



Massachusetts Bay Transportation Authority

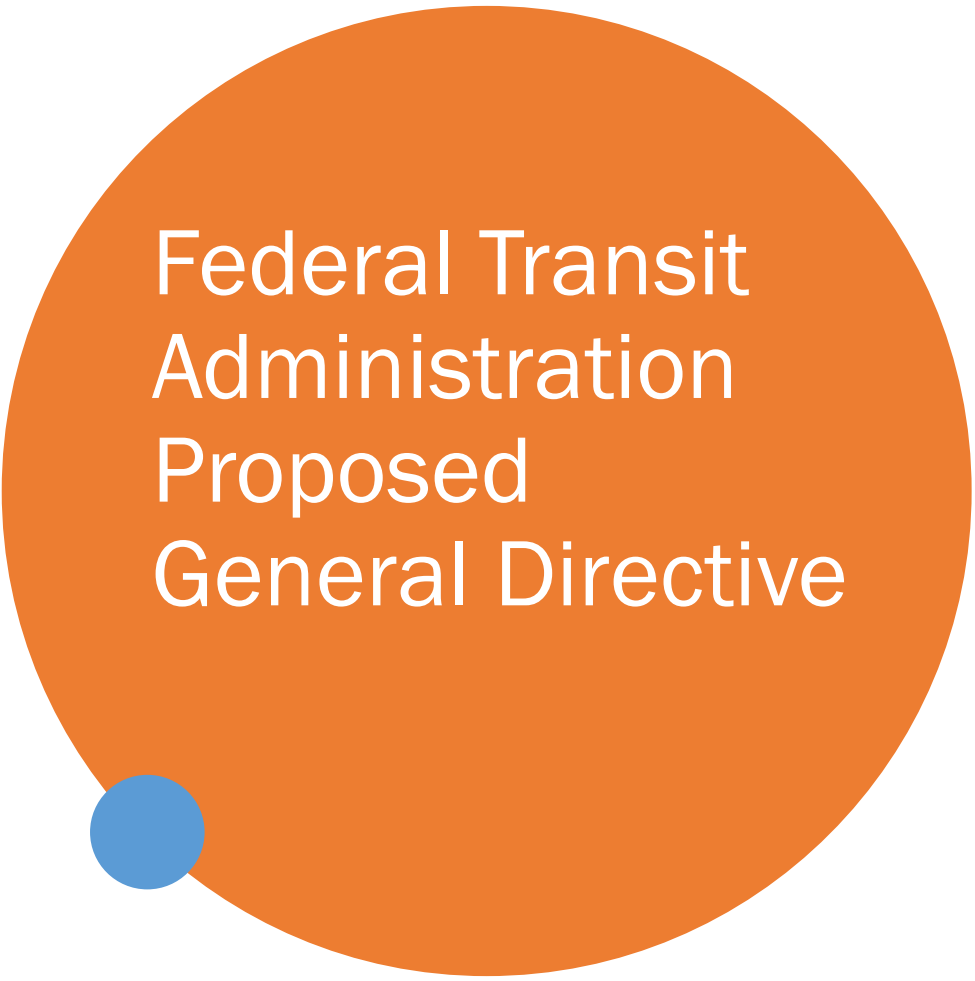

Transit Worker Assault Task Force Update Focus Area: Bus Operators

Pat Lavin

MassDOT Chief Safety Officer

MBTA Safety, Health and Environment Subcommittee Meeting

January 11, 2024



Federal Transit Administration Proposed General Directive

- Request for comments issued on December 20
- General Directive: 24-1 Transit Worker Assault Required Actions
- Transit agencies would be required to:
 - Conduct a safety risk assessment
 - Identify safety risk mitigations and/or strategies
 - Provide information on how it is assessing, mitigating, and monitoring safety risk associated with assaults on transit workers

Transit Employee Assault National Press Coverage



Woman Arrested For Allegedly Assaulting Bus Driver in Culver City

A woman was arrested Wednesday on suspicion of attacking a Culver City bus driver in June.

