

Assaults on Transit Workers: FTA Actions

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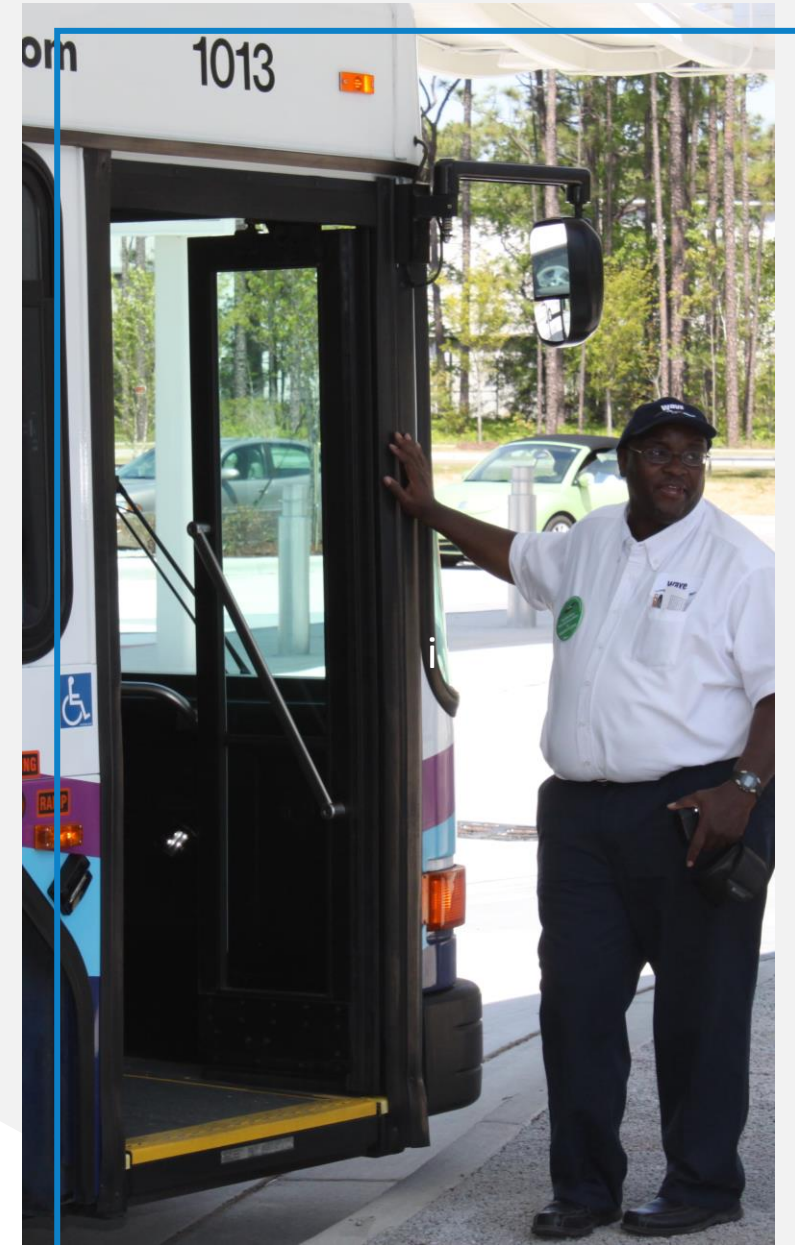
Office of Transit Safety and Oversight (TSO)

