

# Trends in Transit Assaults

## *w/Risk Management/Risk Abatement Strategies*

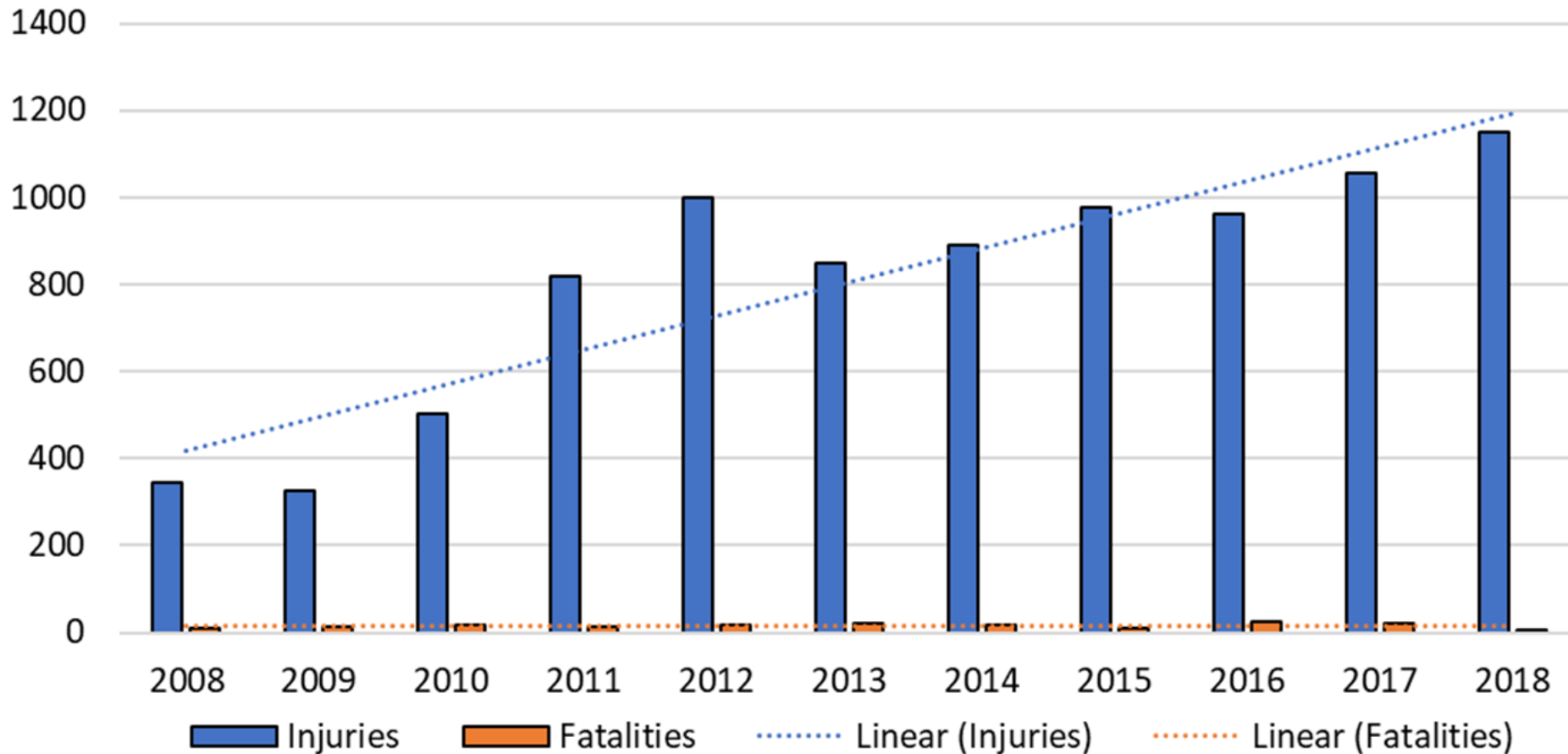


# Transit Assaults

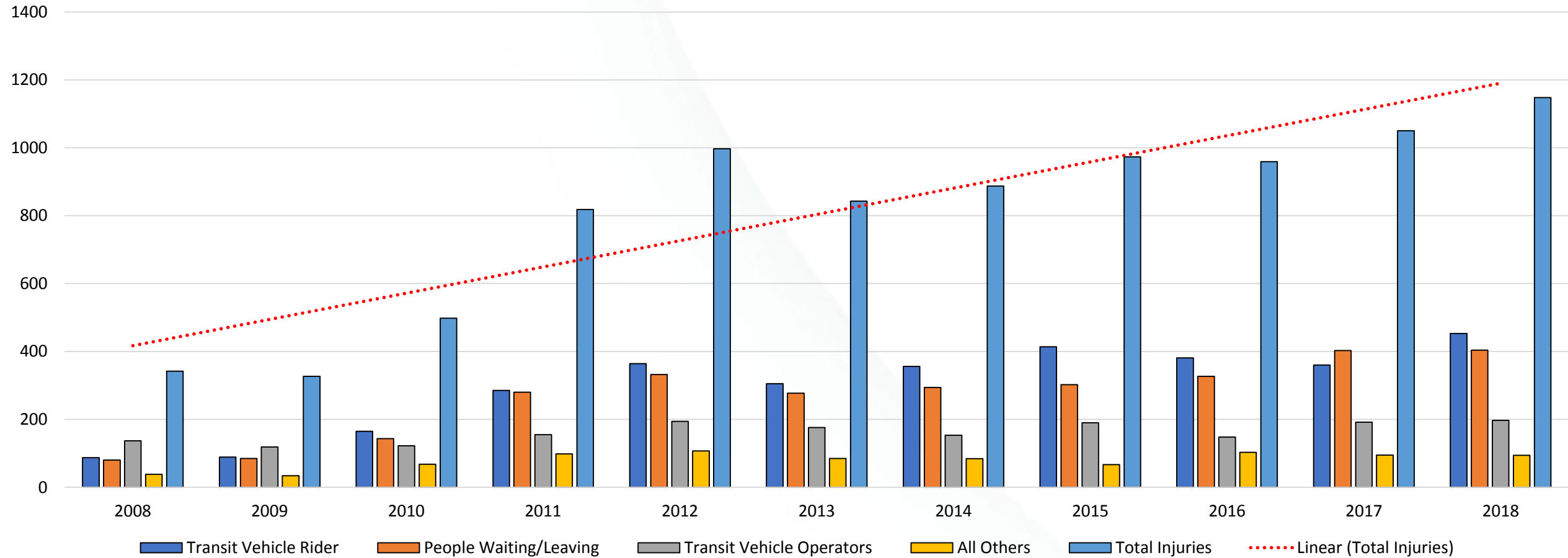
## Progress and Data Presentation

- TCRP 193 - *Tools and Strategies for Eliminating Assaults Against Transit Operators* (2018)
- FTA National Online Dialogue on Transit Worker Assaults (June – July 2016)
- FDOT – *Examination of Passenger Assaults on Bus Transit Systems* (2015)