Nicole Charky, Patch Staff

Posted Wed, Jul 15, 2020 at 4:33 pm PT



Sections

Los Angeles Times

Police arrest 17-year-old in connection v stabbing of L.A. Metro bus driver



S
P
F
V
t
C
F
A
E
P



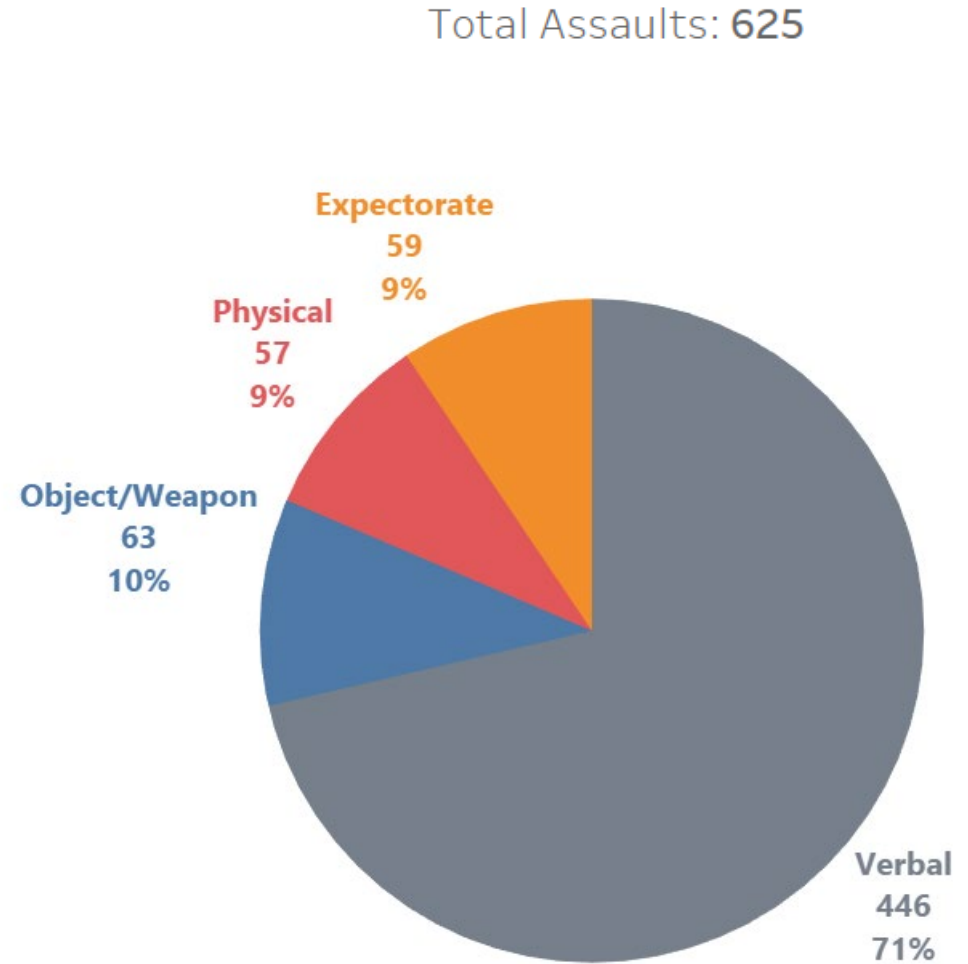


Transit Worker Assault Task Force Membership

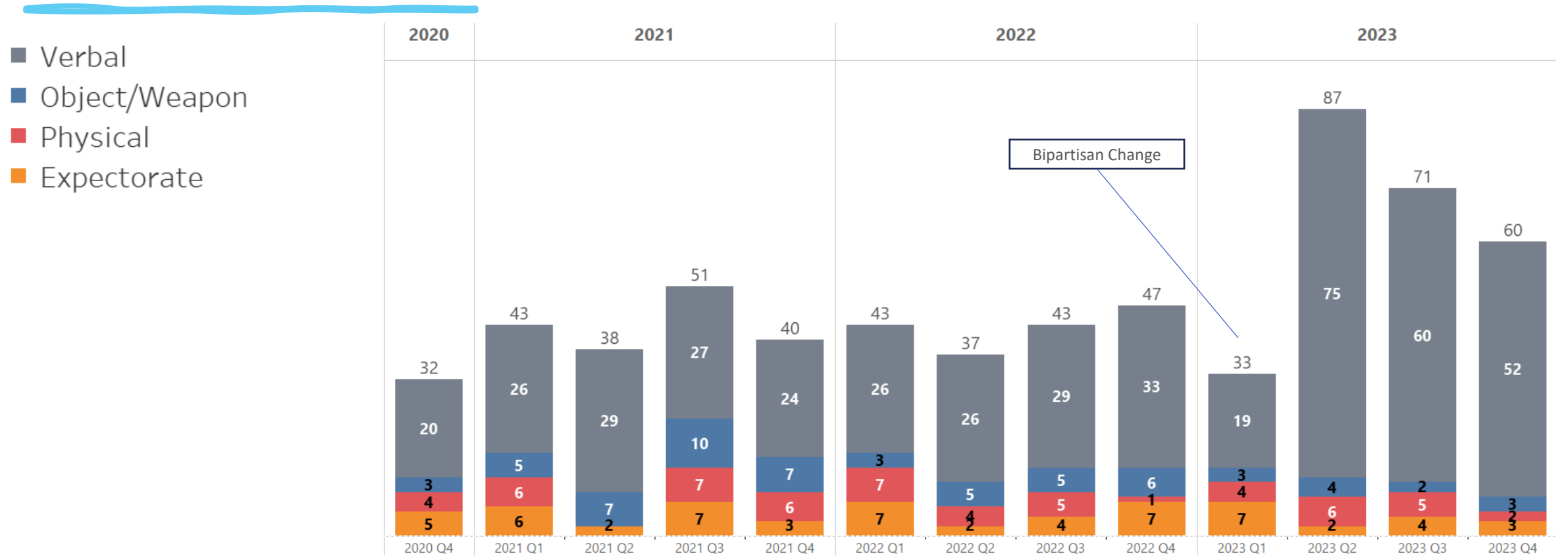
- MBTA General Manager
- Vice President, Boston Carmen's Union
- MassDOT Chief Safety Officer
- MBTA Chief Safety Officer
