

MAKING CONNECTIONS, MAKING A DIFFERENCE

◦ **Making**
Connections 2024

◦ **The National Transit Workforce Conference**

◦ **November 11 – 13, 2024 · Baltimore, MD** ◦





Moving Toward Solutions for Transit Worker Safety

Safety Briefing

- Note your location: Hilton Baltimore Inner Harbor, Floor 1.
- Identify your nearest exits.
- Automated system will alert attendees if we need to evacuate the building.
 - Use stairs, not elevators. Anyone unable to use the stairs will be assisted by fire department at the stairwell between the two exit signs in North Foyer.
 - Our assembly point is Northwest Warehouse, 333 West Camden Street, just behind the Sports Legend Museum and adjacent to the ballpark.
- In the event of medical emergency, call 911 from a cell phone (if no cell phone, use house phone). Security (443-683-8801) will also assist. Hotel has qualified staff to perform first aid and operate CPR.
- To report emergencies to the hotel, dial 65 on a house phone.

FTA's Strategic Workforce Development Goals



Strengthening
Workforce Health
and Safety



Funding
Workforce
Development



Enhancing
Outreach and
Recruitment



Retaining a
Strong & Diverse
Workforce



Advancing Skills,
Careers and
Partnerships



Utilizing
Workforce Data
and Metrics

Speakers



Lisa Staes
Associate Director
*Center for Urban
Transportation
Research (CUTR)*



Stewart Mader
Senior Program
Analyst for Safety
Policy
*Federal Transit
Administration*



Andrew Falotico
Health and Safety
Director
*Amalgamated
Transit Union*



Russell Bateman
Training and
Education
Administrator
*Amalgamated
Transit Union*



Michael McMillan
President and
Business Agent
*Amalgamated
Transit Union Local
1300 (MD)*



Alexander Houck
Deputy Chief Safety
Officer
*Maryland Transit
Administration*

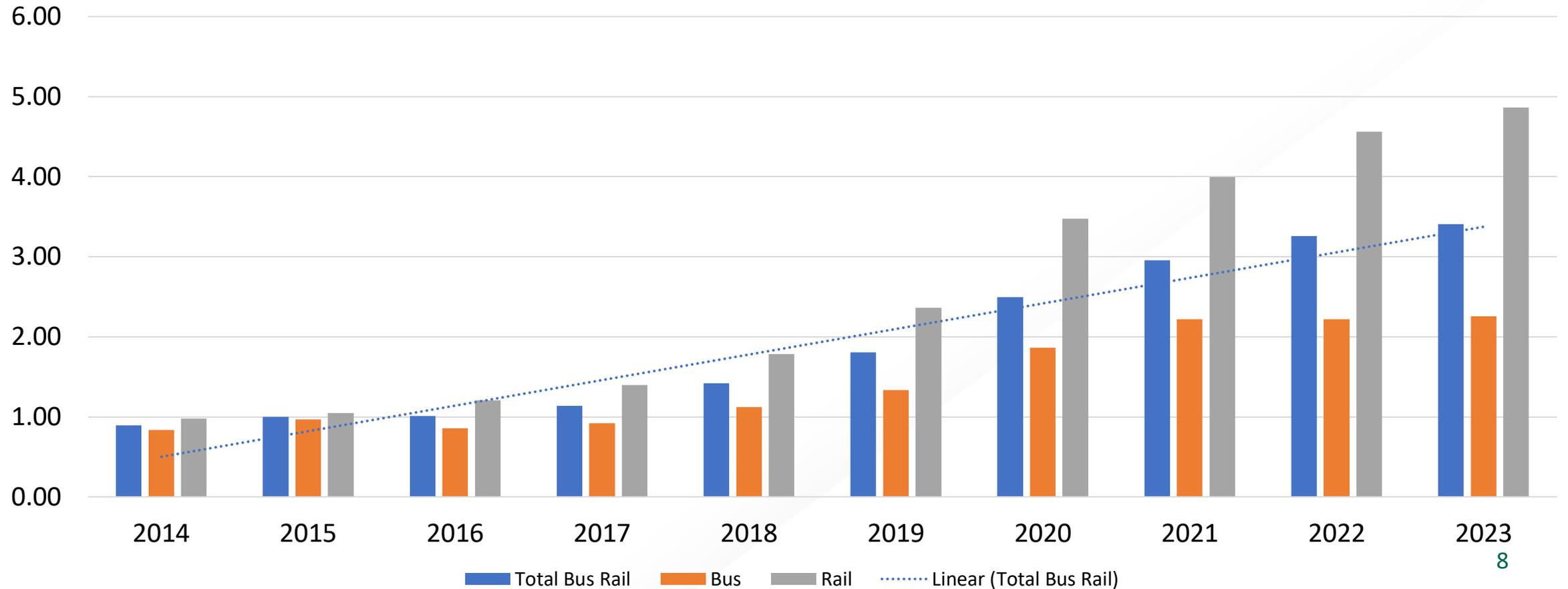
Transit Worker and Rider Assaults Data and Countermeasure Briefing

11/18/2024

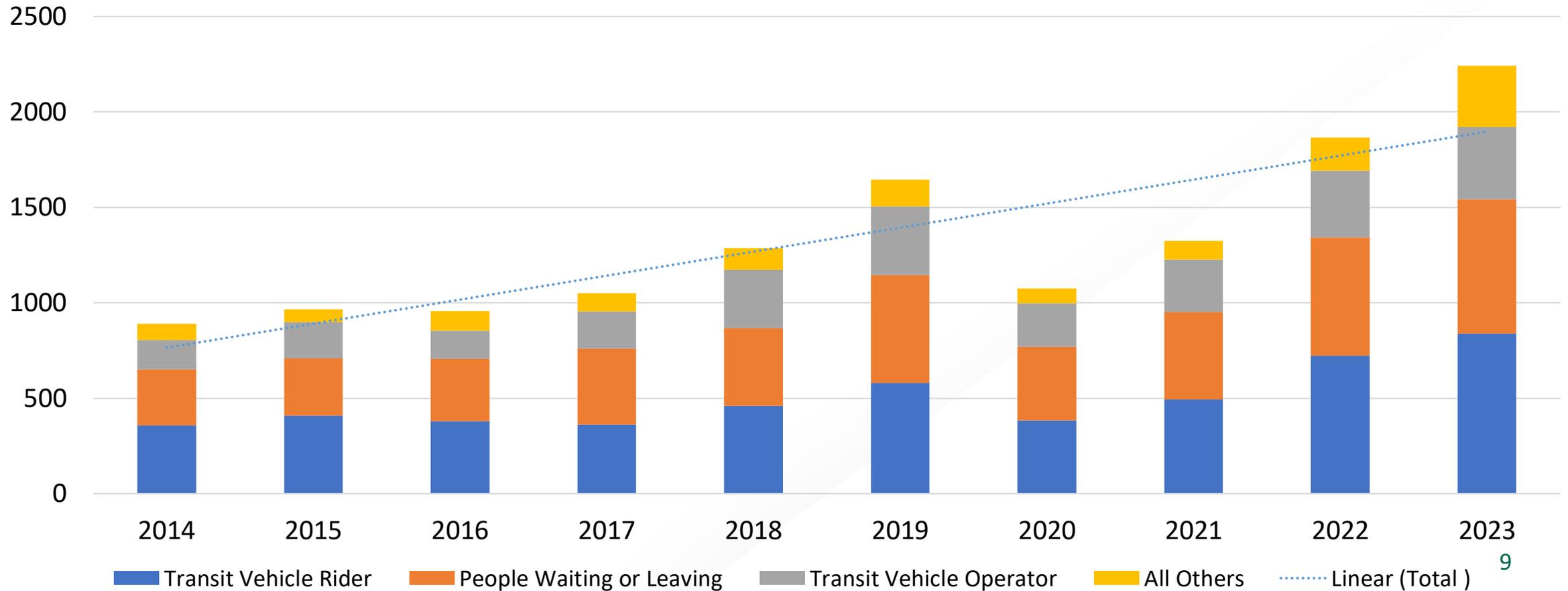
Outline

- Brief Data Presentation
- CUTR Research Underway (USDOT and FTA)
- Key Literature Review Findings
- Case Study Agencies - Countermeasures and Practices
- Final Thoughts and Available Resources

Transit Assaults All Modes – Rate / 10 million UPTs

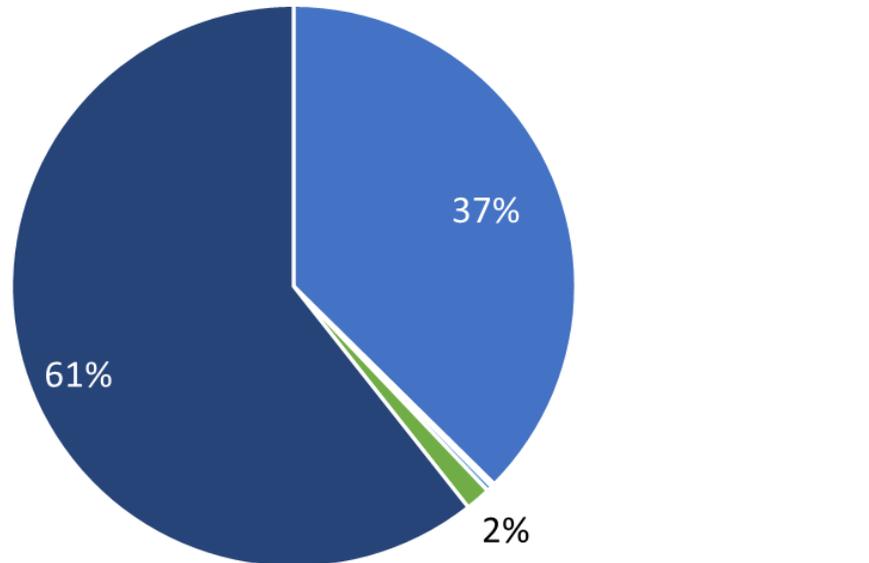


Transit Assaults – by Injured Person



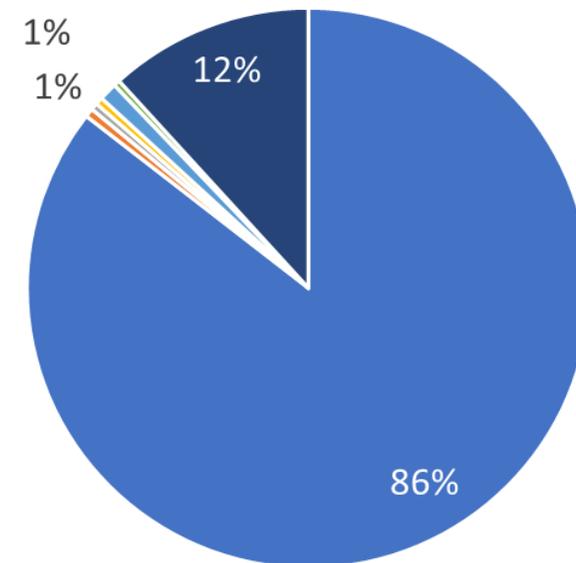
Assaults by Location – Rail and Bus

Rail



- In or on vehicle
- On right-of-way
- Revenue facility: other
- Revenue facility: transit station
- Non-revenue facility
- Other
- Revenue facility: parking facility

Bus



- In or on vehicle
- On right-of-way
- Revenue facility: other
- Revenue facility: transit station
- Non-revenue facility
- Other
- Revenue facility: parking facility

CUTR Research Underway

FTA – Examining Transit Assault Causation and Presenting Stakeholder-driven Mitigation Strategies and Tools to Reduce Assault Risk

Mineta UTC – Understanding the prevalence of mental health and behavioral distress in transit assaults and presenting targeted response and mitigation methods to reduce victimization trends

11

Contributing Factors to Transit Assaults



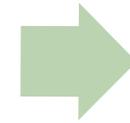
Co-Occurring Disorders

- Mental Illness (MI)
 - At times, severe MI
- Substance Use
 - Drug Overdoses



Anger/Hostility

- Fare Evasion
 - Financial Instability
- Escalation of minor conflicts and unprovoked assaults



Homelessness

- Unstable Housing
- High dependency on public transportation
 - Sleeping on transit vehicle or in transit environments.

