

FTA

FEDERAL TRANSIT ADMINISTRATION

National Online Dialogue on Transit Worker Assault

**Adrienne Malasky
Policy Analyst
Office of Transit Safety and Oversight**

June 15, 2016



U.S. Department of Transportation
Federal Transit Administration

Purpose of the Webinar

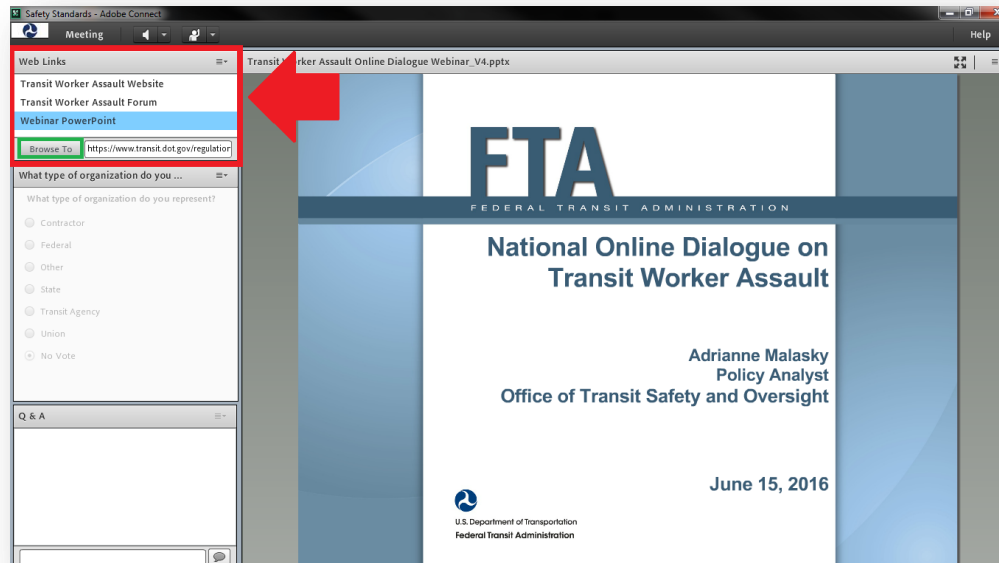
This is an informational session. We will discuss the following:

- Background
- Discussion Topics
- National Online Dialogue Forum
- How to Participate

Please Note: We will not be taking questions on the substance of the transit worker assault issue but will limit questions to how to access and participate in the online dialogue.

Webinar 101

- PowerPoint for this webinar
 - <https://www.transit.dot.gov/regulations-and-guidance/safety/transit-worker-assault-online-dialogue-webinar-powerpoint>
- Links to the National Online Dialogue on Transit Worker Assault website, forum, and this PowerPoint can be found on the top left corner of webinar window



Background

2015 Transit Advisory Committee for Safety (TRACS) Report, *Preventing and Mitigating Transit Worker Assaults in the Bus and Rail Industry*

- Identified causes of assault against transit workers
- Reviewed strategies to mitigate these assaults

Section 3022 of the FAST Act requires an notice of proposed rulemaking (NPRM) on protecting public transportation operators from assault no later than March 2017

National Online Dialogue on Transit Worker Assault

- What is the National Online Dialogue?
 - Web forum for individuals to comment on key questions concerning transit worker assault
- Who can participate?
 - Anyone interested in preventing transit worker assault
- When will it launch?
 - Open from Monday, June 13 – Monday, July 25
- Where is it located?
 - TSO website: <https://www.transit.dot.gov/regulations-and-guidance/safety/national-online-dialogue-transit-worker-assault>
 - DOT's Idea Forum: <https://usdot.uservice.com/>

Discussion Topics

- How should we define assault?
- What protective measures or barriers does your agency have in place to separate transit workers from passengers?
- Safety measures are not one size fits all, so how have or how can such measures be implemented across different transit modes and systems (bus, light rail, streetcar, etc.)?
- Would automated fare collection mitigate risk?
- Does your transit agency have data on what motivates assaults? If so, what does the data indicate?
- What other topics should be considered as we approach the transit worker assault rulemaking?

