

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

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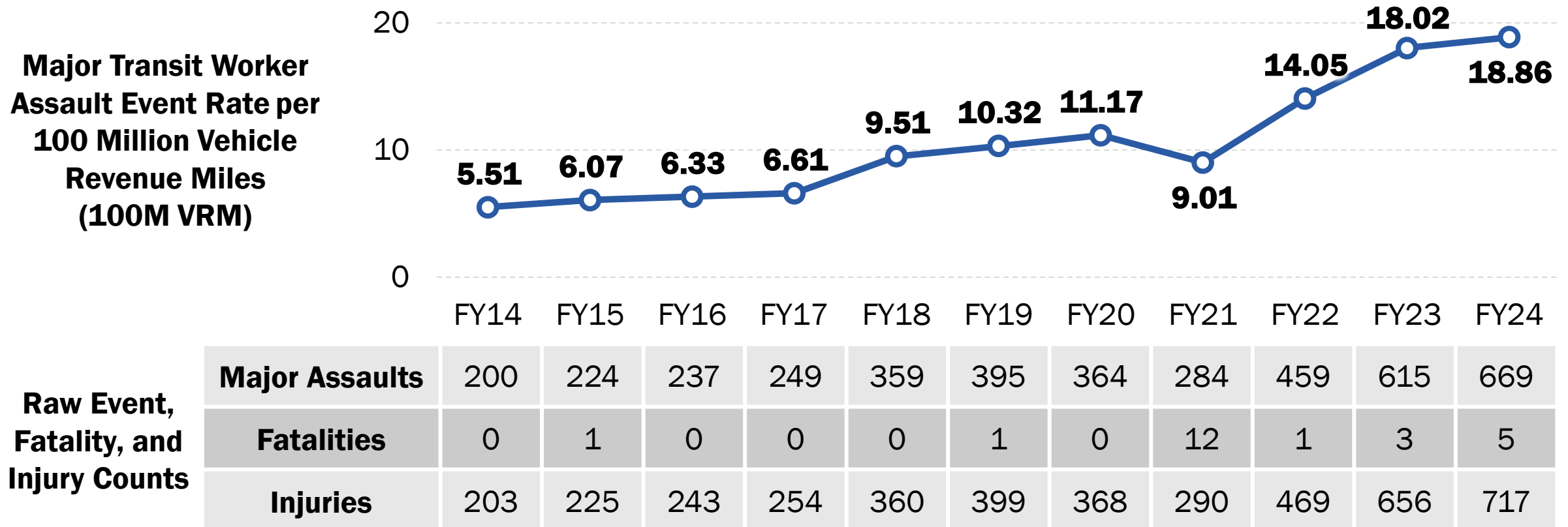
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April 8, 2025



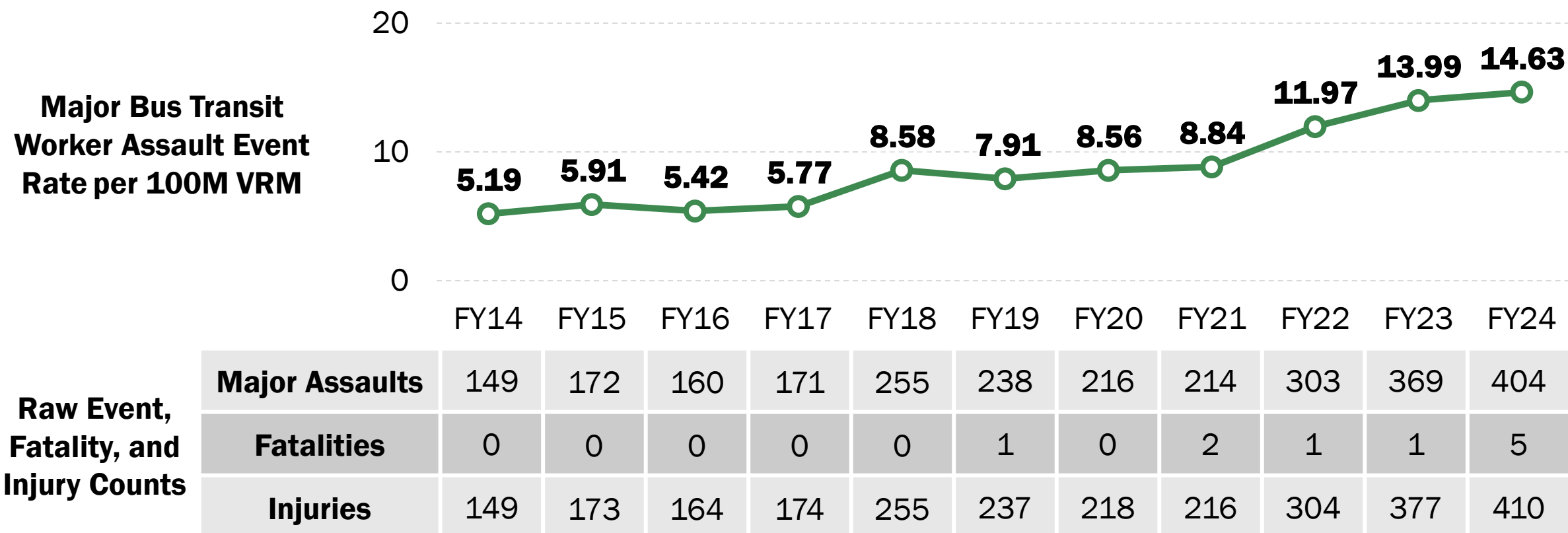
U.S. Department of Transportation  
Federal Transit Administration