Key Literature Review Findings

- Crime is more likely to happen when three things are in place: a motivated offender, a suitable target, and the absence of a capable guardian.
- Responsiveness and response time of transit police or local law enforcement is critical.

Key Literature Review Findings

- Improved lighting, increased visibility, and other CPTED treatments decrease risk perceptions and fear among riders and may reduce the likelihood of events.
- There is a connection between isolation and victimization. Bus stop placement considerations:
 - Surrounding street lighting and lighting from businesses, intersection treatments
 - Landscaping @ and near the location
 - Bus stop shelter design
 - Other applicable CPTED elements
 - Location in the physical environment – surrounding businesses/activities

Key Literature Review Findings

- Coupling AI and video analytics software with CCTVs may provide real-time alerting not only during the event, but may also be used to recognize behavioral trends, previous perpetrators or those that have been trespassed from the system, or body language that can predict probable or imminent threat of violent or aggressive behavior.

Key Literature Review Findings

- The watching eyes effect may reduce antisocial behavior as much as 35%. WMATA has designed and is utilizing this graphic on their buses.



Key Literature Review Findings

- On time performance, missed pick-ups, delayed departures, and communication failures can contribute to assault events. Strategies can include:
 - Review, evaluation, and modifications to route and stop timing
 - Improved technology applications that provide real-time alerts on vehicle arrival time – bus and rail

Key Literature Review Findings

- There is inconsistency across the industry in the design and delivery of de-escalation training. There may be additional guidance or curriculum review and evaluation that could lead to improved efficacy, uniformity, and structure of de-escalation training across the industry.
- Targeted sensitivity and communication training may help reduce assaults.

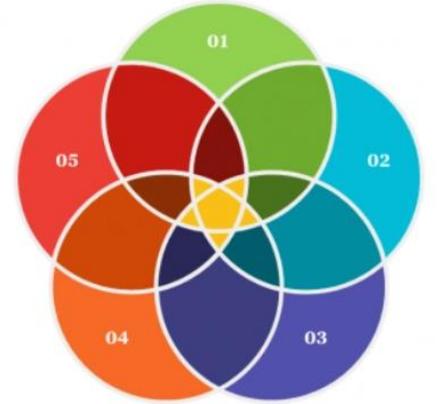
Key Literature Review Findings

- **No one strategy alone can eliminate or significantly reduce assaults**
- Transit agencies must establish comprehensive strategies, both “multifaceted” (i.e., policies/procedures, people, and technology) and “layered” (i.e., systematic approaches deployed jointly or in tandem).

Just as we have causal density, we likewise need countermeasure density...

Countermeasures and Practices

*“The **concurrent** implementation of **multiple** countermeasures designed around the **specific** type, frequency, location, and other elements of a transit agency’s experiences are often where **success** is found” (research team)*



20

Case Study Locations

- Alameda/Contra Costa Transit (AC Transit)
- Ann Arbor – The Ride
- Chicago Transit Authority (CTA)
- Dallas Area Regional Transit
- Denver RTD
- Los Angeles County Metropolitan Transportation Authority (LA Metro)
- Massachusetts Bay Transportation Authority (MBTA)
- Metropolitan Transportation Authority/New York City Transit (NYCT)
- Metro Transit, Minneapolis, Minnesota (MetroTransit)
- Miami-Dade Transit (MDT)
- New Jersey Transit (NJT)
- Pittsburgh Regional Transit (PRT)
- Southeastern Pennsylvania Transportation Authority (SEPTA)
- TriMet
- Washington Metropolitan Area Transit Authority (WMATA)
- River Cities Public Transit (rural)
- Confederated Tribes of the Umatilla Indian Reservation (tribal)

Countermeasures and Mitigation Strategies

- Community Campaigns and Engagement
- Mental Health and Homelessness
- Capable Guardians
- Station Design or Operational Modifications
- Training

Societal Challenges



Community- based Solutions

Community Campaigns and Engagement

23

Mental Health and Homelessness – DART CARES

New DART program to address homeless, mentally ill looks promising *Dallas Morning News, July 2023*

- Physical and mental health referrals
- Job opportunities for homeless working with Union Gospel Mission Dallas
- Downtown Dallas, Inc. and Dallas Police Department - expanded law enforcement partnership – connects people who are homeless to support programs and resources
- Expanding program to work with Habitat for Humanity – providing jobs and skill training



Mental Health and Homelessness – Denver RTD



- RTD Transit Police Outreach Program – mental health co-responder team (collaboration with WellPower with financial support from Medicaid)
- Mental Health Clinicians and Homeless Outreach Coordinators, working alongside RTD Transit Police – ***a success story***
- Denver Homeless Navigator Coordinator (contracted with Jefferson Center for Mental Health) and Homelessness Awareness Program
- RTD Mental Health Videos – for training and awareness



Presence of a “capable guardian”

“Crime & victimization happen when three things are in place: a motivated offender, a suitable target, and the absence of a capable guardian” (Cohen & Felson, 1979)

26

Unarmed Outreach/Ambassador Programs

- **LA Metro** – Transit Ambassador Program – community-based offering trauma-informed and rider assistance solutions and crisis intervention services (over 300 ambassadors in program)
- **SEPTA** – Unarmed Outreach Services: Safety, Cleaning, Ownership, Partnership, and Engagement (SCOPE) Initiative – targets improved mental and physical health of SEPTA employees and riders
- **Toronto Transit** – 2022 added 130 customer service agents and 30 supervisors posted to subway stations and platforms (from January 2023 – early 2024, offences against customers down 24%)

Unarmed Outreach/Ambassador Programs

- **BART** – expanded use of ambassadors, hired community-based groups as elevator and underground restroom attendants
- **King County Metro** – added Metro Ambassadors and a new Behavioral Health Support Team. 33% decrease in security incidents and drug-related events from January 2023 to January 2024
- **Denver RTD** – “Impact Team” of 40 RTD employees deployed to rail stations and bus stops during peak hours, major events, and service disruptions

Increased Policing

- **Chicago Transit Authority**

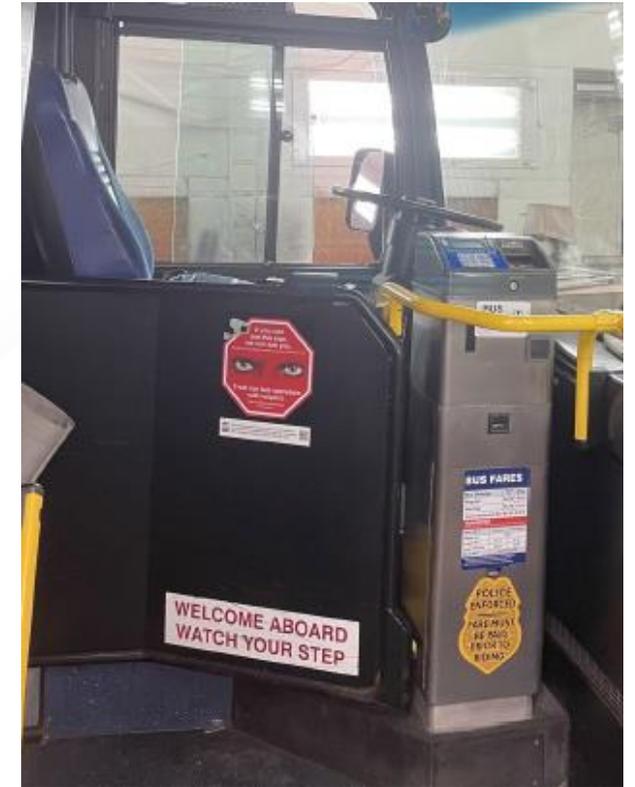
- Chicago PD agreement for volunteer, off-duty patrols
- 50 2-person teams with K-9 units
- Onboard security guards – increased from 200 to 300
- ZeroEyes AI technology pilot

- **Denver RTD**

- Expanded police officers from 19 (August 2022) to 81 now (September 2024), 109 by the end of 2024, and likely total of 162 by the end of 2025
- Live “look in” in all buses

Perception of Active Surveillance can Deter Violence

- Highlight video surveillance
- Make the signs salient
- Surveillance can be a “capable guardian”



Source: WMATA

Station Design or Operational Modifications

- **BART** – 4,000 additional cameras, improved lighting at stations and parking areas
- **BART** operational modification – shorter trains/increased frequency on nights/weekends
- **Charlotte Area Transit** – railyard lighting study followed by enhanced lighting yard
- **DART** – increased use of LED lighting and solar panels at bus stops/shelters
- **Industrywide** – increased use of CPTED treatments

Reduce fear and risk perceptions: improve lighting, remove obstacles on platforms/stations that can conceal individuals, use transparent enclosures at stops/seating/waiting areas, keep stations and platforms maintained and clean

Station Design or Operational Modifications

- **Denver RTD** – “Customer Experience Elevator Program” – initial 90-day pilot at 6 LRT stations now expanded. Reprogrammed station elevator doors to rest in the open position to limit and / or deter illegal and unwanted behaviors
 - Findings – significant reduction in security-related incidents and disturbances

Training

- Increased use and frequency of de-escalation training
- Including sensitivity and mental health awareness in de-escalation training
- [Welle Training](#) – Behavioral Safety Management Training
- EAP training – “transit workers are prone to involvement in traumatic events leading to higher rates of PTSD compared to the general public...follow-up mental health support is needed for this vulnerable population” (Carey et al, 2021)