2024 APTA Safety and Risk Management Seminar

12/9/2024



U.S. Department of Transportation
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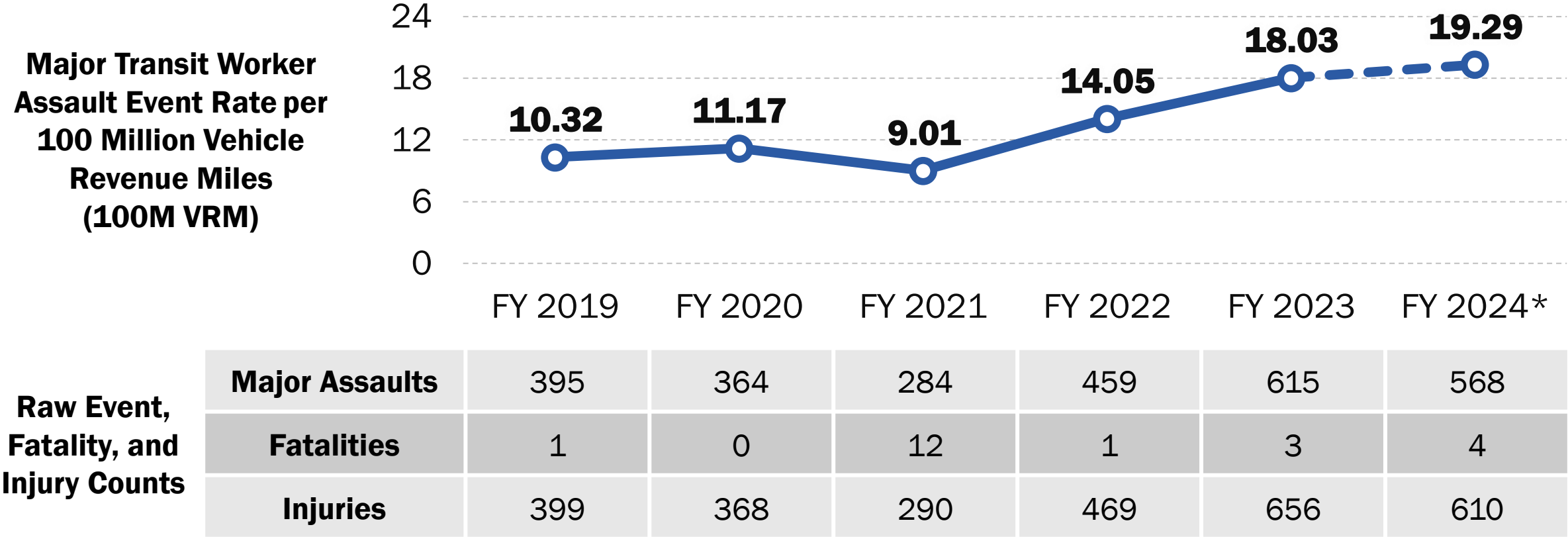


Agenda

- Transit Worker Assault Data
- General Directive 24-1: Assaults on Transit Workers
- Public Transportation Agency Safety Plans (PTASP) Final Rule
- Resources



Major Transit Worker Assaults: FY 2019–2024

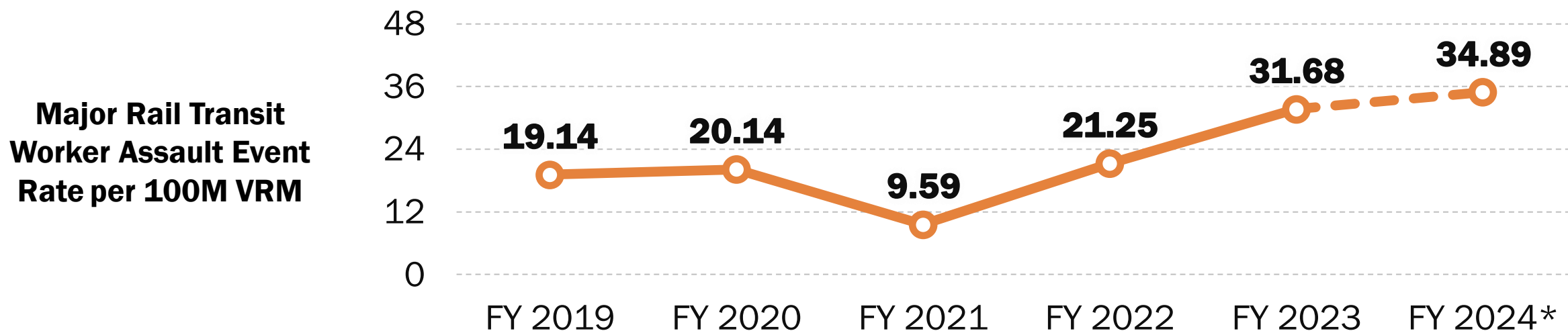


Source: National Transit Database (NTD)

Data as of: Nov 1, 2024

*FY 2024 data are preliminary. *FY 2024 only includes data from Oct 2023–Jul 2024.*