# Major Transit Worker Assaults: FY 2014–24



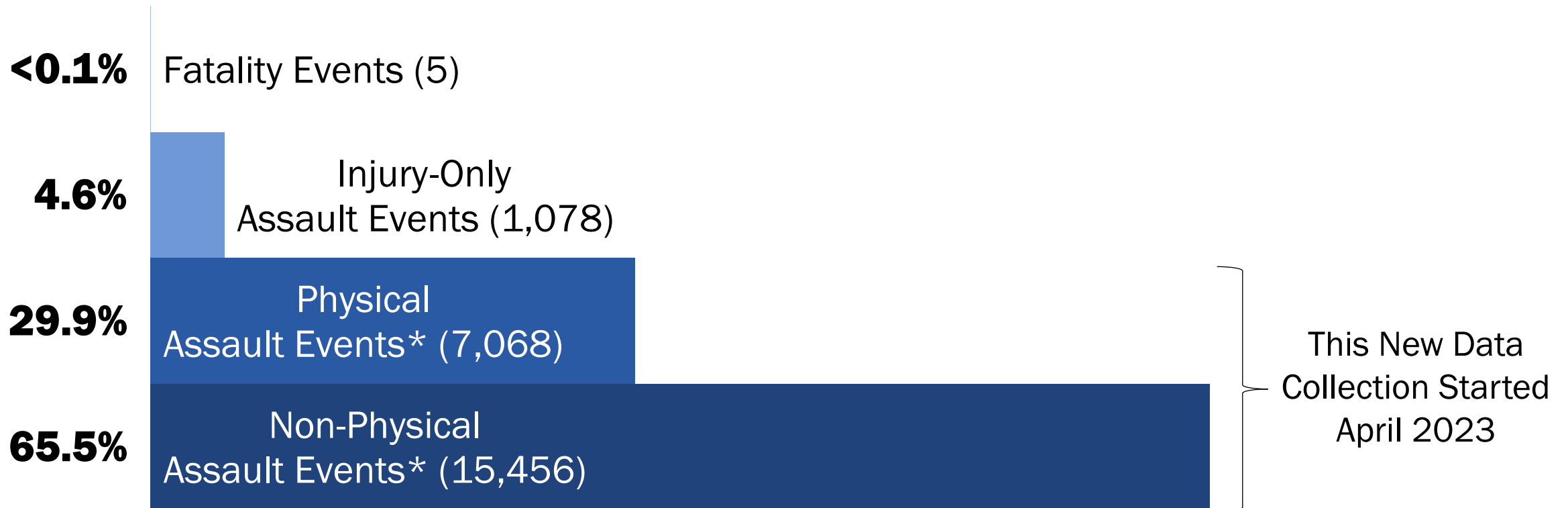
- **Source:** National Transit Database (NTD)  
FY 2024 data are preliminary.

