooperation on ASP (Small UZA)

Agencies set Safety Performance Targets (SPTs) based on measures in updated National Safety Plan and Safety Committees set SPTs for safety risk reduction program, including assaults on transit workers

Safety Committee recommends safety risk mitigations under the agency's safety risk reduction program, including mitigating assaults on transit workers. Transit agencies are required to include these in the ASP and implement mitigations included in an approved ASP

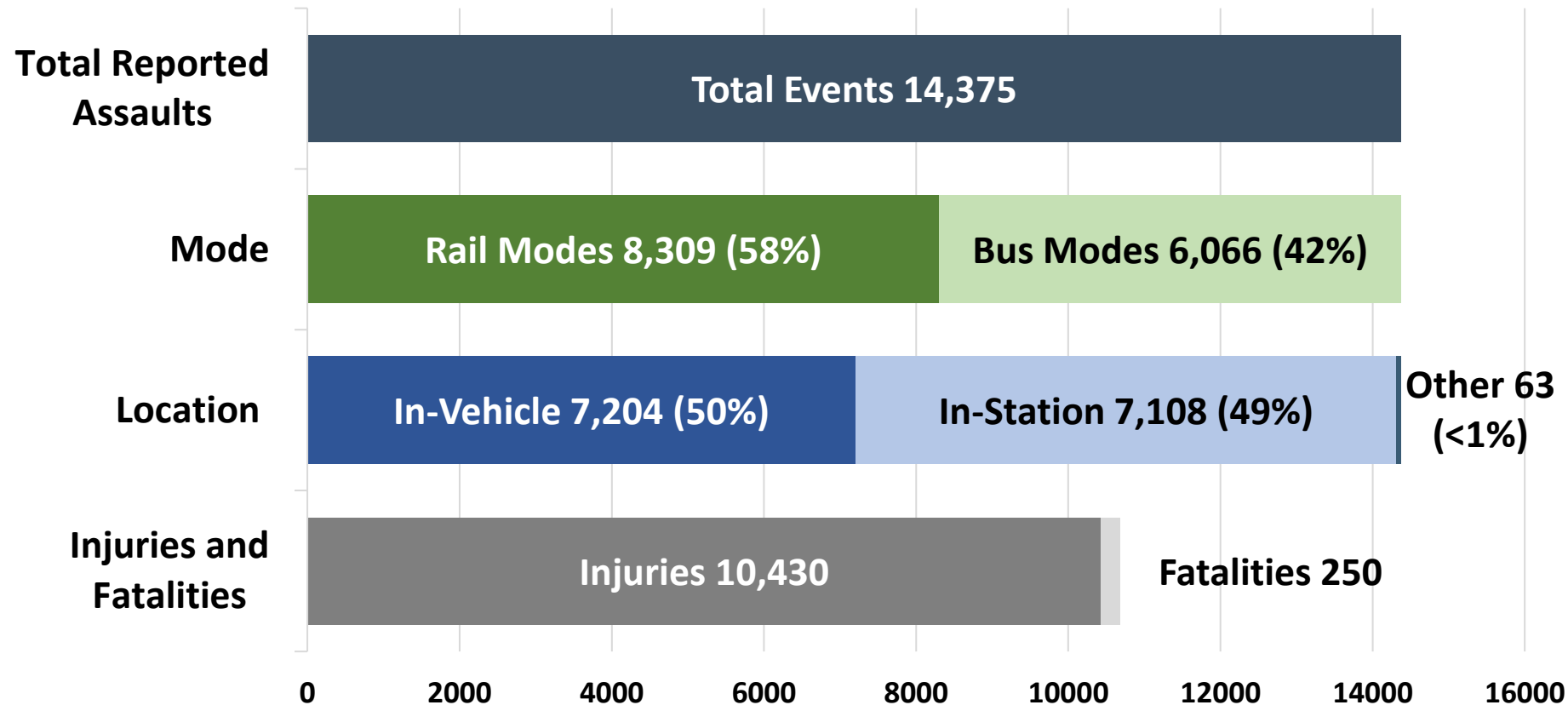
Expands de-escalation training for frontline transit workers