Major Rail Transit Worker Assaults: FY 2019–2024



**Raw Event,
Fatality, and
Injury Counts**

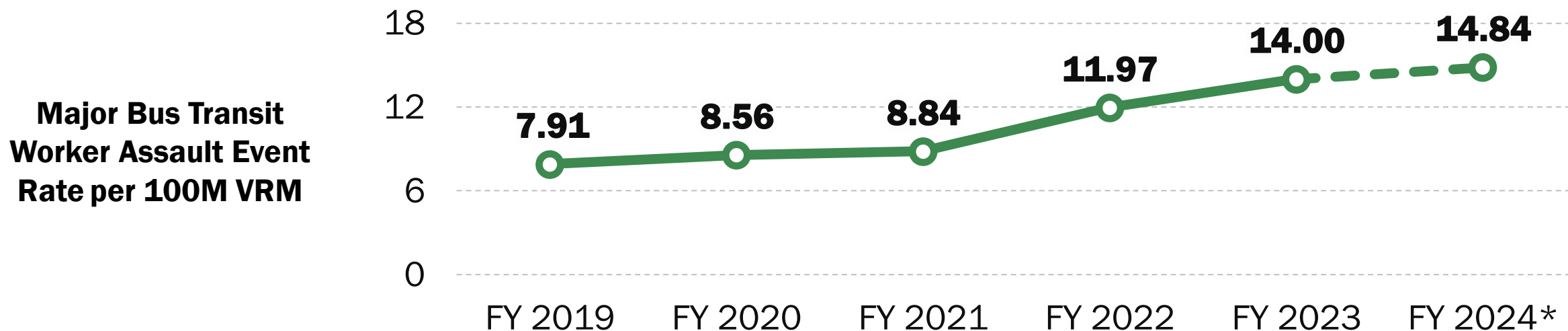
Major Assaults	157	148	70	156	246	228
Fatalities	0	0	10	0	2	0
Injuries	162	150	74	165	279	263

Source: NTD

Data as of: Nov 1, 2024

*FY 2024 data are preliminary. *FY 2024 only includes data from Oct 2023–Jul 2024.*

Major Bus Transit Worker Assaults: FY 2019–2024



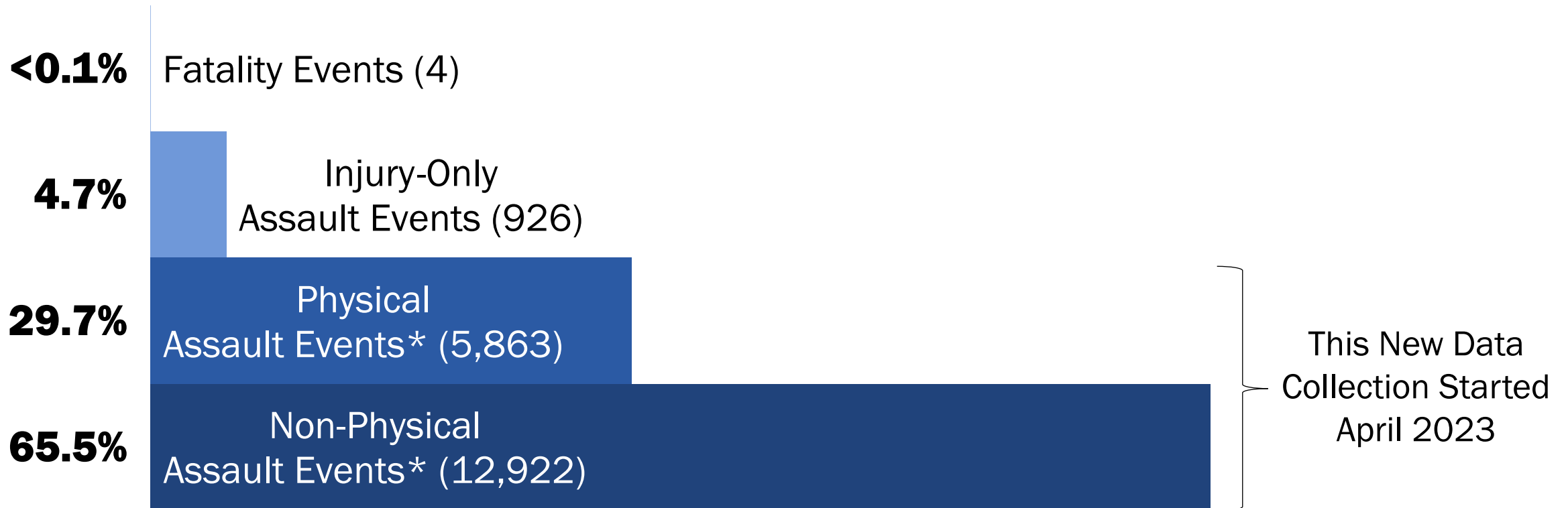
Raw Event, Fatality, and Injury Counts	Major Assaults	238	216	214	303	369	340
	Fatalities	1	0	2	1	1	4
	Injuries	237	218	216	304	377	347

