

Improving Safety and Security for All Frontline Staff

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Agenda

- Personal and Workplace Safety and Security
 - Assault Trends
- Lessons Learned
 - General Directive 24-1
 - Focused Agency Safety Plan Audits
- Building Safety Culture



Defining the Challenge

Transit Security

Transit worker assaults, including physical and non-physical harassment.

Transit Safety

On-the-job hazards to maintain an accident-free environment.

Assaults on Transit Workers

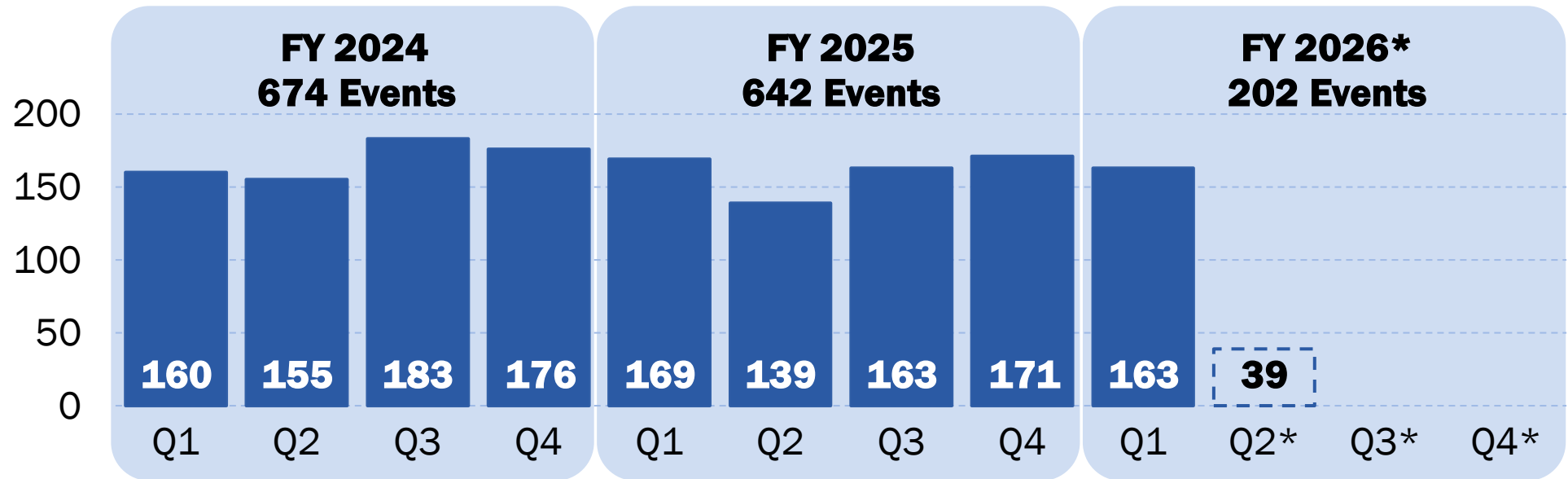
In 2023, NTD Safety and Security reporting requirements were updated to collect data on all transit worker assaults, regardless of whether it resulted in an injury.

FTA's assault on a transit worker definition requires *either* intent to endanger the safety of any individual or reckless disregard for the safety of human life.

Element	Options	
Event Type	• Major (S&S-40) • Non-major (S&S-50)	
Worker Type (Who)	• Operator • Other transit worker (e.g., transit police, station agent)	
Assault Type (What)	• Physical • Non-physical	
Location (Where)	• In transit vehicle • In revenue facility	• In non-revenue facility • Other

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

Major Assault Events
against Transit
Workers



Resulting
Fatalities and
Injury Counts

Fatalities	1	2	0	1	1	1	0	0	0	0	N/A	N/A
Injuries	170	171	192	189	182	152	172	180	174	40	N/A	N/A

Source: National Transit Database (NTD)

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

General Directive 24-1

In September 2024, FTA issued a General Directive requiring over 700 transit agencies subject to the PTASP regulation (49 CFR part 673) to take action to address 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.