# Major Bus Transit Worker Assaults: FY 2014–24



- **Source:** National Transit Database (NTD)  
*FY 2024 data are preliminary.*

# All Transit Worker Assaults by Severity: April 2023–October 2024



- **Source:** National Transit Database (NTD)

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

# Background

**Following FTA issuing a General Directive to address the significant and continuing safety risk associated with assaults on transit workers nationwide, the agency conducted an initial analysis of how transit agencies are responding.**

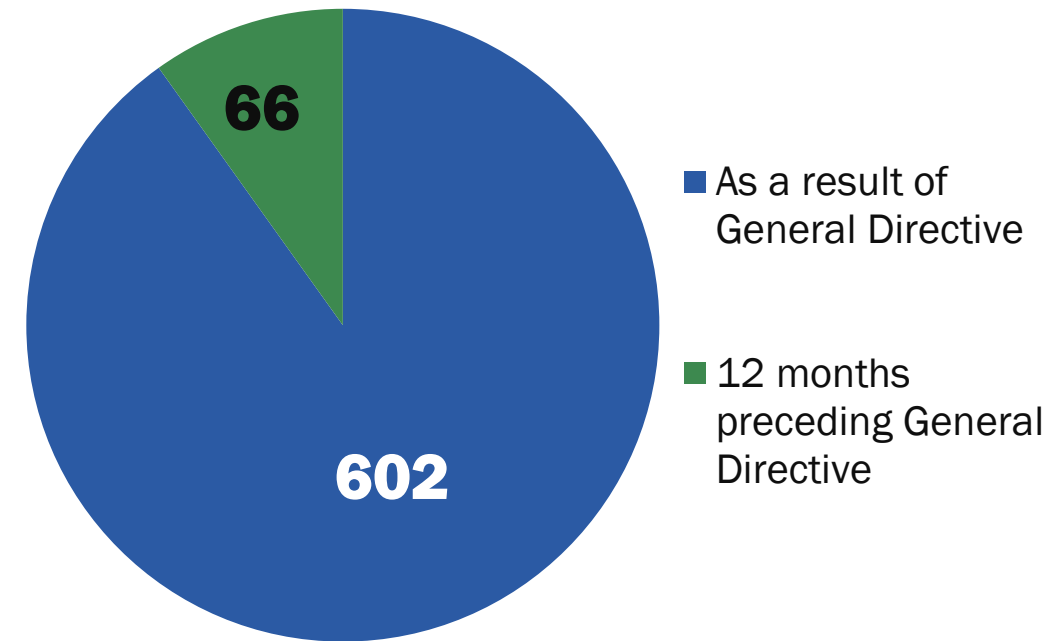
The directive, issued in September 2024, requires more than 700 transit agencies nationwide – those subject to FTA’s Public Transportation Agency Safety Plans (PTASP) regulation at 49 CFR part 673 – to:

- 1 Conduct a safety risk assessment** related to assaults on transit workers using the Safety Management System (SMS) processes documented in their Agency Safety Plan (ASP), unless the agency conducted a safety risk assessment related to assaults on transit workers in the twelve months preceding the date of issuance of the General Directive.
- 2 Identify safety risk mitigations** or strategies necessary as a result of the safety risk assessment.
- 3 Provide information to FTA within 90 days** of issuance of the General Directive on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers.

# Timing of Safety Risk Assessments

## Did the General Directive result in transit agencies conducting a safety risk assessment?

- Yes.
  - 90% of transit agencies that submitted reports (602 transit agencies) conducted a safety risk assessment *as a result of the General Directive*.
  - 10% (66 transit agencies) reported that a safety risk assessment on this topic had been completed *in the twelve months prior* to the date of issuance of the General Directive.

