

Transit Worker Assault

Joe DeLorenzo

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

2025 APTA Safety and Risk Management Seminar

12/08/2025



U.S. Department of Transportation
Federal Transit Administration

Agenda

- Data Analysis/Overview – Assaults on Transit Workers and Customers Trends
- Addressing Assaults on Transit Workers and Customers – Mitigations, Safety Letters, and More



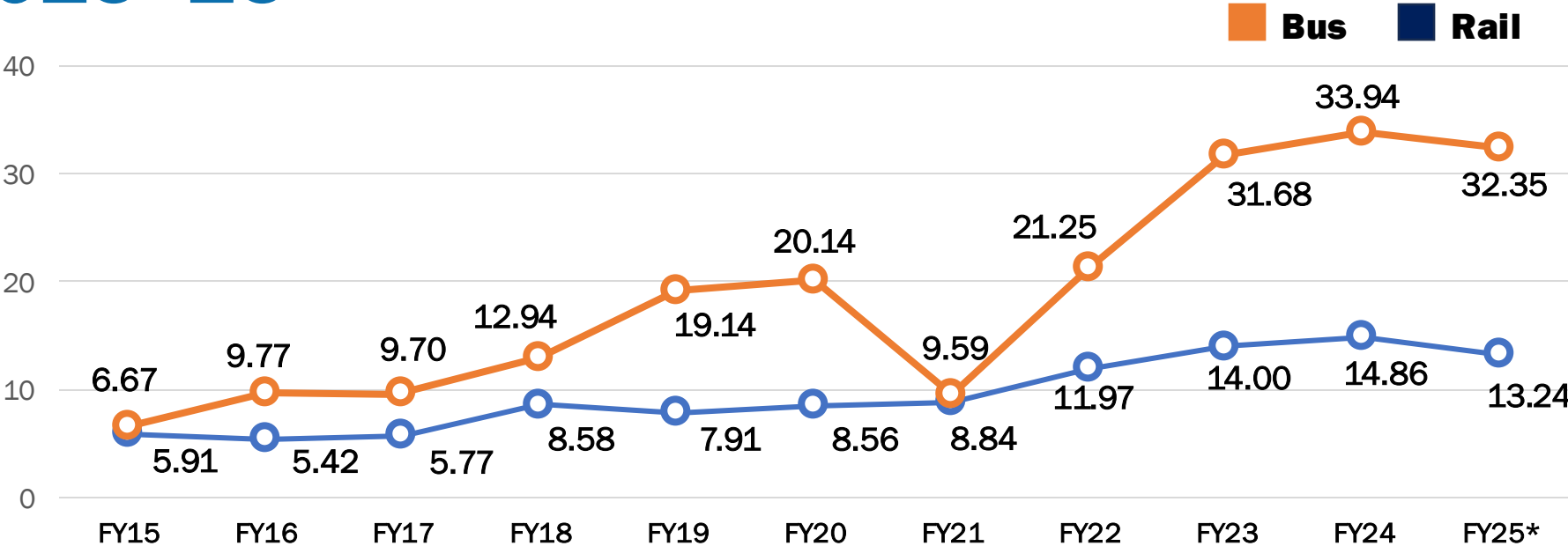
Data Analysis/Overview – Assaults on Transit Worker and Customers Trends



U.S. Department of Transportation
Federal Transit Administration

Major Assaults on Transit Workers (Bus and Rail): FY 2015–25

Major Assault Events
against Transit Workers
per 100 Million Vehicle
Revenue Miles
(100M VRM)