Training

- Denver RTD-produced Mental Health Videos (available on *Vimeo*)
 - [RTD AFFECTIVE DISORDERS MODULE FC](#)
 - [RTD THOUGHT DISORDERS MODULE FC](#)
 - [RTD DEVELOPMENTAL DISORDERS MODULE FC](#)
 - [RTD SUICIDE MODULE FC](#)
 - [RTD TRAUMA MODULE FC](#)



Steve Martingano, Deputy Chief of Police, RTD



Final Thoughts

- Control the Message/Perceptions – Impacts
 - Ridership Implications
 - Employee Hiring/Retention
- Society Challenges – Victimization Trends
 - Need for Community-based Solutions
- Think out of the Box – Technology Solutions, Vehicle and/or Compartment Redesigns
- Industry would benefit from national legislation that provides increased protection for transit workers and increased penalties to those who assault transit workers
- Risk Assessment/Risk Mitigations & Strategies (General Directive 24-1: Required Actions Regarding Assaults on Transit Workers)
- Strategies must be targeted to **specific** areas of risk identified and rated through **data-centric analyses** and must be **monitored and evaluated**



Lisa Staes, Associate Director
Center for Urban Transportation Research
staes@usf.edu

Making Transit Safer

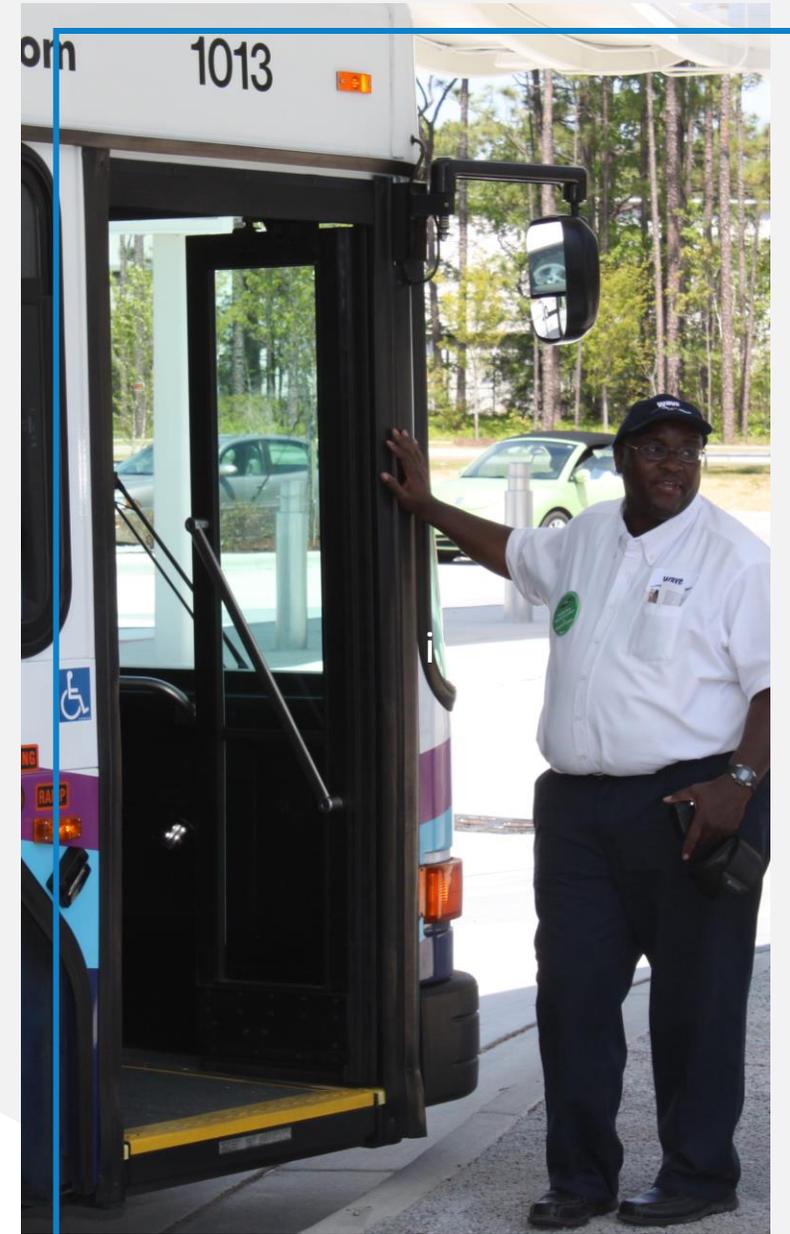
Stewart Mader, PTSCTP
Senior Program Analyst, Safety Policy
Office of Transit Safety and Oversight (TSO)

2024 Transit Workforce Conference

11/12/2024



U.S. Department of Transportation
Federal Transit Administration



Agenda

- Public Transportation Agency Safety Plans Final Rule
- National Public Transportation Safety Plan
- FTA Safety Rulemakings
- General Directive 24-1: Assaults on Transit Workers
- Resources

Major Safety Updates

Public Transportation Agency Safety Plans (PTASP)



Finalized first Final Rule under Bipartisan Infrastructure Law (BIL) making transit safer for both workers and passengers

Incorporated BIL safety requirements including:



- Setting performance targets for safety risk reduction programs
- Advancing systems to protect transit riders and workers
- Expanding de-escalation training
- Protecting transit workers from assault and people from collisions with transit vehicles

National Public Transportation Safety Plan (National Safety Plan)



FTA's primary guidance document for improving safety performance of transit systems receiving FTA funding

Technical Assistance and Compliance

- ✓ FTA expects transit agencies to address the regulatory changes in the new PTASP Final Rule in their **next Agency Safety Plan (ASP) annual update**
- ✓ The PTASP regulation requires transit agencies to document a process in their ASP to review and **update their ASP annually** to address needed changes, including regulatory changes
- ✓ FTA provides technical assistance for PTASP requirements and Safety Management System (SMS) implementation through its **PTASP Technical Assistance Center (TAC)**
 - ✓ One-on-One assistance
 - ✓ Webinars, workshops, and roundtables
 - ✓ Agency Safety Plan (ASP) voluntary reviews



Additional FTA Safety Rulemakings



Assaults on Transit Workers



U.S. Department of Transportation
Federal Transit Administration

FTA Actions to Address Assaults on Transit Workers

2019 – Protecting Public Transportation Operators From Risk of Assault Federal Register Notice

- Alerted transit agencies to the need to address the risk of transit operator assault through SMS processes required under the PTASP regulation.

2022 – Special Directives: Required Actions Regarding Transit Worker Assault

- Determine if transit agencies reporting majority of assaults are addressing safety risk
- 4 of the 9 Special Directive recipients had completed a safety risk assessment prior to issuance of Special Directive
- FTA concluded additional intervention required

2023 – Proposed General Directive Published for Public Comment

- Proposed requiring all transit agencies subject to the Public Transportation Agency Safety Plans (PTASP) regulation to take action regarding assaults on transit workers

2024 – General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

- Published September 25, 2024 in the Federal Register

General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

By December 26, 2024, all transit agencies subject to PTASP Final Rule must:

Conduct Safety Risk Assessment for Assaults on Transit Workers

- Safety risk assessment conducted within 12 months preceding General Directive publication may be used

Identify Safety Risk Mitigations

- Each transit agency serving a large urbanized area must involve the joint labor-management Safety Committee when identifying safety risk mitigations

Submit Information to FTA

- Each transit agency must submit information on how they are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers

Safety Risk Assessment

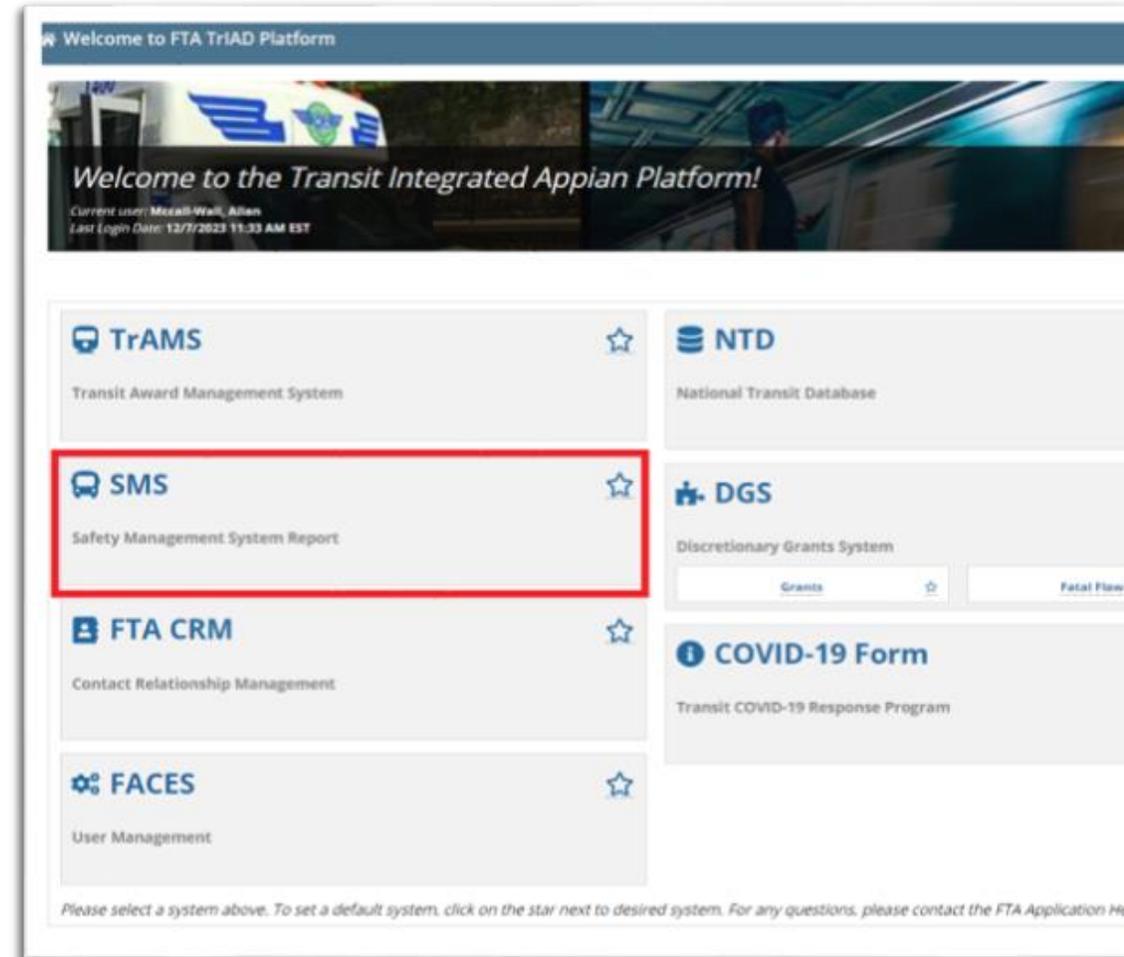
- Safety risk assessment is a critical Safety Management System (SMS) tool for assessing risk to help prioritize and develop mitigations
 - Identify hazards associated with assaults on transit workers
 - Use Safety Risk Management processes to assess safety risk related to assaults
 - Risk Rating: Likelihood & Severity



