

Examination of Passenger Assaults on Bus Transit Systems



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Research Goals

- Determine prevalence of reportable and non-reportable assaults
- Classify assaults by time of day, location, and type of service
- Identify environmental factors that may contribute to an increase in assaults
- Catalog mitigation measures agencies have employed to reduce incidence rates
- Identify measures used outside of Florida that appear to be successful in mitigating assaults



Research Method

- Conduct a comprehensive examination of bus transit safety data – NTD and Florida transit properties
- Compile a final report in the form of resource document for transportation professionals and practitioners
- Perform case studies at 20 Florida transit agencies



Data Analysis

- Baseline using NTD data from 2008 – 2014
- Agency data January 2013 – June 2015 (a few agencies provided 2012 data)
- Focused on conduct-related incidents in addition to “passenger assaults”
 - Identified a variety of incidents that negatively impacted the bus environment
 - Established a code for conduct-related incidents
 - Coded incidents based on the incident description

NTD Baseline Data National

	2008	2009	2010	2011	2012	2013	2014	2015*	Total
Fatalities – Transit Vehicle Rider	0	0	0	0	1	1	0	0	2
Fatalities – People Wait or Leave	0	1	0	0	1	0	1	0	3
Fatalities – Other	0	0	0	0	0	1	0	0	1
Total Fatalities	0	1	0	0	2	2	1	0	6
Injuries – Transit Vehicle Rider	56	64	103	159	226	204	221	79	1,112
Injuries – People Waiting or Leaving	38	20	26	49	58	63	63	17	334
Injuries – Transit Vehicle Operators	119	107	110	140	144	145	120	54	939
Injuries – Transit Employees	17	6	14	16	16	16	16	0	101
Injuries – Pedestrian Not in Crosswalk	0	1	3	1	2	2	2	0	11
Injuries – Pedestrian in Crosswalk	0	0	0	0	0	0	1	0	1
Injuries – Occupant of Other Vehicle	0	0	0	0	0	0	1	0	1
Injuries – Other Worker	0	0	0	1	0	1	1	0	3
Injuries – Other	3	4	3	2	3	2	3	0	20
Total Injuries	233	202	259	368	449	433	428	150	2,522

Source: National Transit Database (NTD), Safety & Security (S&S) 40 Form (Major Incidents), 2008-2015; *2015 data represent January through May of 2015

NTD Baseline Data Florida Agencies

	2008	2009	2010	2011	2012	2013	2014	2015*	Total
Total Fatalities	0	0	0	0	0	0	0	0	0
Injuries – Transit Vehicle Rider	2	6	4	6	6	7	4	3	38
Injuries – People Waiting or Leaving	1	1	3	0	0	1	0	0	6
Injuries – Transit Vehicle Operators	4	0	1	1	3	4	1	2	16
Injuries – Transit Employees	0	0	0	0	0	0	0	0	0
Injuries – Occupant of Other Vehicle	0	0	0	0	0	0	0	0	0
Injuries – Other	0	0	0	0	0	0	0	0	0
Total Injuries	7	7	8	7	9	12	5	5	60

Source: National Transit Database (NTD), Safety & Security (S&S) 40 Form (Major Incidents), 2008-2015; *2015 data represent January through May of 2015

