

AMALGAMATED TRANSIT UNION

ASSAULT SURVEY 2016

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
My transit agency implements adequate measures to prevent passenger assaults on operators.	2.91% 16	8.01% 44	10.93% 60	36.79% 202	41.35% 227	549
Operators are provided with adequate resources to help them transition back to duty after an assault has occurred.	2.91% 16	10.20% 56	31.15% 171	30.42% 167	25.32% 139	549
My transit agency responds quickly and consistently to operator's concerns about particular routes or passengers that present an increased security risk.	1.64% 9	8.74% 48	11.48% 63	40.80% 224	37.34% 205	549
Protocols and procedures for communicating emergency situations to passengers are easy to follow for operators, operations personnel, and police.	3.46% 19	20.77% 114	22.59% 124	30.97% 170	22.22% 122	549
In general, the amount of time it takes for police to respond to an emergency situation is adequate.	3.09% 17	11.80% 65	22.69% 125	30.13% 166	32.30% 178	551
During emergencies communication is normally good for all parties (i.e. Operators, Dispatch, Police, Fire, etc.) involved.	5.09% 28	19.27% 106	23.27% 128	29.82% 164	22.55% 124	550
Installing barrier systems to shield bus operators from the general public is an appropriate and necessary form of protection against passenger assaults.	41.03% 224	27.11% 148	15.02% 82	10.07% 55	6.78% 37	546
Security cameras help to make the operating environment safer and secure for operators and passengers.	18.91% 104	28.91% 159	20.18% 111	19.09% 105	12.91% 71	550
My transit agency considers being spat on an assault.	19.53% 107	31.75% 174	17.88% 98	16.42% 90	14.42% 79	548
Many operators fear for their safety and security on a daily basis.	40.07% 220	35.15% 193	13.30% 73	7.47% 41	4.01% 22	549
Many assaults on operators go unreported due to a fear of retribution by management.	16.73% 92	25.09% 138	31.09% 171	18.91% 104	8.18% 45	550
Many assaults on operators go unreported because operators are ashamed to let others know.	6.75% 37	22.45% 123	30.47% 167	28.65% 157	11.68% 64	548
Many assaults on operators go unreported because operators believe that nothing will be done about it.	37.09% 204	31.82% 175	15.27% 84	9.64% 53	6.18% 34	550
Operators are equipped with adequate knowledge and formal training on how to effectively respond to unruly or hostile passengers and situations.	2.72% 15	10.89% 60	18.15% 100	33.21% 183	35.03% 193	551
My transit agency doesn't acknowledge verbal abuse and/or threats as assaults.	34.00% 187	34.55% 190	15.09% 83	11.64% 64	4.73% 26	550

Management and supervisors are equipped with adequate knowledge and formal training in coaching operators on how to respond to unruly or hostile passengers and situations.	2.54% 14	11.07% 61	26.86% 148	29.95% 165	29.58% 163	551
My transit agency has established committees and working groups to address operator and passenger safety and security issues.	3.83% 21	16.97% 93	27.19% 149	26.64% 146	25.36% 139	548
Many female operators have been sexually harassed by passengers or the public.	27.74% 152	27.74% 152	36.50% 200	5.29% 29	2.74% 15	548
Most female operators do not report these occurrences.	19.27% 105	26.79% 146	41.10% 224	8.81% 48	4.04% 22	545
Authority to remove an unruly or disruptive passenger from a bus or rail vehicle should rest with the operator.	40.33% 221	22.08% 121	8.03% 44	16.06% 88	13.50% 74	548
Authority to remove an unruly or disruptive passenger from a bus or rail vehicle should rest with the transit agency or local police.	30.16% 165	25.41% 139	12.43% 68	16.27% 89	15.72% 86	547

#	Additional Comments	Date
1	Policy at Bart is: No complaint=No assault/crime. So don't call, write or say anything!	8/29/2016 10:00 PM
2	we have had drivers and customer service people assaulted. The bad guy died on the property after assaulting our union members. He was on drugs	8/29/2016 6:23 PM
3	I work for BART so I answered with agents and operators in mind.	8/29/2016 6:12 PM
4	A safety committee meets every three months. We have never been trained on how to do a safety committee. We bring problems...if money is involved, like installing a protective shield, we get "no, we don't need that here...we don't live in a high crime area to warrant that."	8/29/2016 4:05 PM
5	We deal with light rail trains; our Station Agents are the ones primarily affected by assaults, though it happens frequently to Train Operators as well. For us, one question is not about the authority to remove patrons, but that we should not have the responsibility to enforce fare evasion and other rules that put our members in conflict - the major factor in assaults.	8/29/2016 3:14 PM
6	I feel that initially the operator should have the right to remove someone from the bus for being violent /unruly. And the supervisor/management should rule with the operators decision. Too many times they don't and police have to be called only minutes later.	8/28/2016 8:18 PM
7	Formal training how to deal with on board non terrorism type incidents should be given in the schoolroom same as for terrorism.	8/28/2016 7:08 PM
8	For what purpose?!	8/28/2016 12:59 AM
9	In one personal incident police redone time was over 20 minutes. If I had not defused the situation, it could have gone very bad.	8/27/2016 7:07 PM
10	I responded strongly agree to both the operator having authority to remove a passenger and also to the transit agency and police because I believe it depends on the circumstance and the level of risk of violence. The operator should make the decision that a passenger be removed and also whether to ask him/her to deal with it or to call for assistance.	8/27/2016 1:52 PM
11	I have been spat on by a passenger and nothing was done about it. Because he is already banned from the bus system.	8/27/2016 11:36 AM
12	NYC Transit should go above & beyond to insure all employee safety, we deal with some people that are disgruntal all day long & handle the situation & keep it moving so when we call for help then you know there is a serious problem	8/27/2016 10:05 AM
13	The driver is on the front line and is vulnerable to attacks. A person wanting revenge will know when and where the driver will be everyday. Having the police or supervisor remove passanger may take some of the attention off the driver when passanger may think of retaliation. Having a separation from driver and passanger would help lessen the daily stress as we worry about being attacked.	8/27/2016 1:31 AM
14	Transit police should be more visible to the riding public.	8/27/2016 12:12 AM
15	In my opinion, management does nothing to protect the driver and we are not suppose to protect ourselves. They also take the word of the passengers.	8/26/2016 8:06 PM
16	A lot of things go unreported because the employee doesn't want to be removed from service which could mess up their daily routine. I'm talking about a lot of different Transit workers under various titles.	8/26/2016 5:55 PM