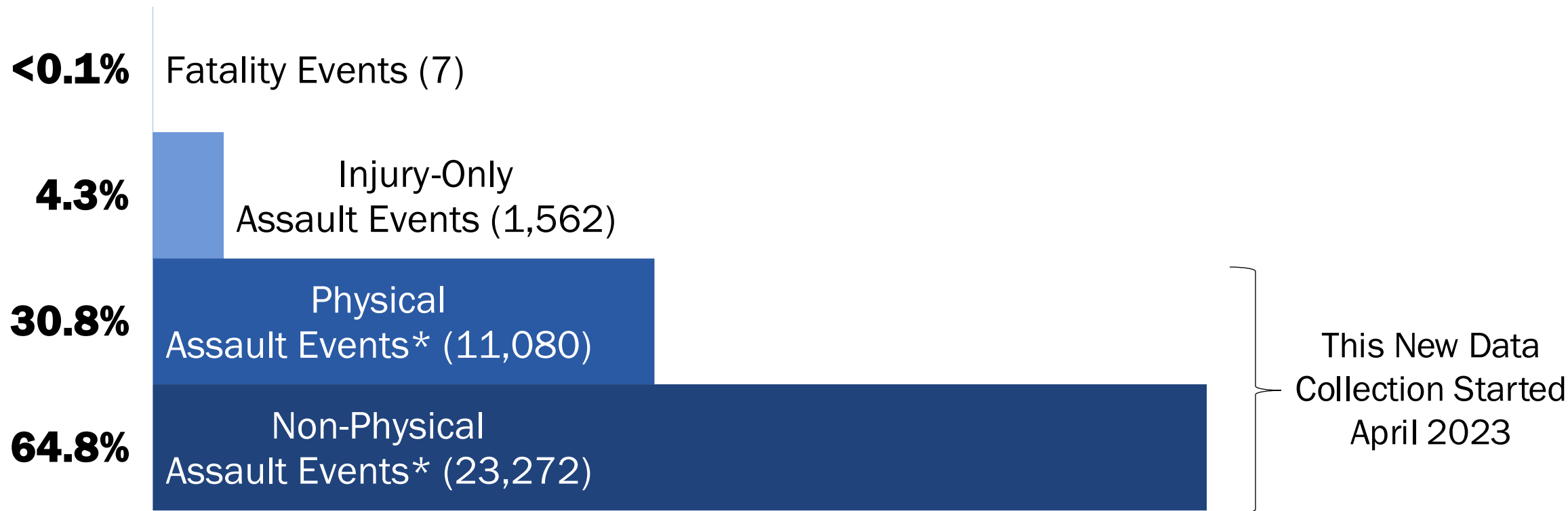


Raw Event,
Fatality, and
Injury Counts

Major Assaults	224	237	249	359	395	364	284	459	615	675	533
Fatalities	1	0	0	0	1	0	12	1	3	5	2
Injuries	225	243	254	360	399	368	290	469	656	723	570

Source: National Transit Database (NTD). FY 2024–25 data are preliminary. *FY 2025 only includes data from Oct 2024–Jun 2025.
 This graphic is intended to display Major Assaults on Transit Workers data for bus and rail transit. Not intended for comparative purposes as NTD event reporting requirements differ between bus and rail modes.

All Assaults on Transit Workers by Severity: April 2023–July 2025

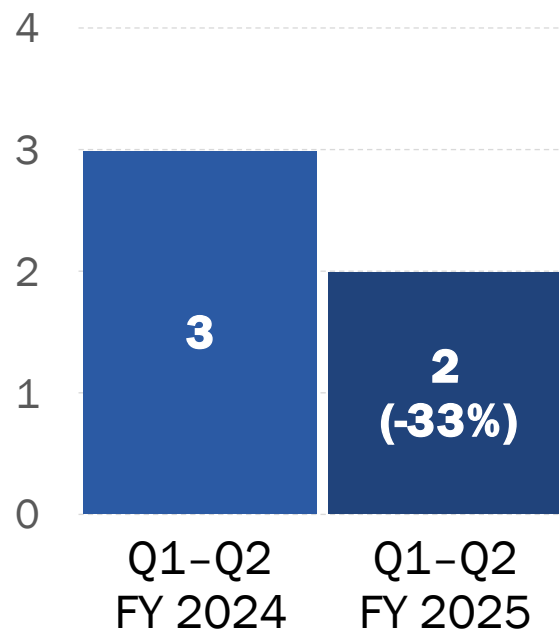


- **Source:** National Transit Database (NTD)

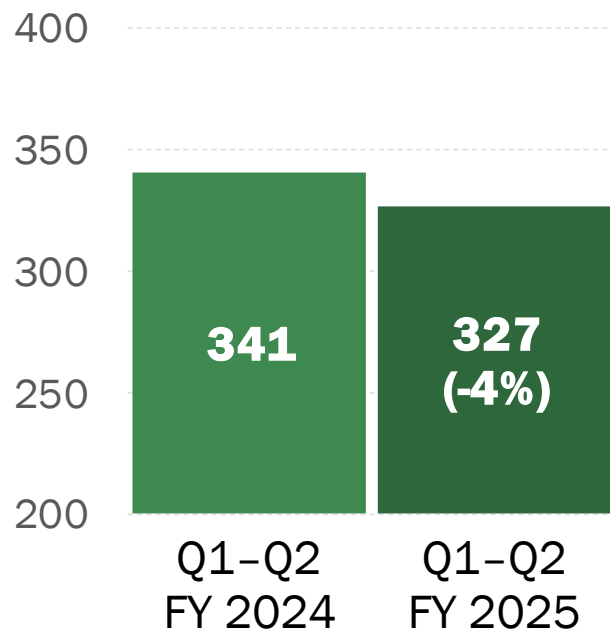
**Starred categories are events that do not result in a transit worker fatality or injury.*