Source: NTD

Data as of: Nov 1, 2024

*FY 2024 data are preliminary. *FY 2024 only includes data from Oct 2023–Jul 2024.*

All Transit Worker Assaults by Severity: April 2023–July 2024



Source: NTD

Data as of: Nov 1, 2024

**Starred categories are events that do not result in a transit worker fatality or injury.*

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 Safety Management System (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 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

- Assessments 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

- How agencies are assessing, mitigating and monitoring the safety risk associated with assaults on transit workers

Safety Risk Assessment

Critical SMS: A tool for assessing risk to help prioritize and develop mitigations.

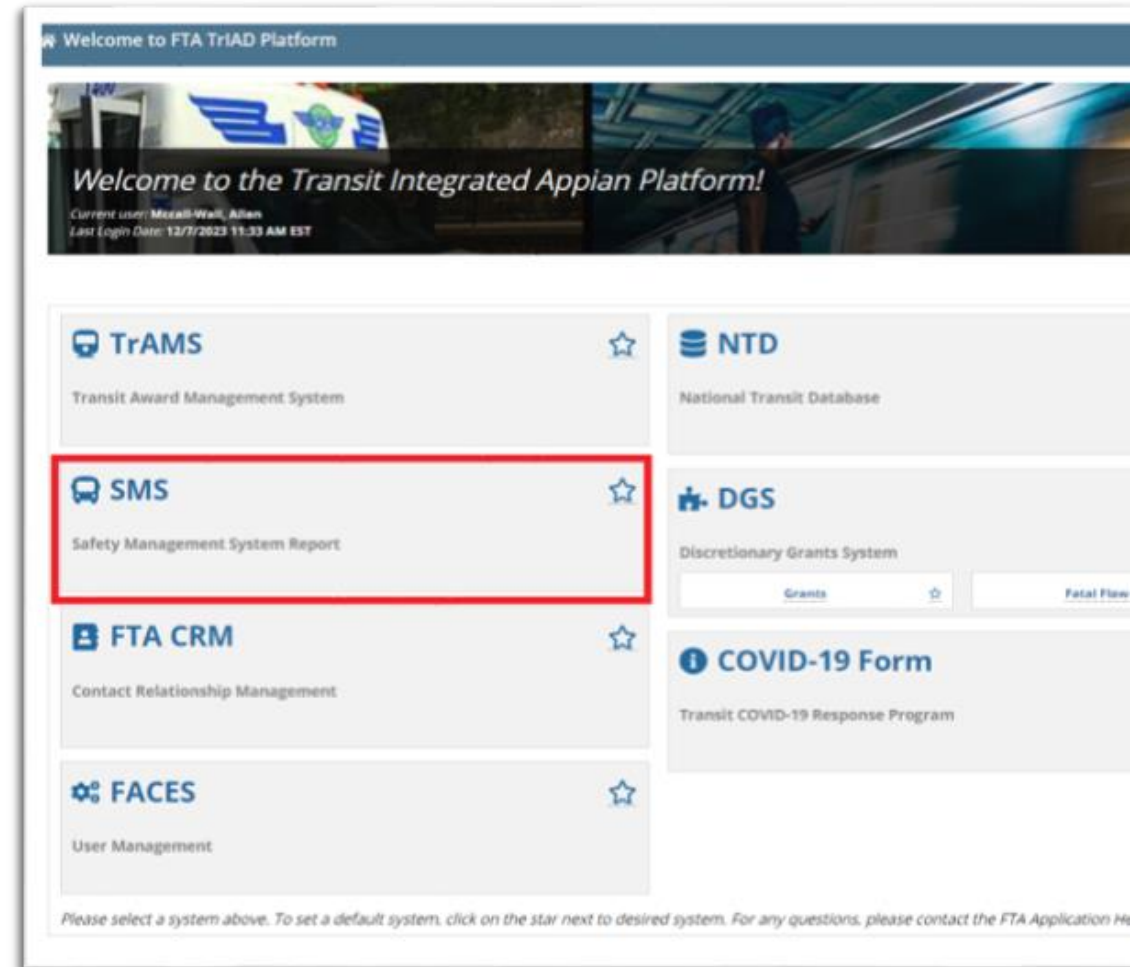
- Identify hazards associated with assaults on transit workers
- Use Safety Risk Management processes to assess safety risk related to assaults
- Risk Rating: Likelihood & Severity



SMS Report

What is SMS Report?

