

# Updates: Transit Worker & Customer Assaults and Crime Prevention

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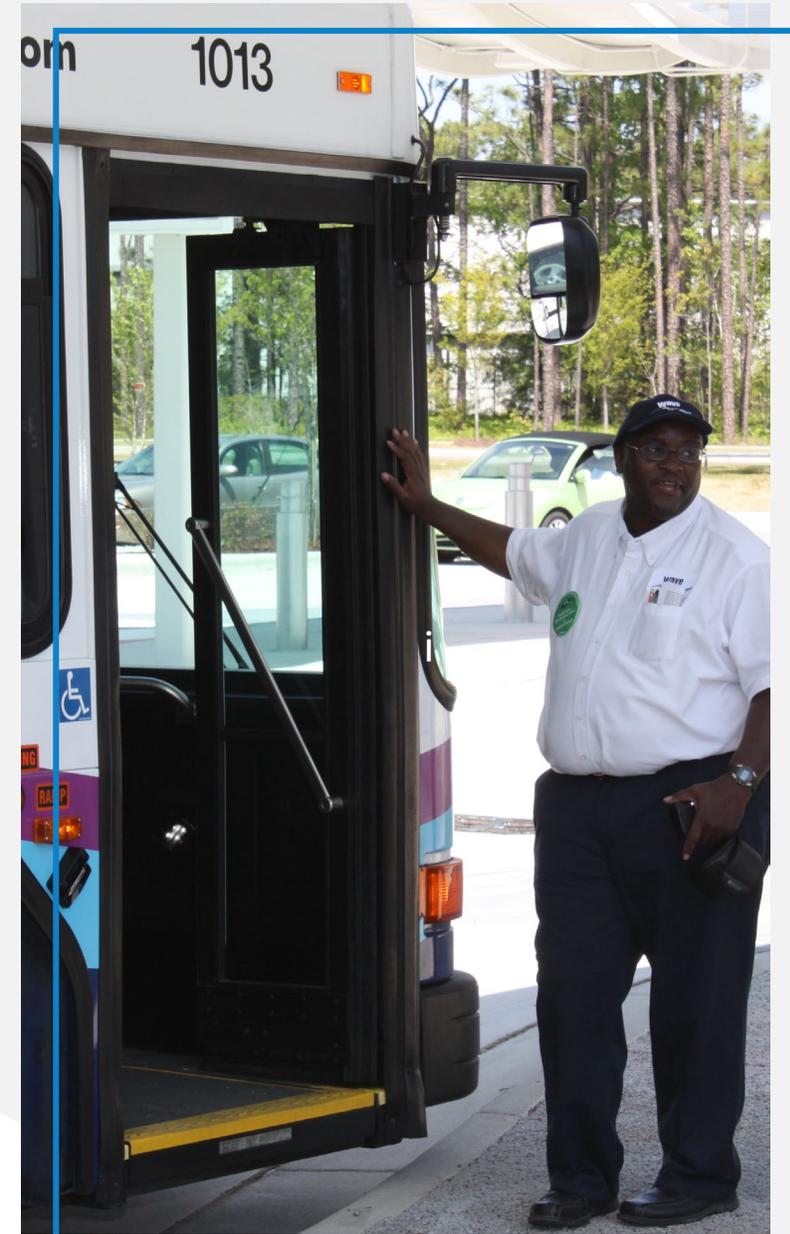
APTA Security & Emergency Management Roundtable

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6/28/2025



U.S. Department of Transportation  
Federal Transit Administration



# Agenda

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



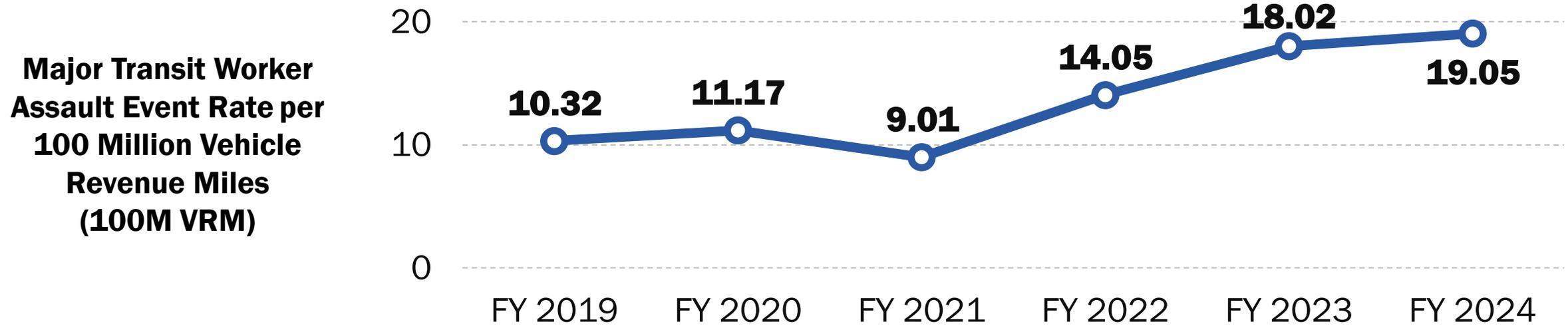
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# Assaults on Transit Workers