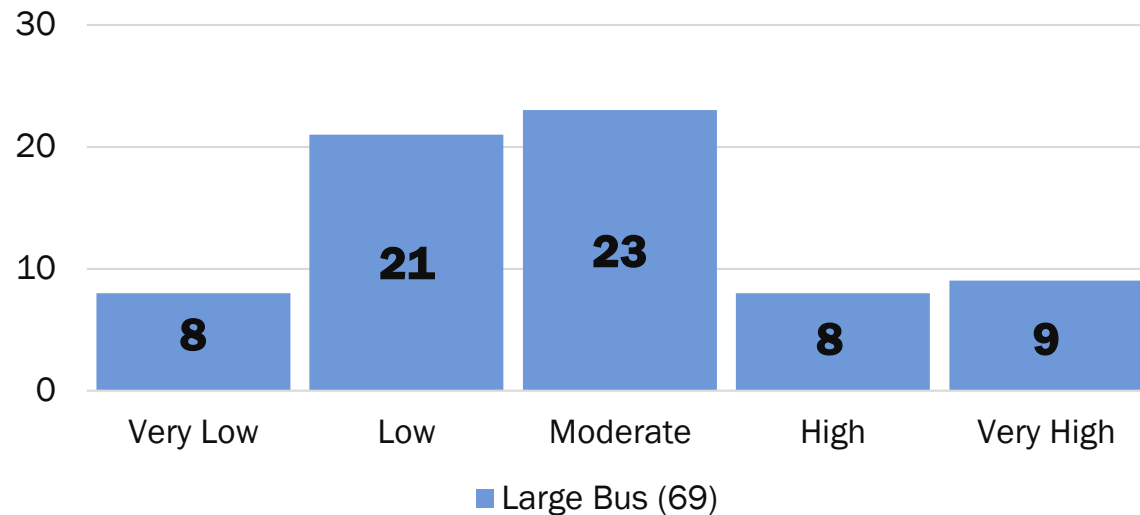


# Likelihood and Severity Ratings – Large Bus Agencies

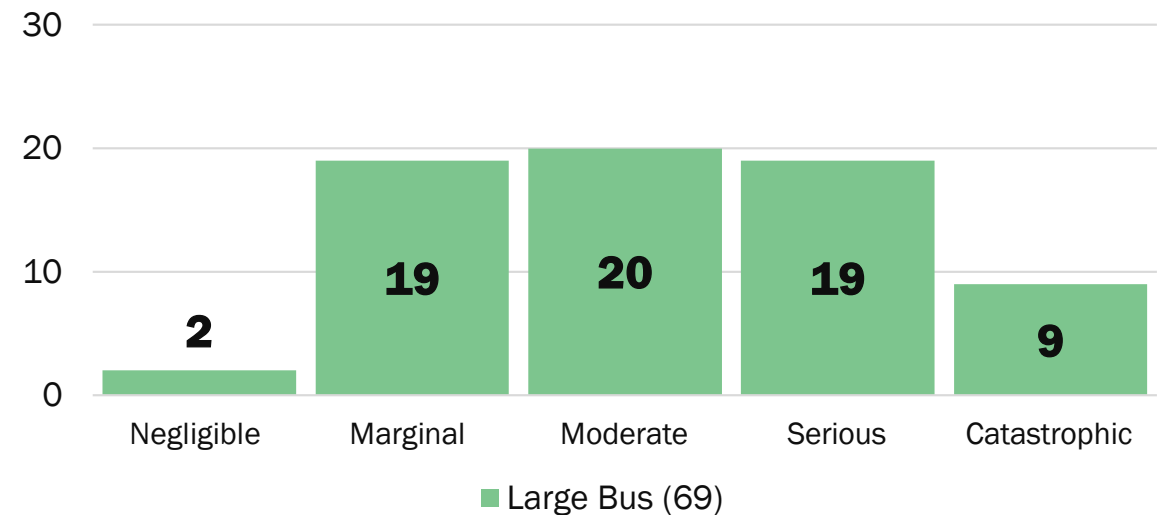
**How are large bus agencies rating the risk of the potential consequences of assaults on transit workers?**

- The General Directive required transit agencies to provide an overall risk rating (likelihood and severity) for the potential consequences of assaults on transit workers.