17	Bus operator should be focus on controlling the operation of the bus.	8/26/2016 5:49 PM
18	I believe the authority to remove an unruly or disruptive passenger must be a joint effort between operator and supervision. If an operator reports an unruly/disruptive passenger but does not feel threatened and is willing to continue in service with said passenger then fine. If the operator calls in and says I need this passenger removed, then supervision and police should respond promptly and take care of the situation.	8/26/2016 4:45 PM
19	Operators should not get involved because then later on they become targets.	8/26/2016 3:42 PM
20	Passenger complaints recieve major attention and when operators complain, the complaints fall on deaf ears!	8/26/2016 12:42 PM
21	An operator should be able to ask the hostile passenger to exit the bus..if he or she does not comply..then dispatch should be called and supervisors or police should remove passenger	8/26/2016 7:05 AM
22	There r write ups in place by drivers against companies unsafe practices. And night shifts one supervisor on duty after 7pm 4 all assigned routes Daily 4 years.	8/25/2016 9:38 AM
23	The Operator should be the key decision maker on removing an unruly passenger. If they feel the passenger would be a safety hazard,the passenger(S) should be removed.	8/25/2016 8:42 AM
24	on barriers not in budget no money. on cameras if they worked.	8/25/2016 8:06 AM
25	Many operators only receive assault prevention training during their initial training at the agency. A refresher course is not available. The procedure for an emergency is drawn out. And sometimes the radio system does not work correctly.	8/24/2016 11:14 PM
26	I believe company personel should be better trained.	8/24/2016 5:07 PM
27	MY TRANSIT AGENCY DOES NOT HAVE THE OPERATORS BACK OR CONCERN OF OUR WELL BEING !!! It's soooo sad!!!	8/23/2016 7:34 PM
28	Safety meetings dont address our concerns just the management	8/23/2016 6:20 PM
29	Verbal assaults on drivers are answered by our management contractor with comments like, "They need to grow a thicker skin." The driver (or a supervisor) may request the passenger to disembark while the bus stops, opens both doors and the police are called. However only the police can physically remove a passenger. Meanwhile the delay means missed connections and a lot of upset customers. Signs should be posted on every bus that inform the passengers that bad behavior that delay the transit bus can result in arrest, fines and or imprisonment. The City has rules for passengers to aid in the safety of all passengers and to keep the transit buses on schedule. The driver has to enforce these rules but the City refuses to inform the public thus making the, "the bad guy." The lack of communication and meaningful dialogue between the drivers and City Transit Management is criminal because the City officials refuse to discuss policy with any Union member. They hire a private corporation to manage the transit system who only know their main concern which is pure profit. Thus their incentive is to keep the City Transit Officials happy. They are not concerned about the drivers or the passengers but only to keep the City people satisfied. The City Officials only care about staying under budget and that means keeping costs down and fares high while fixing the system in their favor. "Don't Rock the Boat," is the City Transit Department's motto because to do so means you will be the next out the door. That means any policy, procedure or purchase has to be vetted to the point of, "we can only consider it if it makes the boss look good." Our City's transit system needs to be completely revamped and placed under managers who are concerned with the passengers and the driver's needs, not for the profit of a corporation from another state or investors in another country.	8/23/2016 2:16 AM
30	My company has a workplace violence program and does regular training and has zero tolerance for threats or assaults.	8/22/2016 9:56 AM
31	If a passenger is unruly we shall the right to put them off the bus	8/20/2016 9:48 PM
32	The operator is seldomly supported by the transit agency. More often than not the operator is investigated for causing or initiating any confrontation.	8/20/2016 7:09 PM
33	Operators are placed in untenable positions by calling for help and then having the police or supervisor tell them that there is no problem. Operators need to be supported by supervisors, managers and police by removing problem people, instead of telling the operator to continue on route with the problem still present.	8/20/2016 3:00 PM
34	We have no safety out on the streets. The cameras dont protect us they protect red and they are more there to catch us eating or playing on the phone. That is why there is more cameras facing the operator than anywhere else. Dispatch doesn't answer quickly, half the time the radio is on fall back and if we're obiding to rtd rules of conduct our cellphones are not in reach. They are more worried bout the cell phones then our lives.	8/20/2016 8:52 AM
35	When calling console about any problem on the bus and giving them direct information we bus operators are still drilled with questions which waste to much time which in some cases makes a situation worse. Thats if you can even get a call back. Console forgets that the bus operators are face to face with problems no behind a desk.	8/20/2016 8:50 AM

36	I have been traveling throughout the world for many years. Many other countries always have an assistant on board their city transit buses to assist the driver with a safe and pleasant trip for all. We rarely see assistants on board any city buses in America and foreign visitors are shocked that American drivers must do everything by themselves. WELCOME ABOARD safe and happy riders!!! Retired driver for UTU and ATU in Flagstaff, AZ	8/19/2016 7:58 PM
37	Authority must be obtained from Dispatch before removing unless there is an imminent threat to our safety	8/19/2016 7:33 PM
38	Operators cannot concealed carry because of their shirts need to be tucked in according to the dress code.	8/19/2016 4:08 PM
39	I feel my employer had adequate policies and plans in place for follow up AFTER the assault has happened. What we need is something to PREVENT these situations. Transit police, supervisors enroute... Not just downtown like ours does but during and on the outskirts of all routes. Something. I should be allowed to deny a person a ride who doesn't have fair, people just walk on and ignore the operator because they know we have no power. I understand there are emergencies but this disrespect happens on a regular basis. I would love to have a shield or partition between myself and passengers. I'm there to drive, not to socialize.	8/19/2016 2:57 PM
40	I believe a bus operator should be able to carry a gun because in day we should be able to defend our selves while the police are in route because by the time they get there we or a passenger could be dead	8/19/2016 2:42 PM
41	It should be the right of the driver and backed by the agency and police if operator feels the passenger needs to be removed.	8/19/2016 2:28 PM
42	There needs to be formal training done about assault for all operators. The company doesn't back up the operators enough thus allowing the public to think its ok to assault one of us. We as employees need to know that the company has our best interest in mind as well as the law should be when it comes to assaults.	8/19/2016 2:20 PM
43	Transit Operators are innate leaders who have enormous responsibilities. Operating heavy equipment, working alone, dealing with traffic and passengers can be cumbersome. That said, it's worse when Operators are not allowed to make decisions on how to handle unruly passengers, or when management does not support the Operators in providing seamless public service.	8/19/2016 2:06 PM
44	Drivers discretion is a grey area; the company will say this and put the emphasis back on the driver and every driver interprets driver discretion differently	8/19/2016 11:42 AM
45	Transit authorities should have transit police present at ALL times and enforce the law to protect operators and the public	8/19/2016 4:13 AM
46	Training that covers this area is usually only covered in new hire training. There is no real ongoing or continuing education and training about this. The initial attitude toward an operator reporting this type of issue is to first ask the operator to just continue on the route and try to meet up with the transit vehicle en route. Next is to cause the operator to feel scrutiny for the situation happening- what did the operator do to cause it. But a lot the issues stem from lack of enforcement of policy and no established "zero tolerance" laws or transit system rules- so the public feels they can treat operators any way they want to and nothing will happen to them.	8/18/2016 8:21 PM
47	Transit Police!!!!	8/18/2016 8:01 PM
48	I feel early assessment and evasion of any potential situation is essential before it escalates; more proper training is needed.	8/18/2016 7:54 PM
49	The addition of an enclosed tv facing passengers showing "on bus" camera feeds of passengers would greatly deter people from acting up. Knowing they are being taped other than thinking they are not. London transit has implemented this with success. Let's work together to keep people at work safe. We need to invite lawmakers to ride the bus and see the reality of a day in the life of a bus operator.	8/18/2016 3:35 PM
50	15 YEARS IN PHOENIX AS A DRIVER, BEEN SHOT AT TWICE, ASSAULTED 3 TIMES, AND VARIOUS FORMS OF EXTREME VANDALISM SUCH AS "BRICKS,LARGE ROCKS, AND PASSENGERS ATTEMPTING TO PUNCH OUT WINDOWS," IN THE DOZENS OF TIMES?	8/18/2016 3:45 AM
51	I was punched in the face unprovoked and the supervisor on duty laughed about it	8/17/2016 6:35 PM
52	If the City were serious about this problem there is an easy fix to help. 1. Make ETS surface a Proof of payment zone. 2. Hire 25 TPO who do nothing but ride ETS surface buses enforcing fare. The money made in tickets written would pay their wages, while at the same time providing a sense of safety to Operators and passengers on buses. On top of this increase in PR the city would receive much more revenue as people would be less likely to avoid fare.	8/17/2016 4:07 PM
53	The optics of my transit agency is that they will only do something when the media hears about it and / or their customers (the municipality and the province) wants changes.	8/17/2016 3:59 PM

