

Updates: Transit Worker & Customer Assaults and Crime Prevention

Joe DeLorenzo

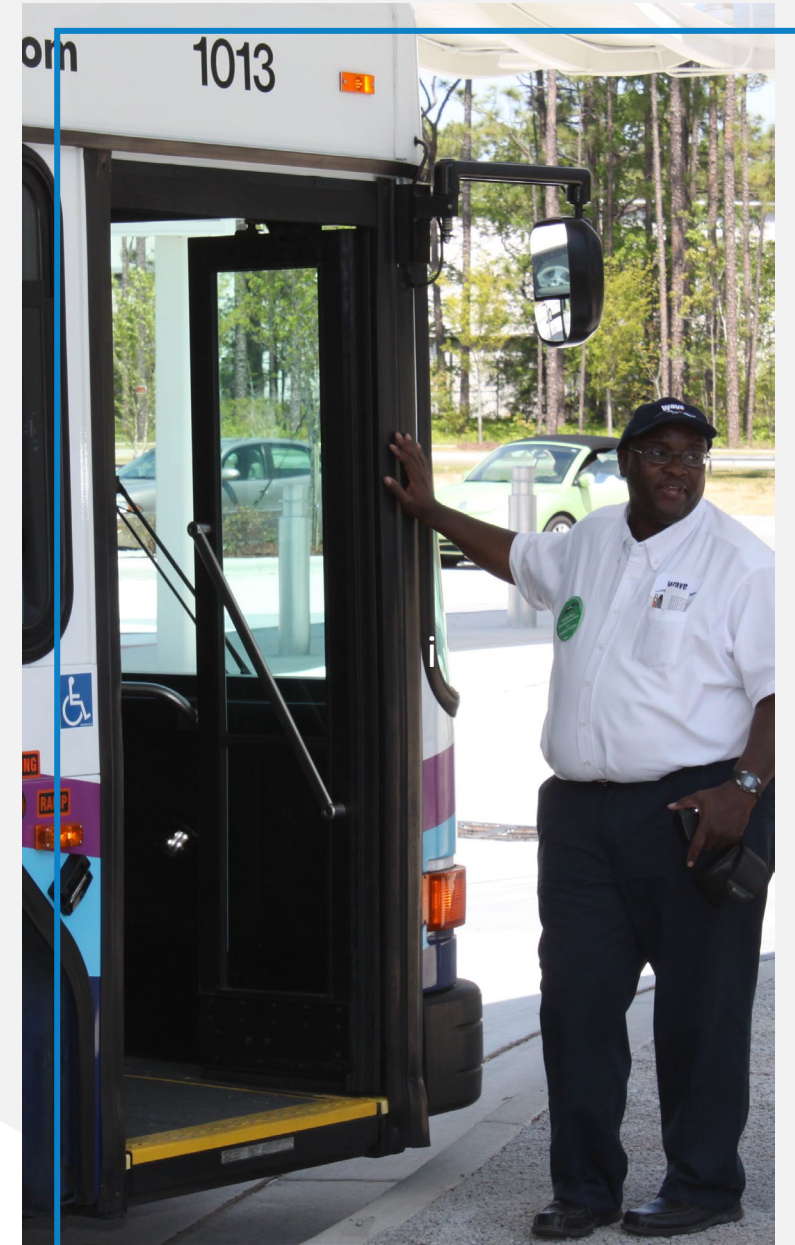
Associate Administrator and Chief Safety Officer
Office of Transit Safety and Oversight (TSO)

APTA Security & Emergency Management Roundtable

6/28/2025



U.S. Department of Transportation
Federal Transit Administration



Agenda

- Assaults on Transit Workers
- General Directive Analysis
- Transit Customer Assault Prevention