- MBTA Senior Advisor for Capital/Operations/Safety
- MBTA Chief Customer Officer
- MBTA Assistant General Manager Bus Operations
- MBTA Logistic Business Analyst
- MBTA Superintendent of Training
- MBTA Assistant General Manager of External Affairs
- MBTA Transit Police Superintendent

Bus Operator Assaults by Type 2020 Q4 to November 2023

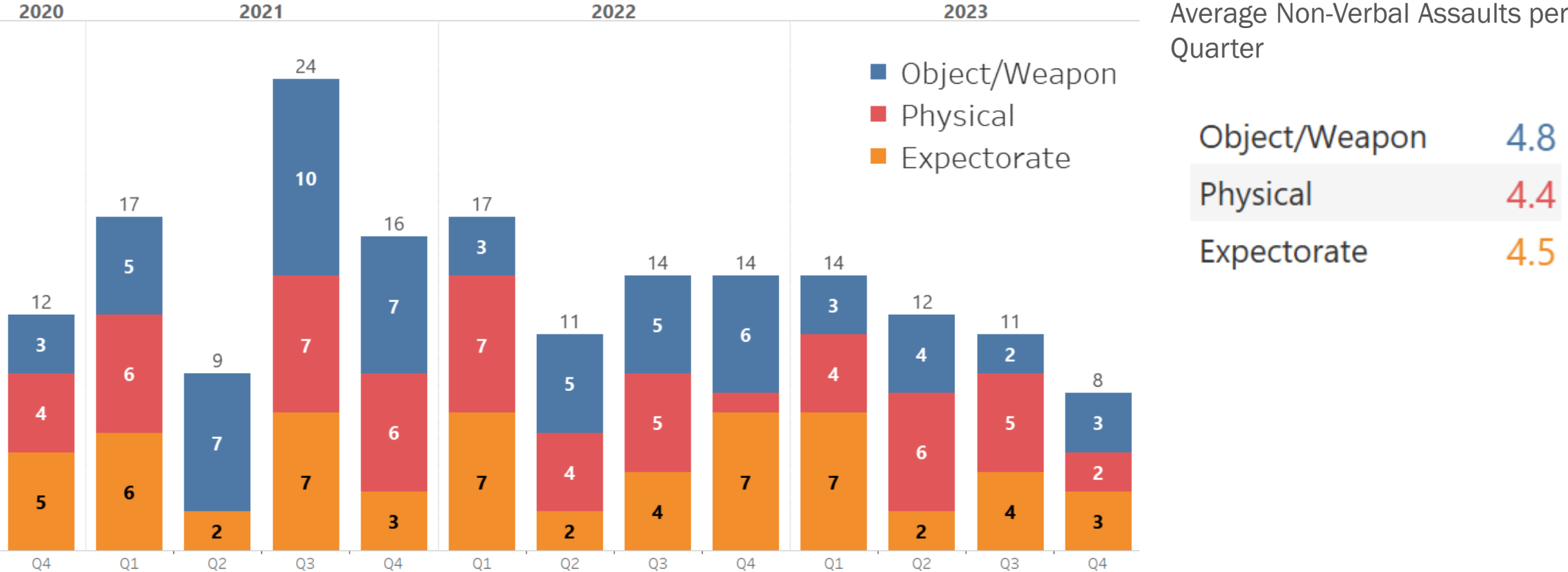
Verbal	446
Object/Weapon	63
Physical	57
Expectorate	59
Grand Total	625



