



# 2023 FTA JOINT STATE SAFETY OVERSIGHT AND RAIL TRANSIT AGENCY WORKSHOP

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# Session 20

## Transit Worker and Customer Assaults

# 2023 FTA Joint SSO and RTA Workshop

## **Frank Hackett**

Program Manager, Safety Assurance and Risk Management Division  
Federal Transit Administration

## **Stewart Mader**

Senior Program Analyst, Safety Policy and Safety Promotion Division  
Federal Transit Administration



# Agenda

## **Expanded National Transit Database Assault Reporting**

### **Transit Customer Assault**

- National Transit Database Analysis
- Volpe Research: Transit Customer Assaults

### **FTA Safety Risk Management Program: Transit Worker Assault Data Analysis**

- Safety Topic Data Analysis
- FTA's Risk Rating

### **Safety Policy: Protecting Transit Workers from Assault**

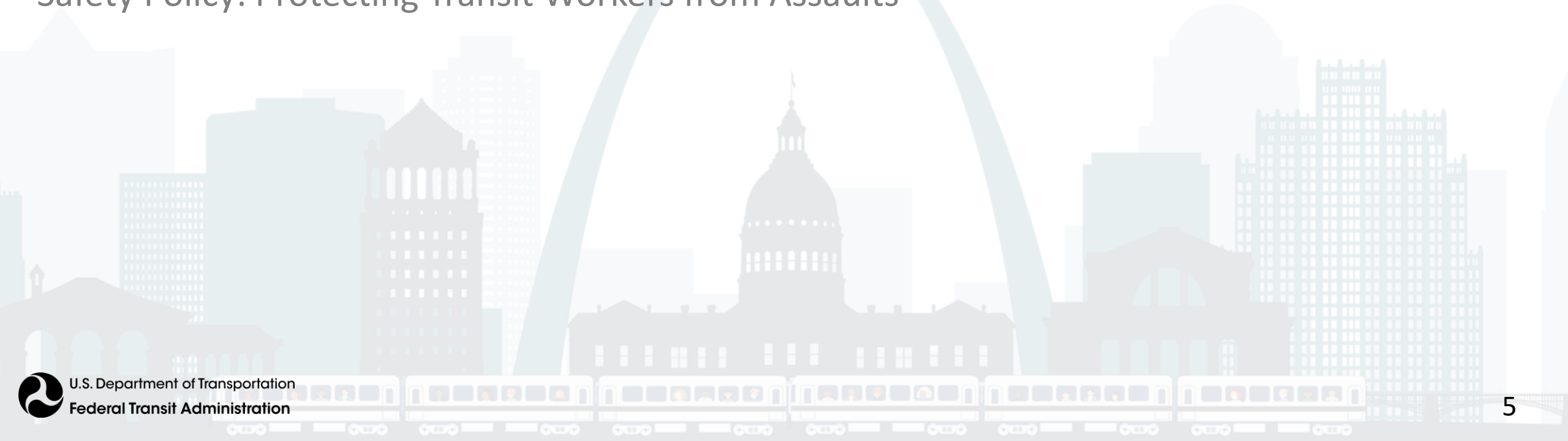
- FTA Actions to Date
- Special Directive Results
- Proposed General Directive
- Proposed Rulemaking