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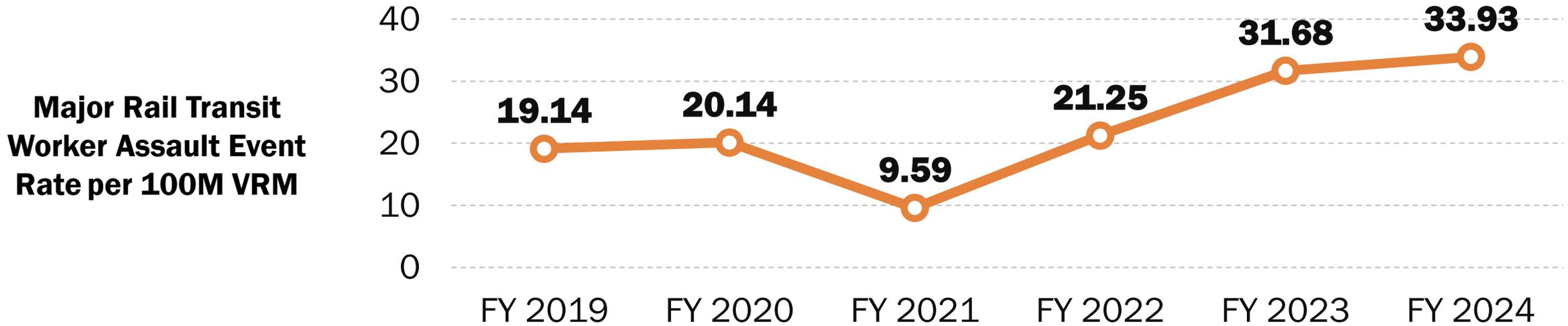
# Major Transit Worker Assaults (Bus and Rail): FY 2019–24



Raw Event, Fatality, and Injury Counts	Major Assaults	395	364	284	459	615	675
	Fatalities	1	0	12	1	3	5
	Injuries	399	368	290	469	656	723