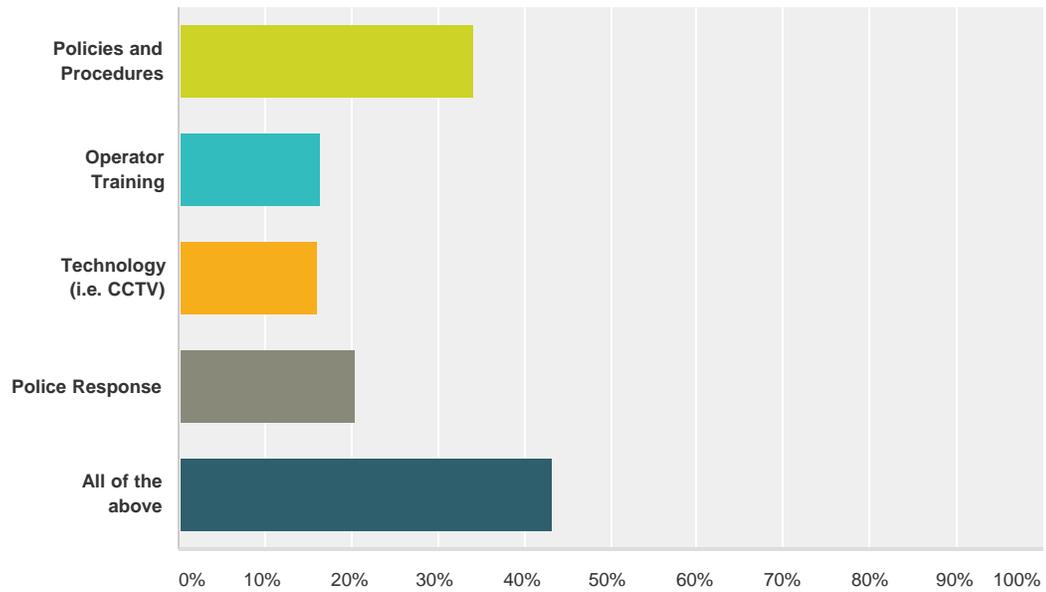
54	Whenever there is verbal abuse or threats dispatch is usually sympathetic...depending on who you get. a road sup may come out to check on you IF dispatch feels its warranted. the problem is, whether its a vehicle accident or a verbal assault or harassment...if you are upset and want to go home...you are firmly reminded of the repercussions of your actions. i.e not only have you just been threatened by a passenger, but if you are stressed and want to go home you will be threatened with time loss. so..there is sympathy as long as you keep working. And if you express anxiety over things that have happened its like, just you, and they will recommend EAP. but seriously thats a joke. three visits is not going to relieve you of the fear of your life being threatened. and yes, people do get off easy. not to mention even if they are kicked off the bus for a bit of time that amounts to nothing. we are never informed regarding who was kicked off. we ask for the photos and we are told there are too many to bother with. really? well why not set up a web page where WE can see the images and who has been kicked off of what line and for how long.	8/16/2016 7:52 PM
55	Don't expect operator to remove an unruly passenger. But the decision to have one removed should be the operators.	8/14/2016 6:22 PM
56	MY AGENCY SHOULD LISTEN TO EMPLOYEES AND THE UNION FOR THEIR PROBLEMS	8/14/2016 11:26 AM
57	The Company only when pressed by the Union becomes sympathetic towards an operator assaulted. Many time the assault is not reported especially when an operator is spat upon . they should be taken to company doctor an evaluated this is an exchange of bodily fluids. Cameras do not prevent assaults.The majority of assaults are over short fares.	8/14/2016 8:04 AM
58	Over the 18 year's I've been at my Transit agency, I have heard that after an assault, management tends NOT to "back up" their employee. For example, they often don't follow up with proper investigations of an assault or they question what the employee did wrong that created an out come such as an assault. Management does offer "how to deal with difficult passengers" training though.	8/13/2016 11:41 PM
59	Stay in your seat isn't a good enough de-escalation technique. It took me having a panic attack driven by PTSD to report my sexual assault... 5days later. Hope you feel better soon is nice but actual help would be better. I dread talking to the WC people. No one ever offered to call police.	8/13/2016 4:41 PM
60	My agency has loadsnpf security for trsins but zero for buses	8/12/2016 7:31 AM
61	S system should be in place that gets transit police quickly to the scene to remove disruptive or unreasonable passengers.	8/12/2016 3:18 AM
62	As an experienced Transit Coach operator of 20 years, I can say the only true resource one has in such a position is the reliance on your training and your common sense. 'You make the bed you sleep in' to use a metaphor and your attitude and MO as captain of your vessel go a long way to secure your own safety. Quality training and a positive attitude go a long way and are essential when relying on one's self to resolve possible hostile situations. Up to date communications technology is the second most important tool an operator has to support their safety and ability to resolve hostile situations. A focus on quality training and operator's attitudes should be the determining factors for most transit systems.	8/12/2016 2:02 AM
63	Quicker response and better communicaturn is needed. Trusting the operators call to have someone removed is definitely needed and the operator should be able to do so without fear of punishment or retaliation from supervisors and management!	8/11/2016 9:52 PM
64	The Local 725 has collected 20 statements involving operator assaults, threats, violence and hate speech faced on the job. We have written a proposal to have local ordinances or legislation passed to help protect operators and passengers from these incidents. We thank ATU for providing the leadership that helped us come up with the idea to get this done.	8/11/2016 8:44 PM
65	Many threats on operators or passengers come from mental health problems or are from drug related issues.	8/11/2016 7:46 PM
66	If an operator is being assaulted while in the drivers seat. Then he or she should have the right at that moment to get out of that seat and defend themselves. I know that if I'm being assaulted while in my seat I'm not gonna sit there and get killed because transit will possibly fire me for getting out of my seat to fight back. What kind of chance do I have to defend my self if I am sitting down. HOW STUPID AND FOOLISH IS THAT? WE NEED MORE SUPPORT IN OUR DEFENSE.	8/11/2016 7:42 PM
67	End the criminals being allowed to control the bus. Criminals should not be telling passengers or drivers what to do. Not paying a fare is no different than stealing/shoplifting. Refusals to pay fares should be treated accordingly.	8/11/2016 7:17 PM
68	We are sitting ducks for the most part: no shields, little or no formal training, and nothing but ambiguity regarding what constitutes assault upon an operator.	8/11/2016 5:51 PM
69	That shield doesn't protect drivers at all.	8/11/2016 5:51 PM
70	A lot of issues are not handled correctly as supervisors say it's not the UTA way. Operators do not report things as nothing gets done by management or supervisors.	8/11/2016 5:36 PM

