

# General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

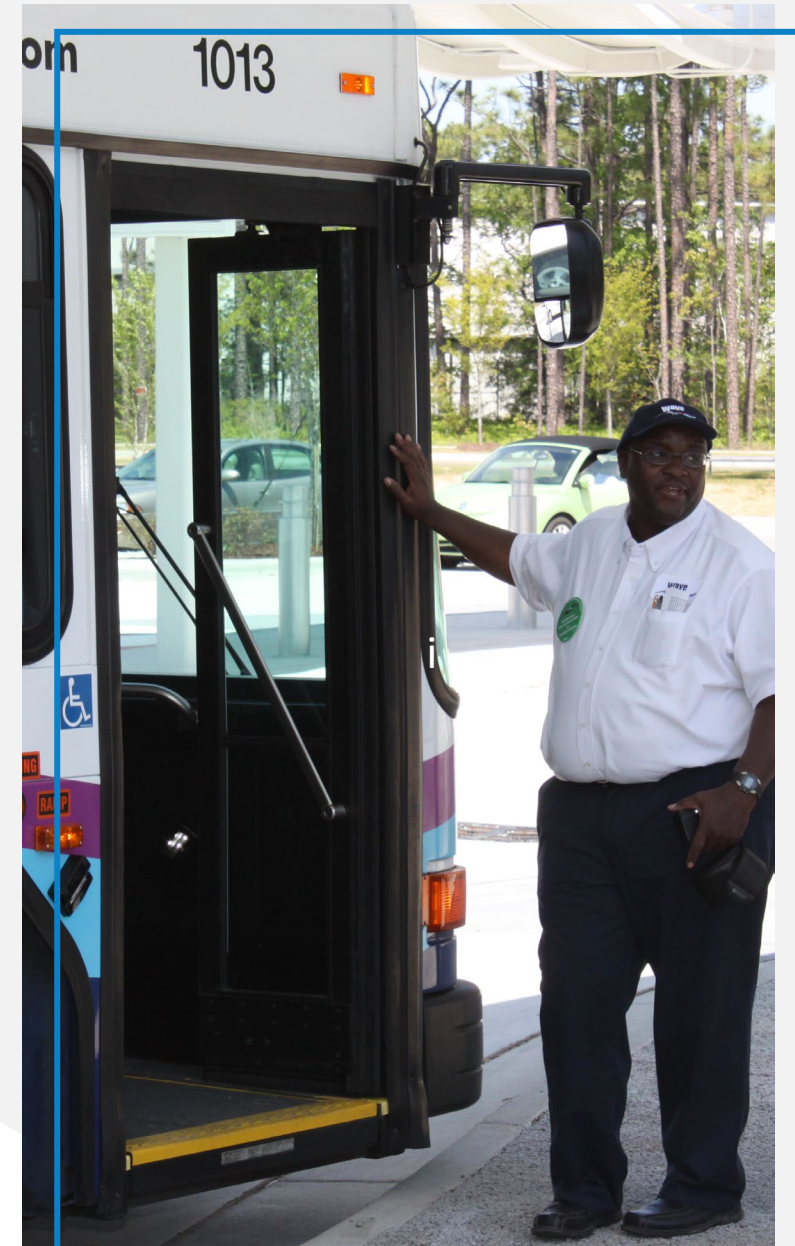
Federal Transit Administration

Office of Transit Safety and Oversight

---



U.S. Department of Transportation  
Federal Transit Administration



# Protecting Transit Workers from Assaults



# Agenda

1. FTA Actions to Address Assaults on Transit Workers
2. General Directive 24-1
3. Safety Risk Assessment and Safety Risk Mitigations
4. SMS Report
5. Q&A
6. Closing

# FTA Actions to Address Assaults on Transit Workers

## 2019 – Protecting Public Transportation Operators From Risk of Assault Federal Register Notice

- Alerted transit agencies to the need to address the risk of transit operator assault through SMS processes required under the PTASP regulation.