# Transit Customer Assault Data Insights

FTA Safety Risk Management: Transit Worker Assault Data Analysis

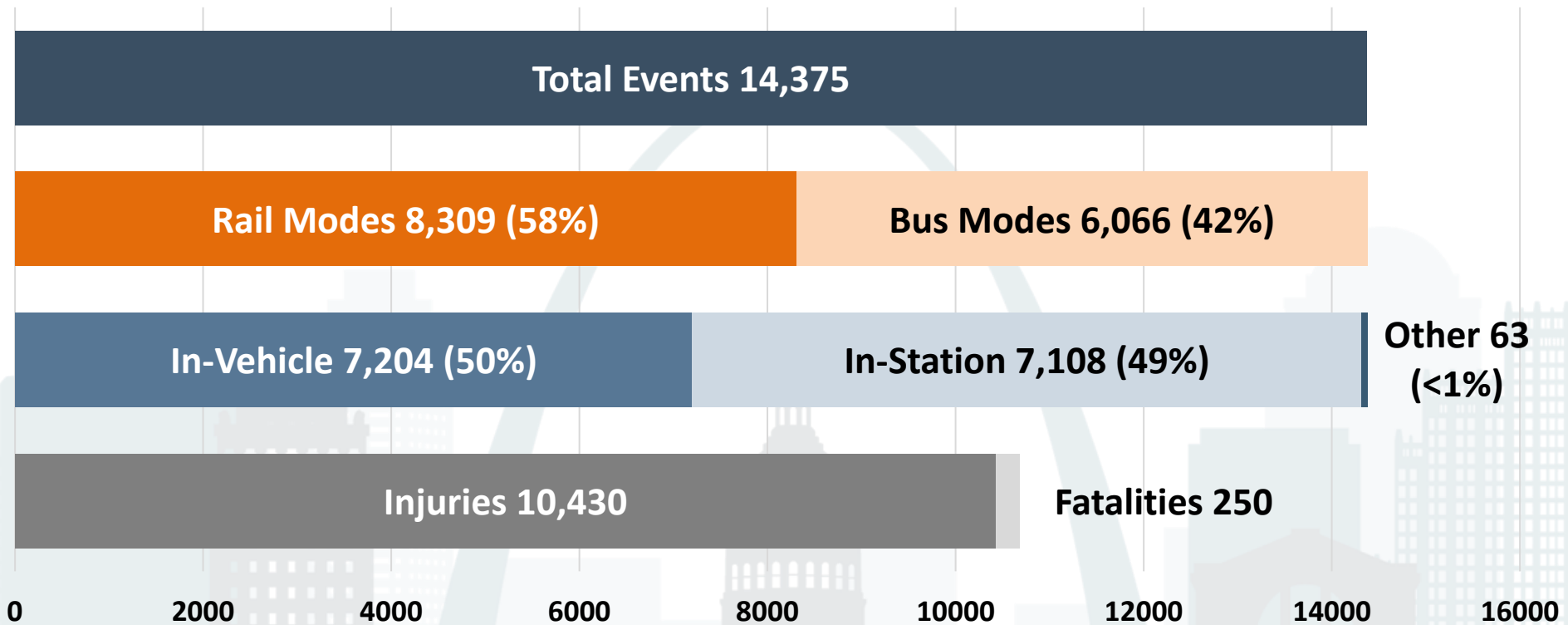
Safety Policy: Protecting Transit Workers from Assaults



# Transit Customer Assaults Summary

Rail mode assaults account for 58% of reportable transit customer assaults

## Transit Customer Assault Events, 2008-2022\*



Source: National Transit Database (NTD)  
2008 -2022 | \*2022 data are preliminary