- TRACS 14-01 Report – *Preventing and Mitigating Transit Worker Assaults in the Bus and Rail Transit Industry* (2015)
- TCRP 93 – *Practices to Protect Bus Operators from Passenger Assaults* (2011)
- FTA [Federal Register](#) Notice on Protecting Transit Operators from the Risk of Assault (May 24, 2019)

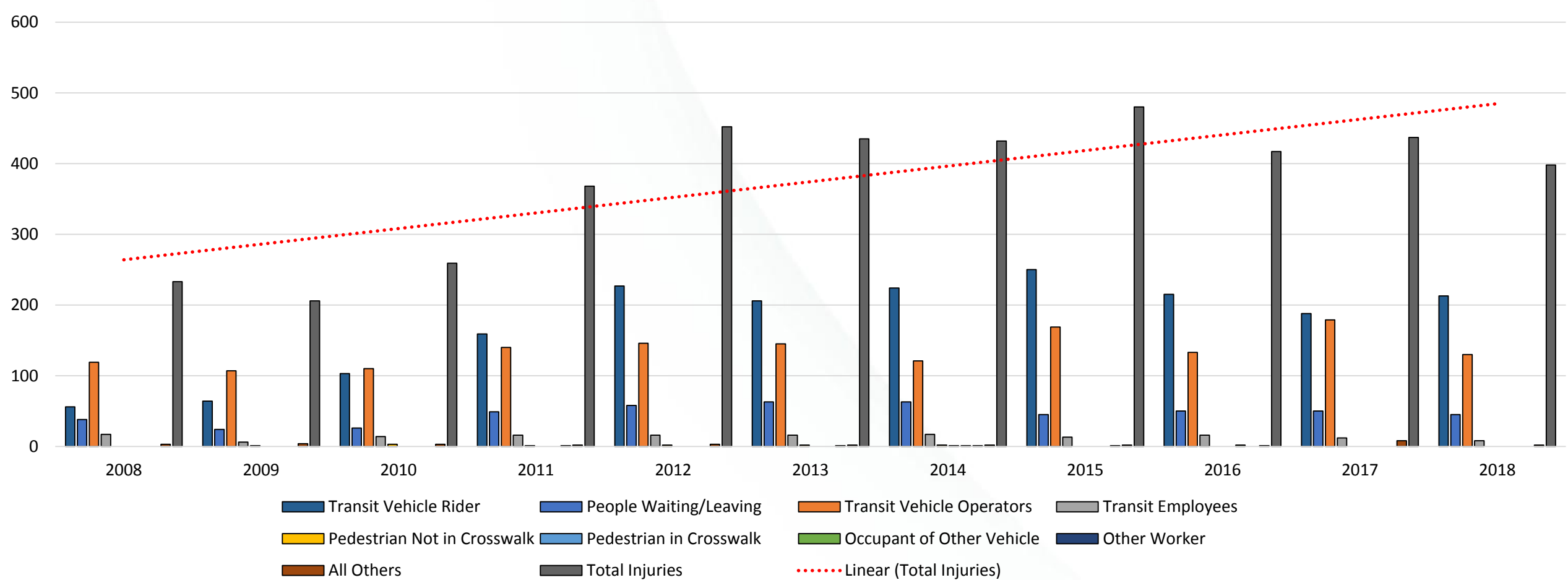
## Assault-Related Injuries and Fatalities