Transit Customer Assault Prevention



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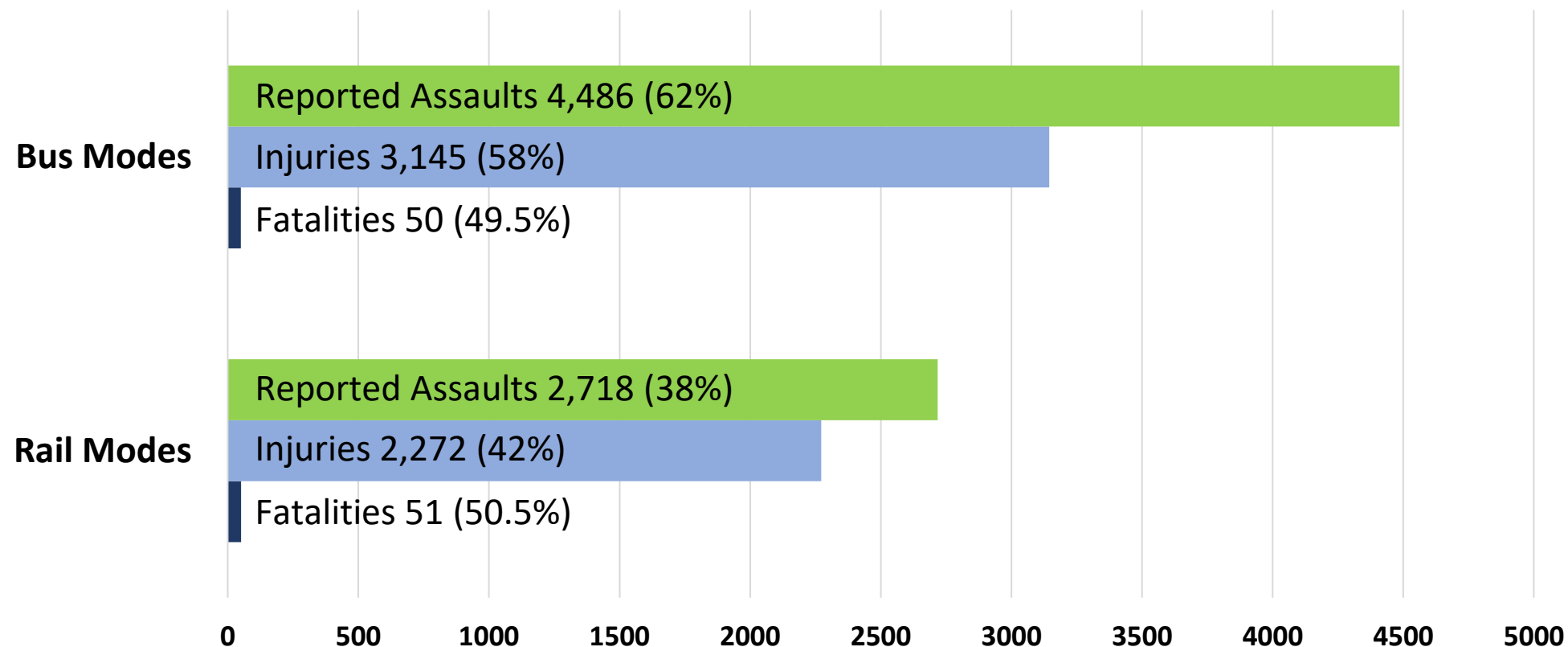
Transit Customer Assault Events (2008 - 2022)



Source: National Transit Database (NTD) 2008 -2022 | *2022 data are preliminary

Transit Customer Assault In-Vehicle (2008 - 2022)