## 2022 – Special Directives: Required Actions Regarding Transit Worker Assault

- Determine if transit agencies reporting majority of assaults are addressing safety risk
- 4 of the 9 Special Directive recipients had completed a safety risk assessment prior to issuance of Special Directive
- FTA concluded additional intervention required

## 2023 – Proposed General Directive Published for Public Comment

- Proposed requiring all transit agencies subject to the Public Transportation Agency Safety Plans (PTASP) regulation to take action regarding assaults on transit workers

## 2024 – General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

- Published September 25, 2024 in the Federal Register

# General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

By December 26, 2024, all transit agencies subject to PTASP Final Rule must:

## Conduct Safety Risk Assessment for Assaults on Transit Workers

- Safety risk assessment conducted within 12 months preceding General Directive publication may be used

## Identify Safety Risk Mitigations

- Each transit agency serving a large urbanized area must involve the joint labor-management Safety Committee when identifying safety risk mitigations

## Submit Information to FTA

- Each transit agency must submit information on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers



# Safety Risk Assessment

- Safety risk assessment is a critical Safety Management System (SMS) tool for assessing risk to help prioritize and develop mitigations
  - Identify hazards associated with assaults on transit workers
  - Use Safety Risk Management processes to assess safety risk related to assaults
  - Risk Rating: Likelihood & Severity



# Safety Risk Mitigations

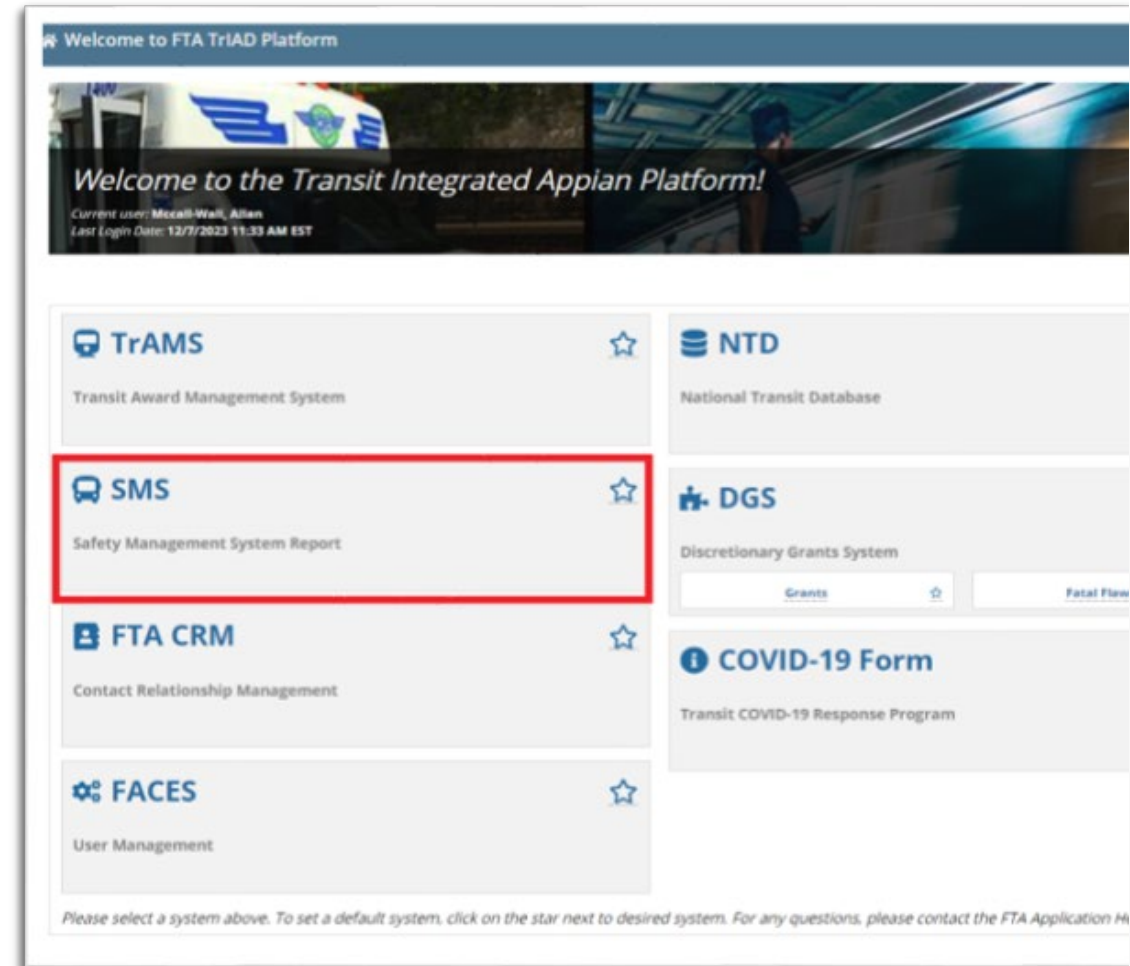
- Identify innovative safety risk mitigations or strategies
- Use mitigations or strategies to reduce likelihood and/or severity of potential consequences related to assaults on transit workers
- Measure effectiveness of mitigations

