

Transit Worker Safety: De-escalation, Barriers and Data

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U.S. Department of Transportation
Federal Transit Administration

Agenda

- Transit Worker Assault Data
- General Directive 24-1
and Mitigation Strategies
- Resources



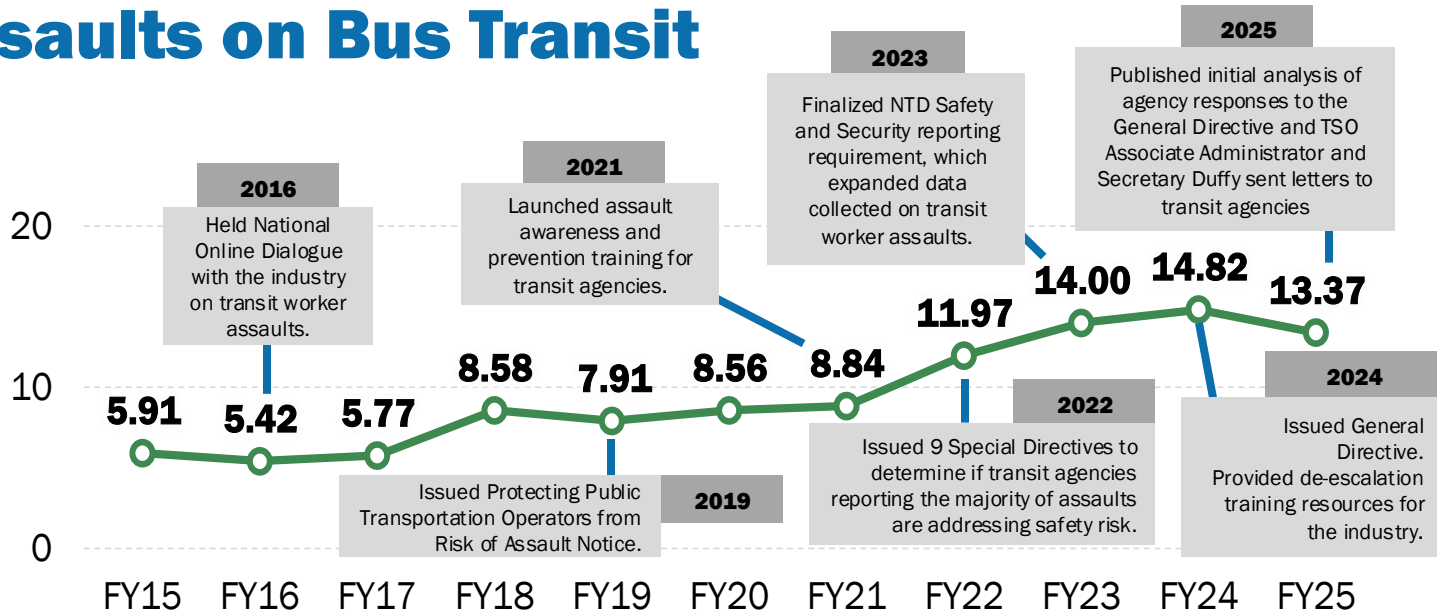
Transit Worker Assault Data



U.S. Department of Transportation
Federal Transit Administration

Major Assaults on Bus Transit Workers

Major Assault Events against Bus Transit Workers per 100M VRM

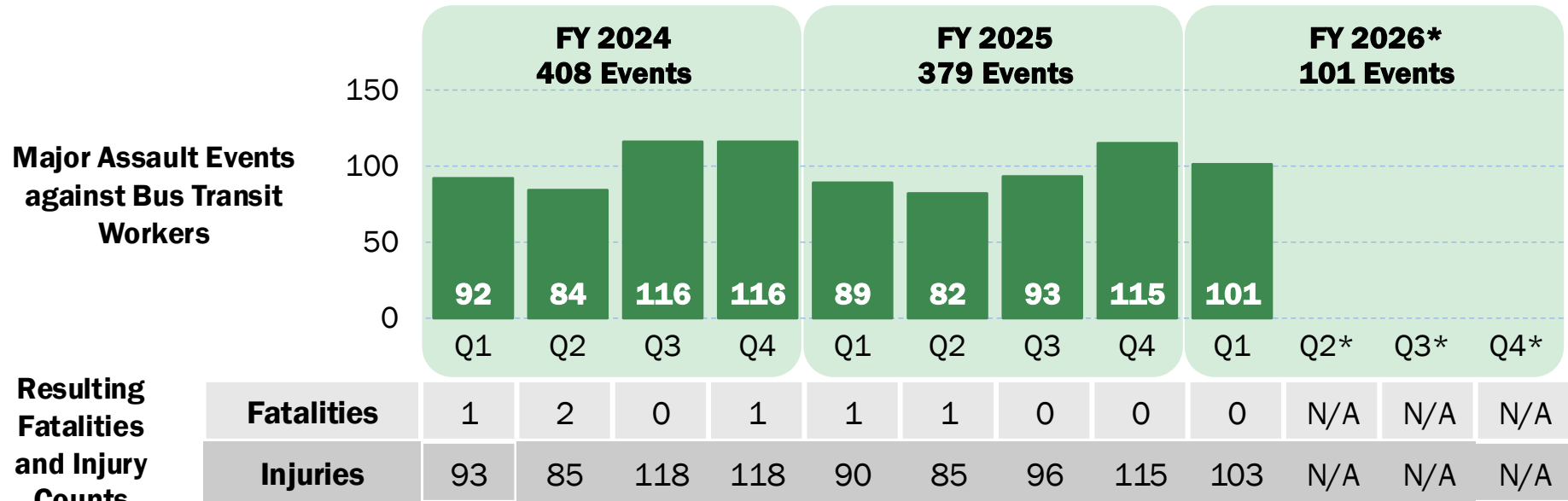


Raw Event, Fatality, and Injury Counts

| | | | | | | | | | | | |
|-----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Major Assaults | 172 | 160 | 171 | 255 | 238 | 216 | 214 | 303 | 369 | 408 | 379 |
| Fatalities | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 1 | 4 | 2 |
| Injuries | 173 | 164 | 174 | 255 | 237 | 218 | 216 | 304 | 377 | 414 | 386 |

- **Source:** National Transit Database (NTD)
FY 2025 data are preliminary.

Major Assaults on Bus Transit Workers: Last 3 Fiscal Years by Quarter



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

*FY 2025 Q2–Q4 and FY 2026 Q1 data are preliminary. *FY 2026 only includes data from Oct–Dec 2025.*

General Directive 24-1 & Mitigation Strategies



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General Directive 24-1

In September 2024, FTA issued a General Directive requiring over 700 transit agencies subject to PTASP regulation (49 CFR part 673) to take action to mitigate the significant safety risk of assaults on transit workers.

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).

2

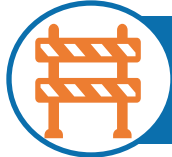
Identify safety risk mitigations or strategies necessary as a result of the safety risk assessment.

3

Submit information to FTA on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers. FTA analyzed these submissions and published [Responses to General Directive 24-1](#) in January 2025.

Effective Mitigation Practices

The four most prevalent mitigation strategies include:



Operator Barriers



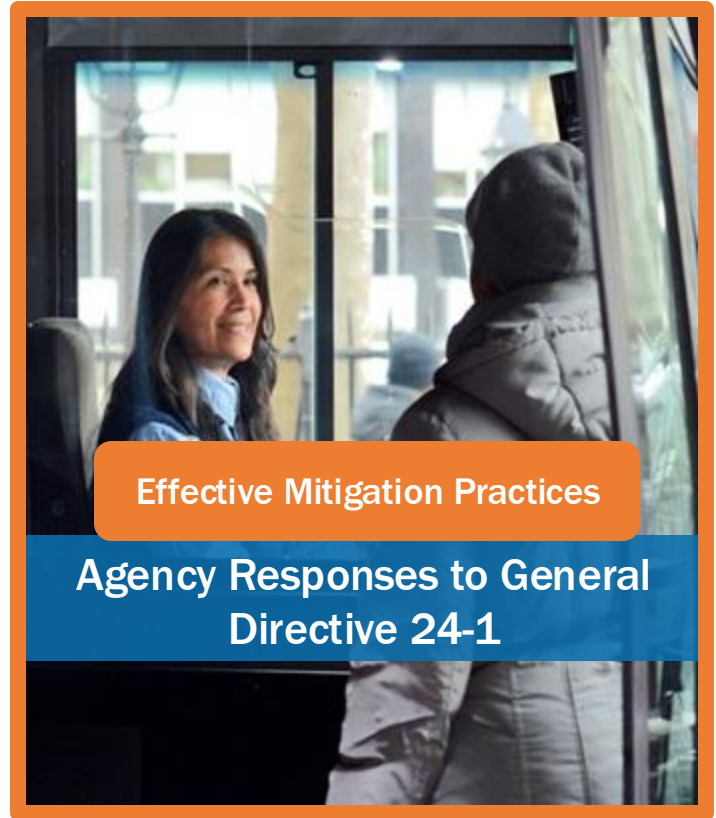
De-Escalation Training



Patrol Strategies



Policy and Procedures



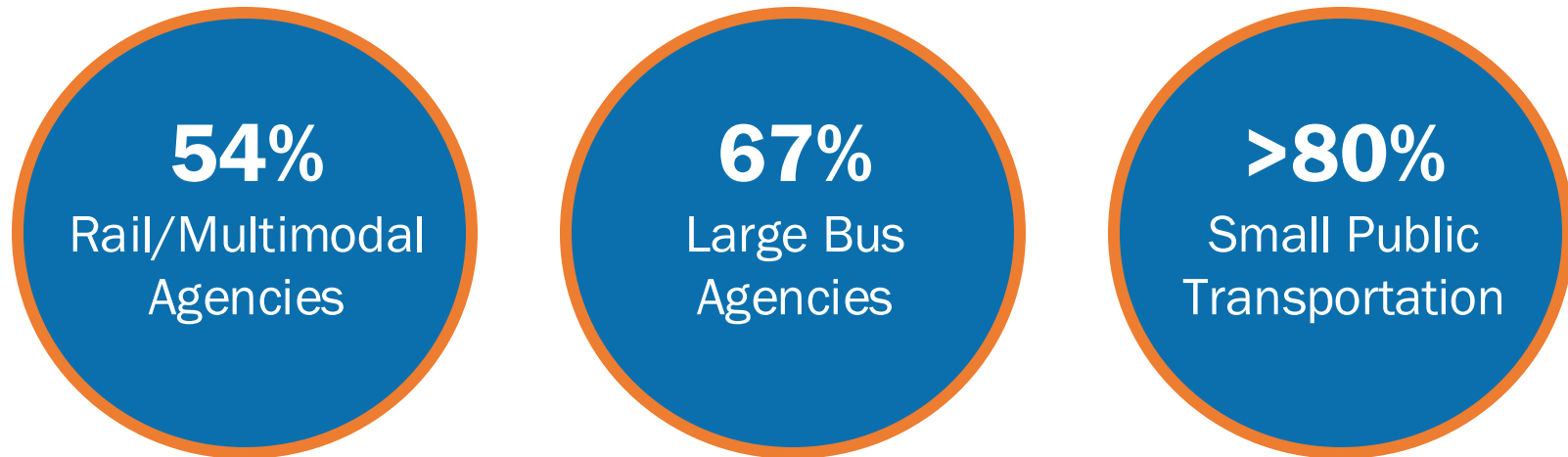
Effective Mitigation Practices

Agency Responses to General
Directive 24-1

Operator Barriers

Agencies reported using polycarbonate partitions, retrofitted barriers with locking mechanisms, and custom glass enclosures.

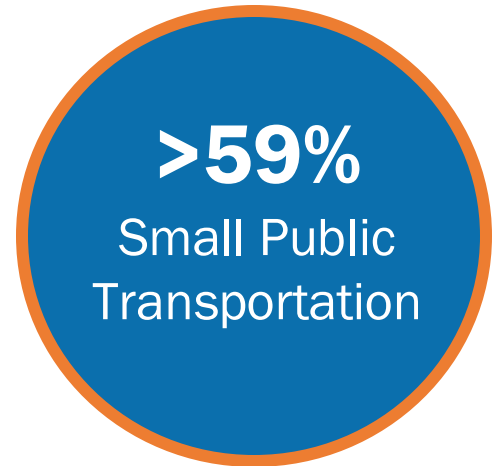
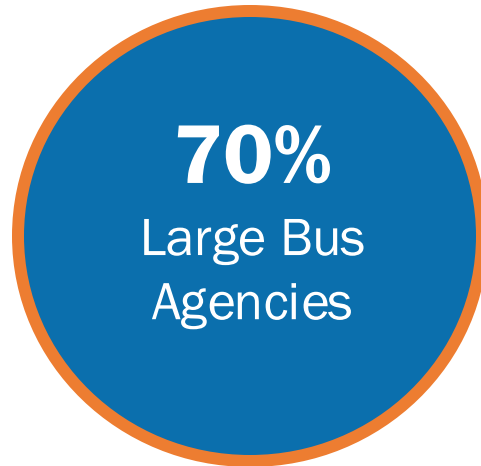
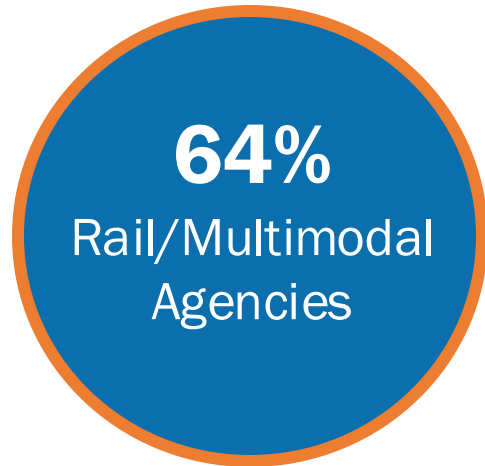
Percentage of Transit Providers Finding Barriers Effective:



De-escalation Training

Agencies reported using de-escalation training programs from NTI, CTAA, and RTAP, as well as in-house and contractor-provided courses.