Bus Operator Assaults by Quarter/Type 2020 Q4 to November 2023

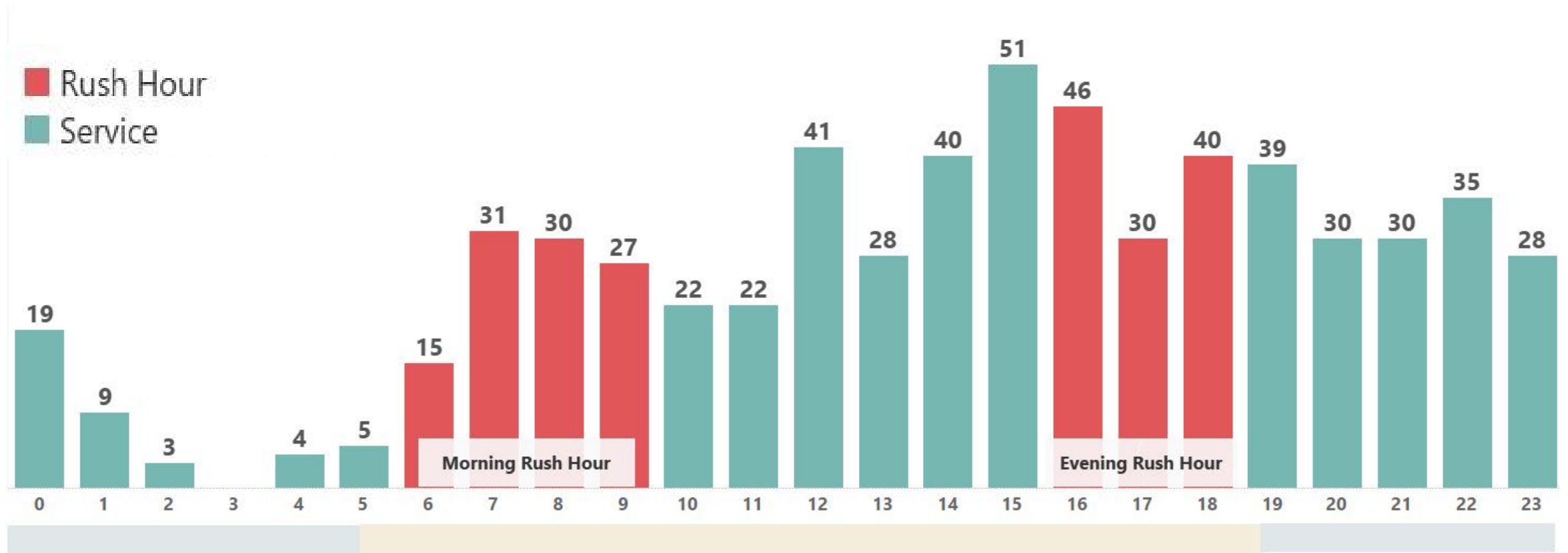


Non-Verbal Bus Operator Assaults 2020 Q4 to November 2023