Example Mitigation Types (not an exhaustive list)
Operator Area Protective Barriers
De-Escalation Training
Video and Audio Surveillance
Policing Strategies
Operating Procedures and Training
Emergency/Silent Alarms
Automatic Vehicle Location
Communication Devices and Protocols
Public Awareness Campaigns
Surveillance/Penalty Signage

# SMS Report: Introduction

What is SMS Report?

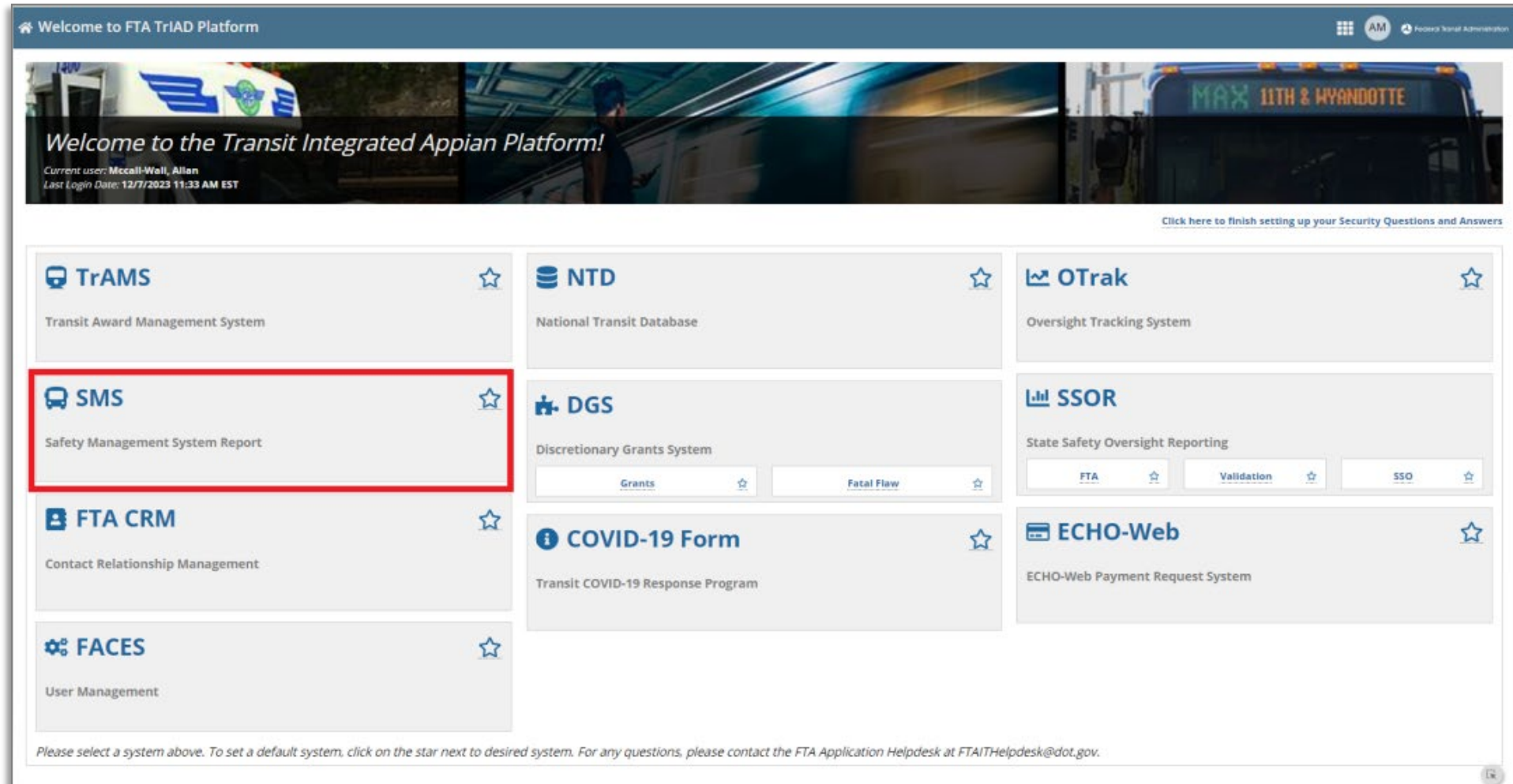
- An information collection tool for Safety Management System (SMS) reporting
- Captures results of transit agencies' SMS processes, including the results of safety risk assessments, and safety risk mitigation-related information
- Designed to streamline transit agency reporting in response to General Directive 24-1