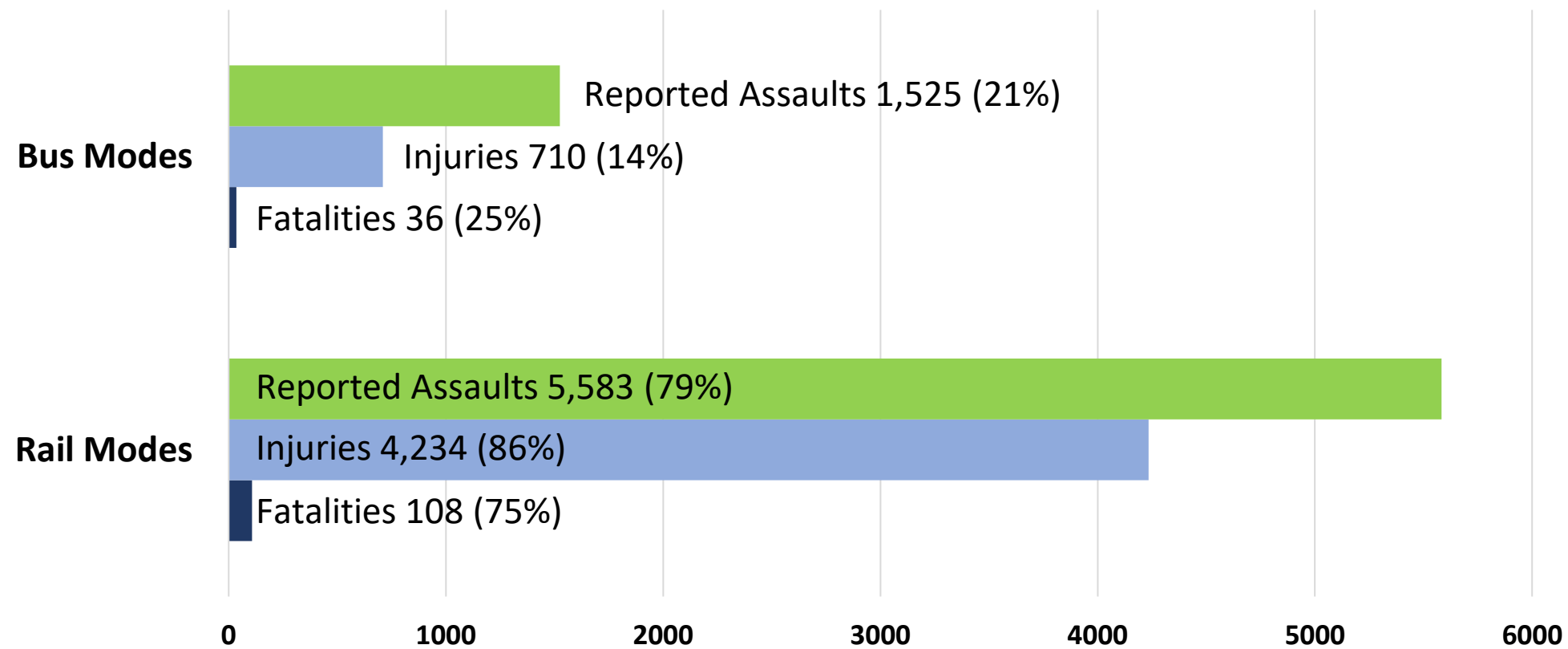
- 50% of reported customer assaults occurred in-vehicle
- Bus modes account for 62% of reported in-vehicle customer assaults



Source: National Transit Database (NTD) 2008 -2022 | *2022 data are preliminary

Transit Customer Assault In-Station (2008 - 2022)

- 49% of reported customer assaults occurred in-station
- Rail mode stations account for 79% of reported in-station customer assaults



Source: National Transit Database (NTD) 2008 -2022 | *2022 data are preliminary

Customer Assault Data Insights

Factors Contributing to Assault Events

Ridership

Fare evasion

Escalation of minor conflicts and unprovoked assaults

Local laws and policies (e.g., decriminalization, lack of prosecution)

Crowds

Mental health crises, substance abuse, homelessness

Differences in operator location (rail vs. bus)

COVID-19 pandemic related conflicts (e.g., disputes over mask policies)