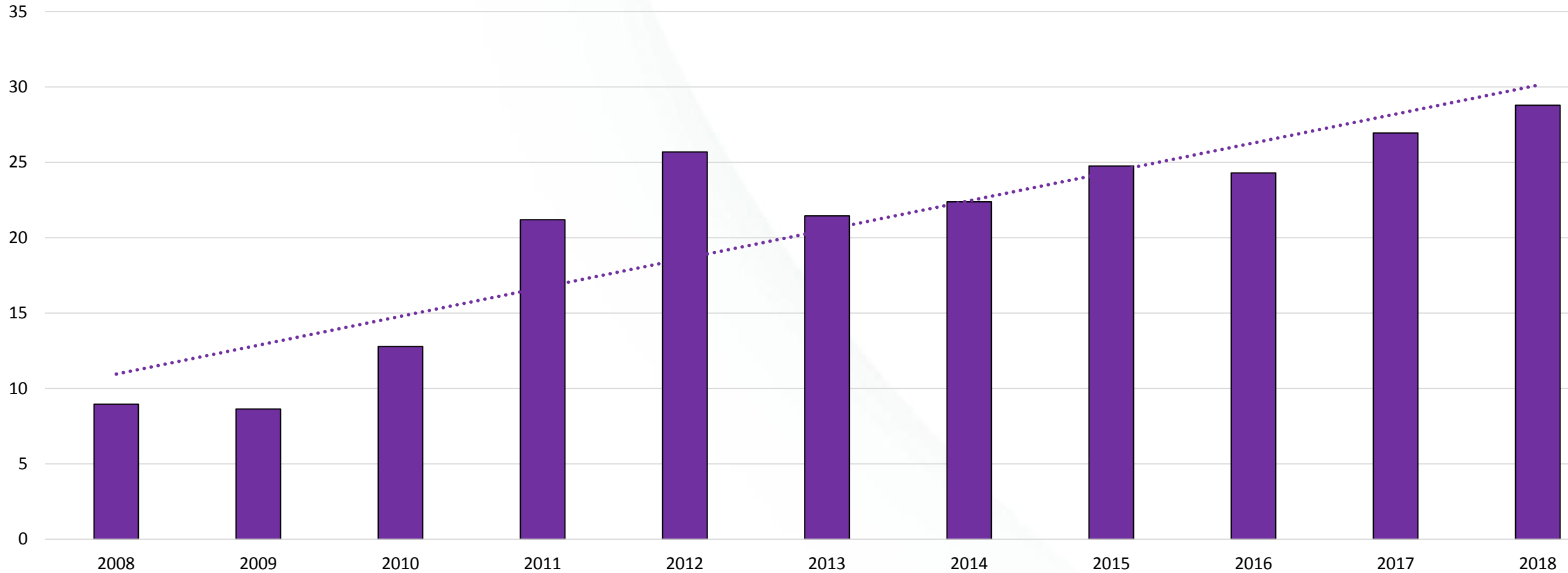
Transit Assaults All Modes - by Injured Person