- An information collection tool for 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



Conflict De-Escalation Projects

Training Resource Directory

Compiled training resources to support the industry in developing, implementing and updating de-escalation training

**AVAILABLE
NOW**

Literature Review

Collected best available research on conflict escalation techniques and resources to support evidence-based practice

Stakeholder Interviews

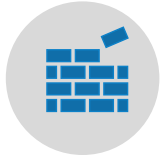
Compiled information from nine transit agency individuals on their current activities to meet the conflict de-escalation training requirement

Preliminary Recommendations from Literature Review

General Foundations: De-escalation Training



Courses should draw on de-escalation strategies with evidence of effectiveness outside a transportation context



Multi-faceted approach to prevent violence against transit employees



Scenario-based instruction utilizing real-world scenarios common in the transit environment

Evaluation: De-escalation Training



Assess the efficacy of the training and use assessment information to improve training programs

Preliminary Recommendations from Literature Review

Training Content

Assessing Risk of Violence

- Theoretical or general causes of aggression and violence
- Risk factors contributing to assaults
- Recognizing early signs of escalating behavior

Communication Skills

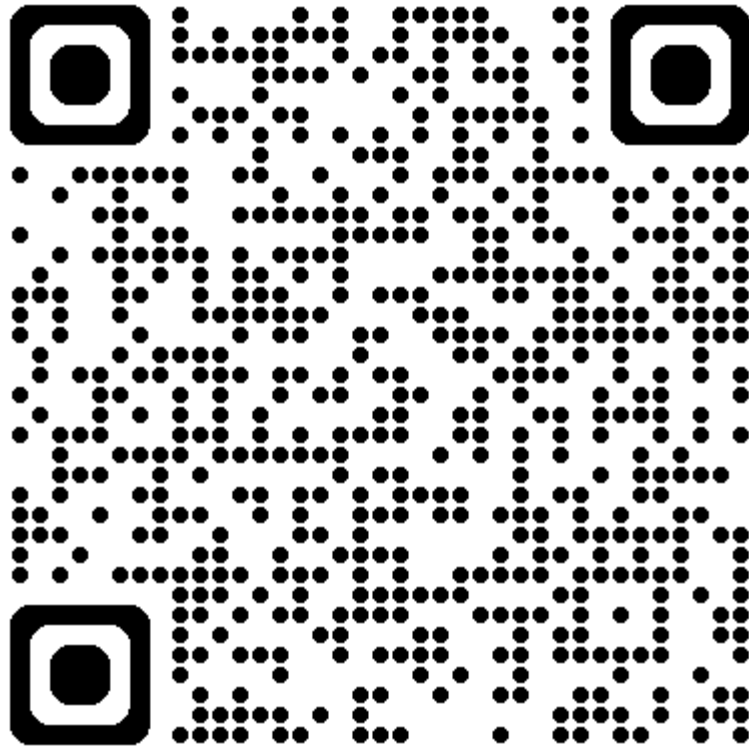
- Verbal and nonverbal de-escalation techniques
- Listening skills related to de-escalation
- Skills to maintain composure
- Importance of respect, empathy and building rapport

Other

- Strategies for problem-solving
- Agency-specific policies and procedures or relevant state and local laws

General Directive 24-1

For access to General Directive 24-1, SMS Report and technical assistance tools for conducting required SMS activities, visit transit.dot.gov/assaults

A screenshot of the Federal Transit Administration (FTA) website. The page is titled "General Directive 24-1: Required Actions Regarding Assaults on Transit Workers". The left sidebar contains a navigation menu with links to "Transit Safety & Oversight", "Public Transportation Agency Safety Plans", "Safety Rulemaking", "Safety Guidance", "State Safety Oversight Program", and "Safety Management". The main content area includes an introduction to the directive, a section for "Required Reporting" with a link to the "SMS Report", and a section for "Technical Assistance" with links to "Addressing Assaults on Transit Workers through Your Agency's SMS" and "An SMS Approach to Operator Assault".