SMS Report

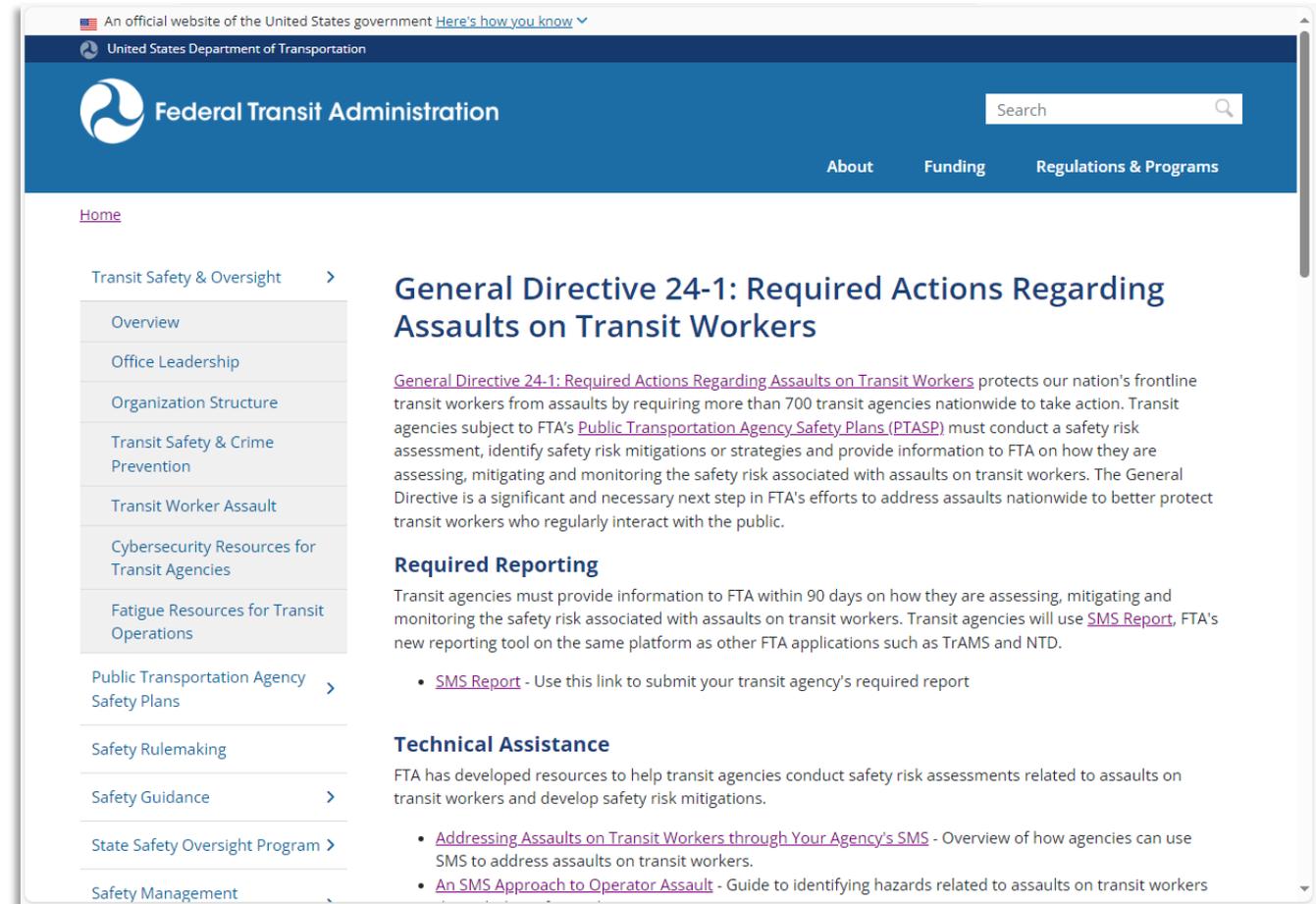
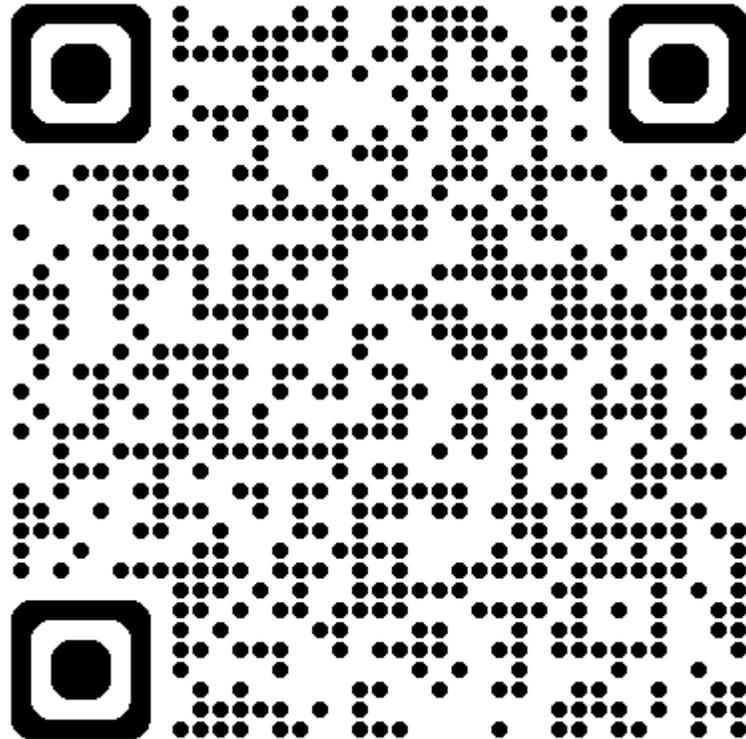
What is SMS Report?

- An information collection tool for Safety Management System (SMS) reporting
- Captures results of transit agencies' SMS processes, including the results of safety risk assessments, and safety risk mitigation-related information
- Designed to streamline transit agency reporting in response to General Directive 24-1



General Directive 24-1

For access to General Directive 24-1, SMS Report, and technical assistance tools for conducting required Safety Management System (SMS) activities, visit transit.dot.gov/assaults



An official website of the United States government [Here's how you know](#) ▼
United States Department of Transportation

Federal Transit Administration Search

About Funding Regulations & Programs

[Home](#)

Transit Safety & Oversight >

- Overview
- Office Leadership
- Organization Structure
- Transit Safety & Crime Prevention
- Transit Worker Assault
- Cybersecurity Resources for Transit Agencies
- Fatigue Resources for Transit Operations

Public Transportation Agency Safety Plans >

Safety Rulemaking

Safety Guidance >

State Safety Oversight Program >

Safety Management >

General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

[General Directive 24-1: Required Actions Regarding Assaults on Transit Workers](#) protects our nation's frontline transit workers from assaults by requiring more than 700 transit agencies nationwide to take action. Transit agencies subject to FTA's [Public Transportation Agency Safety Plans \(PTASP\)](#) must conduct a safety risk assessment, identify safety risk mitigations or strategies and provide information to FTA on how they are assessing, mitigating and monitoring the safety risk associated with assaults on transit workers. The General Directive is a significant and necessary next step in FTA's efforts to address assaults nationwide to better protect transit workers who regularly interact with the public.

Required Reporting

Transit agencies must provide information to FTA within 90 days on how they are assessing, mitigating and monitoring the safety risk associated with assaults on transit workers. Transit agencies will use [SMS Report](#), FTA's new reporting tool on the same platform as other FTA applications such as TrAMS and NTD.

- [SMS Report](#) - Use this link to submit your transit agency's required report

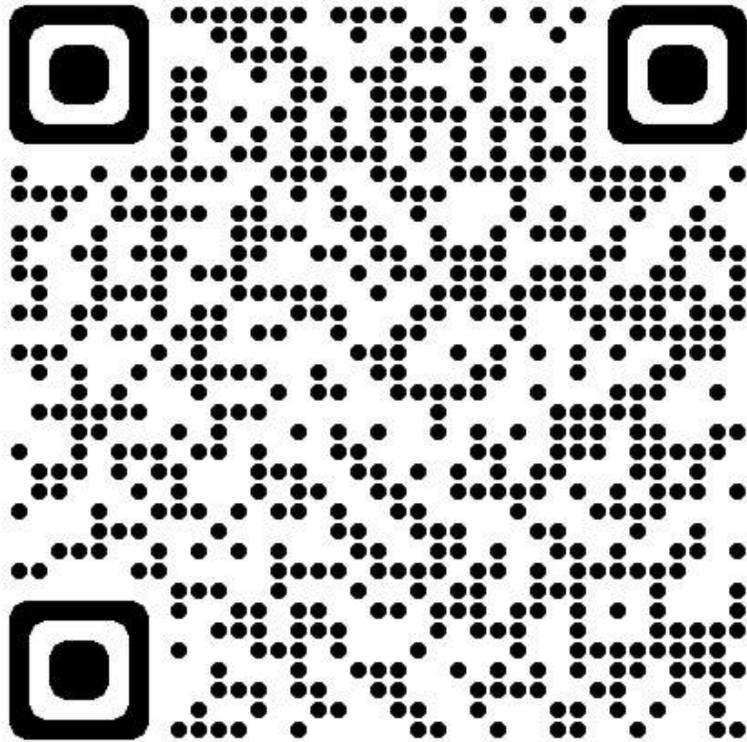
Technical Assistance

FTA has developed resources to help transit agencies conduct safety risk assessments related to assaults on transit workers and develop safety risk mitigations.

- [Addressing Assaults on Transit Workers through Your Agency's SMS](#) - Overview of how agencies can use SMS to address assaults on transit workers.
- [An SMS Approach to Operator Assault](#) - Guide to identifying hazards related to assaults on transit workers

Public Transportation Agency Safety Plans

Technical Assistance Center includes resources to support using your Safety Management System (SMS) to protect transit workers from assaults.



An official website of the United States government [Here's how you know](#) ▼
United States Department of Transportation

Federal Transit Administration

[About](#) [Funding](#) [Regulations & Programs](#)

[Home](#)

- [PTASP Overview](#)
- [FAQs](#)
- [PTASP Technical Assistance Center and Resource Library](#) >
- [Agency Safety Plan \(ASP\) Directory](#)
- [Using SMS to Mitigate Infectious Disease Exposure](#)
- [Using SMS to Protect Transit Workers from Assaults](#)

Public Transportation Agency Safety Plans

The Public Transportation Agency Safety Plans (PTASP) regulation ([49 CFR Part 673](#)) requires operators of public transportation systems that receive federal funds under the FTA [Urbanized Area Formula Grants \(Section 5307\)](#), and rail transit agencies subject to the FTA [State Safety Oversight \(SSO\)](#) program, to develop an Agency Safety Plan (ASP) that includes the processes and procedures to implement a Safety Management System (SMS). SMS is a comprehensive, collaborative, and systematic approach to managing safety.