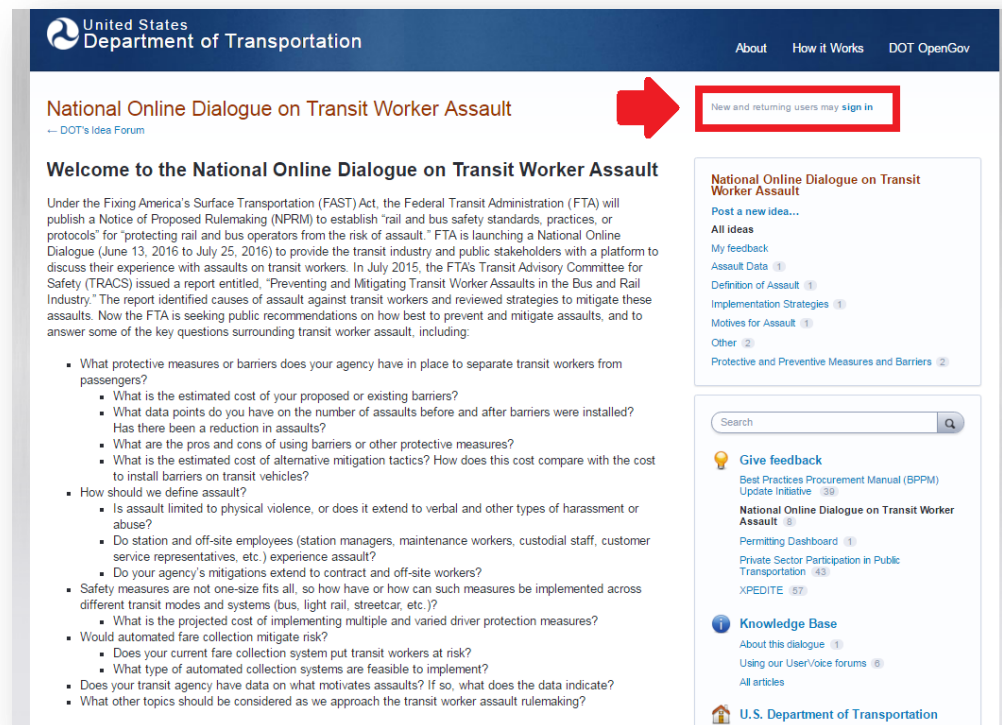
National Online Dialogue Forum

- Go to DOT's Idea Forum: <https://usdot.uservice.com/>
- Navigate to the National Online Dialogue on Transit Worker Assault

The screenshot displays the DOT's Idea Forum interface. At the top, the United States Department of Transportation logo and navigation links (About, How it Works, DOT OpenGov) are visible. The main heading is 'DOT's Idea Forum' with a 'sign in' link for new and returning users. A welcome message follows. The 'Give feedback' section lists several forums, with 'National Online Dialogue on Transit Worker Assault' (8 ideas) highlighted by a red box and a red arrow. A second red box and arrow point to the same forum entry in a 'Knowledge Base' section on the right side of the page. The 'Knowledge Base' also includes links for 'About this dialogue' (1) and 'Using our UserVoice forums' (6).

National Online Dialogue Forum

- Go to <https://usdot.uservice.com/forums/374175-national-online-dialogue-on-transit-worker-assault>
- Click “Sign In” (red box) on the top right corner



The screenshot shows the top of the website with the United States Department of Transportation logo and navigation links. The main heading is 'National Online Dialogue on Transit Worker Assault'. A red arrow points to a red box containing the text 'New and returning users may sign in'. Below the heading is a welcome message and a list of questions. On the right side, there is a sidebar with a search bar, a 'Give feedback' section, and a 'Knowledge Base' section.

United States Department of Transportation

About How it Works DOT OpenGov

National Online Dialogue on Transit Worker Assault
← DOT's Idea Forum

New and returning users may sign in

Welcome to the National Online Dialogue on Transit Worker Assault

Under the Fixing America's Surface Transportation (FAST) Act, the Federal Transit Administration (FTA) will publish a Notice of Proposed Rulemaking (NPRM) to establish "rail and bus safety standards, practices, or protocols" for "protecting rail and bus operators from the risk of assault." FTA is launching a National Online Dialogue (June 13, 2016 to July 25, 2016) to provide the transit industry and public stakeholders with a platform to discuss their experience with assaults on transit workers. In July 2015, the FTA's Transit Advisory Committee for Safety (TRACS) issued a report entitled, "Preventing and Mitigating Transit Worker Assaults in the Bus and Rail Industry." The report identified causes of assault against transit workers and reviewed strategies to mitigate these assaults. Now the FTA is seeking public recommendations on how best to prevent and mitigate assaults, and to answer some of the key questions surrounding transit worker assault, including:

- What protective measures or barriers does your agency have in place to separate transit workers from passengers?
 - What is the estimated cost of your proposed or existing barriers?
 - What data points do you have on the number of assaults before and after barriers were installed? Has there been a reduction in assaults?
 - What are the pros and cons of using barriers or other protective measures?
 - What is the estimated cost of alternative mitigation tactics? How does this cost compare with the cost to install barriers on transit vehicles?
- How should we define assault?
 - Is assault limited to physical violence, or does it extend to verbal and other types of harassment or abuse?
 - Do station and off-site employees (station managers, maintenance workers, custodial staff, customer service representatives, etc.) experience assault?
 - Do your agency's mitigations extend to contract and off-site workers?
- Safety measures are not one-size fits all, so how have or how can such measures be implemented across different transit modes and systems (bus, light rail, streetcar, etc.)?
 - What is the projected cost of implementing multiple and varied driver protection measures?
- Would automated fare collection mitigate risk?
 - Does your current fare collection system put transit workers at risk?
 - What type of automated collection systems are feasible to implement?
- Does your transit agency have data on what motivates assaults? If so, what does the data indicate?
- What other topics should be considered as we approach the transit worker assault rulemaking?