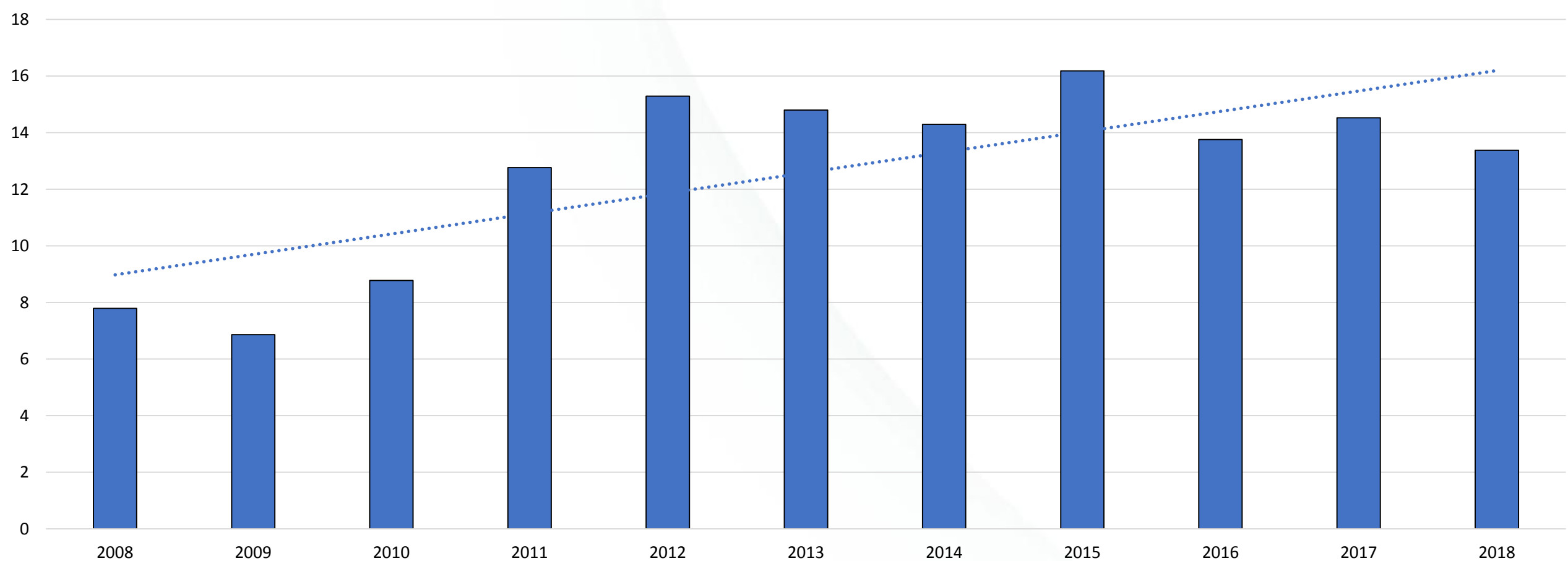
### Bus Transit Assaults - by Injured Person