Technical Assistance

The [PTASP Technical Assistance Center \(TAC\)](#) is available to help the transit industry meet PTASP requirements. Email PTASP-TAC@dot.gov or call [877-827-7243](tel:877-827-7243) (9:00 am – 8:00 pm ET, Monday – Friday).

- [PTASP FAQ](#) – Start here for answers to your questions

Thank you!

Stewart Mader

202-366-9677

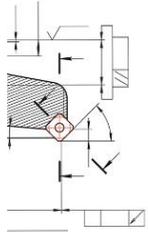
stewart.mader@dot.gov



U.S. Department of Transportation
Federal Transit Administration

**IMPROVED
OPERATOR
BARRIERS**

**UPGRADED
VISION
SYSTEMS**



**NEW AIR
VENTILATION
SYSTEMS TO
IMPROVE AIR
QUALITY**



**ENHANCED
ERGONOMICS
FOR OPERATOR**



BUS DESIGN INNOVATION PROGRAM





Bus of the Future Project



The FTA Accepts ATU International Findings and Recommendations on Transit Bus Hazards and Solutions.

- **Eliminate workstation blind spots**
- **Protect operators from assault**
- **Improved ergonomics Proper Workstation**
- **Reduction in whole-body vibration**
- **Reduction in steering effort**
- **Improved air quality**





Bus Design Innovation Program (BDIP)

A Collaborative Applied Research inspired by *Bus of the future*



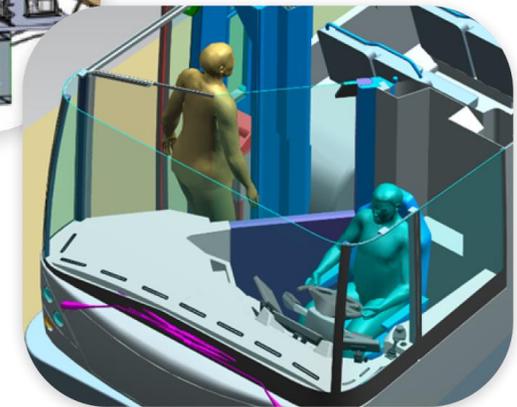
Bus Redesign Objectives – Full Operator Barrier

Improve operator security

- No openings for assaults
- Protects against viruses
- Reduces glare/reflections
- Ensures customers are not blocking operator sight lines



SHORT-TERM



Enable Employees for success

health and safety benefits

Bus Redesign Objectives – Seat and CMS

Active/Semiactive seat

- Controls vertical acceleration experienced by operator
- Superior ergonomics for reduction of excessive musculoskeletal injury rates

Camera Mirror System

- Increases operator visibility
- Improves vision, ergonomics, operator security
- Decreases cognitive load and distraction



SHORT-TERM

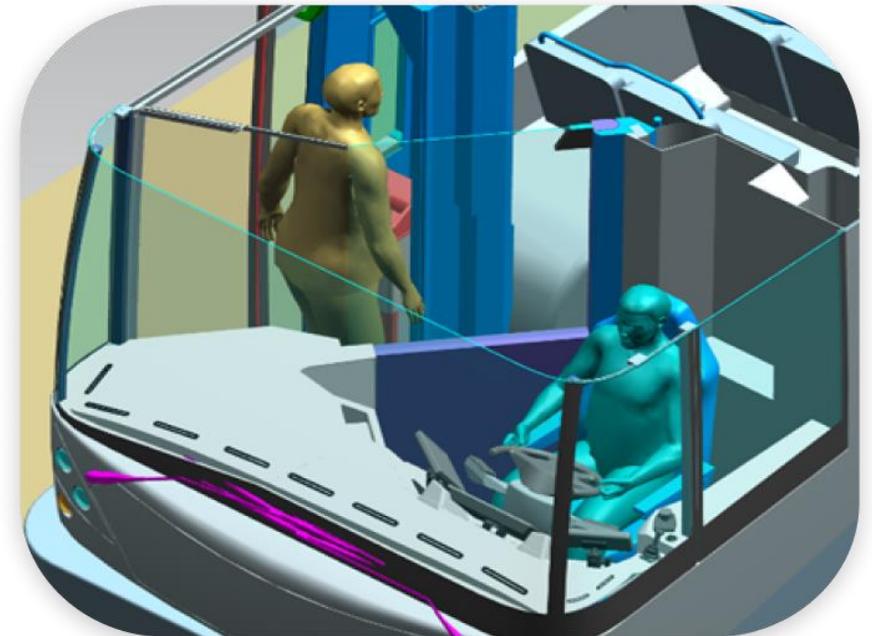


Bus Redesign Objectives -

LONG-TERM

Long Term

- **A-pillar elimination or size reduction:** increase visibility

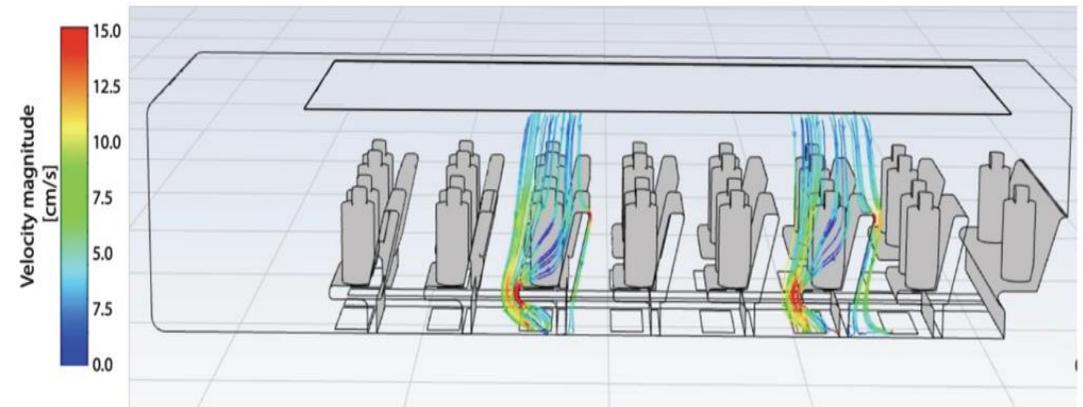
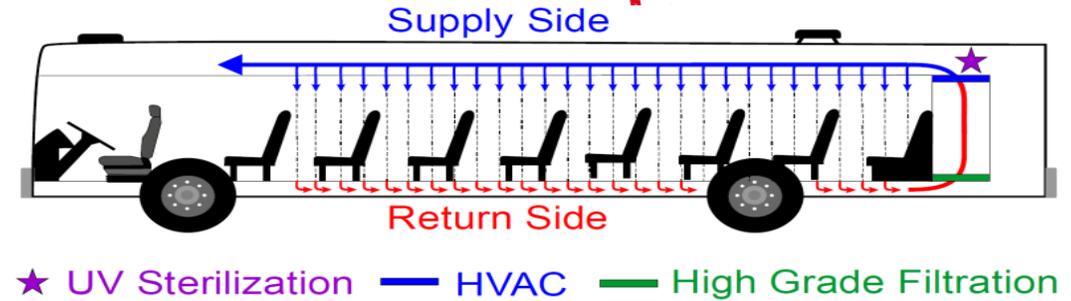


Bus Redesign Objectives – HVAC vertical flow

Improved HVAC Design

- Provides respiratory hazard protection for operators with positive pressure isolation from viral transmission.
- Provides passenger protection through revised airflow, filtration, and sterilization.

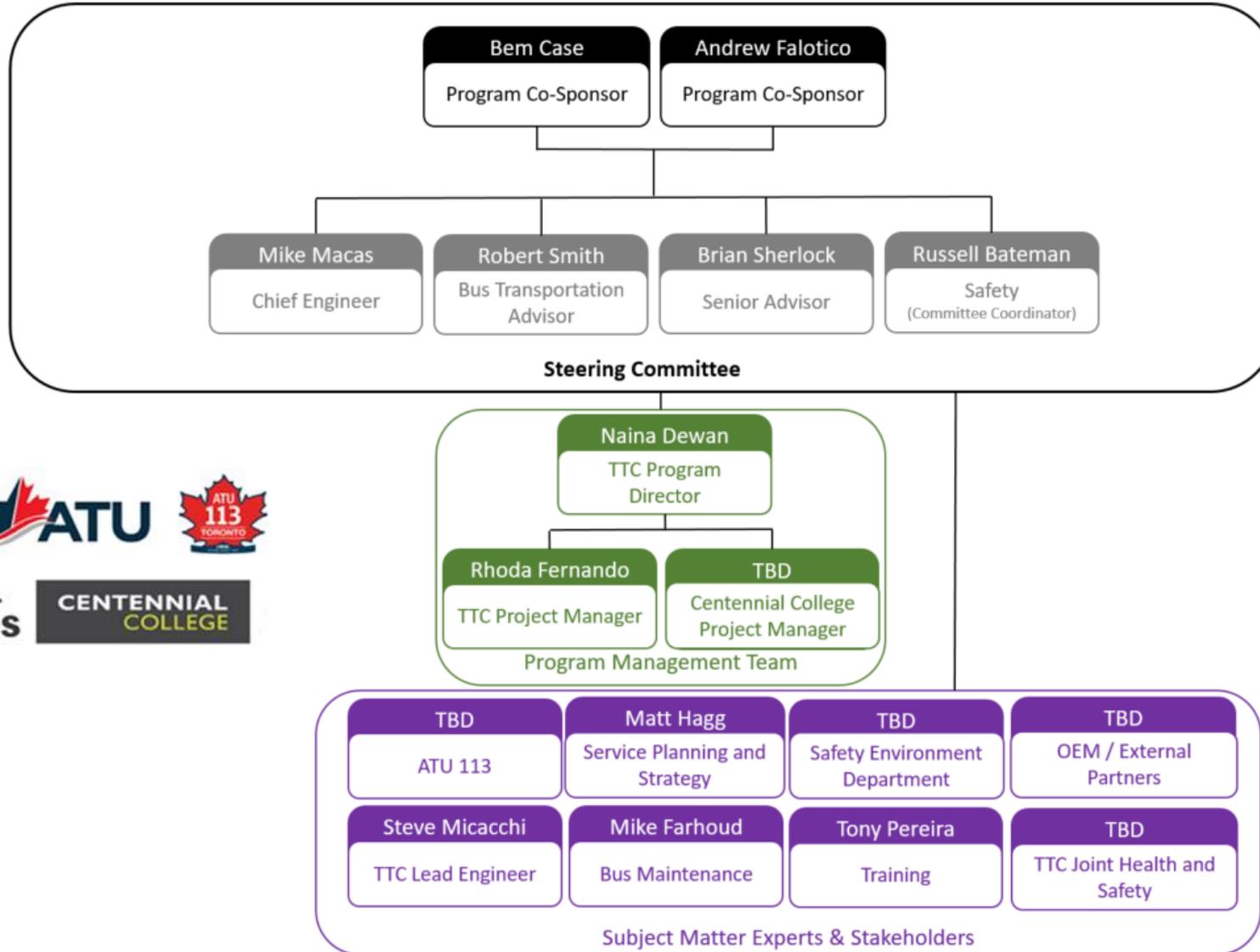
LONG-TERM



A National Academy of Science panel, convened to address COVID hazards in transit, recommended proceeding to prototype testing of the concept.