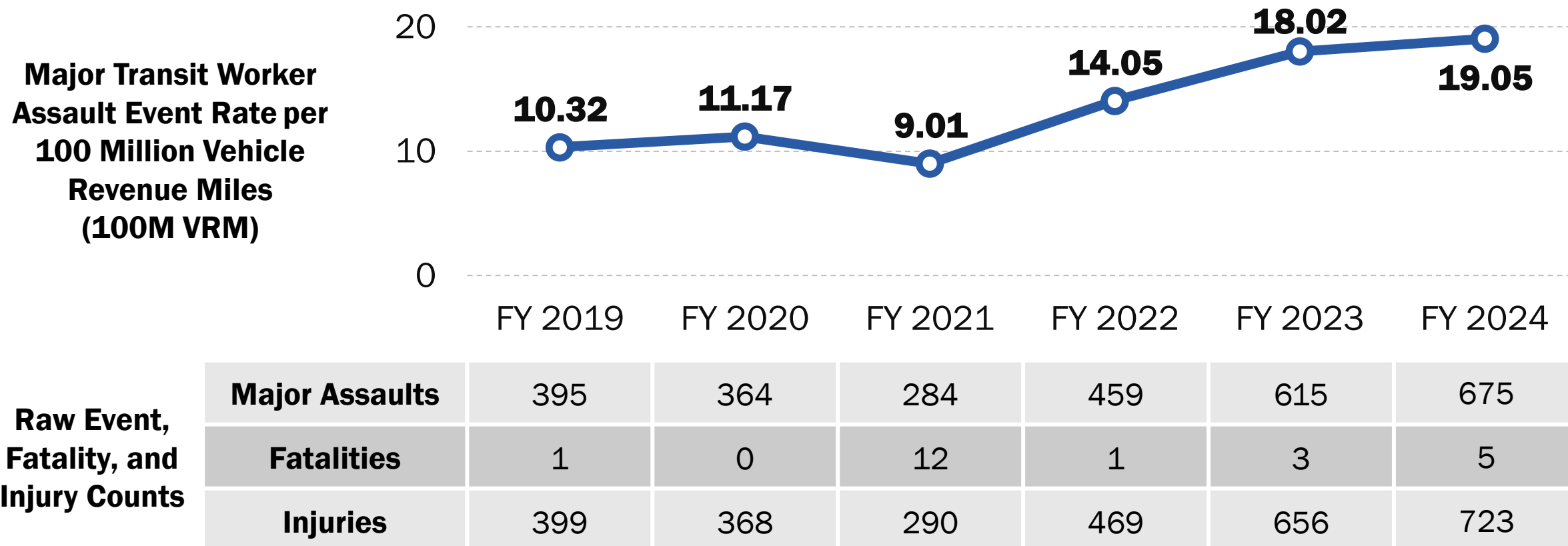


Assaults on Transit Workers



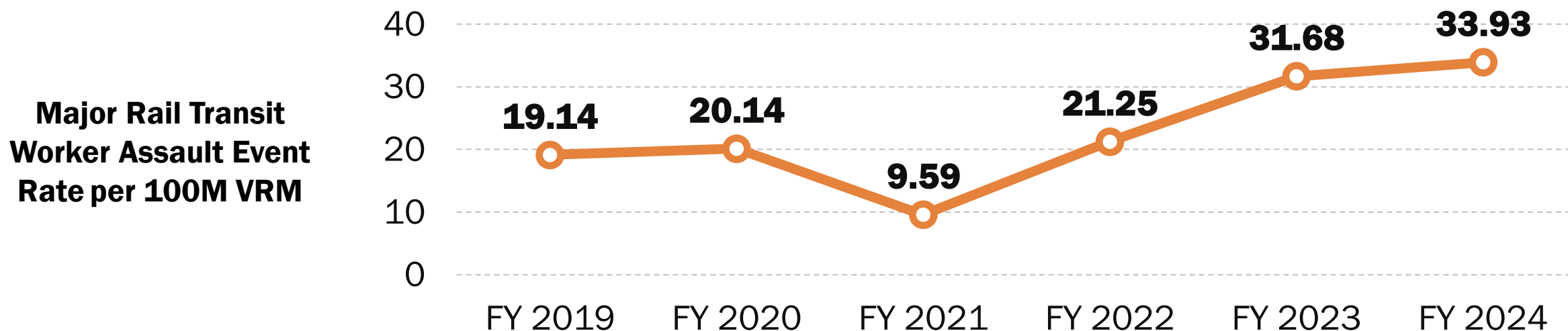
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Major Transit Worker Assaults (Bus and Rail): FY 2019–24