71	Myself and several other operators have continually reported issues with safety & a huge drug trafficking problem on the blue line especially at night between Old Greek Town station & Salt Lake central. We've asked for increased police presence and have gotten none. Also there are no cameras on blue line trains either for accidents or in the passenger areas. We have lots of cameras on platforms & seem to be able to get a response if there is an issue there. Its just a joke that we can't get police presence to get the drug trade off our trains to the point where customers complain and don't feel safe taking the train.	8/11/2016 5:08 PM
72	There needs to be more safety set in place for us operators. All we have is a partition and that is not enough protection.	8/11/2016 4:52 PM
73	I think if the passenger is Rude and disruptive Using foul language The driver should have the choice of removing the passenger if it's up to the company down say let them ride	8/11/2016 3:56 PM
74	This survey really needs to be addressed with an operator present.....	8/11/2016 3:22 PM
75	was advised not to get up out of my seat except to evacuate the bus , not to eject any passenger or refuse service for non payment of fare.	8/11/2016 2:08 PM
76	The aftermath of an assault and how the Bus operator is treated is a big issue. Starting with the paper work, to the biggest problem of all, the caseworkers. I feel operators are not treated with respect or sensitivity when they're assaulted. It feels like the caseworkers and MTA treat the operators as if they were the ones who did the assaulting. Almost as if they don't believe that we can actually be traumatized from a disgusting incident and act as if the operators don't deserve money while they're out on Workers Compensation. There's no respect for the operators and the money that's owed to them when on Workers Compensation. There are numerous examples and cases including my own where it took 6 months to get my Comp money because the Caseworker was incompetent and treated me like a I did something wrong. There's a lot of operators experiencing very long delays in getting the money that they earned and deserve. Going broke and bankrupt in the process. That needs to be fixed adapter.	8/11/2016 2:08 PM
77	What about Dispatchers? Do the same RULES applied to them? Because we are constantly being verbally and physically ABUSED by customers /passengers. And being terminated when protecting ourselves. So DO THE SAME PENALTIES APPLY FOR DISPATCHERS? A FORMER BUS OPERATOR / DISPATCHER. WHAT ABOUT OUR RIGHTS?	8/11/2016 1:21 PM
78	Wmata allows the public to control the operation of the bus, they put the public's priorities over operator safety.	8/11/2016 12:29 PM
79	The response time for assault is done very well by wmata	8/11/2016 10:47 AM
80	As soon as operators say something first thing transit agency says. What did you do? As if we did something to provoke the situation. At times we deal with many mentally ill, drug abusers and evil people. It's ridiculous.	8/11/2016 10:04 AM
81	At my transit company passengers are allowed to ride around, once the bus is ady the end of the line of that route regardless if it's still in service or not the passenger should be required to get off and catch the next bus reason being the passenger had had ample opportunity to know whether they are going in the right direction, and at that point it's unsafe for the operator and passenger	8/11/2016 8:39 AM
82	Only if there is a weapon involved	8/11/2016 7:33 AM
83	I feel we, as operators are the first ones to witness these negative behaviors and should be allowed to handle the situation when it first occurs. Then notify the proper authorities and go from there.	8/11/2016 6:20 AM
84	The operator's observation and report of any incident should be held as THE priority report, not a supervisor's report. The supervisor wasn't present, the operator was.	8/11/2016 6:15 AM
85	They allow them to ride after the fact.	8/10/2016 10:56 PM
86	If an operator does not feel safe or is getting harassed, that person should be removed from the bus as soon as possible	8/10/2016 9:35 PM
87	Homeland security should implement a bill of rights law for all public transit systems ! The legislation should include protection for all passengers and operators . The regulation should authenticate the definition and complicity of an assault ! The agency should have a proactive codicil added to its training procedures for terroristic acts of violence and bomb threats administered by Homeland Security Recruitment Officials ! The American public transit authority agencies need to inherit a new method of infiltrated security posture for every city and community ! Change is inevitable !	8/10/2016 8:43 PM
88	When a supervisor removes a passenger from a bus, they should not put them on another bus - it only causes the same situation again.	8/10/2016 7:39 PM
89	Operators should be able to make the decision but supervisors and police should respond to remove the passenger	8/10/2016 7:20 PM
90	It all depend if the unrully passenger is a regular	8/10/2016 7:00 PM

91	While driver safety is talked about by management; appropriate measures are not tangibly effective to prevent assaults.	8/10/2016 6:12 PM
92	Transit Police is the Key to successful safety.	8/10/2016 5:50 PM
93	In our system, the employer has created an environment that shows passengers and the public that they can do just about anything without reprisals. If we happen to get an unruly or fare evading passenger removed, that individual is given either a ride to their destination or a member of management boards the coach and pays their fare. WHERE DO THEY DO THAT AT?	8/10/2016 5:41 PM
94	As captain of the ship (bus) the drivers should be in control and kick out those they feel need to get off the bus for customer and operator safety.	8/10/2016 5:40 PM
95	Loved this survey. Need more surveys in the future.	8/10/2016 5:05 PM
96	My neutral responses are because some of the procedures used are not known to me.	8/10/2016 4:50 PM
97	call Dispatch. do not get out of the cab or drivers seat, let your Supervisor or police take care of the situation.	8/10/2016 4:45 PM
98	More advanced training is definitely needed, past practices are outdated. Operators work the line and should be held and respected when informed decisions are made. Undercover officers would be a great deterrent for violence.	8/10/2016 3:30 PM
99	Many times, assaults are reported and the suspects are just slapped with a ticket and a stay away, but no jail time or fines for their behavior, as the signs that are posted say will be the consequences.	8/10/2016 2:38 PM
100	USDOT regulations state that if a passenger is disruptive and causing a safety issue, the driver is authorized to remove that passenger. Transit agencies should follow this standard.	8/10/2016 2:30 PM
101	The general public should be made more aware of operator assaults via media outlets.	8/10/2016 1:04 PM
102	ANY incident on the bus is only used by management to try and charge drivers with misconduct and dismiss them.	8/10/2016 12:55 PM
103	Our drivers had less problems when the driver could put a passenger off or pass them up without the fear of being called into the off and written up suspended or terminated	8/10/2016 12:01 PM
104	All assaults are reported but most times nothing is done and no follow through	8/10/2016 11:10 AM
105	I see nothing but rail / bus operation which is a major concern for me remember this my classification is Frontline also and we are not the Police let them do their an motor person / bus operator usually have the same route daily they should not be placed in harms way bring back more transit detail or more canine employees especially on the platforms not just the mezzanine areas	8/10/2016 2:49 AM
106	VTA views incidents as the passengers are always right. Management looks for how the operator entice the situation. It's easy to say afterwards what could of/ should have been but they are not there in the moment. Also, passengers know there are cameras which doesn't intimate them at all.	8/10/2016 1:28 AM
107	Obviously transit and police can throw someone off, but should never force a driver to haul around someone who has been threatening.	8/10/2016 12:02 AM
108	They never remove someone unless an actual assault takes place. They don't want to hurt someone's feeling or risk some type of fictitious lawsuit.	8/9/2016 10:11 PM
109	I haven't received any training from NJ TRANSIT about protecting us from assaults.	8/9/2016 8:51 PM
110	We have recently approached the Authority to become more involved in getting data and following up on perpetrators and coming up with ways to make it safer. Also getting more police presence in higher crime areas.	8/9/2016 4:06 PM