# Transit Customer Assaults In-Vehicle

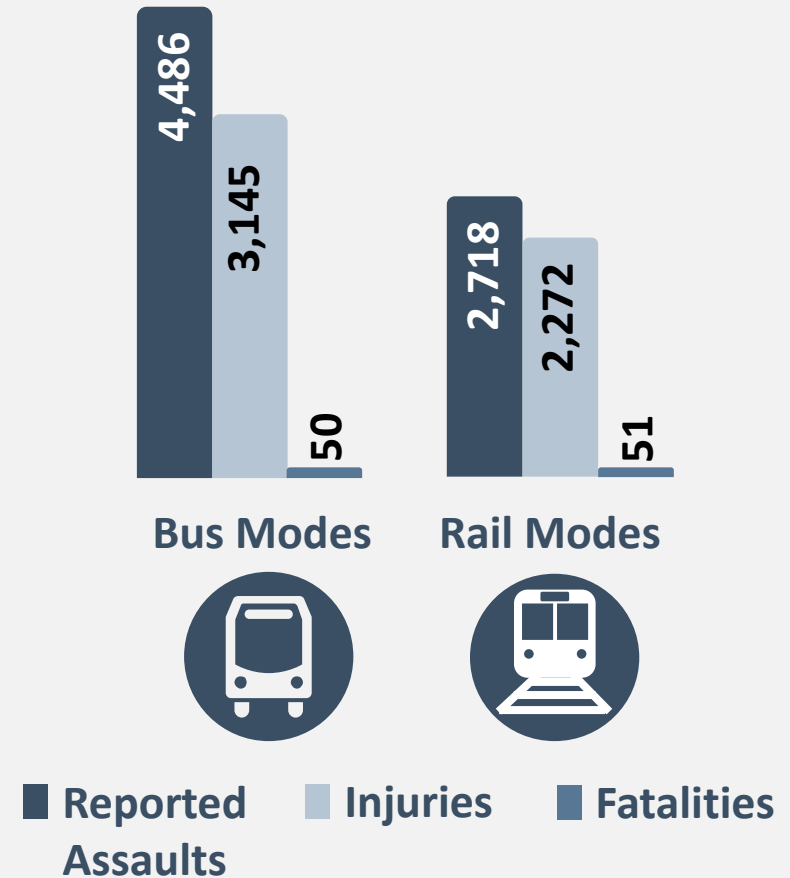


**50%** (7,204 of 14,735) of reported assaults occurred **in-vehicle**



**62%** (4,486 of 7,204) of in-vehicle customer assaults occurred on **bus modes**

## In-Vehicle Assaults by Mode (2008-2022\*)



# Transit Customer Assaults In-Station

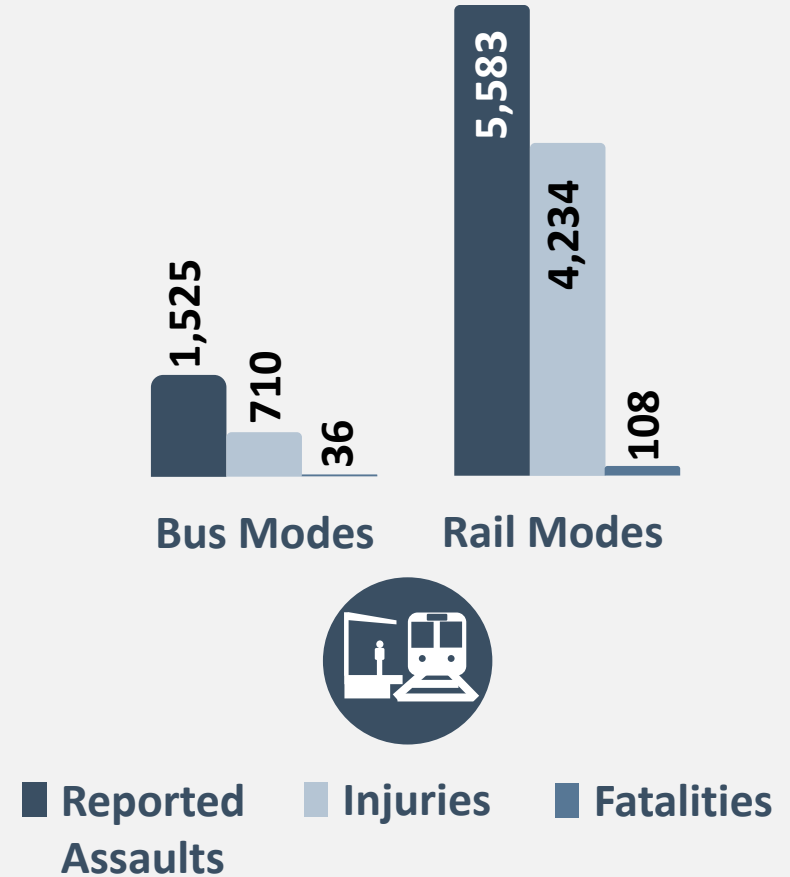


**49%** (7,108 of 14,375) of reported assaults occurred **in-station**



**79%** (5,583 of 7,108) of reported in-station customer assaults occurred in **rail mode stations**

## In-Station Assaults by Mode (2008-2022\*)





# Volpe Customer Assault Data Insights

## Factors Contributing to Assault Events

### Ridership

Fare evasion

Escalation of minor conflicts and unprovoked assaults

Local laws and policies (e.g., decriminalization, lack of prosecution)

### Crowds

Mental health crises, substance abuse, homelessness

Differences in operator location (rail vs. bus)

COVID-19 pandemic related conflicts (e.g., disputes over mask policies)

## Mitigations Implemented by Agencies



Social Services and Outreach



Policing and Uniformed Presence



Surveillance Cameras



Crime Prevention Through Environmental Design (CPTED)