Major Assaults on Transit Workers: Q1–2 FY 2024 vs. Q1–2 FY 2025

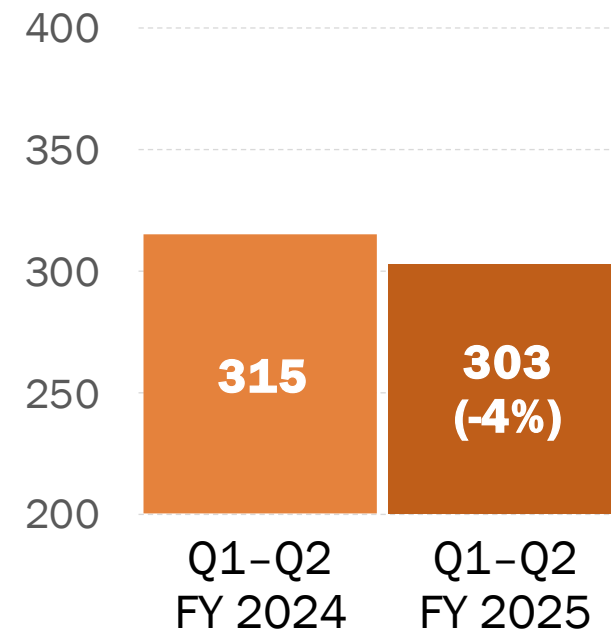
Fatalities



Injuries



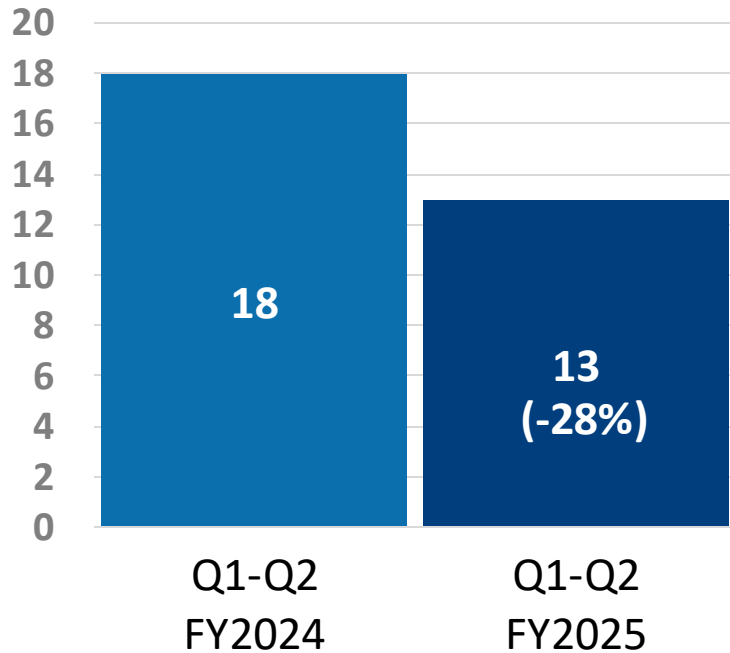
Events



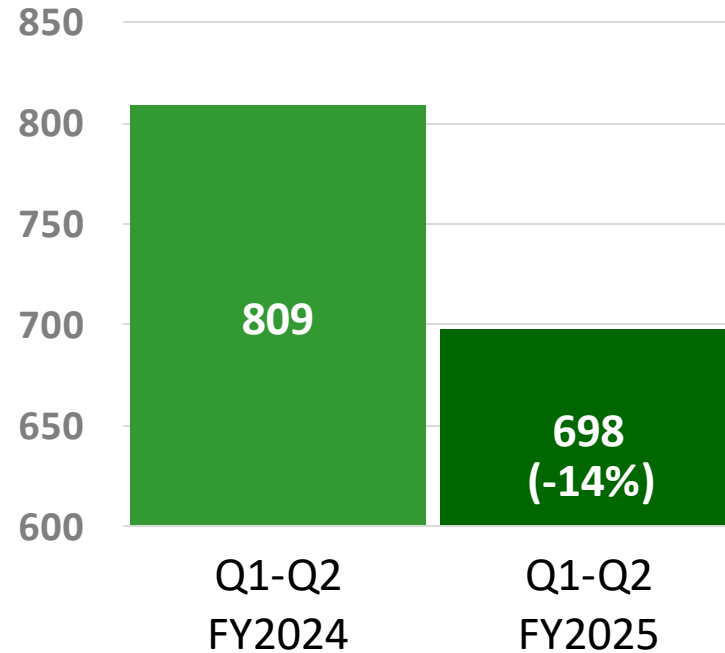
Source: National Transit Database (NTD)
All data are preliminary