# SMS Report

SMS Report can be accessed within FTA's TrIAD suite of applications.



# SMS Report: Create Report

HOME

REPORTS

ACTIONS

HELP AND RESOURCES

SM

Federal Transit Administration

## Create Safety Management System Report

**Directive**  
Required Actions Regarding Assaults on Transit Workers

**Agency**  
Straightline Transit B

**Date of completed Safety Risk Assessment \***

**Hazard Assessed**  

- Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.

Potential Consequences	Likelihood	Severity	Delete
Transit workers are assaulted on transit vehicles	--Select Likelihood--	--Select Severity--	
Transit workers are assaulted in revenue facilities	--Select Likelihood--	--Select Severity--	

[+ Add Potential Consequence](#)

**Risk Rating**

**Likelihood ?\***

--Select Likelihood--

**Severity ?\***

--Select Severity--

[Risk Rating Matrix](#)

**Were mitigations recommended as a result of the SRA? \***  
☐ Yes ☐ No

CANCELSAVE

SUBMIT

# SMS Report: Select Mitigations

[HOME](#) [REPORTS](#) [ACTIONS](#) [HELP AND RESOURCES](#) SM Federal Transit Administration

[+ Add Potential Consequence](#)

Risk Rating

Likelihood ?\*

4

Severity ?\*

C

[Risk Rating Matrix](#)

Were mitigations recommended as a result of the SRA? \*

☒ Yes ☐ No

Which mitigations has your agency identified? ?\*

☐ Operator Area Protective Barriers

☐ Signage Informing Riders of Surveillance/Penalties

☐ De-Escalation Training

☐ Operating Policies and Procedures

☐ Video/Audio Surveillance

☐ Covert/Overt Emergency Alarms

☐ Automatic Vehicle Location

☐ Patrol Strategies

☐ Communication Protocols

☐ Public Awareness Campaigns

☐ Other

CANCEL

SAVE

SUBMIT

# SMS Report: Add Mitigation Details

HOME

REPORTS

ACTIONS

HELP AND RESOURCES

SM

Federal Transit Administration

Safety Risk Mitigation Details

▼ Operator Area Protective Barriers

Potential Consequences ?\*

Transit workers are assaulted on transit vehicles

Mitigation description \*

Please provide any additional information about this mitigation

Implementation status of this mitigation \*

☐ Planned ☒ In Progress ☐ Complete

Estimated Progress ?\*

--Select Percentage--

Progress details \*

Please provide any additional information that would help FTA understand the progress of your mitigation

Implementation actual start date \*

Implementation projected completion date

Effectiveness of mitigation \*

☐ Effective ☐ Ineffective ☐ Not yet determined

# SMS Report: Save or Submit

HOME

REPORTS

ACTIONS

HELP AND RESOURCES

SM

Federal Transit Administration

--Select Potential Consequences--

**Mitigation description \***

0/2000

Please provide any additional information about this mitigation

**Implementation status of this mitigation \***

☐ Planned ☒ In Progress ☐ Complete

**Estimated Progress ? \***

--Select Percentage--

**Progress details \***

e.g., any external rate-limiting factors affecting implementation

0/4000

Please provide any additional information that would help FTA understand the progress of your mitigation