## Transit Customer Assault Data Insights

# FTA Safety Risk Management: Transit Worker Assault Data Analysis

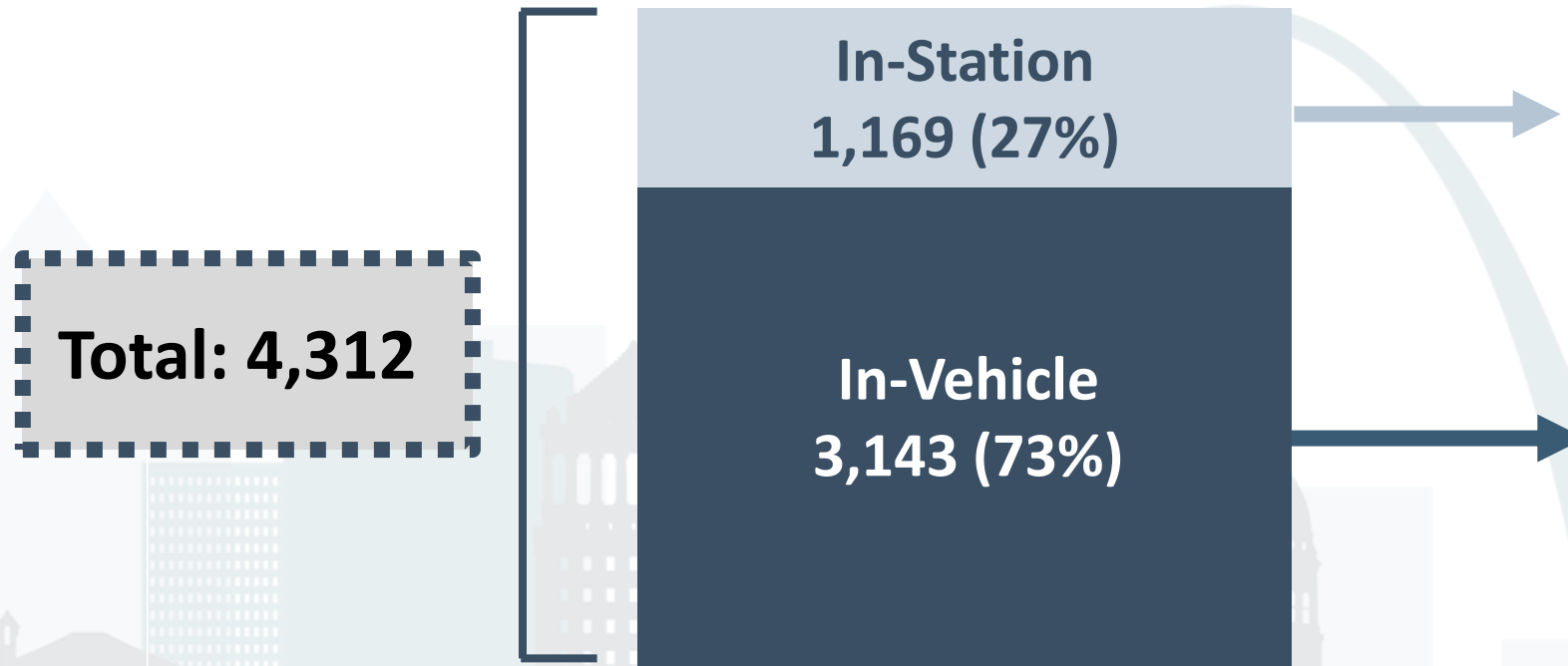
## Safety Policy: Protecting Transit Workers from Assaults