**Large Bus Overall Risk Rating (Likelihood)**



**Large Bus Overall Risk Rating (Severity)**

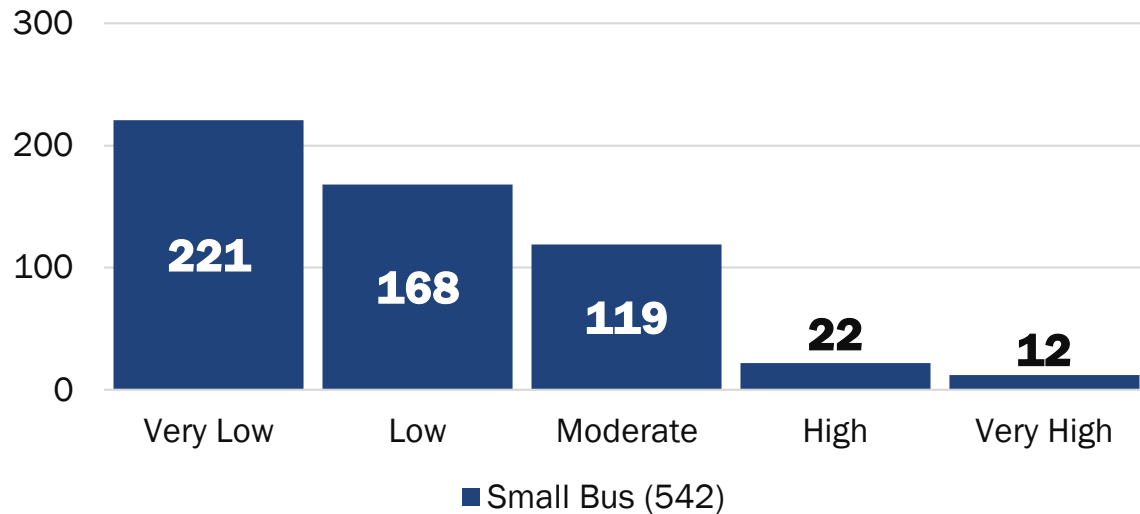


# Likelihood and Severity Ratings – Small Bus Agencies

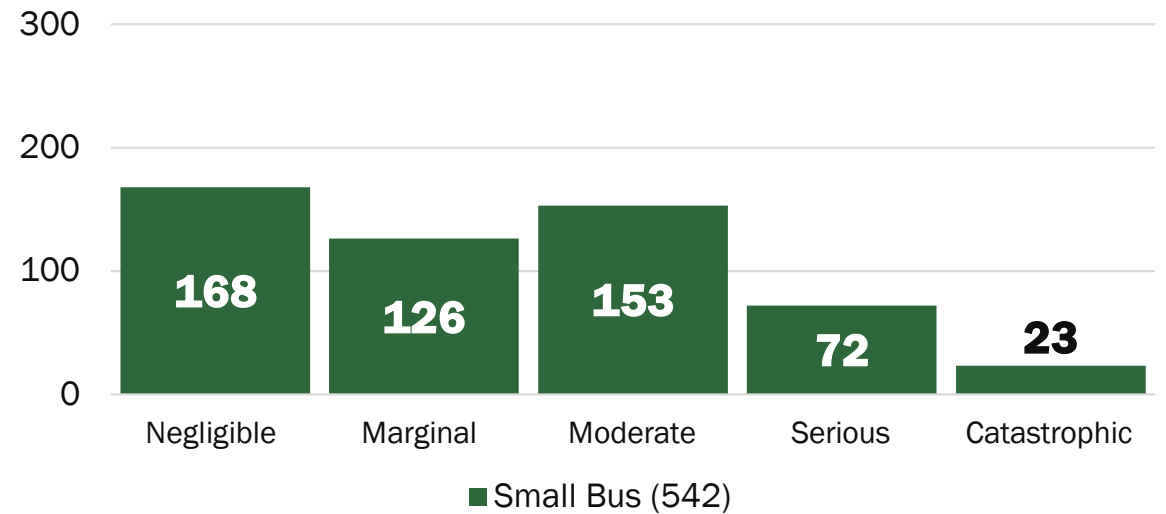
**How are small bus agencies rating the risk of the potential consequences of assaults on transit workers?**

- The General Directive required transit agencies to provide an overall risk rating (likelihood and severity) for the potential consequences of assaults on transit workers.