Q3 My agency's approach for preventing operator assaults relies on the following:

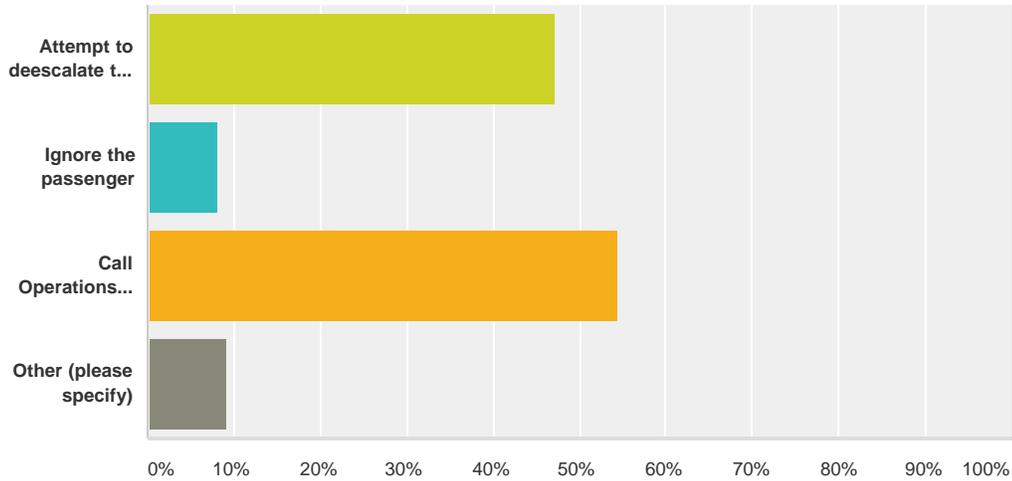
Answered: 533 Skipped: 19



Answer Choices	Responses
Policies and Procedures	33.96% 181
Operator Training	16.32% 87
Technology (i.e. CCTV)	15.95% 85
Police Response	20.26% 108
All of the above	42.96% 229
Total Respondents: 533	

Q4 When confronted with a hostile situation or unruly passenger, operators are instructed to first:

Answered: 543 Skipped: 9



Answer Choices	Responses
Attempt to deescalate the situation	46.96% 255
Ignore the passenger	7.92% 43
Call Operations Control/Dispatch or Police	54.33% 295
Other (please specify)	9.02% 49
Total Respondents: 543	

#	Other (please specify)	Date
1	Retreat	8/29/2016 10:31 PM
2	Do nothing so this can be forgotten. If not then it is your fault. You did something to bring this on yourself.	8/29/2016 10:00 PM
3	Na	8/29/2016 9:32 PM
4	let passengers ride for free, call dispatch if situation escalates	8/29/2016 10:41 AM
5	Open all doors operator to say nothing	8/28/2016 1:00 PM
6	CALL CONSOLE.....WHILE PRAYING	8/28/2016 10:23 AM
7	Unsure	8/26/2016 11:57 PM
8	open doors to let them off	8/26/2016 9:12 PM
9	Nothing	8/26/2016 7:37 PM
10	Stop and open all doors	8/26/2016 6:32 PM
11	Nothing	8/26/2016 6:25 PM
12	Try to stay out of a conflict with someone that clearly wants to start a conflict.	8/26/2016 5:55 PM
13	No Instruction	8/26/2016 5:36 PM
14	Get them where they need to go if possible	8/26/2016 7:05 AM

15	There routinely practice is to give the passenger a ride in supervisors car as the only resolution daily	8/25/2016 9:38 AM
16	Pull over and open doors	8/25/2016 8:56 AM
17	Unsure	8/24/2016 8:43 PM
18	all of the above works all the time until they don't . Then the operator is questioned into submission that they didnt handle situation correctly. None event until then . no middle ground except discipline .	8/24/2016 2:07 PM
19	I don't know	8/23/2016 5:57 PM
20	No instructions	8/23/2016 5:31 PM
21	Stop the bus, open both doors and be sure the culprit knows the police are on the way.	8/23/2016 2:16 AM
22	We have an emergency call button that can be pushed discreetly	8/22/2016 9:56 AM
23	I don't know	8/21/2016 5:34 PM
24	Not permitted to contact police, must go through control.	8/20/2016 7:09 PM
25	Call control centre only	8/20/2016 12:27 PM
26	Open both doors and tell em to leave. Or I'm calling the cops	8/20/2016 8:52 AM
27	Most problems are caused from fare evasion... We have been instructed to say "pay double next time"	8/19/2016 2:57 PM
28	Call and hope that dispatch will answer, when they do answer help will actually come to my location.	8/19/2016 2:28 PM
29	Paratransport clients are on a different level and we as opeaters arent properly trained how to handle certain situations.	8/19/2016 11:42 AM
30	Hostile or unruly passenger should be delt with trained personnel EX: Security guard / Police	8/18/2016 9:10 PM
31	Unsure as I'm a station agent. I know that I would call the police if someone seemed unreasonable.	8/17/2016 8:28 PM
32	State policy.	8/13/2016 8:51 PM
33	Call Supervisor	8/12/2016 1:54 PM
34	Yet, little or untimely response is common.	8/11/2016 9:52 PM
35	nothing let them ride	8/11/2016 9:06 PM
36	If they are refusing to pay the fare, drivers are instructed to let them ride for free. This does nothing but encourage the behavior further.	8/11/2016 7:17 PM
37	Write a report	8/11/2016 6:16 PM
38	Be submissive to defuse the situation smh	8/11/2016 2:08 PM
39	This approach is hard when you are being threatened	8/11/2016 12:29 PM
40	Stay calm try not to escalate the situation	8/11/2016 10:47 AM
41	Never gave proper instruction.	8/11/2016 10:04 AM
42	There is no protocol	8/11/2016 1:30 AM
43	All but they still let them ride	8/10/2016 10:56 PM
44	by then usally to late	8/10/2016 4:32 PM
45	ALSO TOLD TO CONTINUE ENROUTE AND A SUPERVISORS WILL CATCH YOU.	8/10/2016 3:22 PM
46	Open both doors....like their going to want to leave if they are fighting with us or another passenger.	8/10/2016 1:31 PM
47	Do not intercede	8/10/2016 1:06 PM
48	Keep moving ... Call control and go to the rail car (alone) to access the situation but the end is still move your train!!!	8/10/2016 2:49 AM
49	If you call it in then you are treated as the problem. Transit doesn't like to have the numbers increase unless you have a knife plunged into your chest or a broken jaw.	8/9/2016 10:11 PM

Q5 The most effective tool used by my agency to combat assaults on operators is:

Answered: 371 Skipped: 181

#	Responses	Date
1	Video	8/30/2016 10:23 AM
2	Educate the public on what is considered assault & consequences. Also support such workers so public perception changes & wouldn't feel that it's okay to assault a transit worker	8/30/2016 8:15 AM
3	The operator themselves. They expect us to be passive about these situations and hope that the unruly person will go away or just stop. Sometimes ignoring a situation can make it much worse	8/30/2016 8:14 AM
4	There is no "tool." Operators/Station Agents are left to fend for themselves. Police presence is minimal.	8/30/2016 8:14 AM
5	Communication	8/30/2016 7:53 AM
6	Most tools are applied Post event in retrospect unfortunately.	8/30/2016 7:32 AM
7	Ignore the situation	8/30/2016 7:05 AM
8	Exclusion policy	8/30/2016 4:28 AM
9	Training	8/30/2016 3:11 AM
10	Alert Buttons, specifically the red button located on the MDT. Several times, (by accident) I have pressed the button and been immediately contacted by Dispatch.	8/30/2016 12:46 AM
11	Nothing	8/30/2016 12:06 AM
12	Nothing	8/29/2016 11:45 PM
13	Stop the coach and open all doors. Call for help.	8/29/2016 11:24 PM
14	locked cabs.	8/29/2016 11:02 PM
15	Make it the agent or operators fault	8/29/2016 10:31 PM
16	signage	8/29/2016 10:08 PM
17	They have none. They will suggest to you that nothing really happened. If you insist it did-their response will be to ask what YOU could have done /said differently to prevent it!	8/29/2016 10:00 PM
18	None	8/29/2016 9:32 PM
19	The ability of the operator to deescalate the situation.	8/29/2016 9:14 PM
20	None appear especially effective	8/29/2016 8:08 PM
21	training of operator and then removal of bad guy/passenger and then banning from bus system	8/29/2016 6:23 PM
22	None.	8/29/2016 6:12 PM
23	None	8/29/2016 6:00 PM
24	1) A code to call out over the radio 2) A panic button 3) Some, not all buses have a button that says "Call Police" instead of our destination.	8/29/2016 4:05 PM
25	there are no tools	8/29/2016 10:41 AM
26	Nothing	8/28/2016 9:58 PM
27	The audio & video recordings	8/28/2016 7:12 PM
28	Law enforcement	8/28/2016 7:08 PM
29	To avoid fare disputes.	8/28/2016 6:44 PM
30	enforcing the law instant to ignoring them. This behaviour encourages more assaults on operators.	8/28/2016 5:36 PM
31	I'm not sure what they want as I haven't had training for assaults for many years.	8/28/2016 2:27 PM

32	Ignore the situation, hope that they exit at the next stop, or continue back downtown to the station praying that a officer or supervisor is in sight.	8/28/2016 12:10 PM
33	calling dispatcher	8/28/2016 11:18 AM
34	Cameras on all busses	8/28/2016 10:31 AM
35	Duck	8/28/2016 10:23 AM
36	Secure the bus , Ran away	8/28/2016 1:12 AM
37	I'd like to know?!	8/28/2016 12:59 AM
38	Nothing	8/27/2016 9:54 PM
39	We really have nothing in place to deal with assault or harassment.	8/27/2016 7:07 PM
40	No real tools provided. If we can't deescalate then our only resource is calling police. Calling control or supervisory staff first is just a waste of time as they will always tell you to call police anyway.	8/27/2016 1:52 PM
41	Hoping they won't happen,	8/27/2016 11:36 AM
42	We are instructed to remain in the seat.	8/27/2016 10:41 AM
43	Cameras	8/27/2016 10:18 AM
44	911	8/27/2016 10:05 AM
45	Glass perticions	8/27/2016 9:51 AM
46	I'm not sure	8/27/2016 9:51 AM
47	No idea	8/27/2016 4:29 AM
48	Cameras (video and audio) and police a button away	8/27/2016 2:38 AM
49	Unknown to me, do not feel there are any tools in place. Threaten passanger to call police.	8/27/2016 1:39 AM
50	Cameras but a shield between passanger and operator would be 10 times better	8/27/2016 1:31 AM
51	Nothing	8/27/2016 1:24 AM
52	The use of on board camera's, in hopes that it will deter someone from coming on and assaulting us.	8/27/2016 12:22 AM
53	Regina: let everyone on for free	8/27/2016 12:21 AM
54	Unknown	8/27/2016 12:12 AM
55	Separation from the driver	8/26/2016 11:57 PM
56	Not sure	8/26/2016 11:43 PM
57	Nothing	8/26/2016 11:22 PM
58	calmness on the par of the operator.	8/26/2016 11:12 PM
59	To charge them with a felony	8/26/2016 10:58 PM
60	Cameras	8/26/2016 10:42 PM
61	Call police	8/26/2016 10:37 PM
62	nothing	8/26/2016 10:00 PM
63	Operator training in most cases	8/26/2016 9:59 PM
64	Haven't been informed of any. I have seen police officers just stand around chatting to each other or in be in the break room watching tv.	8/26/2016 9:12 PM
65	Do noting	8/26/2016 9:11 PM
66	8/26/2016 9:01 PM
67	Do not engage the customer.	8/26/2016 8:29 PM
68	Don't know	8/26/2016 8:06 PM
69	None	8/26/2016 7:51 PM
70	No tools	8/26/2016 7:37 PM

71	Cameras	8/26/2016 7:28 PM
72	We don't have an effective tool	8/26/2016 6:44 PM
73	? Dont know	8/26/2016 6:32 PM
74	No tools	8/26/2016 6:25 PM
75	Stay professional	8/26/2016 5:58 PM
76	In my opinion it's based on who's the operator is and how they handle different situations. Sometimes you have to be a little more aggressive. Other times you can just let them say what they need to say and that will be the end of it.	8/26/2016 5:55 PM
77	Remove yourself from the area	8/26/2016 5:49 PM
78	Pepper Spray	8/26/2016 5:48 PM
79	None	8/26/2016 5:47 PM
80	No tools	8/26/2016 5:36 PM
81	Metro police	8/26/2016 5:33 PM
82	Be quiet	8/26/2016 5:30 PM
83	The barriers and cameras that have been installed on almost buses.	8/26/2016 4:45 PM
84	Do not answer back.	8/26/2016 3:42 PM
85	Cameras	8/26/2016 2:48 PM
86	Is the newly installed partition which I think should completely shield the driver however it does not	8/26/2016 2:48 PM
87	None	8/26/2016 1:06 PM
88	Partition bar	8/26/2016 12:46 PM
89	Nothing	8/26/2016 12:42 PM
90	I believe our agency doesn't stay active on this topic.	8/26/2016 12:19 PM
91	Don't know!	8/26/2016 11:55 AM
92	Drivers shield	8/26/2016 11:54 AM
93	Open doors and wait	8/26/2016 7:32 AM
94	Call supervisor	8/26/2016 7:05 AM
95	Nk	8/25/2016 11:52 PM
96	Supervisors	8/25/2016 4:58 PM
97	Nothing King County Metro does absolutely NOTHING about operator assaults until something tragic happens, then they step up security for about 1 week.	8/25/2016 4:15 PM
98	Driver training and quick response from dispatch/police	8/25/2016 10:31 AM
99	Not efficient.	8/25/2016 9:38 AM
100	The Attempt To Train and Instruct To Follow Policies and Procedures	8/25/2016 9:09 AM
101	Don't know haven't the that kinda of problem yet	8/25/2016 9:06 AM
102	Police	8/25/2016 9:04 AM
103	Scheduling, other passengers take control, don't want to miss connection	8/25/2016 8:56 AM
104	Unknown in the Para-transit division	8/25/2016 8:42 AM
105	Police	8/25/2016 8:37 AM
106	Rely on yourself	8/25/2016 8:37 AM
107	They have cameras, but the majority of their use is to police drivers rather than policing our customers.	8/25/2016 8:34 AM
108	attempt to deescalate situation call dispatch	8/25/2016 8:06 AM
109	Don't know	8/24/2016 11:14 PM