Bus + Rail Assaults/ 100 million VRM

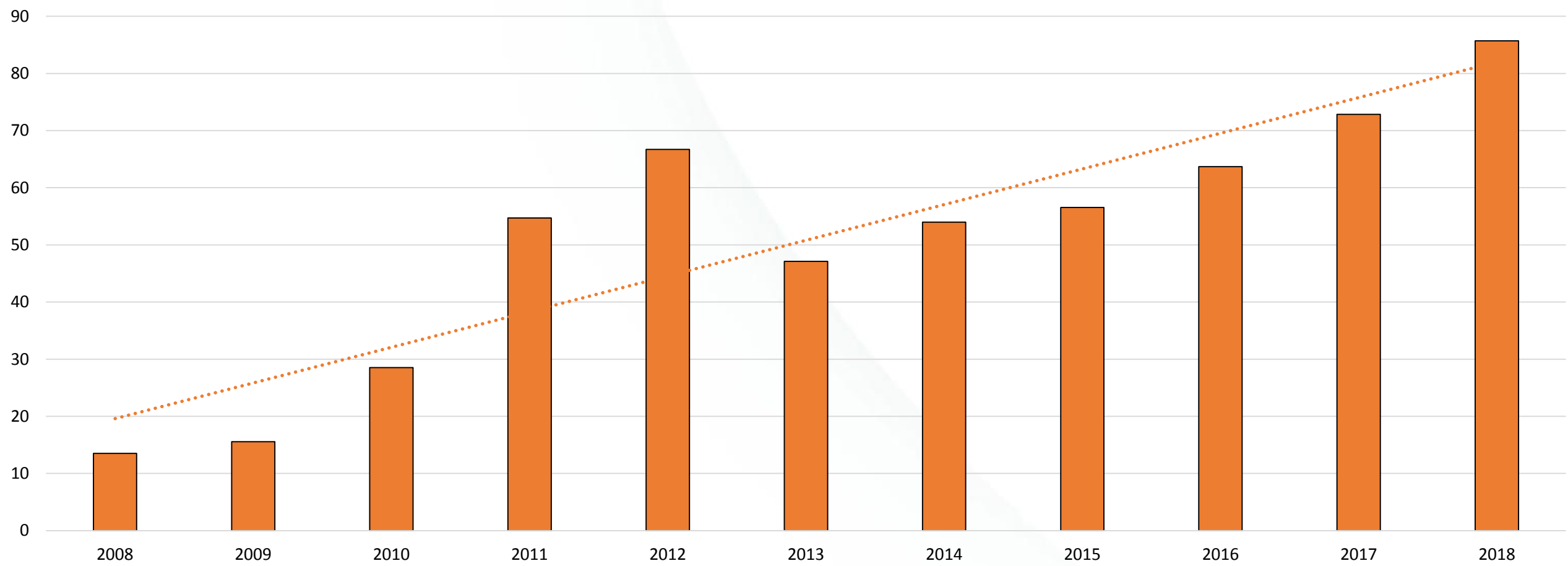


Bus Assaults/ 100 million VRM

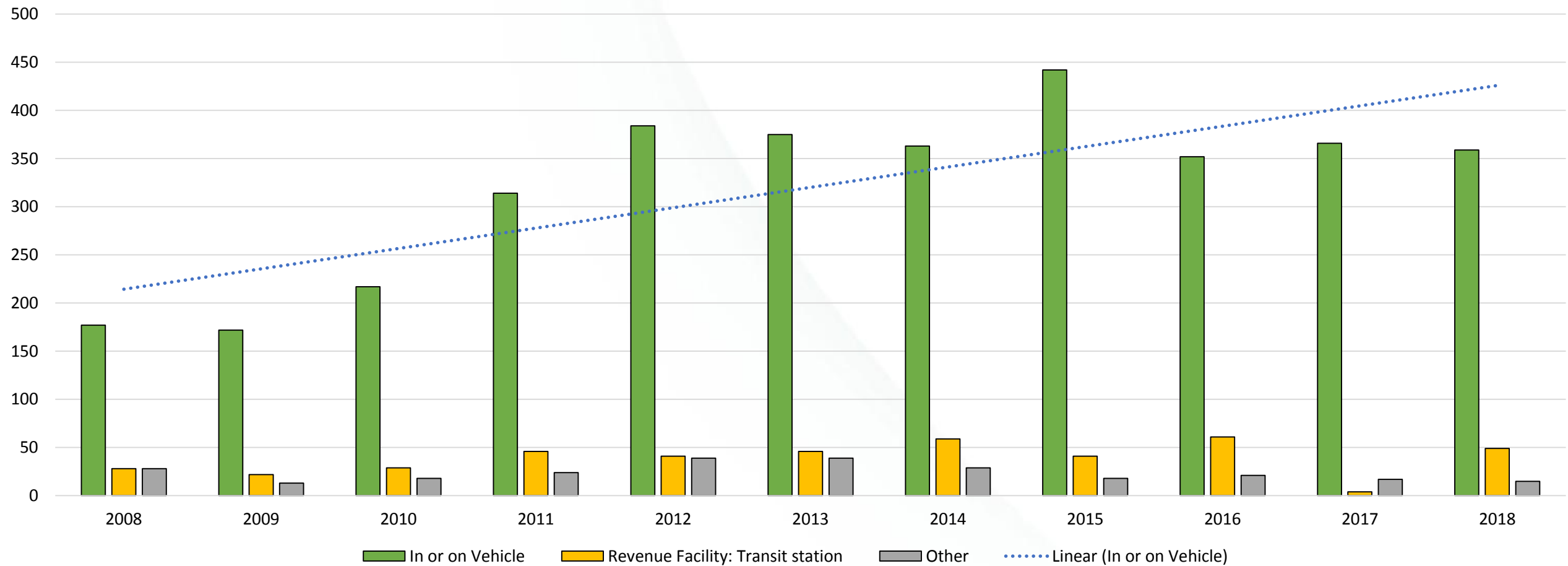




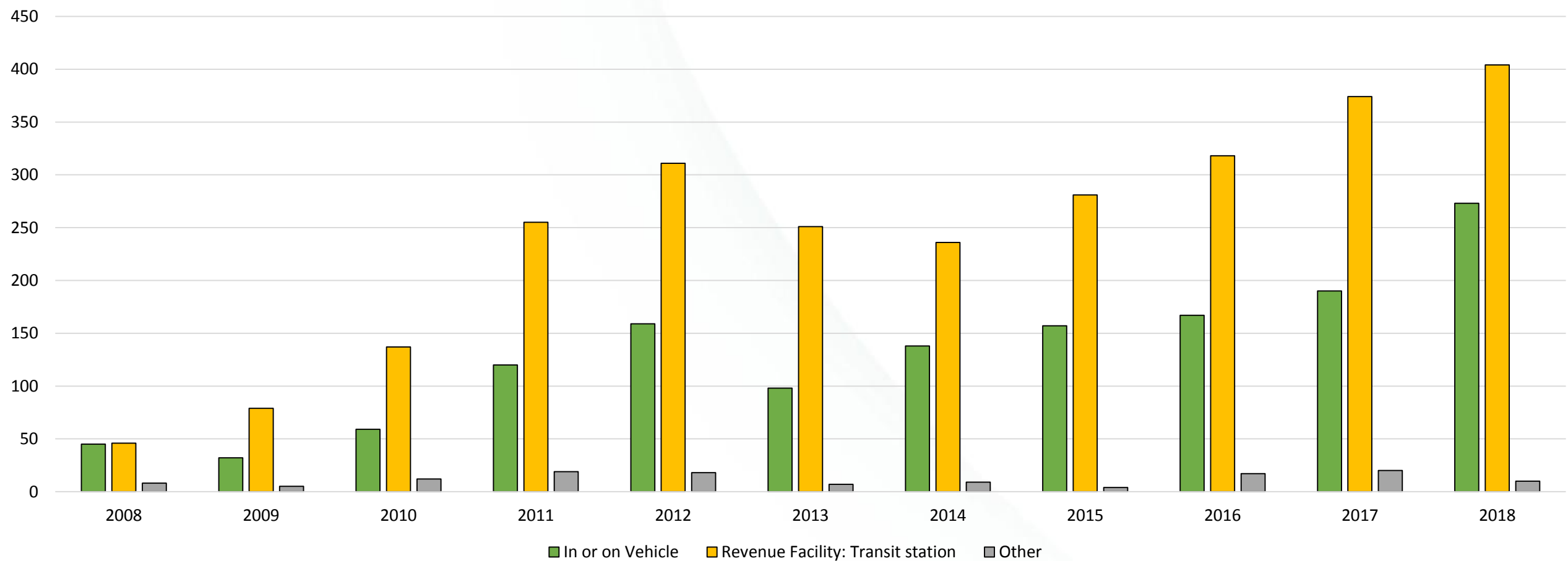
Rail Assaults/ 100 million VRM



Assault Injuries by Location - Bus



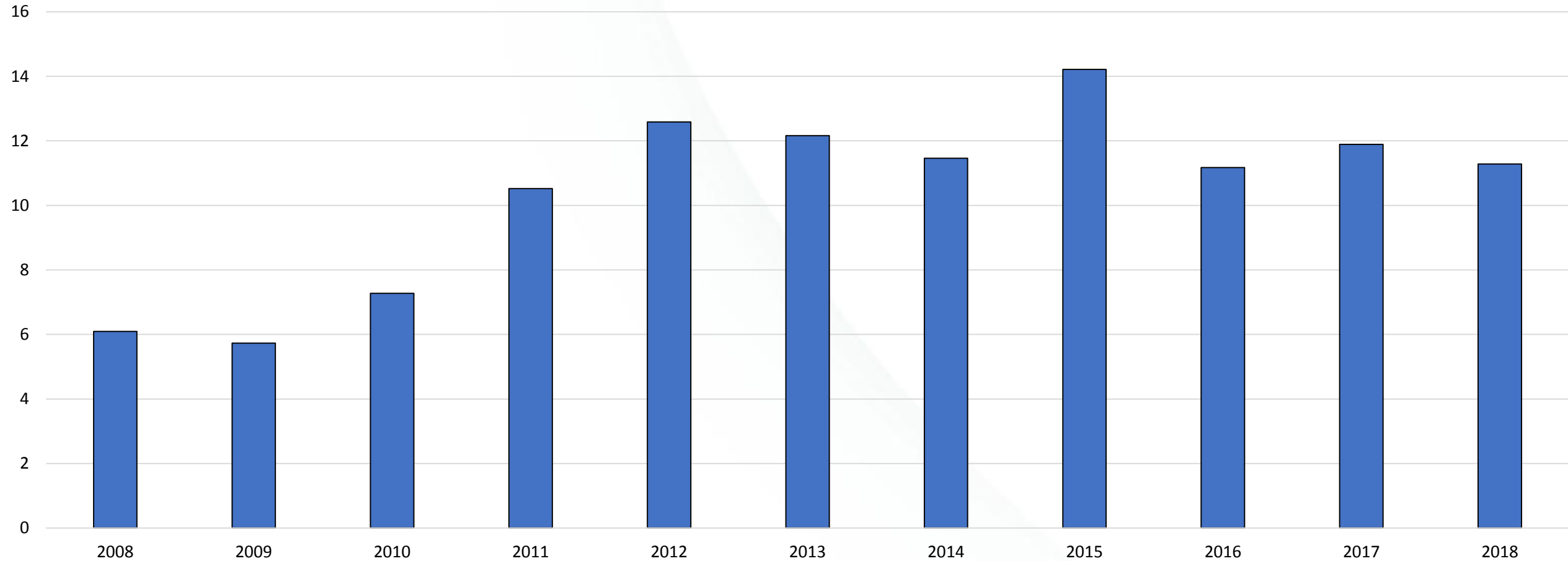
Assaults by Location- Rail



Transit Station Assaults per 100 Million VRM - Rail



In/On Vehicle Assaults per 100 Million VRM - Bus

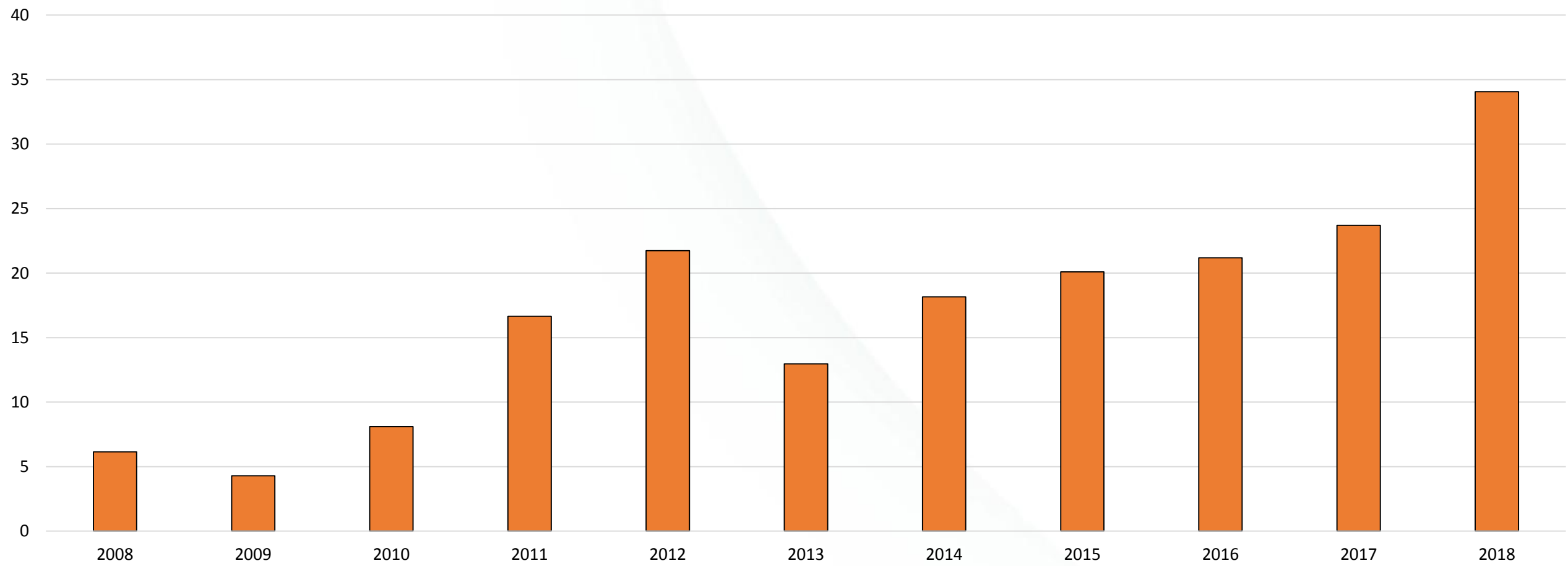




# In/On Vehicle Assaults - Rail



In/On Vehicle Assaults per 100 million VRM - Rail



# SMS Safety Risk Management Process

- Identify safety hazards – what assault-related hazards do you have at your agency?
- Assess the safety risks associated with identified safety hazards – do assault present an area of risk for your agency?
- Prioritize the safety hazards based on level of risk – what is the likelihood that a transit worker assault or assaults on transit property will occur, the historical/estimated frequency, the severity of the outcome
- Should these risks be prioritized based on 1) likely occurrence 2) severity
- Implement safety risk mitigations





- Where are they occurring
  - Route/line
  - Specific stations
  - Service areas
  - Hotspots
- When are they occurring
  - Time of day/day of week/time of year
- What is the primary contributor to transit worker/passenger or patron assaults
- Conditions at stations/transfer locations that increase the likelihood of these events?
- What are the projected outcomes – worker or passenger/patron injuries/fatalities?
- What can be done to abate risk?