# Transit Worker Assaults Summary

In-vehicle assaults account for 73% of reportable transit worker assaults

## Total Reportable Assaults by Location (2008-2020)



Source: NTD August 2021 Release

# Transit Worker Assaults In-Vehicle

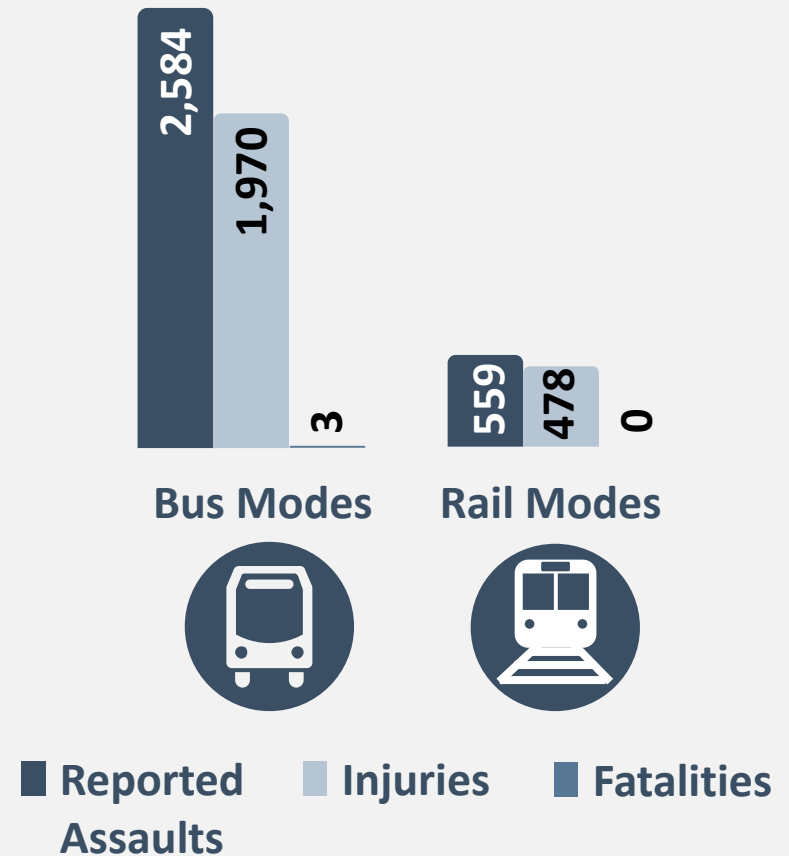


**73%** (3,143 of 4,312) of reported assaults occurred **in-vehicle**



**82%** (2,584 of 3,143) of in-vehicle assaults occurred on **bus modes**

## In-Vehicle Assaults by Mode (2008-2020)



Source: NTD, August 2021 release  
Data spans 2008 -2020

# Transit Worker Assaults In-Station

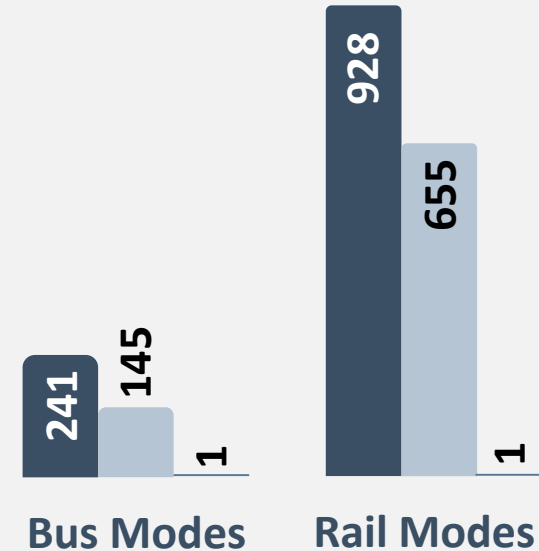


**27%** (1,169 of 4,312) of reported assaults occurred **in-station or other revenue facility**



**79%** (928 of 1,169) of reported station worker assaults occurred **in rail mode stations or revenue facilities**

## In-Station Assaults by Mode (2008-2020)



■ Reported Assaults   ■ Injuries   ■ Fatalities

Source: NTD, August 2021 release  
Data spans 2008 -2020

# FTA Safety Risk Management Overall Risk Rating

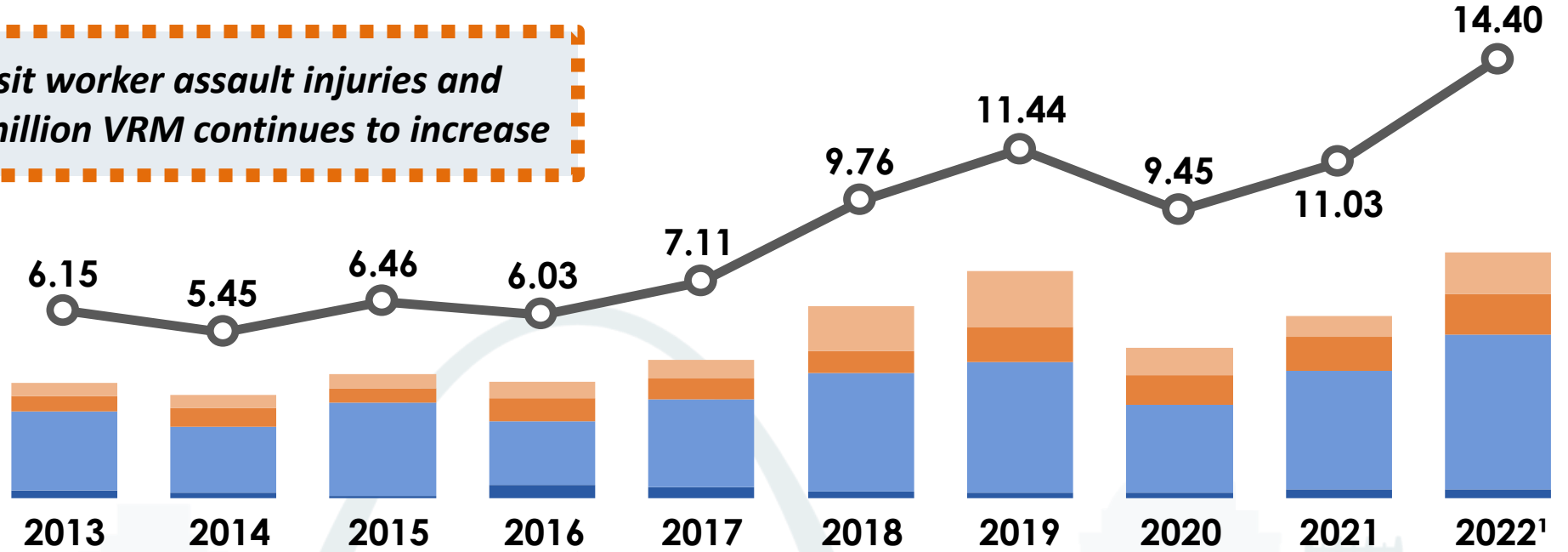
Given the overall risk rating, FTA will implement risk mitigations at the national level

|                   |   |           |                   |  |   |   |   |
|-------------------|---|-----------|-------------------|--|---|---|---|
| <b>Likelihood</b> | 5 | Very High |                   |  | <b>5C</b>   |   |   |
|                   | 4 | High      |                   |  |   |   |   |
|                   | 3 | Moderate  |                   |  |   |   |   |
|                   | 2 | Low       |                   |  |   |   |   |
|                   | 1 | Very Low  |                   |  |   |   |   |
|                   |   |           | <i>Negligible</i> | <i>Could cause minor first aid treatment</i> | <i>May cause minor injury, or minor property damage</i> | <i>May cause severe injury or major property damage</i> | <i>May cause death or permanent injury or destruction of property</i> |