Data Analysis: 2013 – 2015

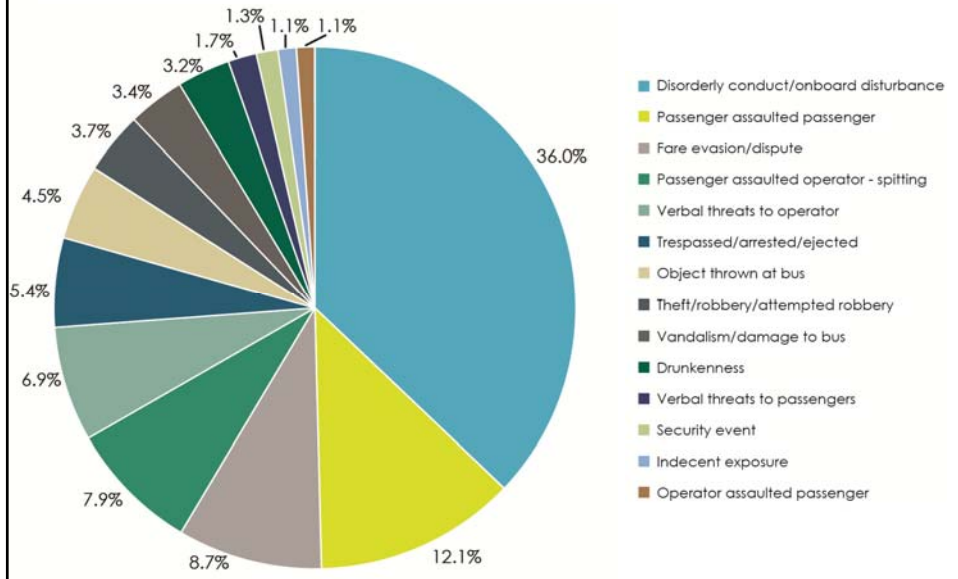


4,406 conduct-related incidents reported by 15 (of 20) case study agencies over two year period.

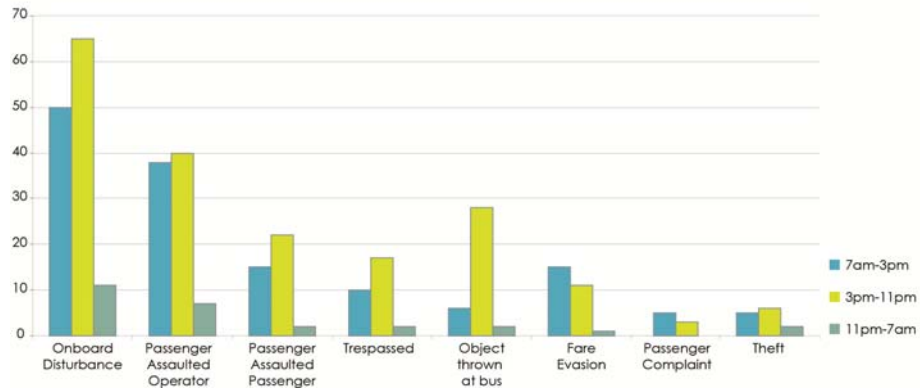
- *Disorderly conduct* highest category – 36.0% of total incidents
- *Passenger assaulted passenger/fighting* second 12.1% of total incidents
- Fare evasion/disputes – 8.7% of total
- Operator assaulted by passenger – 7.9%