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

# Major Rail Transit Worker Assaults: FY 2019–24

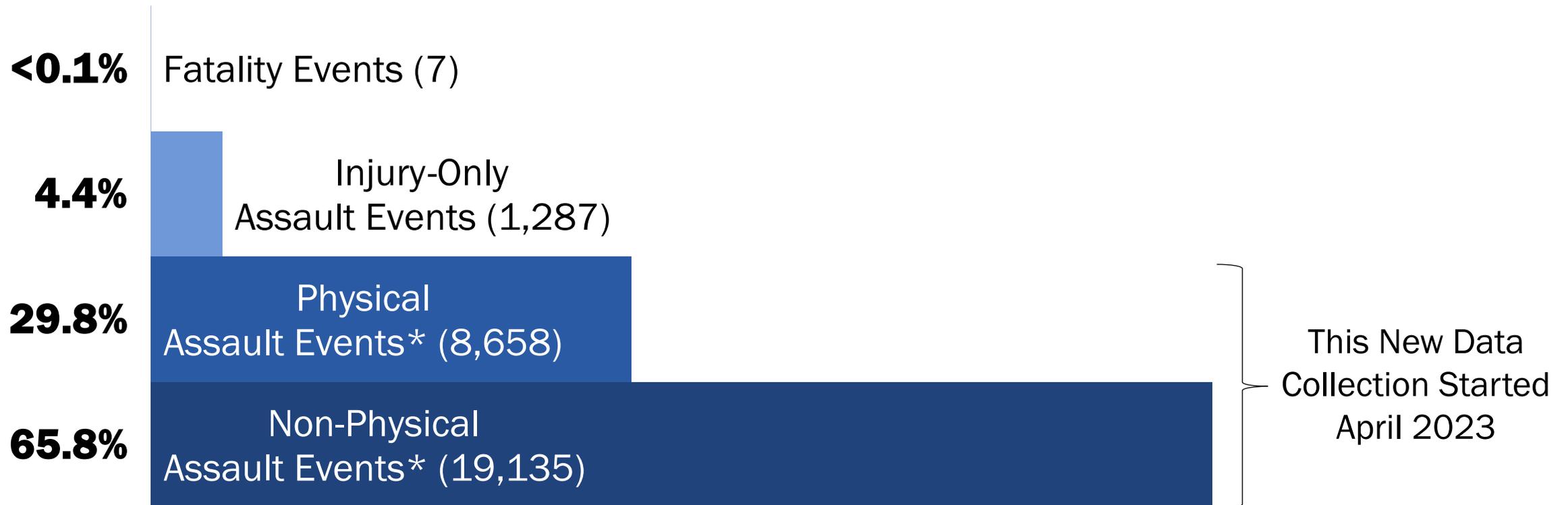


**Raw Event, Fatality, and Injury Counts**

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
<b>Major Assaults</b>	157	148	70	156	246	266
<b>Fatalities</b>	0	0	10	0	2	0
<b>Injuries</b>	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.*

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# General Directive Analysis Update

# 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

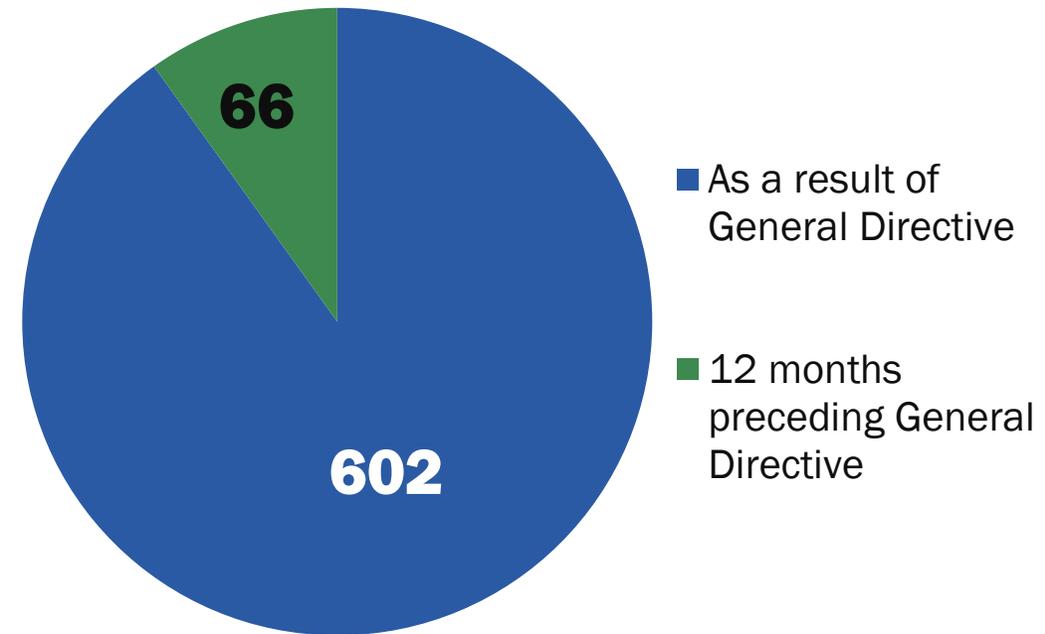
**3**

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?

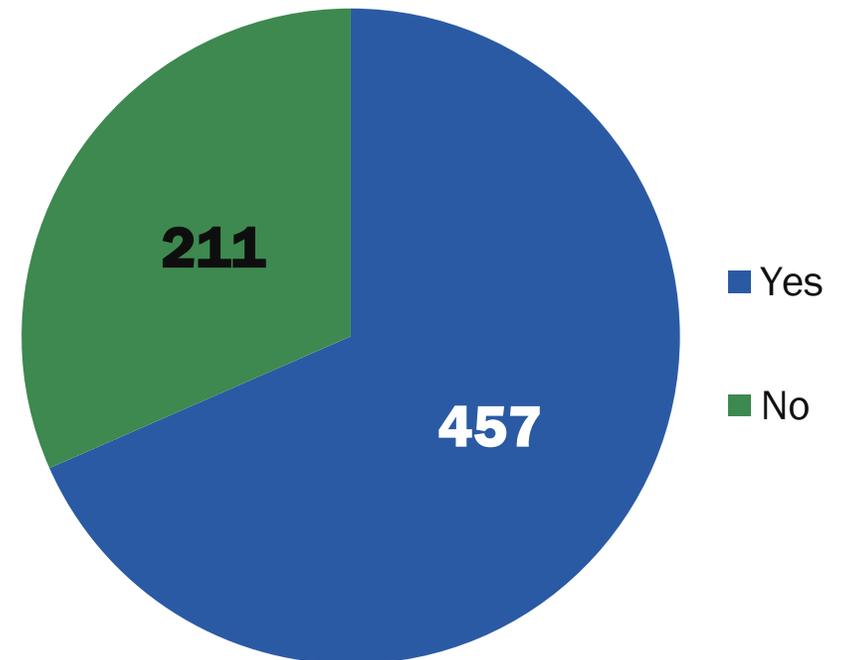
- Yes.
  - 90% of transit agencies that submitted reports (602 transit agencies) conducted a safety risk assessment *as a result of the General Directive*.
  - 10% (66 transit agencies) reported that a safety risk assessment on this topic had been completed *in the twelve months prior* to the date of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