|                   |   |           | <b>A</b>          | <b>B</b>                                     | <b>C</b>  | <b>D</b>  | <b>E</b>  |
|                   |   |           | <b>Severity</b>   |  |   |   |   |

# Transit Worker Assault Fatalities and Injuries 2013-2022<sup>1</sup>

 *The rate of transit worker assault injuries and fatalities per 100 million VRM continues to increase*

Transit Worker Assault Fatality and Injury Rate per 100 Million Vehicle Revenue Miles (VRM)



|   | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 <sup>1</sup> |
|---|------|------|------|------|------|------|------|------|------|-------------------|
| <b>Transit Worker Assault Fatalities and Injuries</b> | 222  | 199  | 239  | 226  | 268  | 370  | 439  | 290  | 352  | 474               |
| On Rail Vehicles                                      | 24   | 24   | 26   | 32   | 36   | 85   | 108  | 53   | 40   | 80                |
| In Rail Stations                                      | 31   | 36   | 29   | 46   | 40   | 44   | 67   | 56   | 66   | 77                |
| On Bus Vehicles                                       | 151  | 127  | 179  | 123  | 171  | 227  | 252  | 169  | 228  | 300               |
| In Bus Stations                                       | 16   | 12   | 5    | 25   | 21   | 14   | 12   | 12   | 18   | 17                |

Source: National Transit Database (NTD) submissions through 5/2/2023

<sup>1</sup>2022 data are preliminary

## Transit Customer Assault Data Insights

### FTA Safety Risk Management: Transit Worker Assault Data Analysis

#### **Safety Policy: Protecting Transit Workers from Assaults**





# Transit Worker Safety Actions to Date

2019

- **FTA publishes [Public Transportation Agency Safety Plans \(PTASP\) 49 CFR 673 Regulation](#)**
- [PTASP](#) Final Rule Becomes Effective

2020

- **FTA publishes [Federal Register Notice: Protecting Public Transportation Operators From Risk of Assault](#)**
- FTA launches [Bus Operator Compartment Redesign Program](#)
- FTA launches [Enhanced Transit Safety and Crime Prevention Initiative](#)