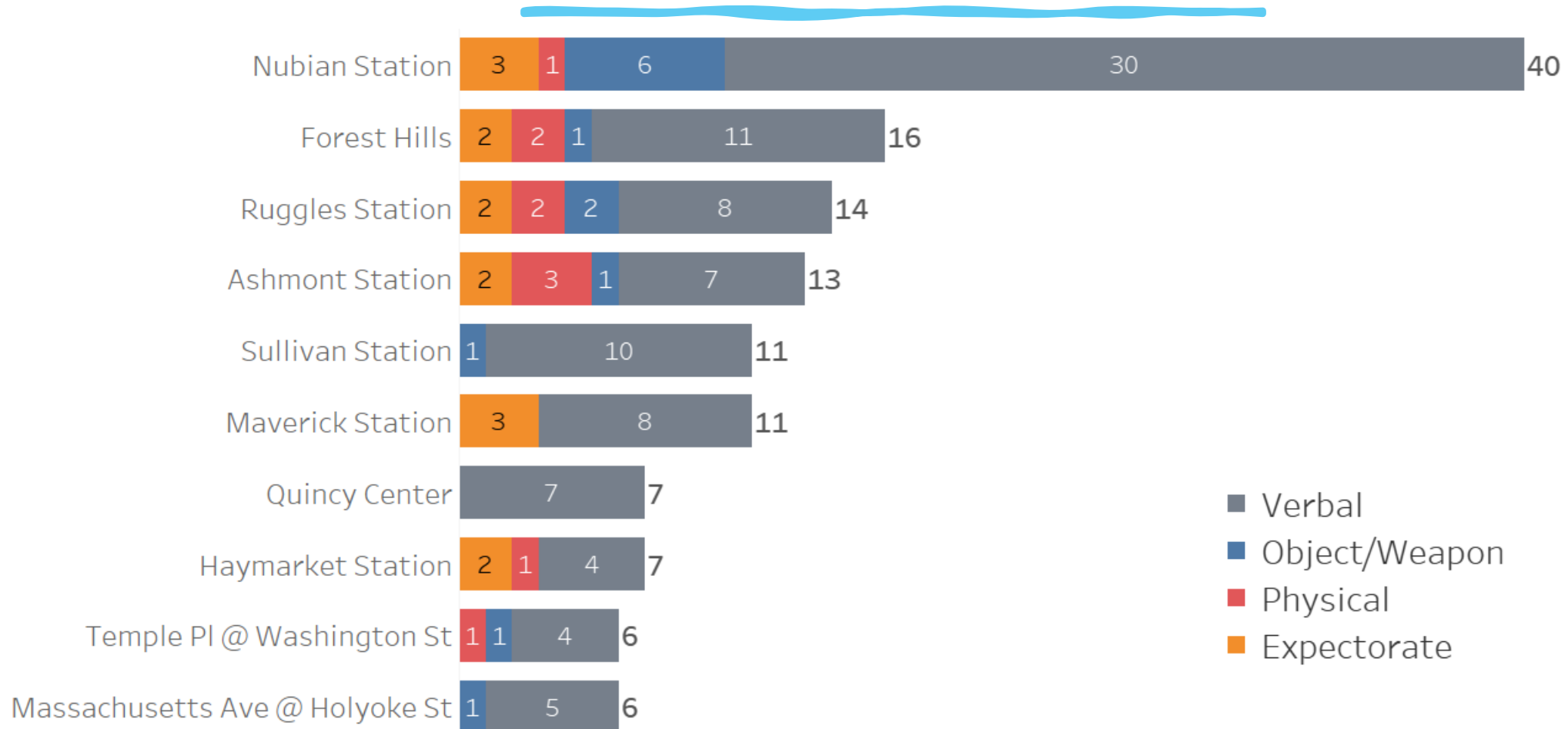


Bus Operator Assaults by Time of Day 2020 Q4 to November 2023

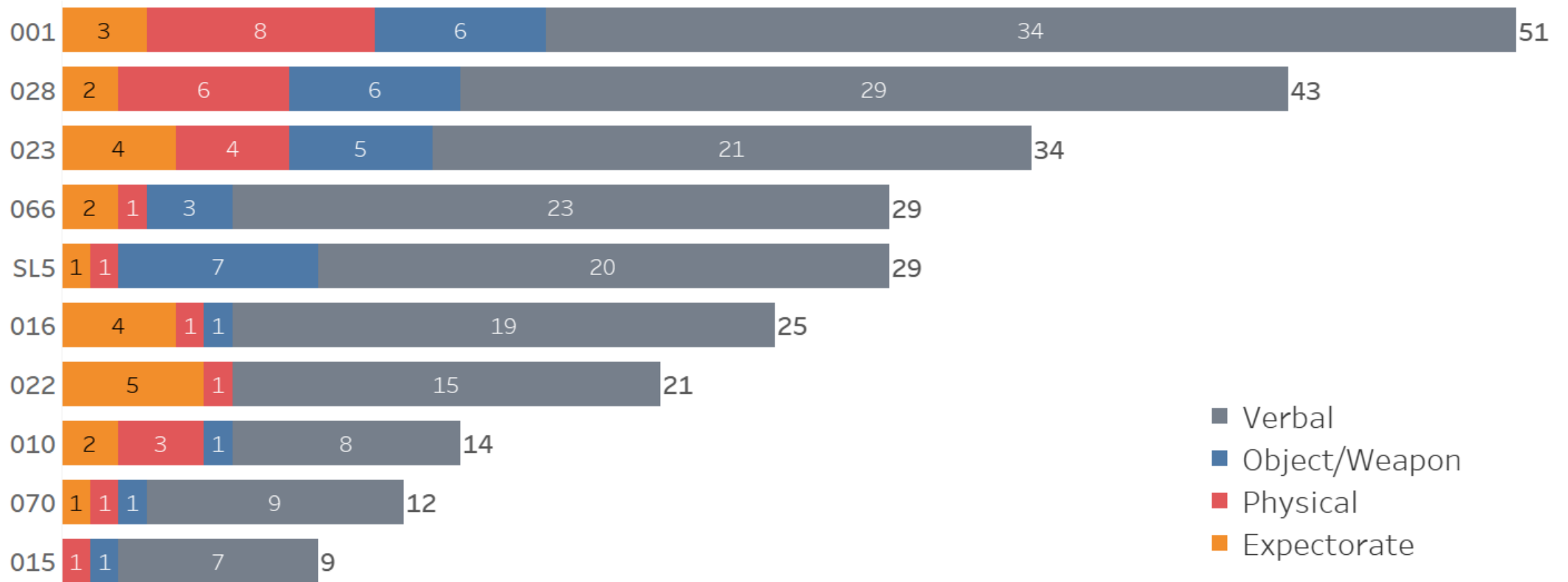