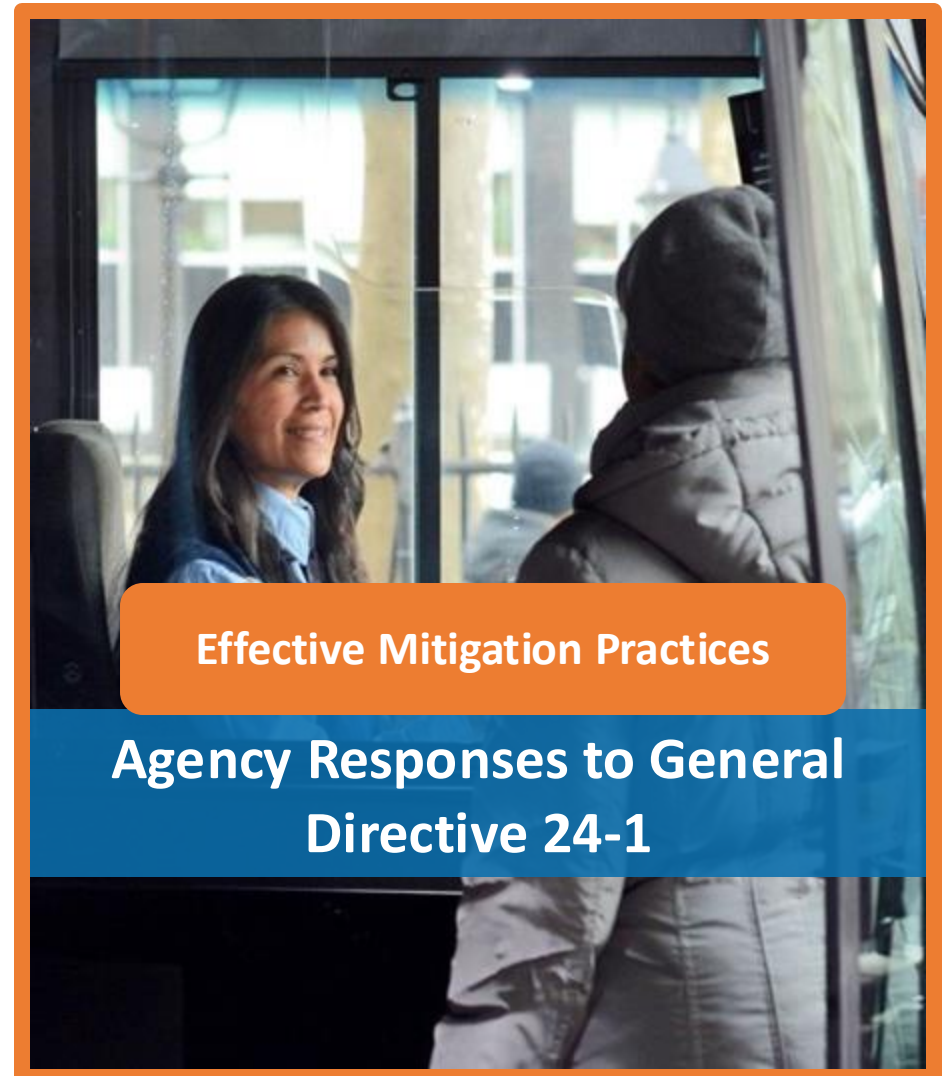
3

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.

Lessons Learned: Effective Mitigation Practices

The four most prevalent mitigation strategies include:

-  Operator Barriers
-  De-Escalation Training
-  Patrol Strategies
-  Policy and Procedures



PTASP Review Lessons Learned

Based on recent reviews of both Agency Safety Plan compliance with the requirements of 49 CFR 673 and the transit agency's implementation of their plan

1

PTASP Policy v. PTASP implementation sometimes differ greatly at transit agencies

- **Policy:** transit agencies check the right boxes on Agency Safety Plan submissions
- **Implementation:** transit agencies lack effective implementation of SMS strategies (i.e., understanding hazards and addressing with appropriate mitigations)

2

SMS principles and strategies can benefit transit agencies at all levels

- Updated PTASP rule removed “top down” language and further emphasized the role of “frontline workers” and “safety committees.”