**Implementation actual start date \***

mm/dd/yyyy

**Implementation projected completion date**

mm/dd/yyyy

**Effectiveness of mitigation \***

☐ Effective ☐ Ineffective ☐ Not yet determined

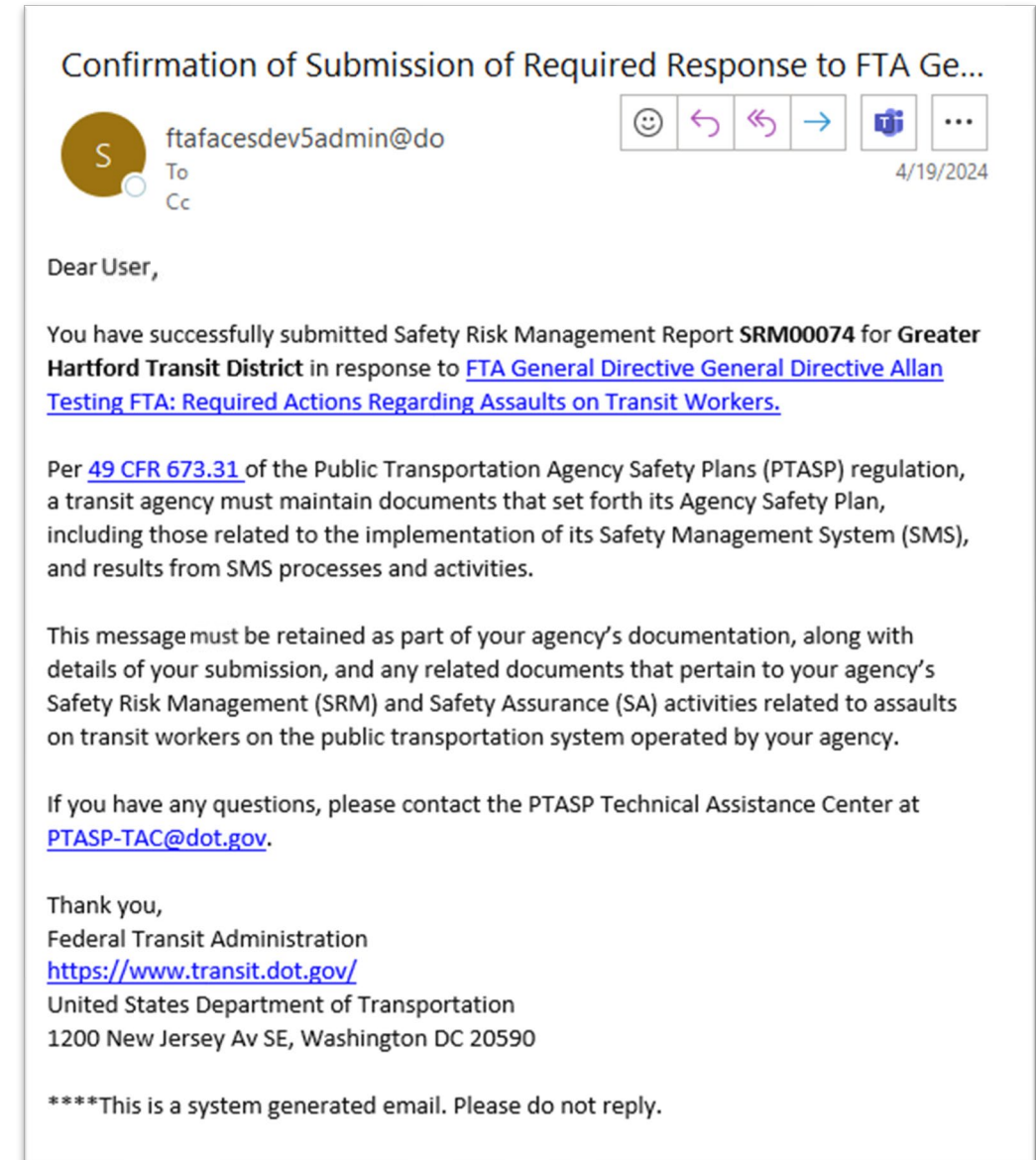
CANCEL

SAVE

SUBMIT

# Email Notifications

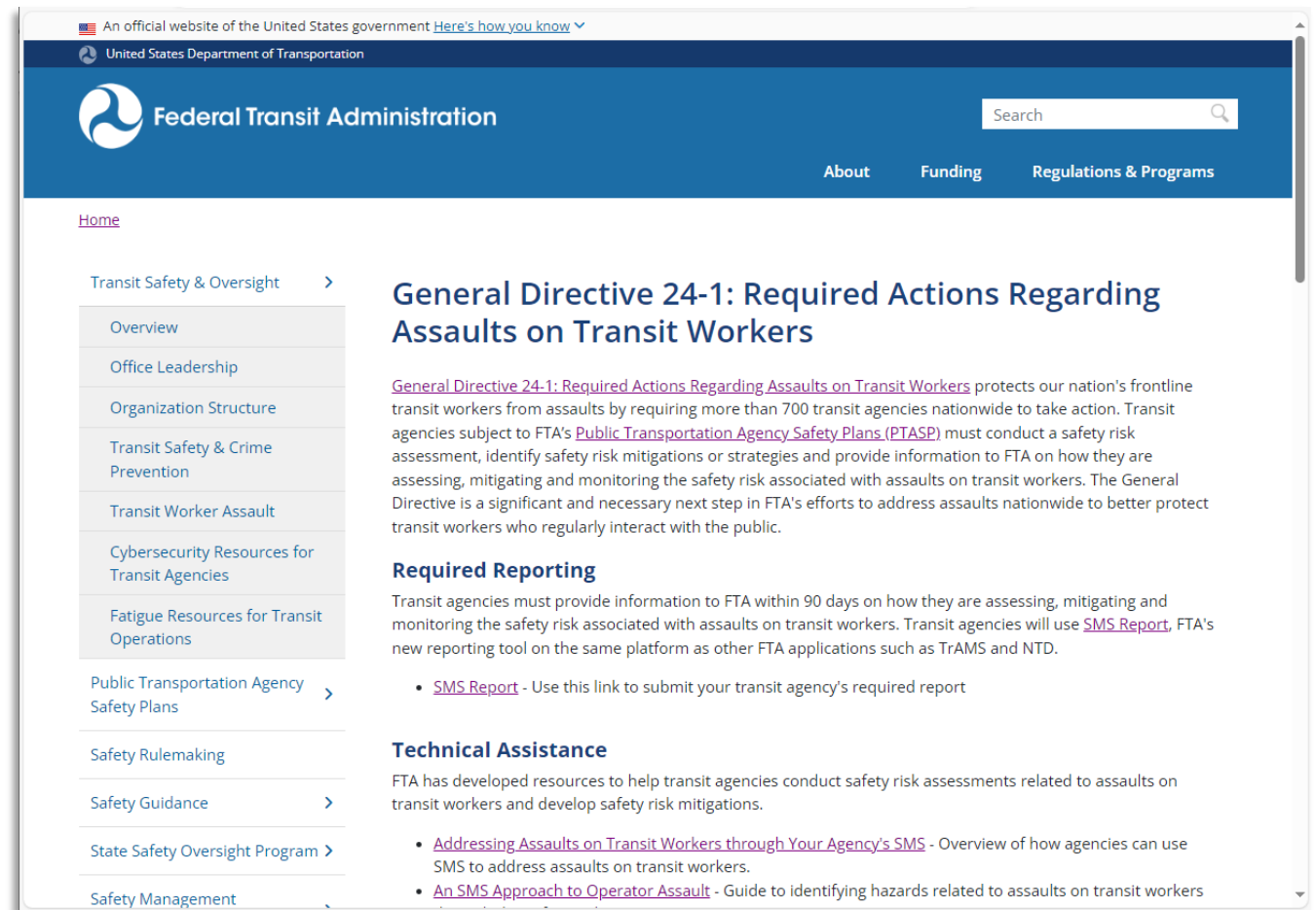
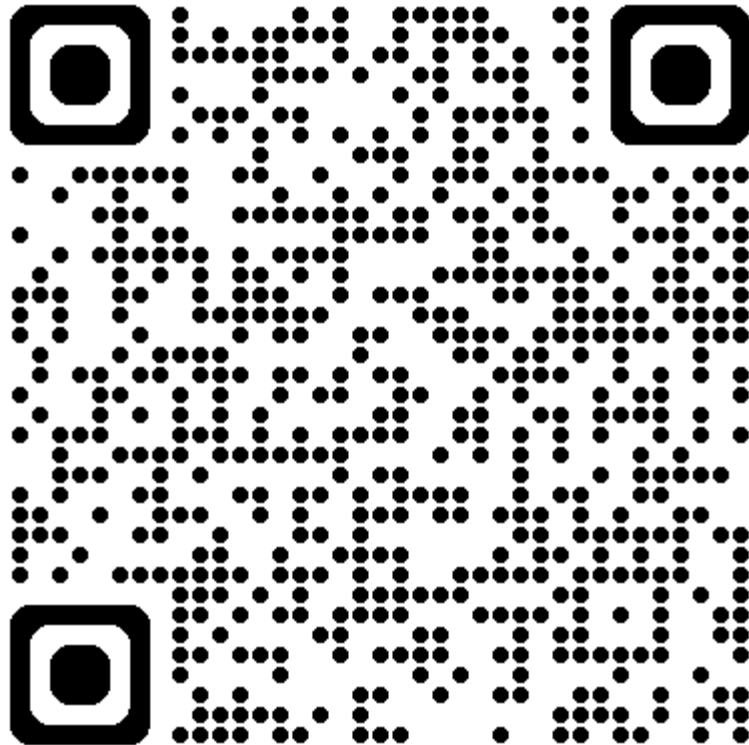
- **Reminders** will be sent from SMS Report if the app hasn't received a response from your agency prior to the due date
- **Submission Confirmation** will be sent to you by SMS Report after you submit your agency's required response
- **Past Due Notices** will be sent if the due date for your response has passed, and SMS Report hasn't received your response.
  - **FTA may take enforcement action if agencies do not comply with General Directive 24-1**