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

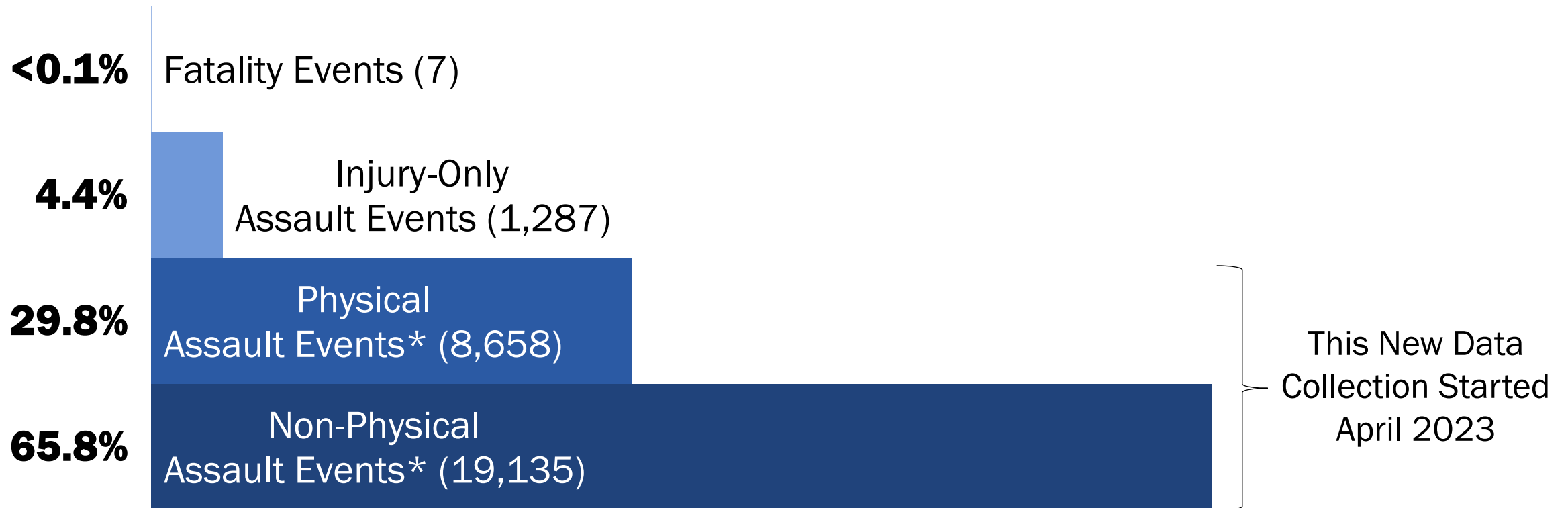
Major Rail Transit Worker Assaults: FY 2019–24



Raw Event, Fatality, and Injury Counts	Major Assaults	157	148	70	156	246	266
	Fatalities	0	0	10	0	2	0
	Injuries	162	150	74	165	279	308

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

All Transit Worker Assaults by Severity: April 2023–February 2025



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

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

General Directive Analysis Update



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Background

General Directive 24-1 required agencies subject to the Public Transportation Agency Safety Plan (PTASP) regulation to:

1

Conduct a safety risk assessment

2

Identify safety risk mitigations

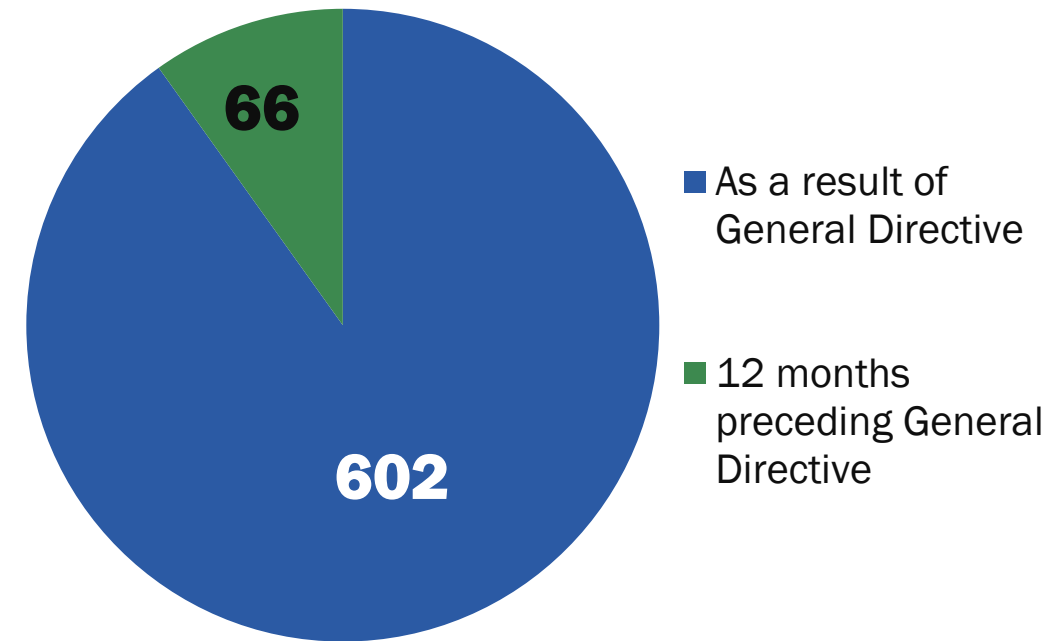
3

Provide information to FTA within 90 days

Timing of Safety Risk Assessments

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

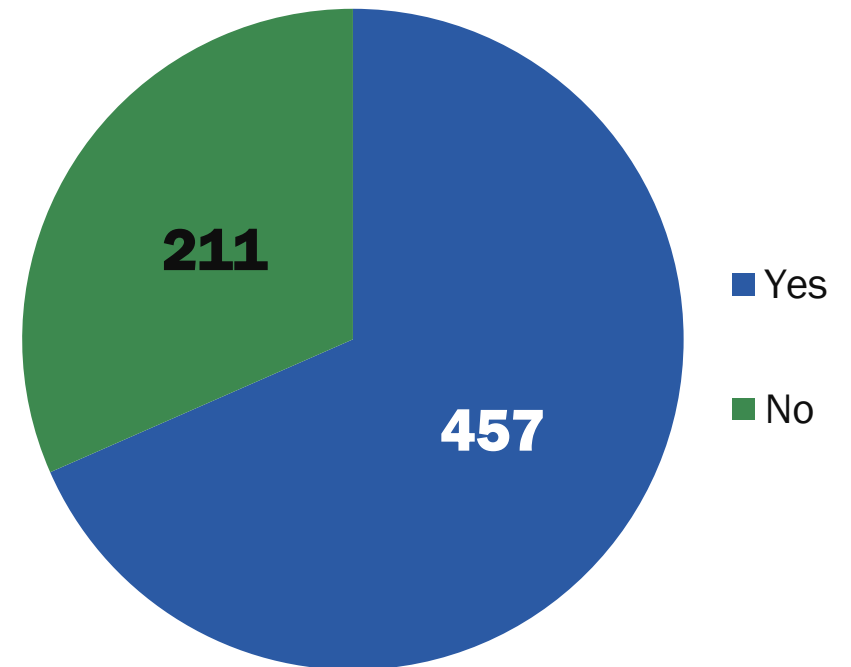
- Yes.
 - 90% of transit agencies that submitted reports (602 transit agencies) conducted a safety risk assessment *as a result of the General Directive*.
 - 10% (66 transit agencies) reported that a safety risk assessment on this topic had been completed *in the twelve months prior* to the date of issuance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



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?

