Protecting Transit Workers & Customers from Assaults

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Office of Transit Safety and Oversight (TSO)

APTA Security & Emergency Management Roundtable

6/1/2024
Assaults on Transit Workers
Major Assaults on Transit Workers
Fatalities & Injuries: CY 2018–23

Data as of: Apr 2, 2024

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).
**Major Assaults on Transit Workers**

**Fatalities & Injuries on Bus: CY 2018–23**

**CY 2018–23 Bus Fatality & Injury Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>8.25</td>
<td>8.83</td>
<td>7.84</td>
<td>10.07</td>
<td>12.53</td>
<td>13.77</td>
</tr>
</tbody>
</table>

**Percentage of Fatalities and Injuries by Location**

<table>
<thead>
<tr>
<th>Location</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle</td>
<td>92%</td>
<td>95%</td>
<td>91%</td>
<td>92%</td>
<td>94%</td>
<td>87%</td>
</tr>
<tr>
<td>Station</td>
<td>6%</td>
<td>5%</td>
<td>6%</td>
<td>7%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>15.96</td>
</tr>
<tr>
<td>2019</td>
<td>21.25</td>
</tr>
<tr>
<td>2020</td>
<td>15.37</td>
</tr>
<tr>
<td>2021</td>
<td>16.03</td>
</tr>
<tr>
<td>2022</td>
<td>21.12</td>
</tr>
<tr>
<td>2023</td>
<td>36.58</td>
</tr>
</tbody>
</table>

Percentage of Fatalities and Injuries by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle</td>
<td>66%</td>
<td>62%</td>
<td>49%</td>
<td>34%</td>
<td>51%</td>
<td>39%</td>
</tr>
<tr>
<td>Station</td>
<td>34%</td>
<td>38%</td>
<td>51%</td>
<td>56%</td>
<td>48%</td>
<td>61%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide Events</td>
<td>&lt;1%</td>
<td>1</td>
</tr>
<tr>
<td>Injury-Only Assault Events</td>
<td>5%</td>
<td>493</td>
</tr>
<tr>
<td>Physical Assault Events*</td>
<td>31%</td>
<td>3,001</td>
</tr>
<tr>
<td>Non-Physical Assault Events*</td>
<td>64%</td>
<td>6,284</td>
</tr>
</tbody>
</table>

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
This New Data Collection Started April 2023
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
Transit Customer Assault Events (2008 - 2022)

Total Events 14,375

- Rail Modes 8,309 (58%)
- Bus Modes 6,066 (42%)

In-Vehicle 7,204 (50%)
In-Station 7,108 (49%)
Other 63 (<1%)

Injuries 10,430
Fatalities 250

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

**Bus Modes**
- Reported Assaults 4,486 (62%)
- Injuries 3,145 (58%)
- Fatalities 50 (49.5%)

**Rail Modes**
- Reported Assaults 2,718 (38%)
- Injuries 2,272 (42%)
- Fatalities 51 (50.5%)

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

**Rail Modes**
- Reported Assaults: 5,583 (79%)
- Injuries: 4,234 (86%)
- Fatalities: 108 (75%)

**Bus Modes**
- Reported Assaults: 1,525 (21%)
- Injuries: 710 (14%)
- Fatalities: 36 (25%)

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

Factors Contributing to Assault Events

<table>
<thead>
<tr>
<th>Ridership</th>
<th>Crowds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare evasion</td>
<td>Mental health crises, substance abuse, homelessness</td>
</tr>
<tr>
<td>Escalation of minor conflicts and unprovoked assaults</td>
<td>Differences in operator location (rail vs. bus)</td>
</tr>
<tr>
<td>Local laws and policies (e.g., decriminalization, lack of prosecution)</td>
<td>COVID-19 pandemic related conflicts (e.g., disputes over mask policies)</td>
</tr>
</tbody>
</table>

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**

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