2021

- National Transit Institute begins offering [Assault Awareness and Prevention for Transit](#) training course sponsored by FTA

2022

- **FTA issues [Special Directives: Required Actions Regarding Transit Worker Assault](#)**
- FTA launches [Transit Worker and Rider Safety Best Practices Research Project](#)
- **FTA [expands NTD reporting](#), as required by the Bipartisan Infrastructure Law, related to assaults on transit workers and fatalities that result from an impact with a bus**

2023

- FTA publishes proposed new [PTASP](#) requirements for public comment
- FTA publishes proposed updates to the [National Public Transportation Safety Plan \(NSP\)](#), FTA's primary guidance document to improve transit safety performance

# Expanded National Transit Database Assault Reporting

**Federal Register Notice:** [NTD Safety and Security Reporting Changes and Clarifications](#) published February 2023

**NTD Webinars:** <https://bit.ly/3QxORr5>

| Before NTD Updates   | After NTD Updates   |
|--|---|
| <ul style="list-style-type: none"><li>FTA collected only transit worker assault data that qualified as major events from full reporters to NTD</li><li>Major events involve one or more fatalities or injuries requiring medical transport</li></ul> | <ul style="list-style-type: none"><li>FTA will collect all transit worker assaults data for major and non-major events</li><li>Non-major transit worker assaults will be collected in a summarized format</li></ul> |

**When do changes take effect?**

| Full Reporters | Reduced Reporters    |
|----------------|----------------------|
| April 2023     | NTD report year 2023 |

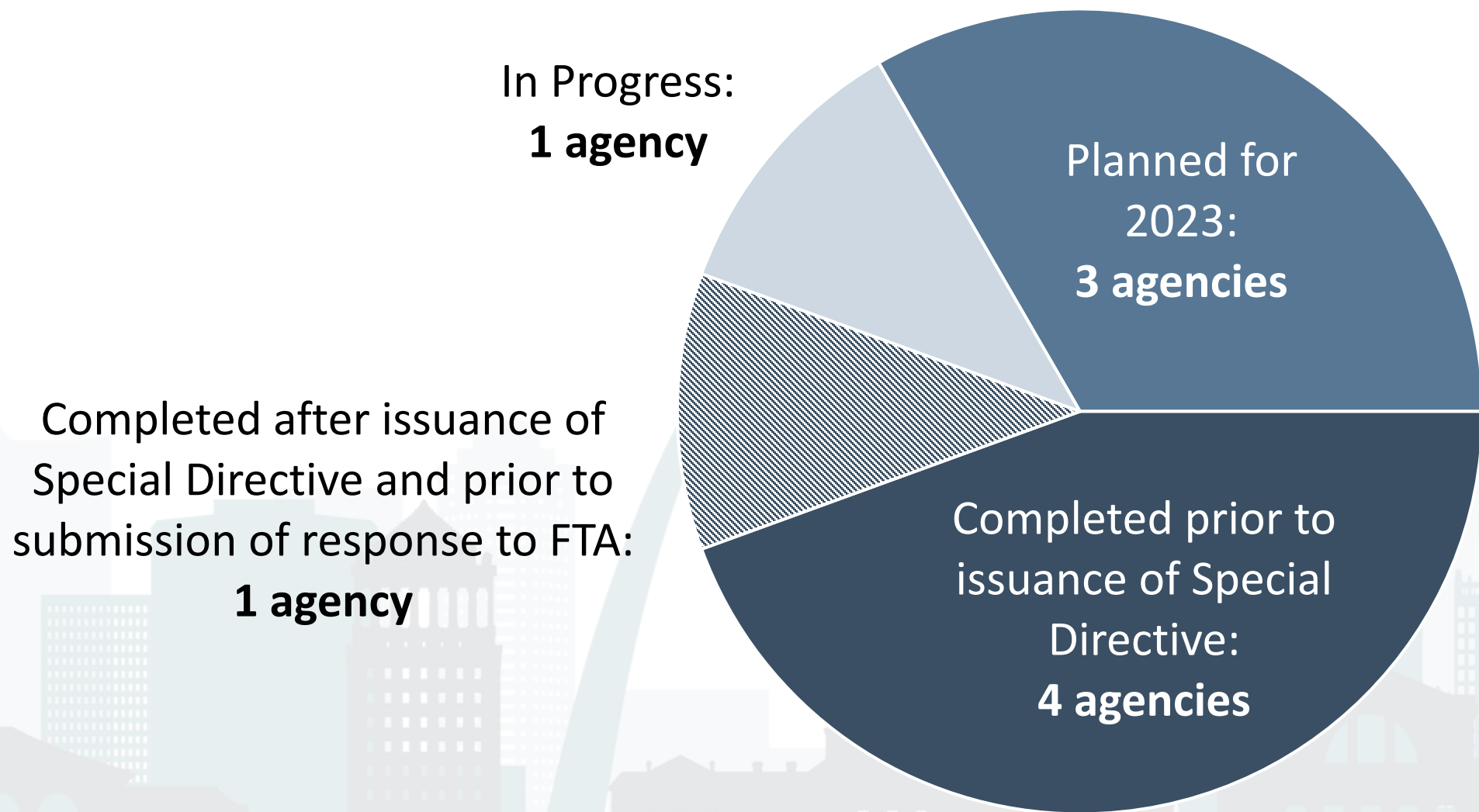
# Required Actions Regarding Transit Worker Assault