Program Governance



Evaluation of Design Features



Assess, Plan,
Implement,
Evaluate:



- Feedback Surveys with Operator
- Health & Safety Committee Participation
- Assessment and Evaluation of Design Concept and Innovations.

Bus of the future

Buses have been designated for retrofits of new technologies under the program

- **New Flyer Battery Electric Bus (BEB)**
- **Nova Hybrid-Electric Bus**
- **VanHool bus**



| Spotlight: Innovation Evaluation

- Innovation and evaluated by frontline transit workers and feedback gathered through surveys
 - TTC Family Day
 - ATU Can-Am Conference
 - ATU Canada Conference

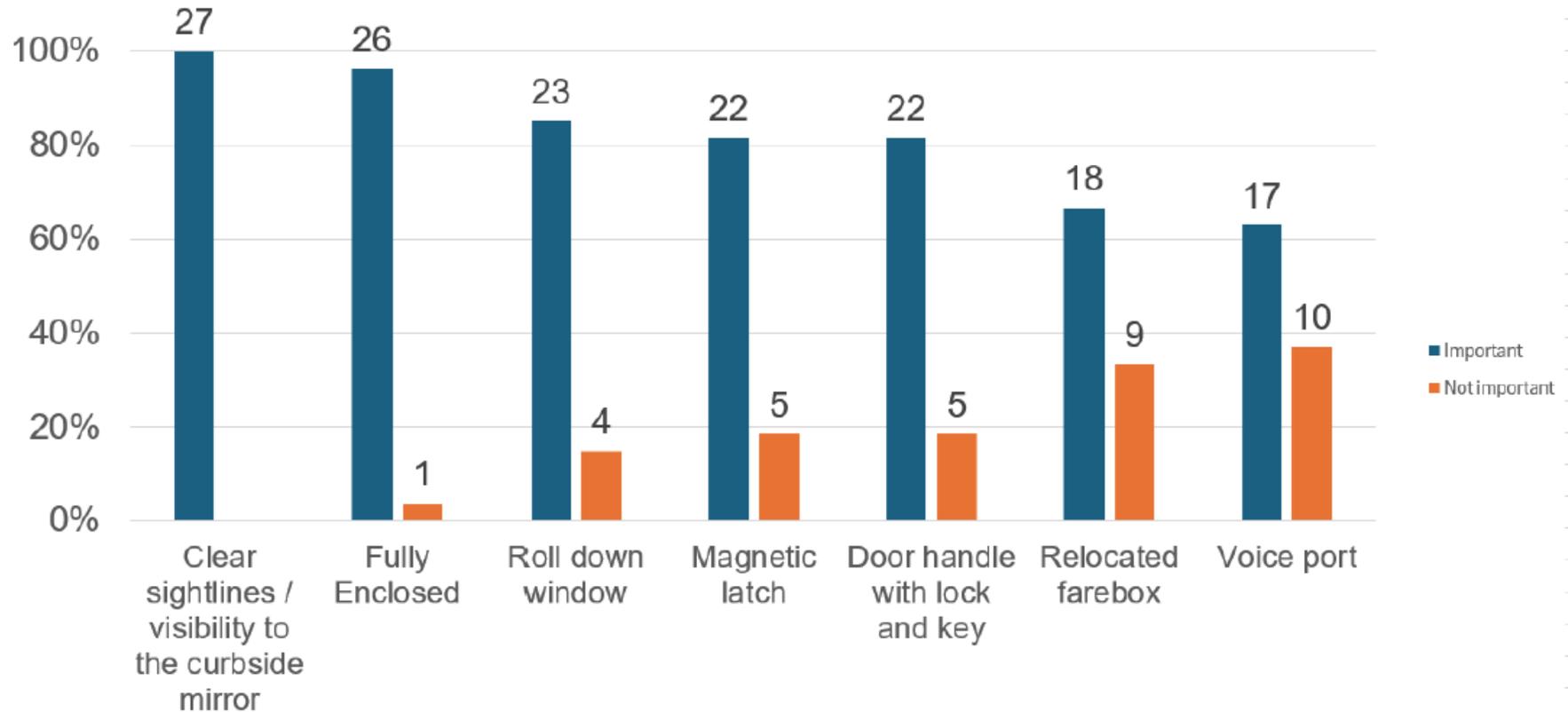
Questions:

- How interested are you in exploring a fully enclosed barrier
- Rank Barrier types in order of preference
- What do you think of the features on the new barriers, important or not important?
- Concerns with the showcase barriers?
- What do you think of the iterative and consultative approach we are taking in the Bus Design Innovation Program?
- What other problems facing bus operators do you think we should solve for?
- If you are concerned with any of the features, please explain why.

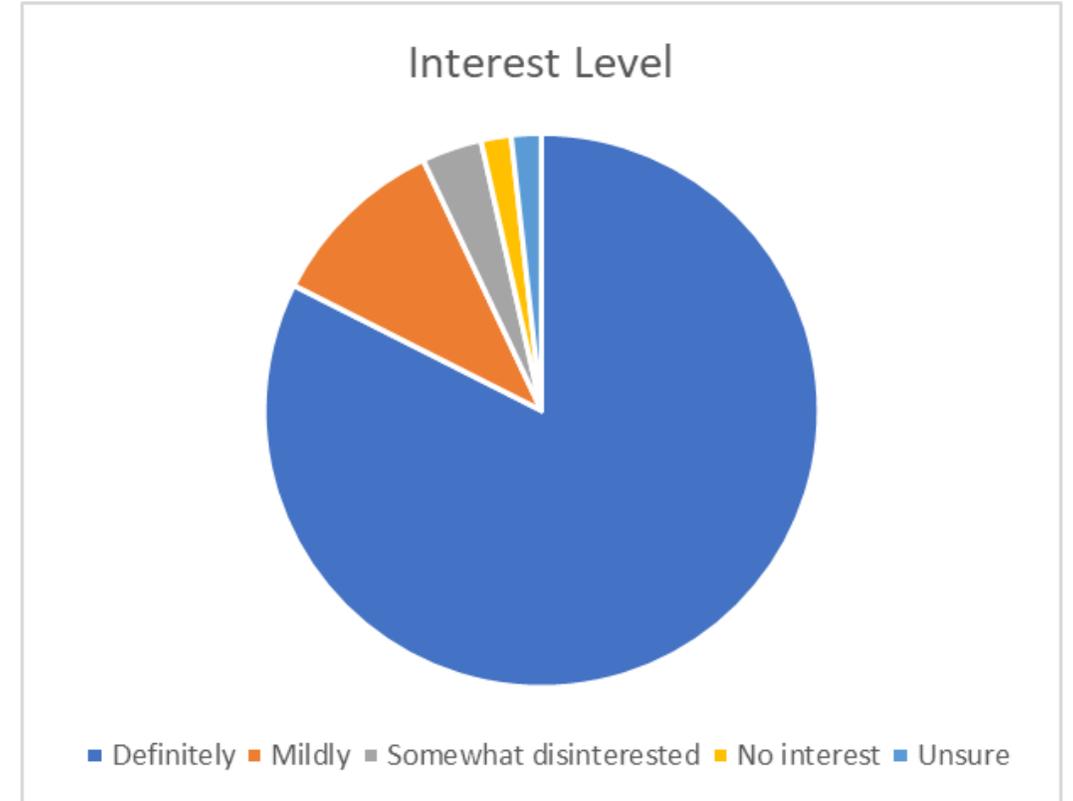
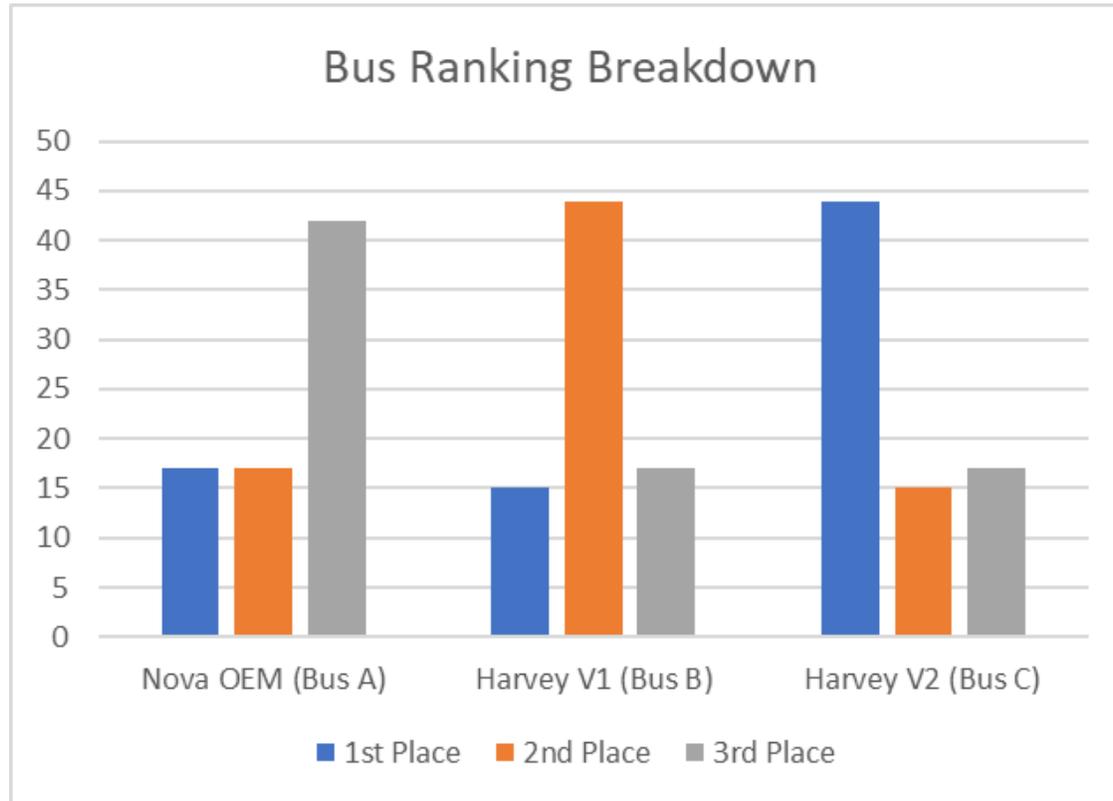


| Spotlight: Evaluation Feedback and Results

What do you think of the features on the new barriers?