**Small Bus Overall Risk Rating (Likelihood)**



**Small Bus Overall Risk Rating (Severity)**

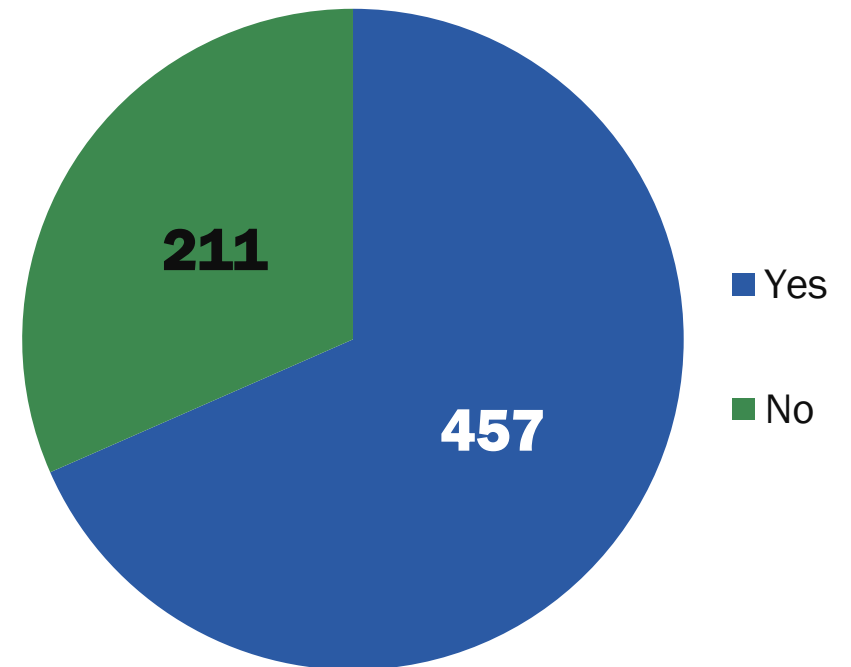




# Mitigations and the Safety Risk Assessment

**How many transit agencies and/or their Safety Committees determined mitigations were necessary through the agency's safety risk assessment?**

- 68% (457 transit agencies and/or Safety Committees) determined that safety risk mitigations were necessary to reduce the hazard's assessed risk.



# Mitigation Status

What mitigations are transit agencies deploying?



#1 De-Escalation Training



#2 Video/Audio Surveillance



#3 Operating Policies and Procedures



#4 Signage Informing Riders of Surveillance/Penalties

# Mitigation Status (continued)

What are some additional mitigations specific to different types of transit agencies?



#5 Communication Protocols  
(All Agencies)



#5 Patrol Strategies  
(Large Bus)



#5 Automatic Vehicle Location  
(Small Bus)

# Mitigation Effectiveness Evaluation – All Agencies



**83%** of all agencies found Video/Audio Surveillance to be effective



**75%** of all agencies found Operator Area Protective Barriers to be effective



**72%** of all agencies found Operating Policies and Procedures to be effective



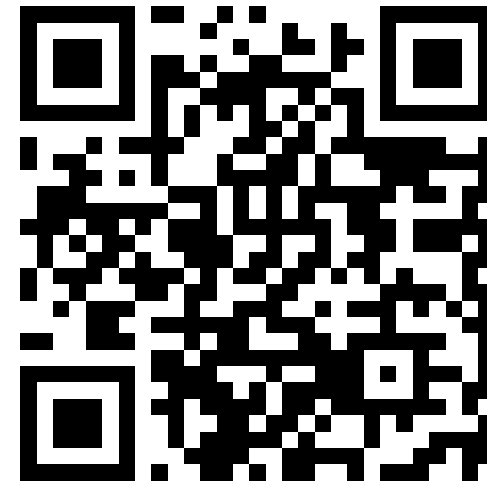
**67%** of all agencies found De-Escalation Training to be effective

# General Directive Resources

On January 16, 2025, FTA published *Responses to General Directive 24-1: Required Actions Regarding Assaults on Transit Workers*.



[View FTA's GD Analysis](#)



[View FTA's GD Website](#)

# 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

### *Service*

Provide reliable, transparent, responsive, and anticipatory services to meet stakeholder needs

### *Integrity*

Commitment to the highest professional and ethical standards

### *Innovation*

Foster new ideas, concepts, and solutions for improved outcomes

### *Resiliency*

Optimize decisions, resources, and systems to make long-term positive impacts on the environment, infrastructure, and safety