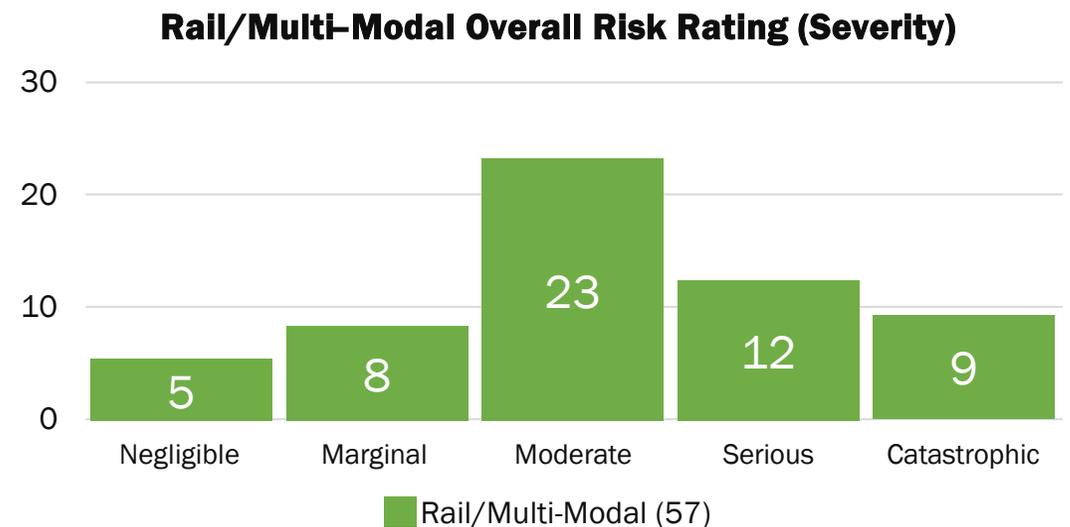
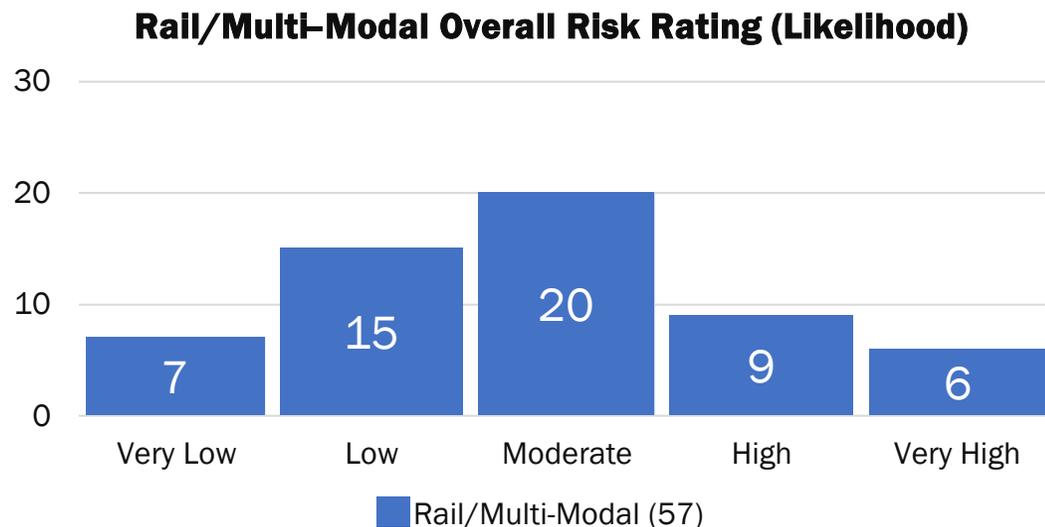
- 68% (457 transit agencies and/or Safety Committees) determined that safety risk mitigations were necessary to reduce the hazard's assessed risk.