All Assaults by Hour of the Day



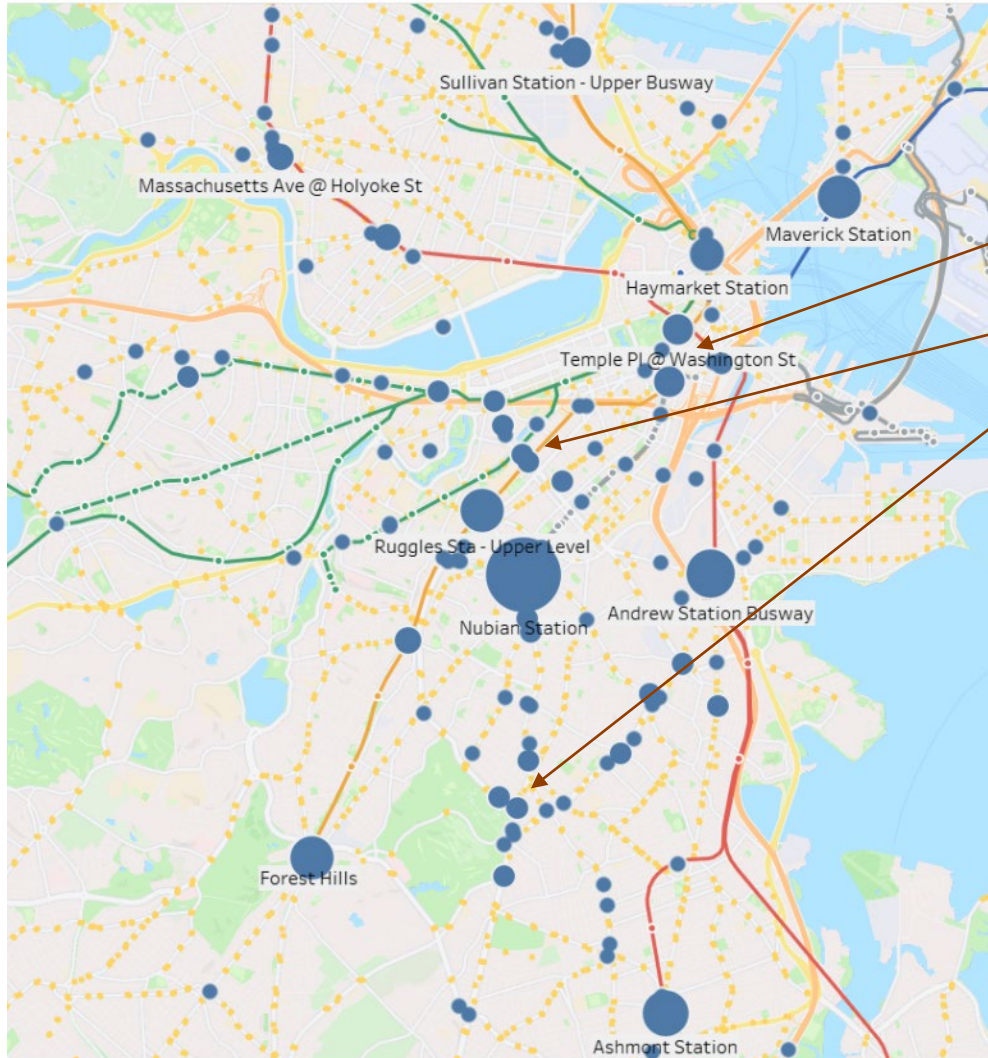
Top 10 Locations, Operator Assaults 2020 Q4 to November 2023