Mitigations Implemented by Agencies



Social Services
and Outreach



Policing and
Uniformed
Presence



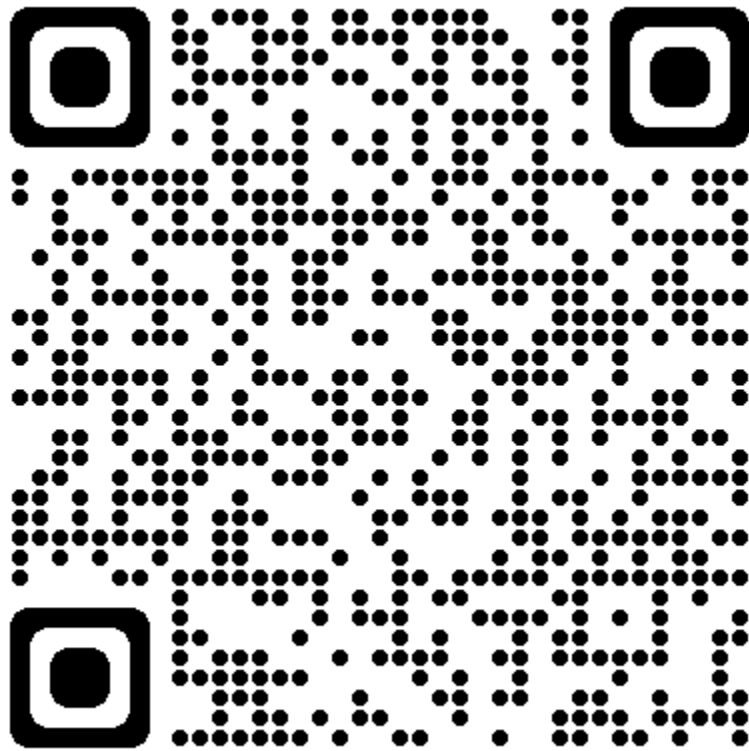
Surveillance
Cameras



Crime Prevention
Through
Environmental
Design (CPTED)

De-Escalation Training Resource Directory

FTA published a new training resource directory to support the transit industry in developing, implementing and updating de-escalation training.



Thank you!

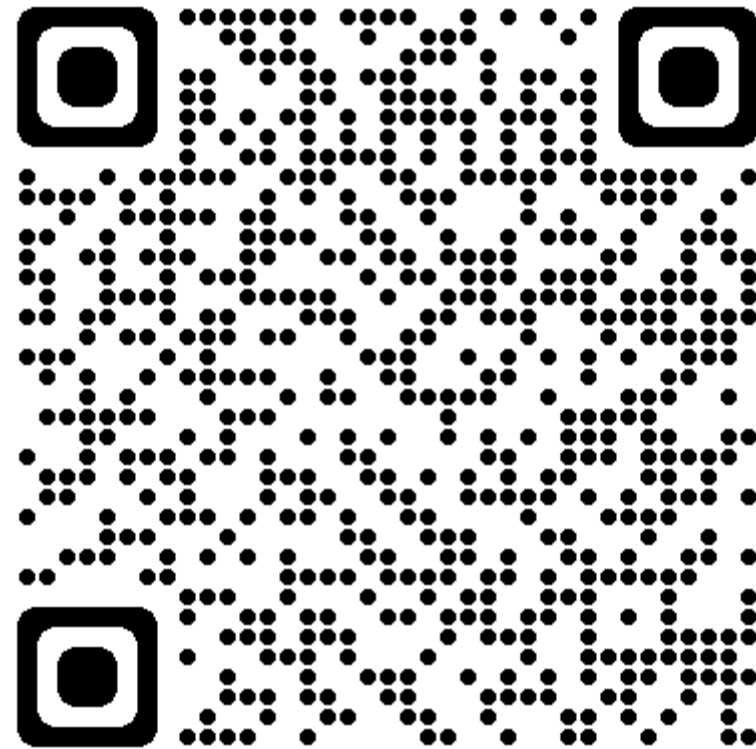
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U.S. Department of Transportation
Federal Transit Administration

FTA Mission, Vision, Values



Mission

Improve America's Communities
through Public Transportation



Vision

A Better Quality of Life for All Built
on Public Transportation Excellence

Values

<i>Service</i>	Provide reliable, transparent, responsive, and anticipatory services to meet stakeholder needs
<i>Integrity</i>	Commitment to the highest professional and ethical standards
<i>Innovation</i>	Foster new ideas, concepts, and solutions for improved outcomes
<i>Sustainability</i>	Optimize decisions, resources, and systems to make long-term positive impacts on the environment, infrastructure, and safety
<i>Equity</i>	Remove barriers for systemically underserved communities to access all aspects of economic, social, and civic life