# 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](#)

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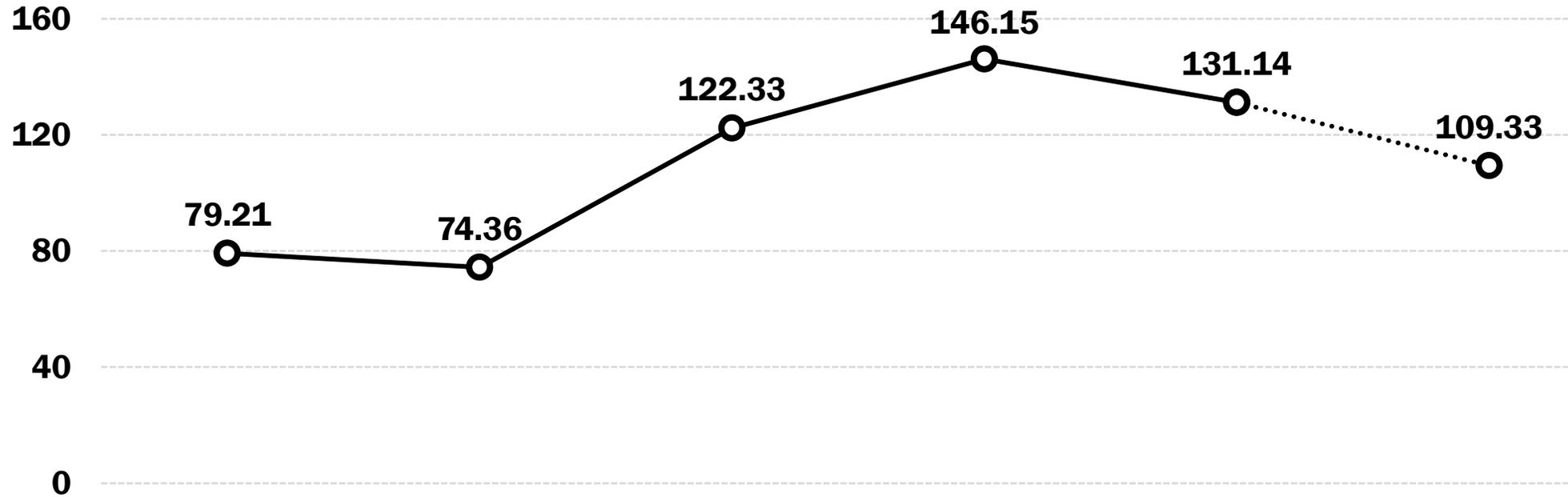
# Transit Customer Assault Prevention



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# Major Rail Rider Assaults: FY 2020–25

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



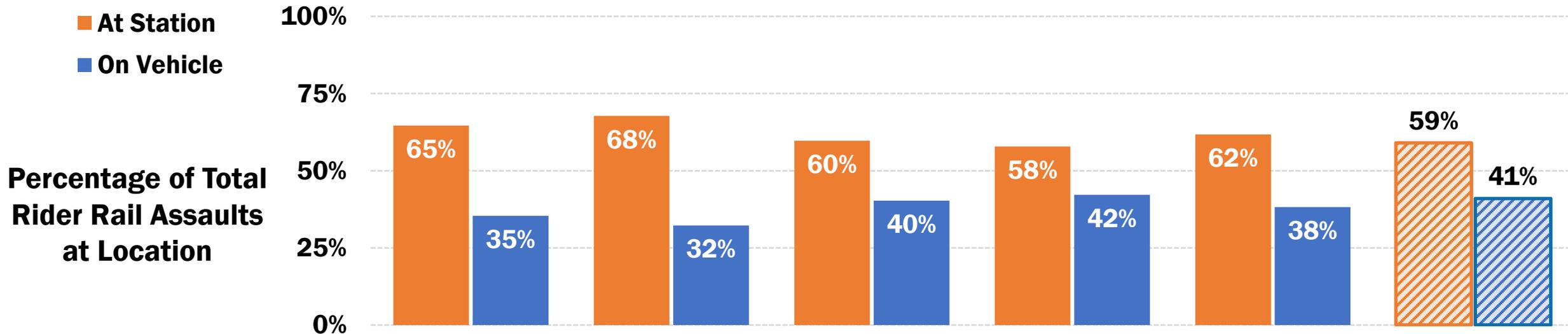
Raw Event, Fatality, and Injury Counts

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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