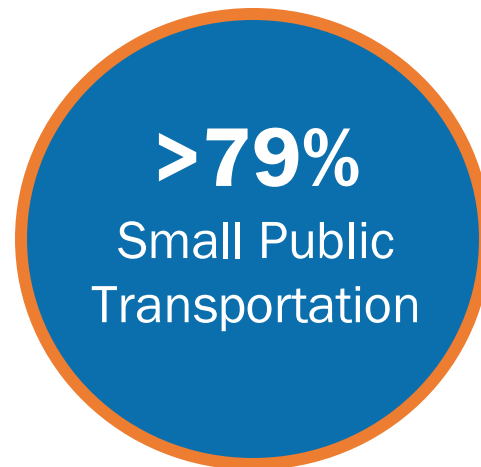
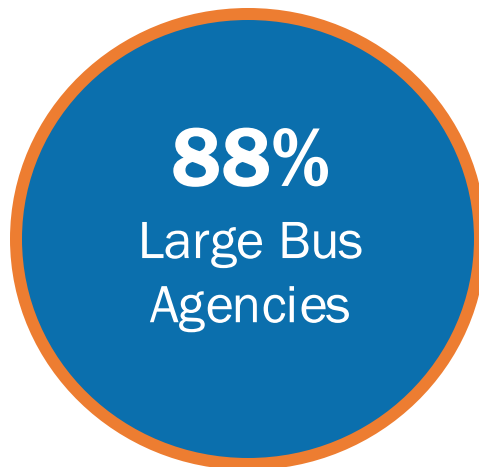
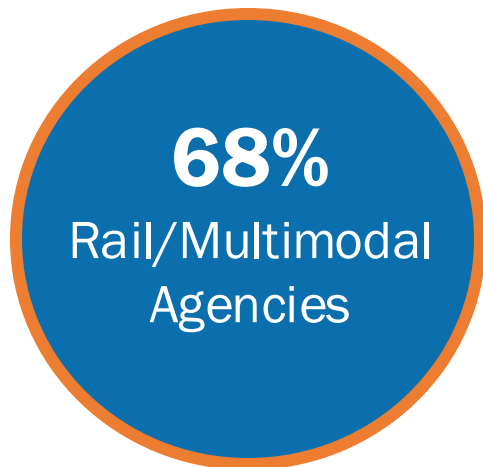
Percentage of Transit Providers Finding De-escalation Training Effective:



Patrol Strategies

Agencies reported using transit police, contracted or hired security, local law enforcement, and transit ambassadors.

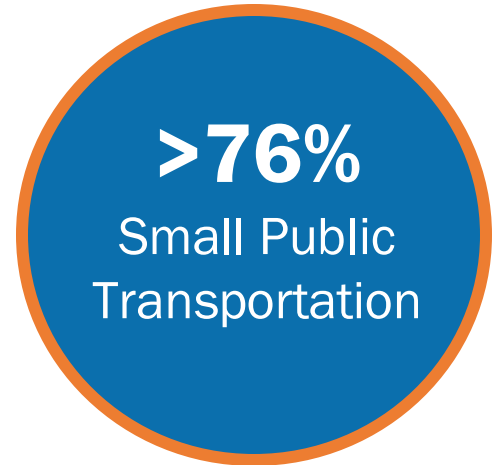
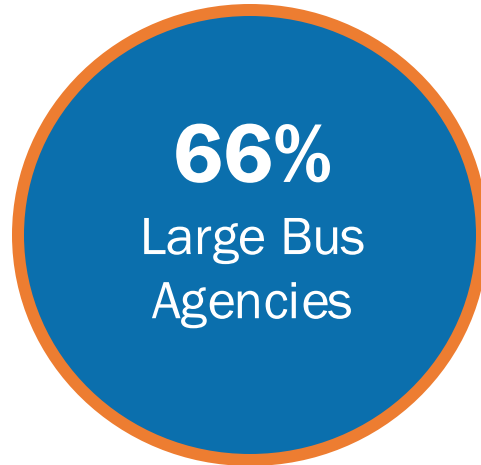
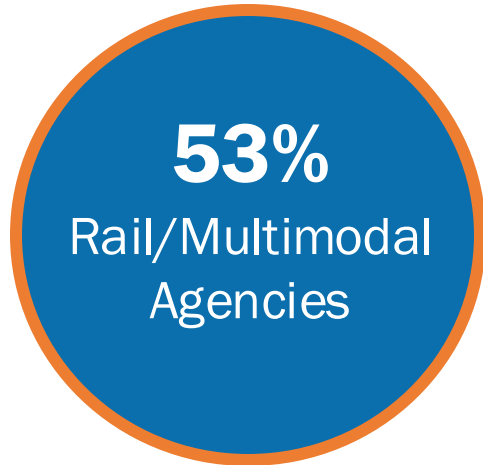
Percentage of Transit Providers Finding Patrol Strategies Effective:



Policy and Procedures

Agencies reported using conflict handling protocols, improved communications, stricter penalties, improved training, and standardized reporting procedures.

Percentage of Transit Providers Finding Policy & Procedures Effective:



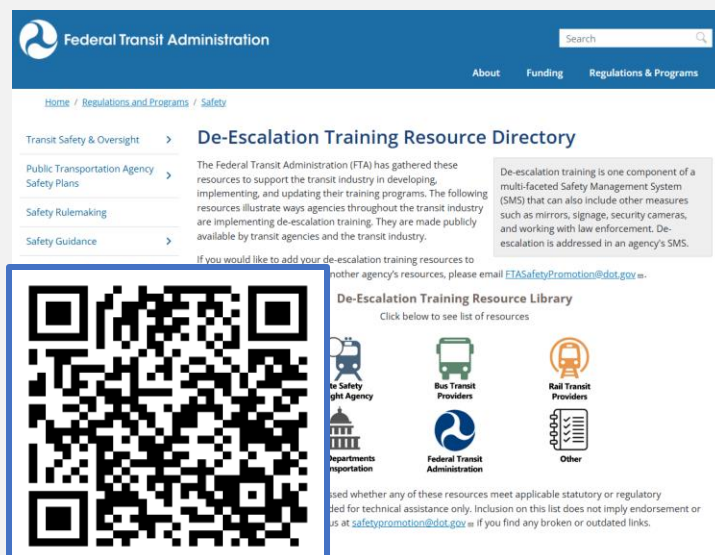
Resources

PTASP Technical Assistance Center and Resource Library



The screenshot shows the website for the PTASP Technical Assistance Center and Resource Library. The header includes the Federal Transit Administration logo and a search bar. The main content area features a navigation menu on the left with links to PTASP Overview, FAQs, PTASP Technical Assistance Center and Resource Library, and Agency Safety Plan (ASP) Directory. The main heading is "PTASP Technical Assistance Center and Resource Library". Below this, there is a description of the TAC and a link to email PTASP-TAC@dot.gov. To the right is a graphic with a pencil and the text "PTASP TECHNICAL ASSISTANCE CENTER". Below that is a "Resource Library" section with a description of the library's offerings. A large QR code is overlaid on the bottom left of the page. On the right side, there is a sidebar with links for "and Updates", "Policy", "ent", "Questions", "scorekeeping", "the Public Transportation Agency Safety Plans Regulation", "Data for Transportation Performance Management: Guide for Practitioners", "s Guide*", and "tion Safety Plan".

De-Escalation Training Resources Directory



The screenshot shows the website for the De-Escalation Training Resources Directory. The header includes the Federal Transit Administration logo and a search bar. The main content area features a navigation menu on the left with links to Transit Safety & Oversight, Public Transportation Agency Safety Plans, Safety Rulemaking, and Safety Guidance. The main heading is "De-Escalation Training Resource Directory". Below this, there is a description of the resources gathered by the FTA. To the right is a text box stating "De-escalation training is one component of a multi-faceted Safety Management System (SMS) that can also include other measures such as mirrors, signage, security cameras, and working with law enforcement. De-escalation is addressed in an agency's SMS." Below this is a link to email FTASafetyPromotion@dot.gov. A "De-Escalation Training Resource Library" section follows with a link to "Click below to see list of resources". Below this are icons for "Transit Safety Agency", "Bus Transit Providers", "Rail Transit Providers", "Department of Transportation", "Federal Transit Administration", and "Other". A large QR code is overlaid on the bottom left of the page. At the bottom, there is a note: "Used whether any of these resources meet applicable statutory or regulatory need for technical assistance only. Inclusion on this list does not imply endorsement or is at safetypromotion@dot.gov if you find any broken or outdated links."

Thank you!

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