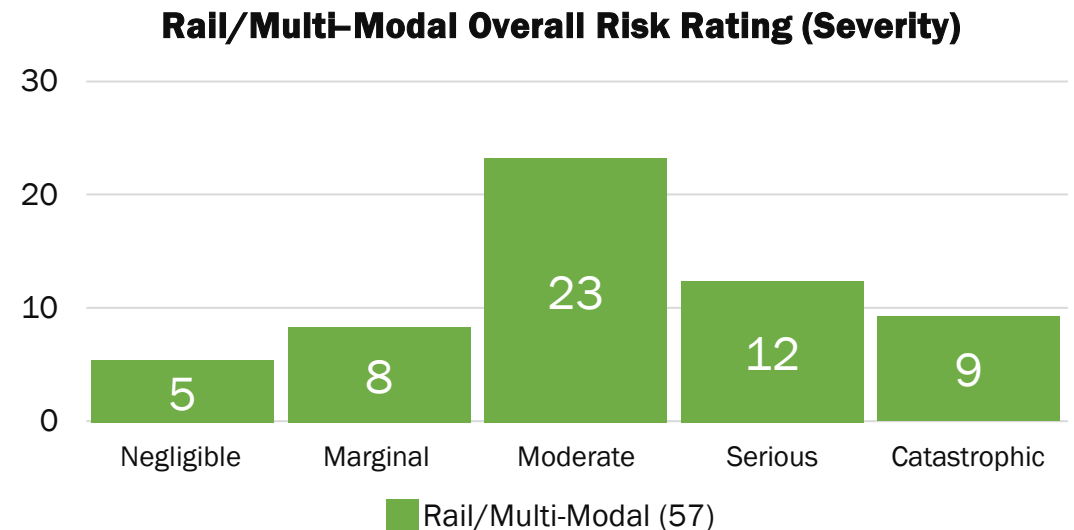
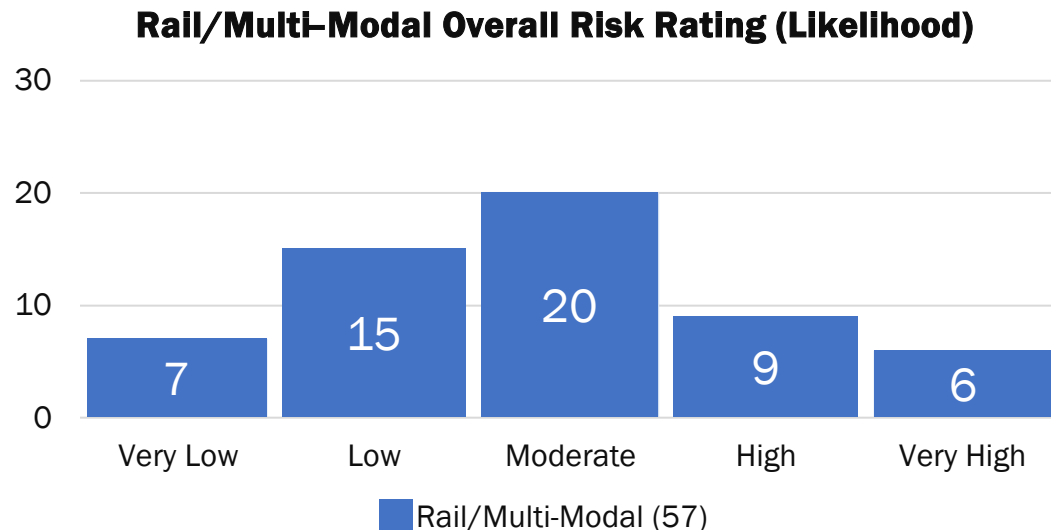
- 68% (457 transit agencies and/or Safety Committees) determined that safety risk mitigations were necessary to reduce the hazard's assessed risk.