Top 10 Routes, Operator Assaults November 2020 to November 2023



Assaults Map, Central Area November 2020 – November 2023

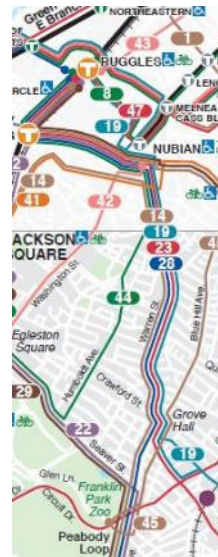


Notable Corridors with Assaults > 1

SL Downtown

Mass Ave Corridor
Route 1

Warren St Corridor
Routes: 14, 19, 23,
28, 44, 45



Top Stations with Assaults

Nubian Station
Routes: 1, 8, 23, 28, 42,
45, 47, 66, SL4, SL5

Forest Hills
Routes: 16, 21, 31, 32,
36, 39, 122

Ruggles
Routes: 8, 15, 22, 23, 28,
45, 47 123

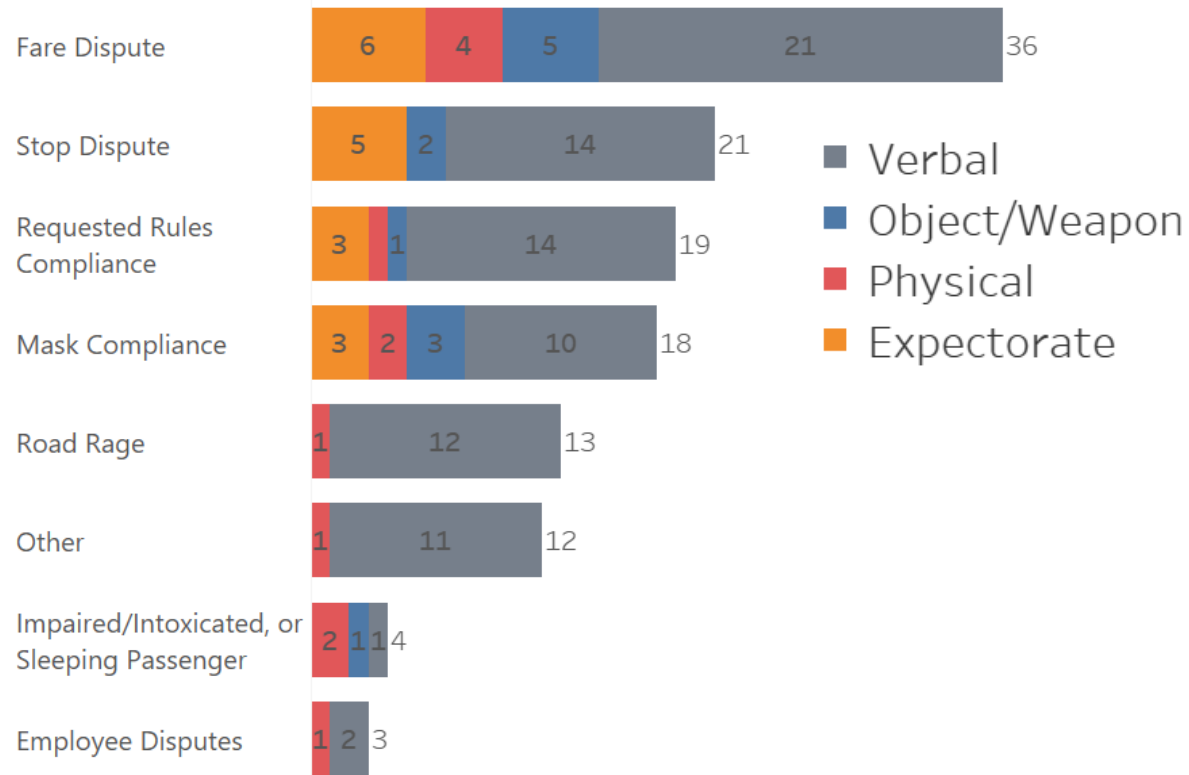
Ashmont
Routes: 21, 22, 23, 26,
122, 215