3

Strong transit safety culture needs good communications of SMS principles/strategies

4

The SMS component of Safety Assurance is a growth area

Building SMS Through PTASP

Frontline Worker Involvement

Two-way communication and safety collaboration via Safety Committees and Agency Safety Plans (ASP).

Risk Mitigations

Safety Committees recommend risk reduction program mitigations, including transit worker assault prevention, for inclusion and implementation in the approved ASP.



Safety Performance Targets

Establish targets based on the National Safety Plan -performance measures, including transit worker assaults.

De-escalation Training

Required de-escalation training for transit workers.

Frontline Worker Involvement



All Applicable Transit Agencies

Comprehensive safety training including **de-escalation training**, **safety concern identification** and **reporting training** and refresher training



Large UZA Providers

Safety Committee with equal number of **frontline transit worker representatives** and management representatives

Must include maintenance transit workers in safety training program



Non-Large UZA providers

Update ASP in cooperation with **frontline transit worker representatives**

Driving Safety Culture Through Data

In a strong safety culture, safety is the top priority above all else.

Reporting data helps tell the safety story through:

- Determining the frequency and severity of safety events
- Identifying trends
- Measuring effectiveness of mitigations

By integrating **Safety Risk Management** and **Safety Assurance**, transit agencies create a **data-driven feedback loop** that translates safety reporting into a **culture of continuous improvement**.



Continually Reassesses

To effectively reduce and mitigate safety events, such as transit worker assaults, transit agencies must leverage their integrated **Safety Risk Management** and **Safety Assurance** functions to transform reported data into **actionable safety improvements**.

Related SMS Elements

Safety Risk Management

-  Hazard identification
-  Safety risk assessment
-  Safety risk mitigation

Safety Assurance

-  Safety performance monitoring and measurement
-  Continuous improvement

Resources

PTASP Technical Assistance Center and Resource Library



PTASP Technical Assistance Center and Resource Library

The PTASP Technical Assistance Center (TAC) is available to help the transit industry meet PTASP requirements. Email PTASP-TAC@dot.gov for one-on-one technical assistance and Agency Safety Plan (ASP) voluntary technical reviews.

Resource Library

This resource library offers technical assistance tools, organized by Safety Management System (SMS).

general requirements and ASP development, review, and certification. Most resources are specific to bus or rail modes, as noted in resource titles. An asterisk* after a resource incorporates the requirements of the PTASP final rule published in April

[and Updates](#)
[Policy](#)
[ment](#)

[Questions](#)
[Recordkeeping](#)
[in the Public Transportation Agency Safety Plans Regulation](#)
[Data for Transportation Performance Management: Guide for Practitioners](#)
[s Guide*](#)
[ation Safety Plan](#)

De-Escalation Training Resources Directory



De-Escalation Training Resource Directory

The Federal Transit Administration (FTA) has gathered these resources to support the transit industry in developing, implementing, and updating their training programs. The following resources illustrate ways agencies throughout the transit industry are implementing de-escalation training. They are made publicly available by transit agencies and the transit industry.

If you would like to add your de-escalation training resources to another agency's resources, please email FTASafetyPromotion@dot.gov.

De-Escalation Training Resource Library

Click below to see list of resources

[State Safety Oversight Agency](#)
[Bus Transit Providers](#)
[Rail Transit Providers](#)
[Departments Transportation](#)
[Federal Transit Administration](#)
[Other](#)

Assessed whether any of these resources meet applicable statutory or regulatory ded for technical assistance only. Inclusion on this list does not imply endorsement or us at safetypromotion@dot.gov if you find any broken or outdated links.

Thank you!

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