110	Radio	8/24/2016 10:52 PM
111	Call the police	8/24/2016 8:43 PM
112	Combination of CCTV, Public awareness via signage on vehicles, and operator training.	8/24/2016 7:33 PM
113	Driver shield	8/24/2016 6:16 PM
114	We have no effective tool , just follow procedure	8/24/2016 5:07 PM
115	N/A	8/24/2016 2:34 PM
116	No Fare disputes.	8/24/2016 2:07 PM
117	Audio and video cameras	8/24/2016 10:15 AM
118	Cameras	8/24/2016 9:59 AM
119	Nothing	8/23/2016 11:17 PM
120	Call dispatch	8/23/2016 8:05 PM
121	To contact control center	8/23/2016 7:57 PM
122	0	8/23/2016 7:39 PM
123	My personality	8/23/2016 7:37 PM
124	Nothing	8/23/2016 7:34 PM
125	Call dispatch	8/23/2016 6:20 PM
126	Police presant	8/23/2016 6:03 PM
127	None	8/23/2016 5:57 PM
128	None	8/23/2016 5:31 PM
129	Radio	8/23/2016 4:25 PM
130	Na	8/23/2016 3:55 PM
131	Intimidation of Operators so no reports are made.	8/23/2016 2:53 PM
132	cameras	8/23/2016 2:13 PM
133	Police	8/23/2016 12:39 PM
134	None	8/23/2016 12:35 PM
135	nothing in place	8/23/2016 9:29 AM
136	Obviously a shielded area for the driver with a left hand exit door but the funding is never going to be there. For now we need laws that will keep violence on transit to a minimum. The passengers must know that if they disrupt the lives of their fellow passengers, if they interfere with the driver's ability to operate the bus safely that there will be serious consequences in doing so. From obscene language to violent assault the passenger must know that any crime committed on the transit system will result in their being incarcerated or fined in a substantial manner.	8/23/2016 2:16 AM
137	Pepper spray	8/22/2016 10:42 PM
138	A half window/door around drivers compartment that is more hazardous than the passengers.	8/22/2016 8:28 PM
139	Don't engage with them and it will go away.	8/22/2016 4:21 PM
140	Training /Experience	8/22/2016 4:06 PM
141	Deescalation training	8/22/2016 9:56 AM
142	Pay double next time! Lol	8/22/2016 2:48 AM
143	Having police or Transit Supervisors riding the busses.	8/22/2016 1:01 AM
144	Nothing.	8/21/2016 5:34 PM
145	Police, since operators are allowed to defend themselfe.	8/21/2016 3:27 PM
146	They want you not to say nothing in let them ride	8/20/2016 9:48 PM
147	The camera	8/20/2016 8:28 PM

148	Supervisor	8/20/2016 7:44 PM
149	None	8/20/2016 7:31 PM
150	Common sense and luck.	8/20/2016 7:09 PM
151	I'm not aware of any effective tools used by my agency to combat assaults on operators.	8/20/2016 3:00 PM
152	We do not have one	8/20/2016 2:54 PM
153	Cameras.	8/20/2016 1:55 PM
154	Effective none... there is no effective tool anywhere	8/20/2016 8:52 AM
155	None	8/19/2016 9:02 PM
156	PRAY !	8/19/2016 7:58 PM
157	There really is none	8/19/2016 7:33 PM
158	Don't pay , Have a Nice Day!	8/19/2016 4:19 PM
159	There is none..	8/19/2016 4:11 PM
160	None that I know of	8/19/2016 4:08 PM
161	Just let the passengers do what they like. And keep our mouth shut.... If that can be considered a tool.	8/19/2016 2:57 PM
162	Call dispatch, don't swing first. let them hit you. This is unrealistic	8/19/2016 2:28 PM
163	There aren't any.	8/19/2016 2:20 PM
164	None	8/19/2016 2:08 PM
165	Our Agency has not developed effective tool to combat assaults.	8/19/2016 2:06 PM
166	I guess the protective shield for now and hopefully the cameras but only time will tell.	8/19/2016 11:55 AM
167	At the present moment only notices on rail and buses	8/19/2016 11:49 AM
168	Again i have paratransport clients and there isn't any training solely for us. Almost all training of any is for conventional buses. We are a different group and handle different issues	8/19/2016 11:42 AM
169	I believe my agency doesn't give the operators enough authority on the bus. So I don't think there is an effective tool used.	8/19/2016 11:40 AM
170	If they have a tool, we have not seen it used.	8/19/2016 11:38 AM
171	We do not have serious situations.	8/19/2016 11:23 AM
172	Unavoidance	8/19/2016 11:21 AM
173	none	8/19/2016 8:04 AM
174	Shields on less than half of the buses.	8/19/2016 7:36 AM
175	I want to start in the first place	8/19/2016 4:27 AM
176	There is currently no tool used to combat assaults on operators	8/19/2016 4:20 AM
177	none	8/19/2016 4:13 AM
178	Camera buses	8/18/2016 10:09 PM
179	Camera installed in terminal and coaches and security at designated terminal	8/18/2016 9:10 PM
180	Is there one? If there is... A lot more needs to be done to promote it. I see more about new or changing services then anything else. They made little signs for the transit vehicles and that is the most that has been noticed. There are no system policies, zero tolerance laws or real enforced code of conduct.	8/18/2016 8:21 PM
181	Poster on bus stating agency will prosecute assailants to the full extend of the law.	8/18/2016 7:54 PM
182	Camera	8/18/2016 6:48 PM
183	A	8/18/2016 3:37 PM
184	Training	8/18/2016 3:35 PM
185	CAMERA SYSTEMS AND LOCAL TRANSIT-DEDICATED POLICE OFFICERS...	8/18/2016 3:45 AM