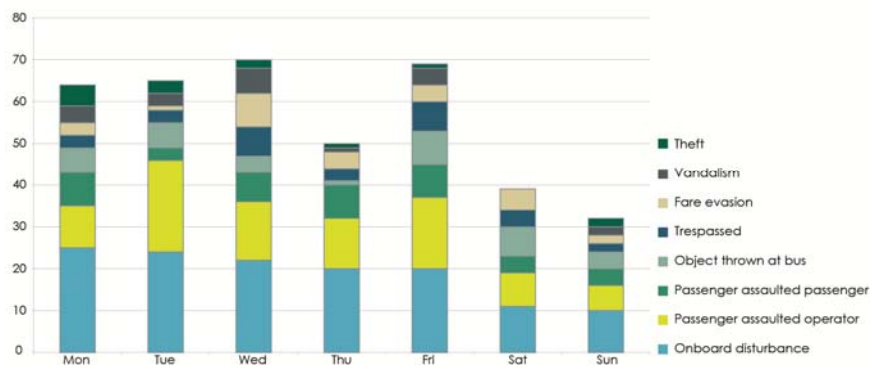
Conduct Related Incidents 2013-2015

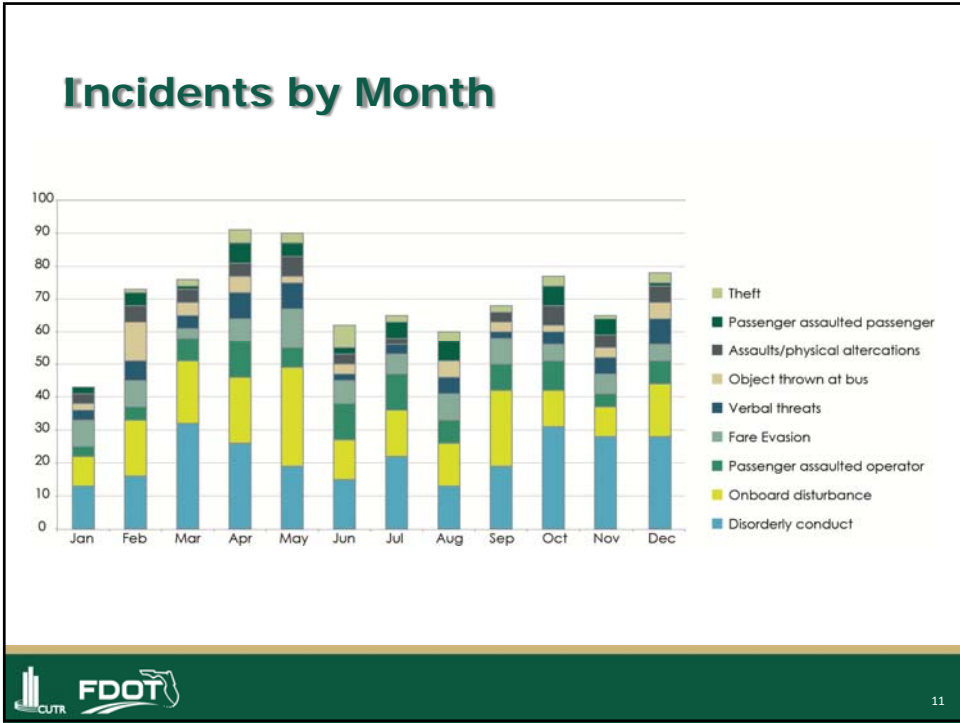


Incidents by Time of Day



Incidents by Day of Week





- ### Summary of Highlighted Practices
- Training
 - De-escalation and active shooter – both for new hires and refresher
 - Basic body language
 - Conflict resolution/avoidance
 - Sensitivity training
 - Fare policies designed to reduce conflict (trained to “state the fare”)
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Summary of Highlighted Practices

- Customer Service
 - Controlling customer service complaints and separating driver from passenger – giving ride to their destination
 - Operators can “challenge the policy” when policies may need to be re-examined
 - Weekly customer service review committee meetings to address complaints and commendations

Summary of Highlighted Practices

- Corrective actions
 - Trespass
 - Perform random security monitoring on bus routes to reduce incidents involving teenagers
 - Contact and counsel disruptive passengers regarding their behavior
 - Meet with school administrators to resolve conflicts and implement modified procedures where needed
 - Work with local Department of Juvenile Justice and Sheriff’s Office to address habitual offenders
 - Work with local schools to familiarize students with the transit policies

Summary of Highlighted Practices

- Safety Campaigns
 - Internal to agency
 - External to community groups, social service agencies, schools, law enforcement
- Incident Response
 - Mutual aid agreements with local law enforcement
 - Use of law enforcement in training
 - Improve response time to incidents

Recommendations

- Codify anti-social and disruptive behaviors and implement tracking systems that can be shared across agencies to:
 - Identify trends
 - Catalogue successful mitigation measures
 - Share agency findings
- Maximize operator training and provide guidance on best training practices
 - De-escalation techniques
 - Conflict resolution
 - Body language

Recommendations

- Share agency success stories
- Expand educational outreach and partner with local government/law enforcement
 - Community groups
 - Local schools
 - Social service agencies
- Evaluate infrastructure/technology improvements
 - Barriers
 - Improved resolution video capability and additional cameras
 - Panic buttons/alarms that initiate live on-board video feeds

Recommendations

- Work with local law enforcement agencies
 - Improve response time
 - Target hot spots for patrolling/monitoring
- Continue and expand working partnerships
 - Community organizations
 - Local/state government
 - Local transit union
 - Local law enforcement
 - Federal agencies (TSA, FTA)