Rail/Multi-Modal Agencies and the Overall Risk Rating

How are rail/multi-modal transit 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. The charts below illustrate the overall distribution of the likelihood and severity risk ratings submitted by rail/multi-modal agencies.



Mitigation Status

What mitigations are rail/multi-modal transit agencies deploying?



#1 De-Escalation Training



#2 Video/Audio Surveillance



#3 Operating Policies and Procedures



#4 Signage Informing Riders of Surveillance/Penalties

Mitigation Effectiveness Evaluation – Rail/Multi-modal Agencies



69% found Video/Audio Surveillance to be effective



68% found Automatic Vehicle Location to be effective



66% found Patrol Strategies to be effective



53% found Operator Area Protective Barriers to be effective

Safety Management Systems: Lessons Learned from GD 24-1

Safety Risk Management

- Identify hazards
- Assess risk
- Mitigate risk

*“what’s wrong?”
“how bad is it?”
“how will we fix it?”*

Safety Assurance

- Monitor mitigations
- Measure performance

*“are our fixes working?”
“are we meeting our
safety objectives?”*

Lessons Learned from GD 24-1

Agencies were able to leverage their **Safety Risk Management** processes

- *Only 10% of agencies had conducted safety risk assessments on the topic in 12 months prior to GD 24-1*

Safety Assurance processes proved more challenging for the industry

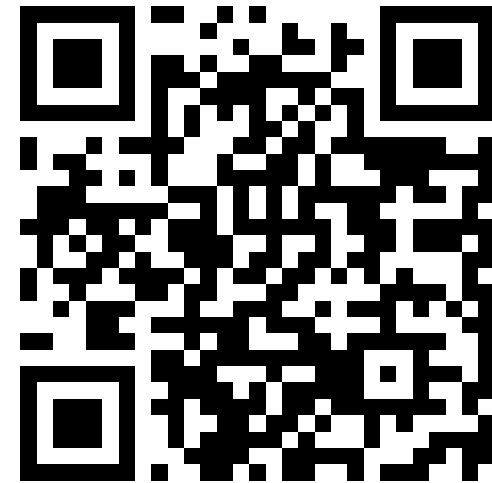
- *While agencies were generally able to assess safety risk, monitoring the effectiveness of mitigations proved more difficult*

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](#)