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- Cybersecurity Resources for Transit Agencies
- Fatigue Resources for Transit Operations

Public Transportation Agency Safety Plans >

Safety Rulemaking

Safety Guidance >

State Safety Oversight Program >

Safety Management >

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

[General Directive 24-1: Required Actions Regarding Assaults on Transit Workers](#) protects our nation's frontline transit workers from assaults by requiring more than 700 transit agencies nationwide to take action. Transit agencies subject to FTA's [Public Transportation Agency Safety Plans \(PTASP\)](#) must conduct a safety risk assessment, identify safety risk mitigations or strategies and provide information to FTA on how they are assessing, mitigating and monitoring the safety risk associated with assaults on transit workers. The General Directive is a significant and necessary next step in FTA's efforts to address assaults nationwide to better protect transit workers who regularly interact with the public.

Required Reporting

Transit agencies must provide information to FTA within 90 days on how they are assessing, mitigating and monitoring the safety risk associated with assaults on transit workers. Transit agencies will use [SMS Report](#), FTA's new reporting tool on the same platform as other FTA applications such as TrAMS and NTD.

- [SMS Report](#) - Use this link to submit your transit agency's required report

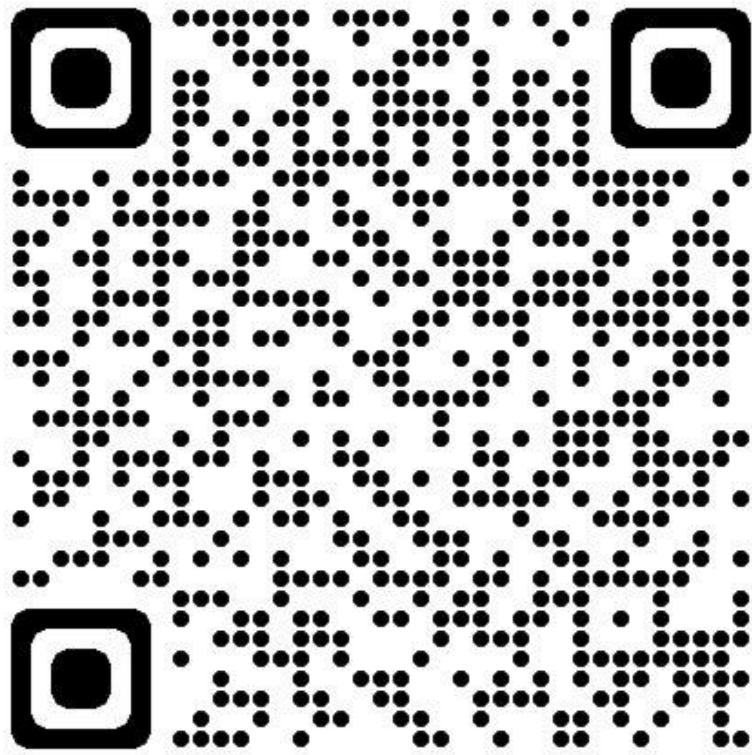
Technical Assistance

FTA has developed resources to help transit agencies conduct safety risk assessments related to assaults on transit workers and develop safety risk mitigations.

- [Addressing Assaults on Transit Workers through Your Agency's SMS](#) - Overview of how agencies can use SMS to address assaults on transit workers.
- [An SMS Approach to Operator Assault](#) - Guide to identifying hazards related to assaults on transit workers


PTASP

Technical Assistance Center includes resources to support using your SMS to protect transit workers from assaults



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[Agency Safety Plan \(ASP\) Directory](#)

[Using SMS to Mitigate Infectious Disease Exposure](#)

[Using SMS to Protect Transit Workers from Assaults](#)


Public Transportation Agency Safety Plans

The Public Transportation Agency Safety Plans (PTASP) regulation ([49 CFR Part 673](#)) requires operators of public transportation systems that receive federal funds under the FTA [Urbanized Area Formula Grants \(Section 5307\)](#), and rail transit agencies subject to the FTA [State Safety Oversight \(SSO\)](#) program, to develop an Agency Safety Plan (ASP) that includes the processes and procedures to implement a Safety Management System (SMS). SMS is a comprehensive, collaborative, and systematic approach to managing safety.

Technical Assistance

The [PTASP Technical Assistance Center \(TAC\)](#) is available to help the transit industry meet PTASP requirements. Email PTASP-TAC@dot.gov or call [877-827-7243](tel:877-827-7243) (9:00 am – 8:00 pm ET, Monday – Friday).

- [PTASP FAQ](#) – Start here for answers to your questions



Thank you!

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