## Special Directives

FTA issued [Special Directives](#) on October 4, 2022 to nine transit agencies who reported 79% of assaults on transit workers to the NTD between 2016-2021.

|                            |                                |  |
|----------------------------|--------------------------------|--|
| Special Directive Sections | <b>General</b>                 | Agency contact information and Agency Safety Plan (ASP)  |
|                            | <b>Safety Risk Assessment</b>  | Has agency performed safety risk assessment related to transit worker assault?   |
|                            | <b>Safety Risk Mitigations</b> | Has agency implemented safety risk mitigations to address transit worker assault risk, such as operator area protective barriers?<br>If yes, status and available data on effectiveness? |

# Special Directive: Safety Risk Assessment Results



# Special Directive: Safety Risk Mitigation Results

| Safety Risk Mitigation              | # Agencies | Complete | In Progress |
|-------------------------------------|------------|----------|-------------|
| Operator Area Protective Barriers   | 9          | 5        | 4           |
| De-Escalation Training Program      | 8          | 6        | 2           |
| Video and Audio Surveillance        | 8          | 7        | 1           |
| Policing Strategies                 | 7          | 7        | -           |
| Operating Procedures and Training   | 6          | 6        | -           |
| Emergency/Silent Alarms             | 6          | 6        | -           |
| Automatic Vehicle Location          | 4          | 4        | -           |
| Communication Devices and Protocols | 4          | 4        | -           |
| Public Awareness Campaigns          | 3          | 3        | -           |
| Surveillance/Penalty Signage        | 3          | 2        | 1           |

# Transit Worker and Public Safety Proposed Rulemaking

This rule would **establish minimum baseline standards and risk-based requirements to address transit worker and public safety** based on the most current research and available information, including addressing the requirements of Section 3022 of the Fixing America's Surface Transportation Act.

The purpose of this rulemaking is to **reduce serious injury events and fatalities** from assaults involving transit workers, passengers, and the public.



# Key Takeaways and Questions for Consideration

**Safety Risk Assessment is critical for understanding the risk to workers and developing mitigations**

Has your agency performed a Safety Risk Assessment for transit worker assault?

**Data can inform effectiveness of mitigations for assaults on transit workers**

Does your agency have enough data to monitor mitigation effectiveness?

**Consider prioritizing mitigations that are completely or mostly within an agency's control to implement and measure**

How are you applying this at the agency and individual transit worker levels?  
How can you empower employees to use de-escalation mindset and techniques?

# Questions/Contacts

## Transit Worker Assault Prevention



Questions: [FTASystemSafety@dot.gov](mailto:FTASystemSafety@dot.gov)

Stewart Mader, Program Manager, PTASP  
[stewart.mader@dot.gov](mailto:stewart.mader@dot.gov) (202) 366-9677

Frank Hackett, Program Manager, SRM  
[frank.hackett@dot.gov](mailto:frank.hackett@dot.gov) (202) 366-7508

## PTASP and SMS Technical Assistance



[transit.dot.gov/PTASP](https://transit.dot.gov/PTASP)

[PTASP-TAC@dot.gov](mailto:PTASP-TAC@dot.gov)

## Safety Training



Questions: [FTASafetyPromotion@dot.gov](mailto:FTASafetyPromotion@dot.gov)

Assault Awareness and Prevention course:  
848-932-1700 or [nti\\_info@nti.rutgers.edu](mailto:nti_info@nti.rutgers.edu)