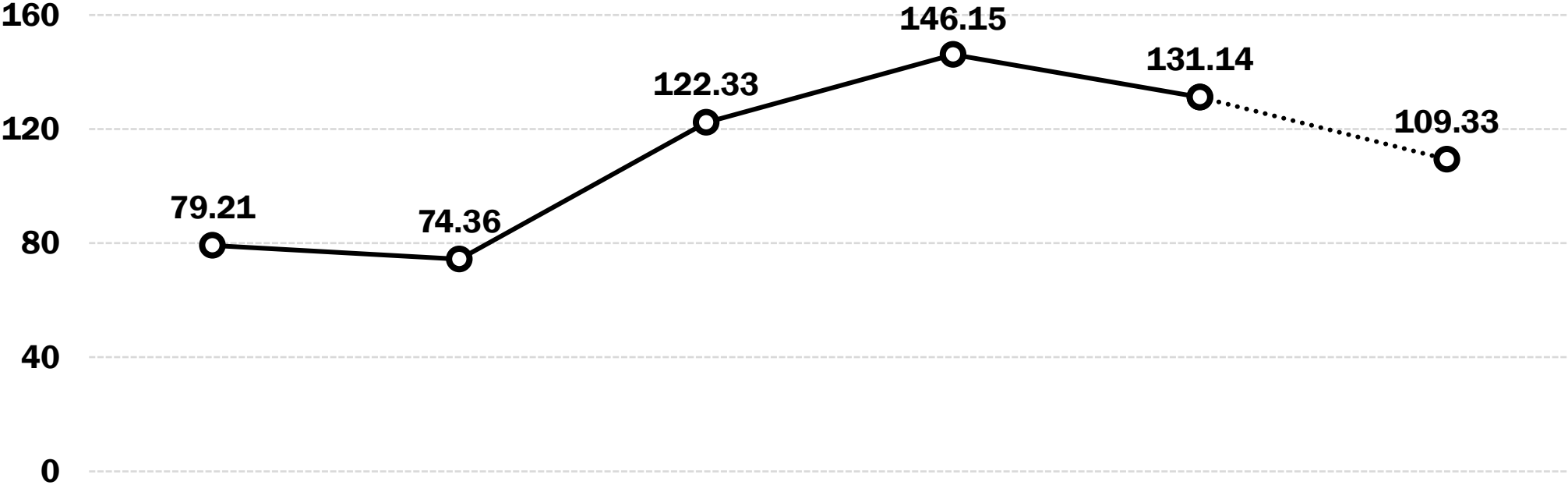
Transit Customer Assault Prevention



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Major Rail Rider Assaults: FY 2020–25

Major Rail Rider
Assault Event Rate
per
100 Million Vehicle
Revenue Miles

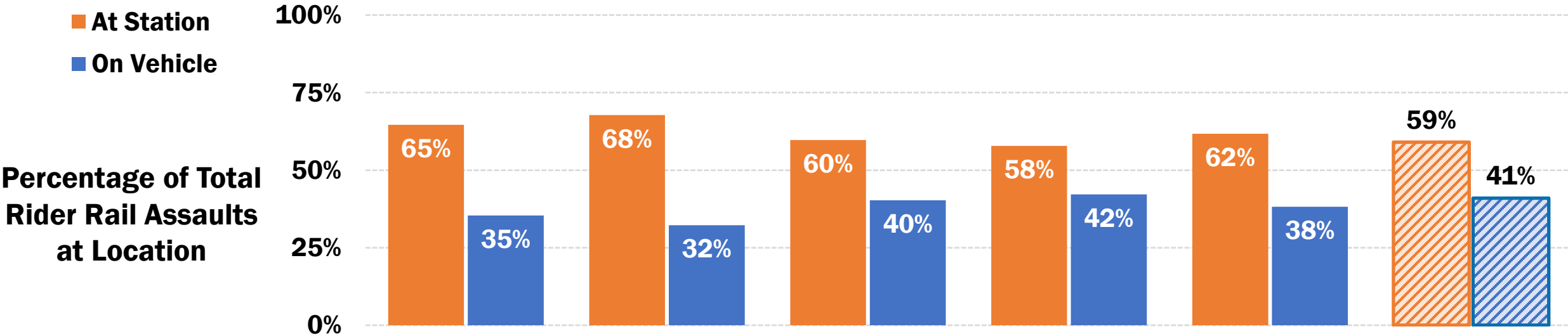


Raw Event,
Fatality,
and Injury
Counts

FY	2020	2021	2022	2023	2024	2025
Major Assaults	582	543	898	1135	1028	366
Injuries	582	552	900	1157	1044	371
Fatalities	21	17	31	33	29	7

Source: National Transit Database (NTD); Data release version May 2025; Analysis includes data through February 2025.
Notes: FY 2025 data is preliminary; VRM data does not include estimates; All non-DOT personnel were considered a Rider.

Major Rail Rider Assaults Location: FY 2020–25



Raw Event, Fatality, and Injury Counts	FY		2020	2021	2022	2023	2024	2025
	At Station	Events	376	368	536	656	635	216
		Injuries	379	369	534	668	645	219
		Fatalities	15	12	20	20	18	3
	On Vehicle	Events	206	175	362	479	393	150
		Injuries	203	183	366	489	399	152
		Fatalities	6	5	11	13	11	4

Source: National Transit Database (NTD); Data release version May 2025; Analysis includes data through February 2025.
Notes: FY 2025 data is preliminary; All non-DOT personnel were considered a Rider.

Thank you!

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