# TCRP 193 – *Tools and Strategies for Eliminating Assaults*



- TCRP 193 Volume 2: User Guide
  - Vulnerability self-assessment tool
  - Route-based risk calculator w/scoring system
  - Route-comparison summary table
  - Detailed step-by-step examples of tool usage
  - Provides incident response guidance
    - SOPs
    - Reporting process and procedures
    - Threat assessment and response protocols
    - Follow-up and feedback procedures

# Strategies

- Increased number of states that have legislation identifying transit workers within a protected class (31)
- Increased video/audio surveillance
- Focused de-escalation training for transit workers
- Increased visibility of transit and/or local police officers
- Working with local law enforcement to identify hotspots
- Trespassing passengers who do not follow the transit “code of conduct”





# Rider Code of Conduct



## WHEN RIDING METROBUS, ALWAYS OBSERVE THESE RULES:

### PLEASE DO:

- Have your **EASY Card**, **EASY Ticket** or exact cash ready upon boarding.
- Contact 3-1-1 in the event of an **EASY Card** error.
- Show your current school or college ID to the **Bus Operator** upon request.
- Pay reduced fare for preschoolers taller than 42 inches without a preschool permit.
- Allow passengers in wheelchairs or mobility devices to board and exit first.
- Watch your step when entering and exiting the bus
- Move to the rear of the bus when carrying large packages, shopping carts, suitcases or strollers.
- Remove infants from strollers and keep baby carriages closed and out of the aisle.
- Secure yourself when standing: hold on to the grab rails or seat racks in case of sudden stops. The **Bus Operator** may be required to brake suddenly to avoid an accident.
- Signal to stop at least one block in advance.
- Take all personal belongings with you when leaving the bus.
- Allow the ramp to be deployed before exiting the front door.

### PLEASE DON'T:

- Disrupt, distract, harass or threaten the **Bus Operator**, **Transit Employees** or other passengers.
- Smoke, eat, drink or leave food inside the bus.
- Litter or create an unsanitary condition in the bus.
- Lie down or place your feet on the seats.
- Solicit inside the bus.
- Use audio devices without earphones or with earphones at excessive volumes.
- Place objects or packages on wheel wells.
- Stand in front of the yellow safety line when the bus is in motion.
- Sit in the front seats unless you are elderly or a person with disabilities or you may be required to move.
- Stand if possible until the bus comes to a complete stop.
- Board the bus without being fully clothed and wearing shoes.
- Cross in front of the bus after exiting.

**VIOLATORS MAY BE REMOVED FROM THE BUS AT THE NEXT STOP**

Information: 3-1-1 (or 305-468-5900)  
TDD: 305-468-5402  
[www.miamidade.gov/transit](http://www.miamidade.gov/transit)



- Protective Infrastructure
  - Emergency communication systems
  - AVL
  - Audio/video surveillance
  - Protective barriers
- Training and Outreach
- Hiring practices
- Psychological support and post-event counseling
- Agency enforcement and partnerships with local law enforcement

- Work with local law enforcement
  - Identify areas of increased criminal activity or social unrest
  - Identify locations trending toward increased violence and threats
  - Monitor events in the area that could disrupt service or be accompanied by violence
  - Increase law enforcement presence
- Adjust routes if necessary – even if temporary
- Pull certain bus stops if necessary – even if temporary

- Route/schedule timetables that:
  - Reduce late arrivals at stops and transfer locations
  - Allow sufficient time for bus operator breaks – bathroom, lunch, etc.
- Be aware of bus operator wellness, including recognizing the signs and symptoms of fatigue and associated fitness for duty





- Modifications to bus operator workstations - driver compartment barriers
- Off-vehicle fare collection technologies
  - Smart card - proximity readers or swipe/tap at entry door or at stop/station locations
- Facial recognition technologies to identify trespassed passengers
- Panic/emergency alert buttons tied to local law enforcement and/or transit police
- Apps for passenger reporting – “see something, say something”

- You cannot predict random acts of violence, but you can:
  - Train transit workers – vehicle operators and dispatch
  - Make sure your vehicles have panic buttons – tied directly to transit police or control center
  - Make sure dispatch is instructed to quickly contact law enforcement (or provide direct connect to law enforcement)
  - Have the ability to initiate “open mic” on your video/audio surveillance equipment
  - Implement safety/security reporting smart phone applications
  - Get to the driver without delay
  - Provide support services, such as EAP

# Thank You!



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