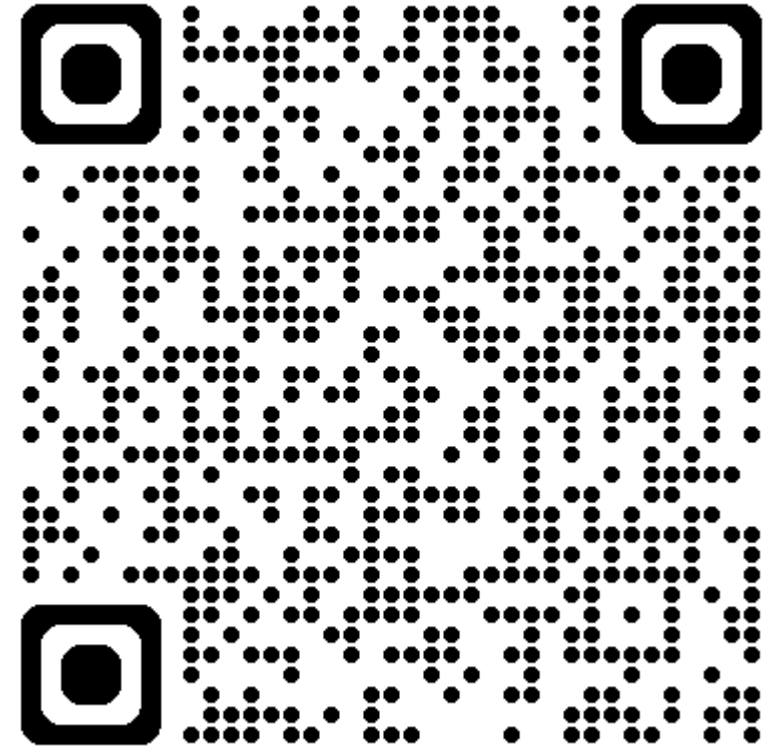
# More Information

For access to General Directive 24-1, SMS Report, and technical assistance tools for conducting required Safety Management System (SMS) activities, visit [transit.dot.gov/assaults](https://transit.dot.gov/assaults)



# SMS Report: Training

- Live technical training for SMS Report will be offered on:
  - October 23
  - November 13
  - December 4
- All sessions will take place at 2PM ET.
- More information at [transit.dot.gov/assaults](https://transit.dot.gov/assaults)



# Questions

**Jeremy Furrer**

[jeremy.furrer@dot.gov](mailto:jeremy.furrer@dot.gov)

**Stewart Mader**

[stewart.Mader@dot.gov](mailto:stewart.Mader@dot.gov)

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



U.S. Department of Transportation  
Federal Transit Administration