Sullivan
Routes: 86, 91, 101, 104,
126



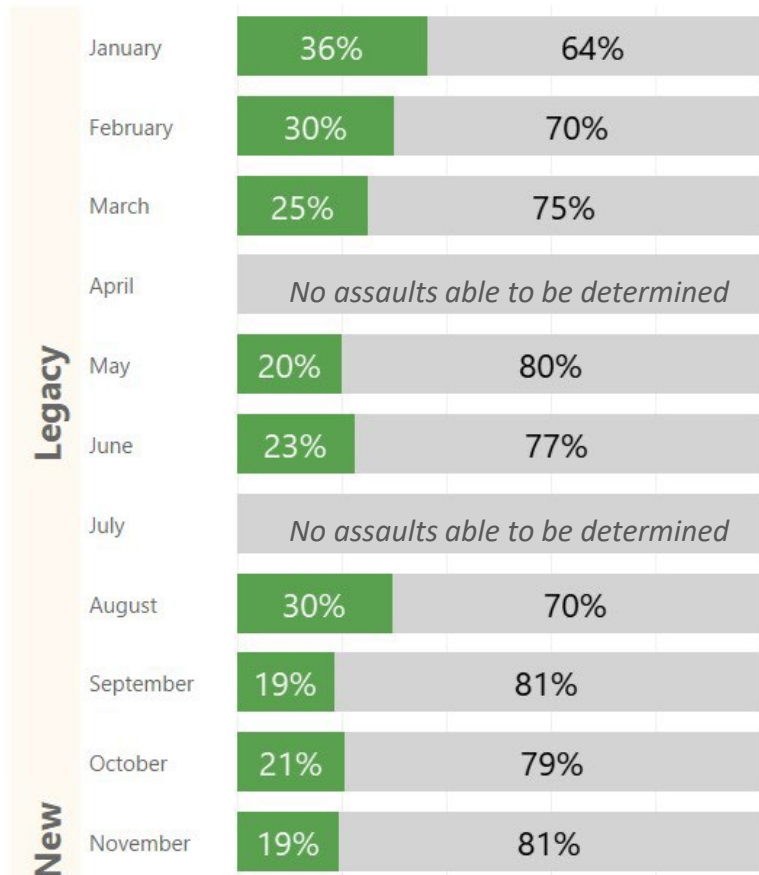
Assault Flash Points 2020 Q4 to November 2023

Assault Flash Points November 2020 – November 2023



*Other – Includes specific details such as Customer Upset with Conditions, Assisting Disabled Customer, Involvement in Fight Between Outside Parties, Frequent Offender.

Percent of Assaults Able to be Determined (2023)



■ Able to Determine
■ Unable to Determine

Employee Assault Data Collection Plan

Ensure critical information is captured (in a reportable way) to include:

- **Who:** Operator (Bus, Rail), Transit Ambassadors, and other public facing employees

- **What:** Type of assault (Verbal, Expectorate, Hand/Fist, Object/Weapon)

- **Where:** Location (Station, Stop, Lat/Long)

- **When:** Date/Time assault happened

- **Why:** determine flashpoint event (fare pay request, disruptive behavior, etc.)

Employee Assault Data Collection Plan Continued

- Using Employee Assault Reports (EAR) Code
- Moving to an enhanced mechanism with check boxes to capture multiple incidents
- Trend analysis
- Benchmarking other agencies (Miami Dade)
- University of Southern Florida Center for Urban Transportation Research (CUTR) study



Employee Task Force Actions



EMPLOYEE
OUTREACH



EMPLOYEE
ENGAGEMENT



PENALTY SIGNAGE



HUMANIZING
CAMPAIGN

Employee Task Force Actions Continued

- Entire fleet equipped with bus barriers
- Bus barrier Training Flash
- A portion of training will require operation with the bus barrier engaged
- Damaged bus barriers are rapidly repaired



Employee Task Force Actions Continued

- Bus Operator De-Escalation Training (RFP)
- Proactive audits of security system functionality
- Onboard camera upgrades to self-reporting systems
- Improved PMI/audit processes – proactively identify issues
- New fare collection approach
- Sanitizing kits

Employee Task Force Actions Continued

- Download the MBTA Smart Phone App
 - Ability to report from smart phones and attach images
- Send a text to 617-600-0683
- Complete online form: www.go.elerts.com/mbta
- Note: Educate public on physical locations of bus/train numbers on vehicles



See Say Campaign Observations

- App downloads/installs increased
- Customer service-related reports increased
- Majority of reports are customer-service related followed by reports of unruly behavior and suspicious activity



Questions?