Search

Give feedback

Best Practices Procurement Manual (BPPM)
Update Initiative 39

National Online Dialogue on Transit Worker Assault 8

Permitting Dashboard 1

Private Sector Participation in Public Transportation 43

XPEDITE 57

Knowledge Base

About this dialogue 1

Using our User/Voice forums 8

All articles

U.S. Department of Transportation

National Online Dialogue Forum

- Search for an idea or start a new idea by typing your idea in the box (green box) under “How can we reduce assault on Transit Workers?”
- Select a category (blue box) and add a description (red box)
- Click on “Post Idea” (yellow box)

The screenshot shows a web form titled "How can we reduce assaults on Transit Workers?". The form contains the following elements:

- A search bar with a green border containing the text "Assault data?".
- A dropdown menu with a blue border labeled "Category (optional)".
- A text input area with a red border labeled "Describe your idea... (optional)".
- Two buttons at the bottom: "Post idea" (highlighted with a yellow border) and "Cancel".

National Online Dialogue Forum

- Comment (green box) or vote (red box) on current ideas

How can we reduce assaults on Transit Workers?

Enter your idea

Hot Top **New ideas** Category My feedback

1
vote

Vote

Clarification needed... Scope of this New Rulemaking

Clarification is requested-- I believe the dialogue generated by the question may be in and of itself, useful for FTA. What exactly is meant by saying that ultimately, the forthcoming Rule will "address" assault?

1 comment Other · Flag idea as inappropriate...

1
vote

Vote

Fare policy, fare evasion and fare enforcement

The sharing of standards and best practices and more policy-oriented discussion about the leading known contributing factor/theme in the majority of passenger-operator verbal confrontations, is needed. This will be of more value to the industry at-large than simply trying to mandate operator shields.

0 comments Motives for Assault · Flag idea as inappropriate...

National Online Dialogue Forum

- Filter ideas based on categories (red box)

The screenshot displays the National Online Dialogue Forum interface. At the top, the question "How can we reduce assaults on Transit Workers?" is shown. Below it is a text input field labeled "Enter your idea". A red arrow points from this field down to a dropdown menu. The dropdown menu is highlighted with a red box and lists the following categories: "Assault Data (1)", "Definition of Assault (1)", "Implementation Strategies (1)", "Motives for Assault (1)", "Other (2)", and "Protective and Preventive Measures and Barriers (2)". To the left of the dropdown menu, there are buttons for "Hot", "Top", and "New ideas", along with a "My feedback" link. Below the dropdown menu, there is a "Clarification" section with a "1 vote" button and a "Vote" button. The text "Clarification is useful for FTA" and "assault?" is visible. At the bottom, there is a "1 comment" link and a "Flag idea as inappropriate..." link.

Live Demonstration

How You Can Participate

- Register on DOT's Idea Forum
 - <https://usdot.uservice.com/>
- Navigate the forum to find “National Online Dialogue on Transit Worker Assault”

The screenshot displays the DOT's Idea Forum interface. At the top, the United States Department of Transportation logo is visible, along with navigation links for 'About', 'How it Works', and 'DOT OpenGov'. The main heading is 'DOT's Idea Forum', with a sub-header 'Welcome to the U.S. Department of Transportation's Idea Forum. We look forward to your participation!'. A search bar is located in the top right corner. The main content area is titled 'Give feedback' and lists several 'Feedback forums'. The forum 'National Online Dialogue on Transit Worker Assault' is highlighted with a red box and a red arrow pointing to it from the left. Other forums listed include 'Best Practices Procurement Manual (BPPM) Update Initiative' (39 ideas), 'Permitting Dashboard' (1 idea), 'Private Sector Participation in Public Transportation' (43 ideas), and 'XPEDITE' (57 ideas). A right-hand sidebar also features a 'Give feedback' section with a search bar and a list of forums, including 'National Online Dialogue on Transit Worker Assault' (8 ideas), 'Permitting Dashboard' (1 idea), 'Private Sector Participation in Public Transportation' (43 ideas), and 'XPEDITE' (57 ideas). Below this is a 'Knowledge Base' section with links for 'About this dialogue' (1), 'Using our UserVoice forums' (6), and 'All articles'. The footer of the page includes the 'U.S. Department of Transportation' logo.

Learn More

- National Online Dialogue on Transit Worker Assault Website
 - <https://www.transit.dot.gov/regulations-and-guidance/safety/national-online-dialogue-transit-worker-assault>
- National Online Dialogue on Transit Worker Assault Forum
 - <https://usdot.uservice.com/forums/374175-national-online-dialogue-on-transit-worker-assault>
- Webinar PowerPoint
 - <https://www.transit.dot.gov/regulations-and-guidance/safety/transit-worker-assault-online-dialogue-webinar-powerpoint>

Questions

Adrienne Malasky

Policy Analyst

Office of System Safety

Adrienne.Malasky@dot.gov

202.366.5496