Major Assaults on Transit Riders: Q1-Q2 FY 2024 vs. Q1-Q2 FY 2025

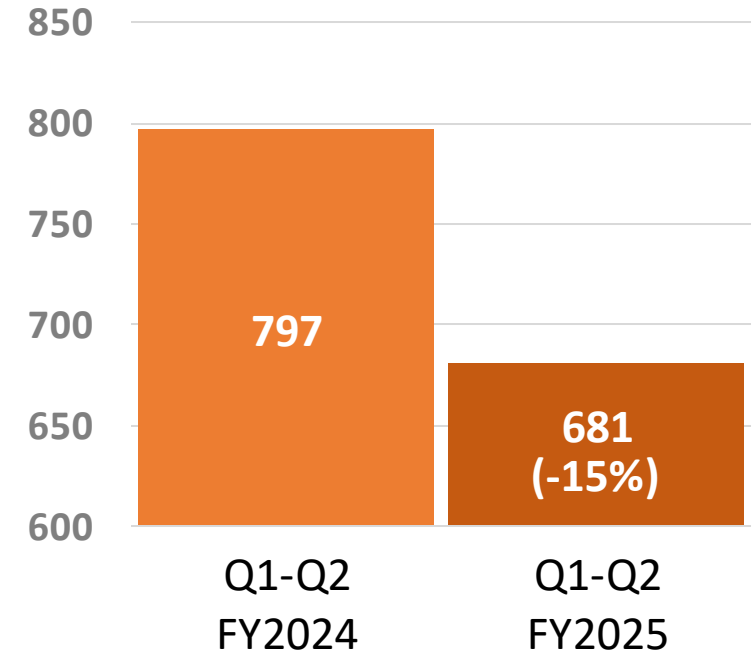
Fatalities



Injuries



Events



Source: National Transit Database (NTD)
All data are preliminary

Addressing Assaults on Transit Workers and Customers – Mitigations, Safety Letters, and More



U.S. Department of Transportation
Federal Transit Administration

Assaults on Transit Workers: Top Mitigations by Rail and Large/Small Bus Transit Agencies



#1 De-Escalation Training



#2 Video/Audio Surveillance



#3 Operating Policies and Procedures



#4 Signage Informing Riders of Surveillance

Assaults on Transit Workers: Mitigation Examples from General Directive 24-1

De-Escalation Training



Transit agencies use a range of strategies, including:

- De-escalation training as part of new hire and annual refresher training
- Training on minimizing use of force
- De-escalation techniques observed during ride checks
- Verbal Judo: The Gentle Art of Persuasion

Examples of Effectiveness:

- Reduced confrontations and arguments between operators and passengers
- Operators expressed that the training was useful and provided examples
- Transit workers felt prepared to deal with unruly passengers

FTA PTASP Audits & Safety and Security Letters

FTA initiated PTASP audits related to preventing assaults on transit workers and sent letters to transit agencies regarding the general safety and security of the system.

PTASP Audit Criteria

- Implementation of their Agency Safety Plan (ASP)
- Assessment of their Safety Risk Reduction Program
- Evaluation of the effectiveness of mitigations

Safety and Security Review

- Action and plans to reduce crime and fare evasion
- Funding sources for passenger and worker safety for both expenditures and budgeted initiatives

Assaults on Transit Customers: Transit Agency Perspectives on Customer Assault Summary Report

On January 26, 2024, FTA commissioned research to gain a deeper understanding of transit customer assault through interviews with transit agency representatives. The report explored contributing factors to customer assault events, trends in assault data and mitigations.

The [report](#) identified the following considerations:

- Support for social services partnerships and crisis outreach may help address societal factors that influence customer assault.
- The effectiveness of any mitigation depends on how it is designed and implemented, and its effectiveness may be context-specific.
- Information sharing may help agencies understand, select, and implement mitigations.

Transit Agency Perspectives on Customer Assault: Summary Report

January 26, 2024



Cover image by Megan France-Peterson. Original photos by Zeeshaan Shabbir, Samson Katt, courtesy of Pexels and Cal Gao, courtesy of Unsplash.

Prepared by the U.S. Department of Transportation Volpe Center (Volpe)
Authors: Gina Melnik, PhD, Megan France-Peterson, Alyssa Brodeur, Mirabel Mallett, and Kayli Battel

Thank you

Joe DeLorenzo

Associate Administrator and Chief Safety Officer
Office of Transit Safety and Oversight
joseph.delorenzo@dot.gov



U.S. Department of Transportation
Federal Transit Administration