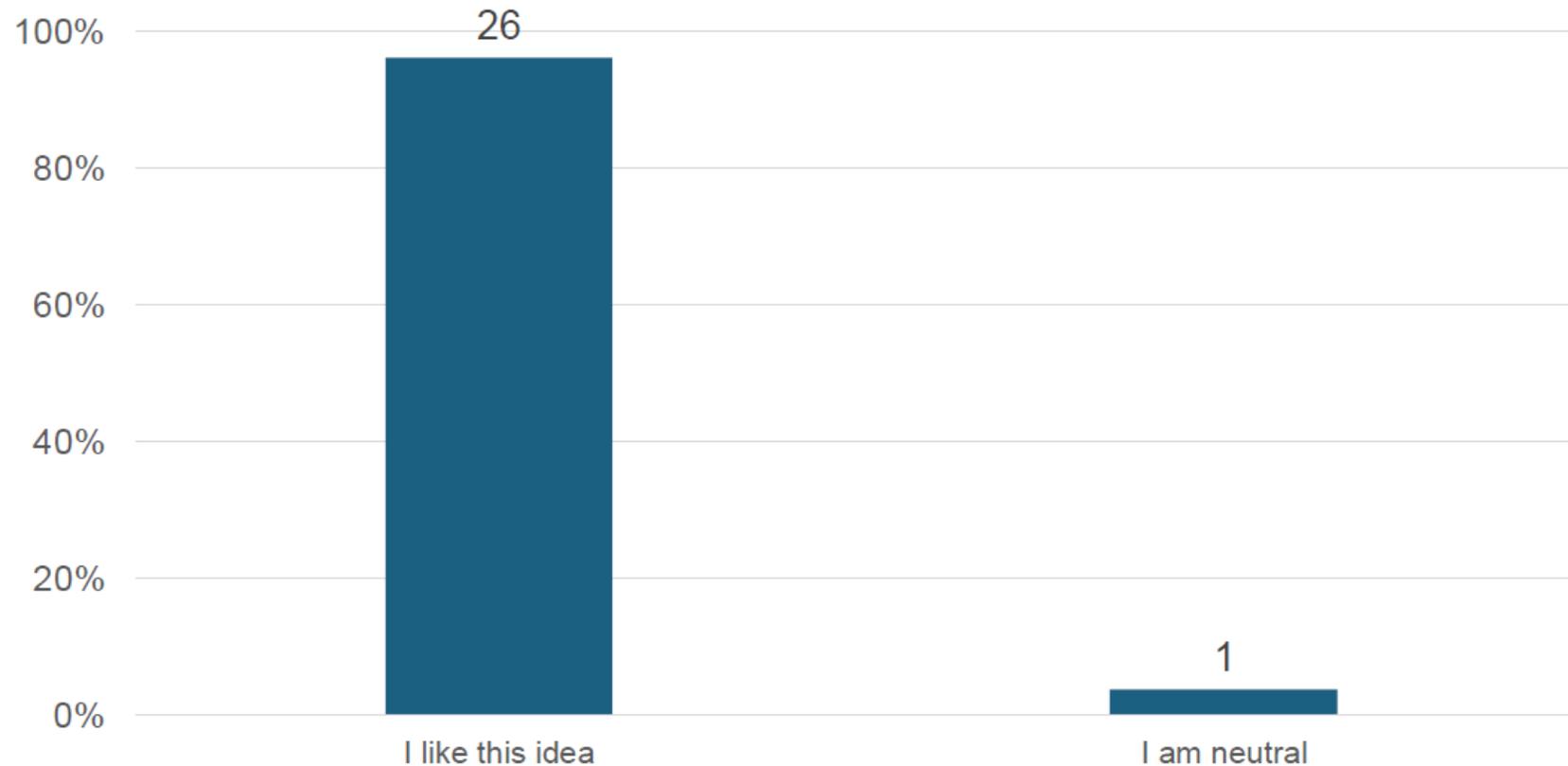


Spotlight: Evaluation Feedback and Results – NOVA Bus



| Spotlight: Evaluation Feedback and Results

What do you think of the iterative and consultative approach we are taking in the Bus Design Innovation Program?



| Spotlight: Current Design Features



Nova Full & TTC Prototype Barriers

Fully enclosed operator barrier to protect operators from assault while maintaining clear sightlines to the curb side mirror.



Semi-active Seat

Improves ergonomics through enhanced suspension – reduces vibration and fatigue.



Rear-view and A-pillar Cameras

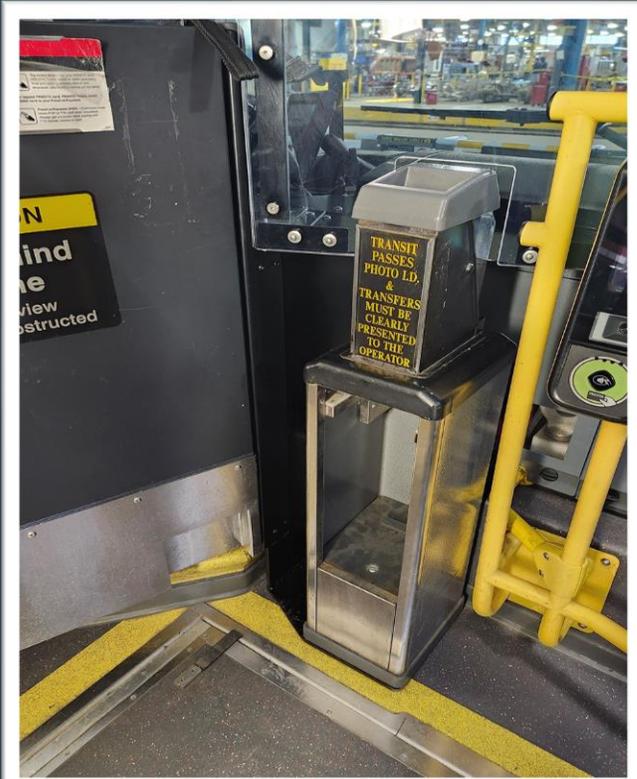
Aims to enhance sightlines by providing a wider viewing angle and unobstructed views to reduce the risk of collision with vulnerable road users.

A closer look...



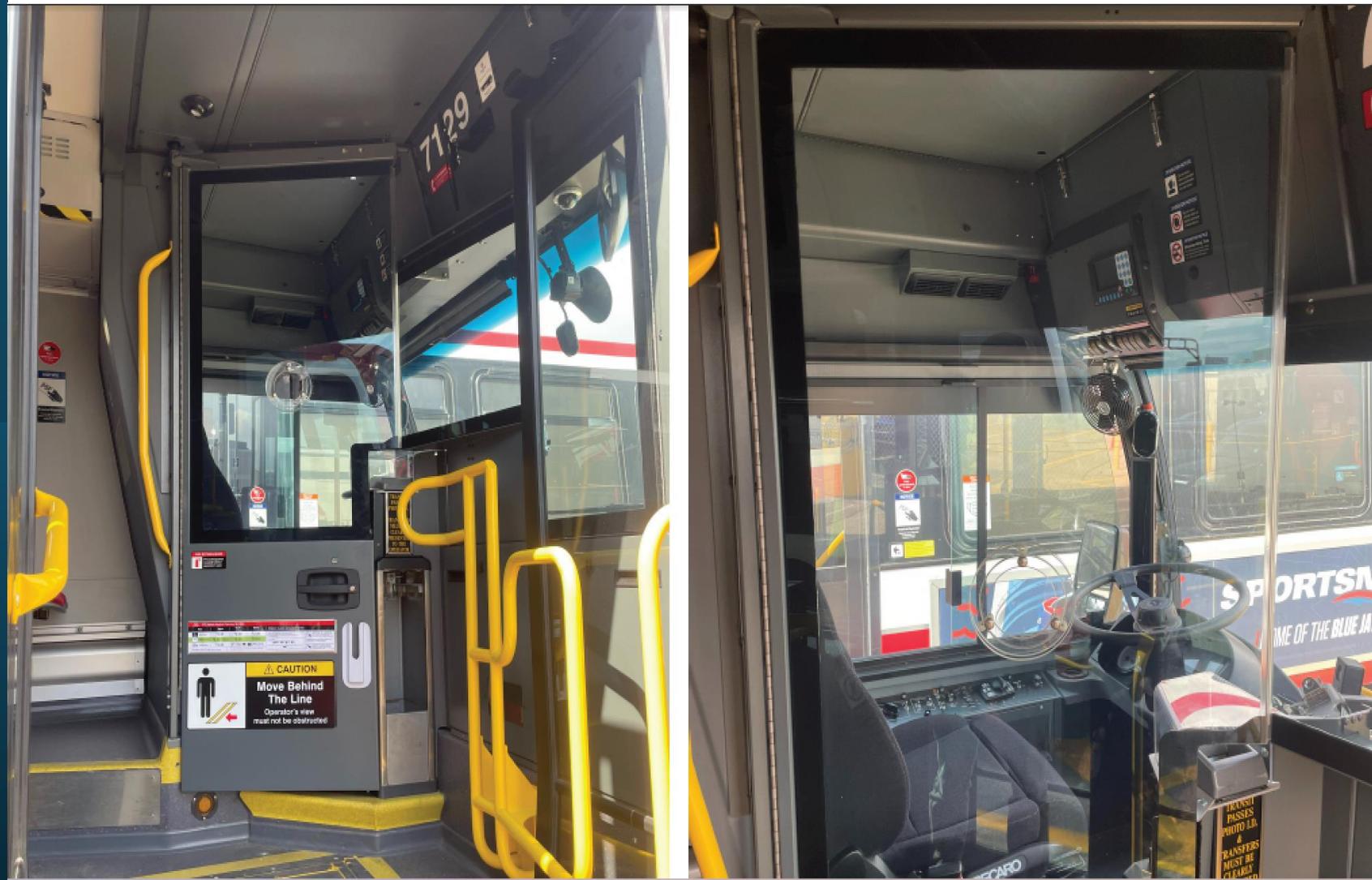
Nova Bus Full Enclosed Barrier

Fare Box Removed from Drivers Workstation



Nova Barrier

Nova Bus Manufacturer



ATU International Design Concepts

Bus Design Innovation Program Recommendation

VANHOO BUS

Bus Design Innovation

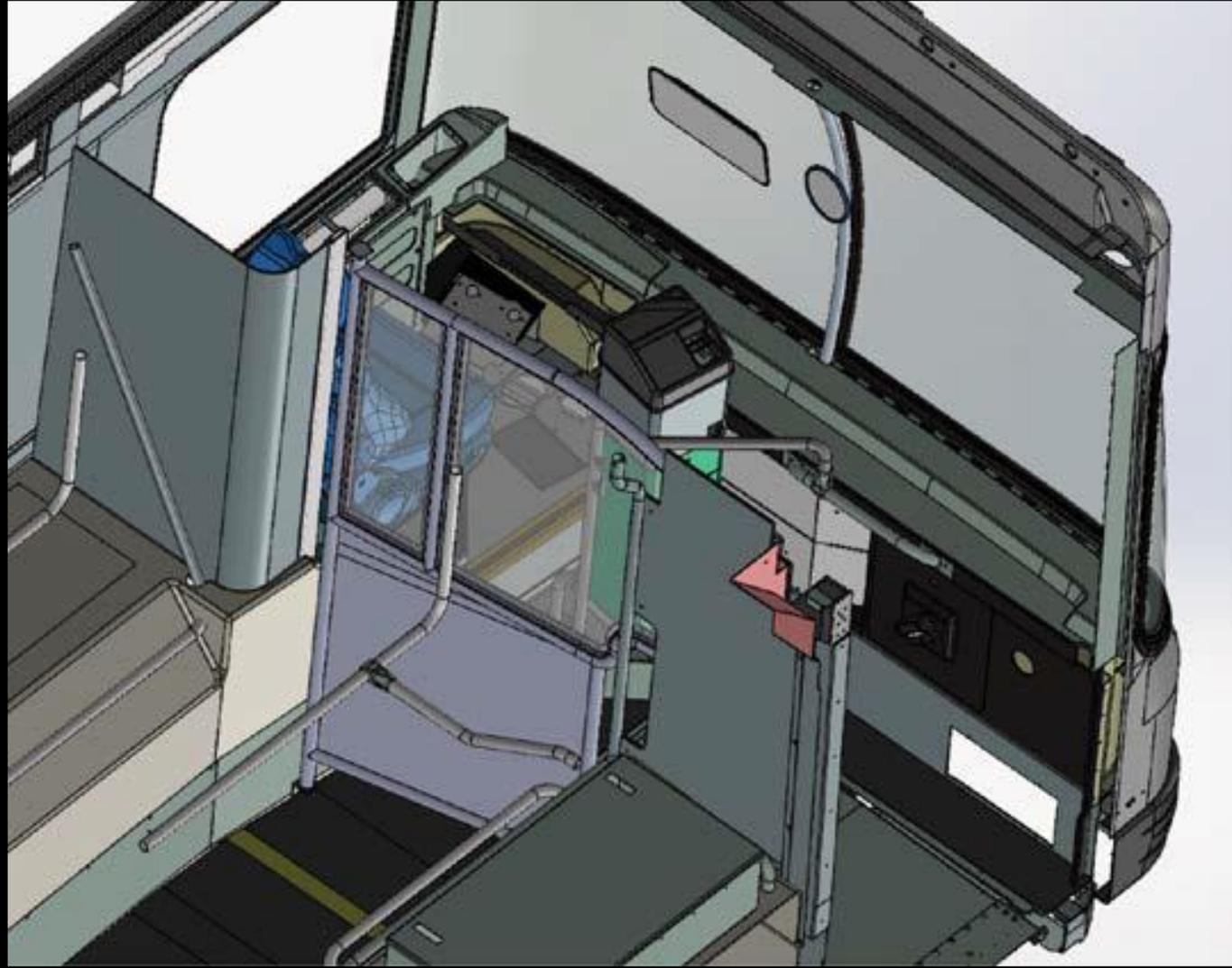


Cockpit Style Barrier
Active Semiactive Seat
Glass Dash
Vertical Air flow



VANHOOL BUS

Cockpit Style Barrier



Joining Forces: Organizational Safety Risk Partnerships



Making Connections 2024

Building the BIL Mandated Safety Committee

MTA Joint Safety Committee



Comprised of (7) frontline and (7) management representatives + non-voting Chair



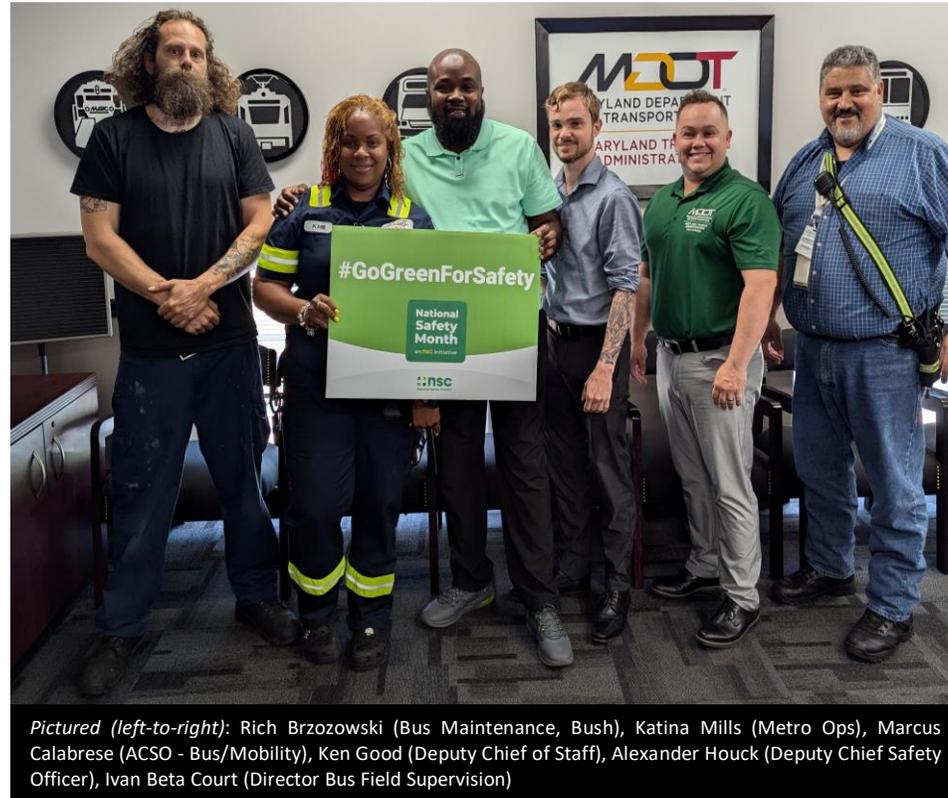
Monthly hybrid meetings to review agency safety risk



Successfully approved two PTASP updates *and counting*



Members receive SMS training
• 2025 USDOT TSI trainings in Baltimore!



Pictured (left-to-right): Rich Brzozowski (Bus Maintenance, Bush), Katina Mills (Metro Ops), Marcus Calabrese (ACSO - Bus/Mobility), Ken Good (Deputy Chief of Staff), Alexander Houck (Deputy Chief Safety Officer), Ivan Beta Court (Director Bus Field Supervision)

MTA Proactivity & Continuous Improvement

*MDOT MTA was recognized from 2014-2017 as having the **safest transit system out of the top 12 U.S. transit agencies.***

Bus operator was shot and killed in October 2020

- **MTA Administrator called for a Task Force to explore operator assault prevention programs and mitigations.**

Agency-approved transit operator assault program directive and SOP completed 2023

- **Establishes practices, guidance, and ongoing improvement related operator assault prevention, response, and recovery.**

MDOT MTA Operator Assault Task Force has monthly meetings to review:

- **Assaults;**
- **Status of projects and programs to mitigate assaults;**
- **Other information related to crime clearance rates and vehicle checks with key agency stakeholders.**



MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

Directive No.: 3059
Effective Date: September 1, 2023

Original Date: August 1, 2022
Revised:

Approved by: *Holly Arnold*
Digitally signed by Holly Arnold, Date: 2024.04.24
MTA Administrator

Date: 04/24/2024

MTA 3059 Transit Operator Assault Prevention Program Directive

Purpose:
The purpose of this Directive is to strengthen MTA's programmatic approach to preventing and responding to assaults on operators. Specifically, the Directive:
1. Establishes practices that advance MTA's goal to prevent assaults on operators.
2. Establishes clear guidance for internal MTA stakeholders to effectively and immediately



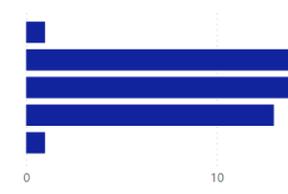
Transit Worker Assault Dashboard

Assault Summary

tims by Sex



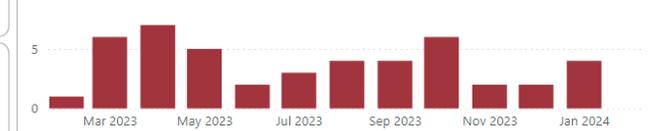
tims by Age



tims by Seniority

Total Assaults: 46

Total Assaults Over Time



Shield in Use?



Incident Variable?



CCTV Available?



Part 673 – Safety Risk Reduction Program

Vehicular & Pedestrian Safety Events

- Must consider mitigations to reduce visibility impairments for transit vehicle operators that contribute to accidents, including retrofits to vehicles in revenue service and specifications for future procurements that reduce visibility impairments.

Exposure to Infectious Diseases

- Must consider guidelines to prevent or control exposure to infectious diseases provided by the CDC or a State health authority.

Assaults on Transit Workers

- Must consider deployment of assault mitigation infrastructure and technology on transit vehicles and in transit facilities. Assault mitigation infrastructure and technology includes barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators.

Setting Safety Performance Targets

MTA followed previous FTA guidance: 5-year average

Modal Directors previously tasked with setting System Reliability Rate

FTA finalized (Feb 2023) new NTD reporting requirements that will collect data on all assaults on all transit workers regardless of injury

MTA JSC now charged with setting SPTs and mitigations for unmet targets



SPT not required until 3 years of data has been reported to NTD. §673.11(7)(iii)(c)

New State & Federal Reporting

MD Legislative Bills

- **HB 1049** Chapter 502 and **SB 693**, effective July 1, 2023, require MDOT MTA to submit annual reports related to assaults on public transit workers.
- First report submitted December 1, 2023.
- Compares aggregated data with at least two other “states” with a review of current transit industry best practices.

FTA General Directive 24-1

- Issued September 2024 to PTASP regulated agencies
- Requires a **Safety Risk Assessment** to be conducted and to report within 90 days how agency is assessing, mitigating and monitoring assaults.

General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

Federal Transit Administration
Office of Transit Safety and Oversight



Assaults on Public Transit Operators
(Transportation Article §7-714)

A Report to the Maryland General Assembly
Senate Judicial Proceedings Committee,
Senate Finance Committee,
House Judiciary Committee,
and
House Environment and Transportation Committee

Maryland Department of Transportation
Maryland Transit Administration

MSAR # 14741 & 14823
December 2023



THANK
YOU!



Michael McMillan
President and Business Agent
Amalgamated Transit Union Local 1300



Alexander Houck
Deputy Chief Safety Officer
Maryland Transit Administration



+





Thank you!

www.transitworkforce.org