186	Call dispatch then Street Supervisor, then ask for Police to be called	8/17/2016 10:58 PM
187	The train operators are in a cab, separated from the public. (That still is not guaranteed protection.)	8/17/2016 8:28 PM
188	Observe and report	8/17/2016 6:35 PM
189	full security screen with a left-side operator egress door	8/17/2016 5:43 PM
190	Education on reporting, responding to all assaults with police and laying charges ,also educating the public on the serious consequences.	8/17/2016 5:13 PM
191	Our CCTV cameras but they can only catch the act not stop it.	8/17/2016 5:04 PM
192	Use the radio to call a special code for assistance.	8/17/2016 3:59 PM
193	Carry on	8/17/2016 3:25 PM
194	Who knows?	8/17/2016 2:50 PM
195	Cameras	8/17/2016 2:23 PM
196	Ignore the fares and let passengers do what they want.	8/17/2016 2:14 PM
197	??	8/17/2016 8:13 AM
198	N/a	8/17/2016 5:11 AM
199	Nothing .	8/16/2016 10:01 PM
200	Acting as if it doesnt happen	8/16/2016 8:36 PM
201	all we can do is call dispatch. if they are not buried they respond right away. But really, what they should be doing is having MORE fare inspections...and not just in specific places. people learn where they can ride for free and get away with it. also, having us say its okay, you can ride free to someone who threatens us...word gets out. threaten the driver and you get a free ride. So, remove the driver from the process. Have the passenger required to scan something and if they do not, that auto sends an alert of a fare evasion. but its not just fares. Ive been verbally assaulted and threatened called a worthless piece of shit or a cunt and a whore simple because some guy flagged me down and wants to know why the bus he is waiting for (not my line) is late. I can call dispatch. but nothing is ever done to people who behave this way.	8/16/2016 7:52 PM
202	A sheild that only partially protects operators	8/16/2016 7:05 PM
203	do nothing	8/16/2016 2:49 AM
204	driver intervention	8/15/2016 5:04 AM
205	BLAME THE OPERATOR	8/14/2016 11:26 AM
206	None	8/14/2016 10:05 AM
207	None	8/14/2016 8:38 AM
208	Management instructs operators to inform the passenger of the rule(s) but not to enforce . When the operator calls dispatch they go into a queue and may not get a response for a long period of time if at all. This is not effective at all.	8/14/2016 8:04 AM
209	Deescalation training	8/13/2016 11:41 PM
210	Security barriers.	8/13/2016 8:51 PM
211	Still up in the air. Operator assault is rising.	8/13/2016 4:41 PM
212	Notify the Command Center & hope the police respond quickly.	8/13/2016 4:06 PM
213	None	8/13/2016 2:20 PM
214	ignore it	8/13/2016 1:27 PM
215	Operator's door to escape	8/13/2016 1:16 PM
216	Police presence	8/13/2016 8:42 AM
217	Memo's information	8/12/2016 10:08 PM
218	On board cameras (that don't often work).	8/12/2016 5:30 PM
219	Very little and BART doesn't want the police officers doing much of anything.	8/12/2016 3:41 PM
220	They issue a restraining order from the court.	8/12/2016 3:13 PM

221	Paperwork	8/12/2016 1:54 PM
222	Unknown	8/12/2016 1:04 PM
223	Cameras	8/12/2016 11:51 AM
224	Uniformed Transit Police (with the authority to arrest attackers). After the attacker is off the bus our company says it is no longer a problem. They do not have the authority to arrest or detain an attacker, nor do they have the desire to gather DNA evidence (spit) or use the video cameras to identify the attacker.	8/12/2016 11:29 AM
225	Video cameras on most buses (not all) and driver education	8/12/2016 11:09 AM
226	Don't take the bait.	8/12/2016 10:13 AM
227	No effective tool; up to operator	8/12/2016 8:23 AM
228	HAVE LAW ENFORCEMENT IN EACH BUS AND TRAIN (NOT POSSIBLE). TOUGHER LAWS. BARRIERS BETWEEN OPERATORS AND PUBLIC.	8/12/2016 8:19 AM
229	Nothing	8/12/2016 7:32 AM
230	Ignore them and keep driving	8/12/2016 7:31 AM
231	Training and communications.	8/12/2016 2:02 AM
232	Don't have one...	8/11/2016 11:11 PM
233	The camera.	8/11/2016 11:07 PM
234	I haven't a clue	8/11/2016 10:39 PM
235	I don't believe there is an effective tool in place to combat assaults on operators.	8/11/2016 10:10 PM
236	Transit police being on a few coaches. Not all though?	8/11/2016 9:52 PM
237	Blame the operator	8/11/2016 9:19 PM
238	Nothing	8/11/2016 9:06 PM
239	The door partition,which is not so effective at times	8/11/2016 8:57 PM
240	The only tool: cameras.	8/11/2016 8:44 PM
241	No effective tool.	8/11/2016 8:39 PM
242	NONE	8/11/2016 8:06 PM
243	transit police officers	8/11/2016 7:46 PM
244	None	8/11/2016 7:42 PM
245	Ignore	8/11/2016 7:40 PM
246	Do not let yourself get into the situation in the first place, otherwise it is the drivers fault!	8/11/2016 7:30 PM
247	My agency does little or nothing about assaults on drivers. They blame the driver and say it was "Poor Customer Service".	8/11/2016 7:17 PM
248	there isn't one because there is no mechanism in place to prevent assaults on operators	8/11/2016 6:44 PM
249	Police on the bus checking fare and setting the tone.	8/11/2016 5:51 PM
250	Becareful and watch your surroundings	8/11/2016 5:44 PM
251	Call Police	8/11/2016 5:44 PM
252	Use your punch to defend your self or is your phone.	8/11/2016 5:36 PM
253	Nothing	8/11/2016 5:11 PM
254	Na	8/11/2016 5:00 PM
255	The partition and that's not good enough	8/11/2016 4:52 PM
256	There is no effective tool in place.	8/11/2016 4:46 PM
257	Effective training for the operators and supervisors	8/11/2016 3:24 PM
258	Safety shields.	8/11/2016 3:22 PM

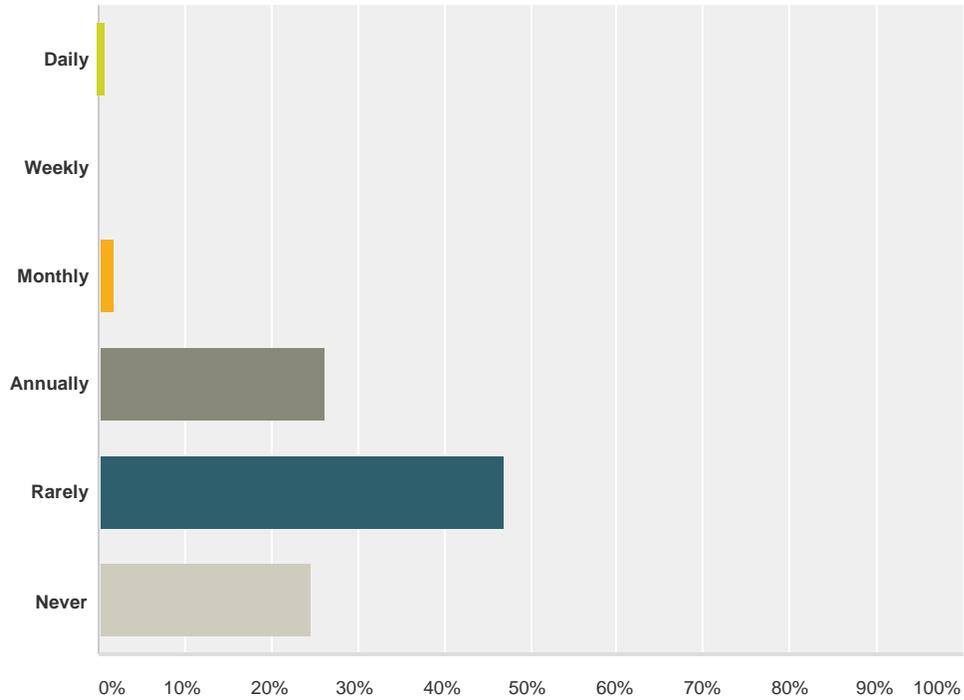
259	call police	8/11/2016 3:13 PM
260	A barrier	8/11/2016 2:21 PM
261	Don't argue.	8/11/2016 2:16 PM
262	treat people the way you would want some one to treat you.	8/11/2016 2:08 PM
263	The protection glass for drivers	8/11/2016 2:08 PM
264	police	8/11/2016 1:47 PM
265	PARTITIONS	8/11/2016 1:30 PM
266	Barrier shield.	8/11/2016 1:23 PM
267	NOTHING?????	8/11/2016 1:21 PM
268	Installing barrier system	8/11/2016 1:18 PM
269	Letting the assault happen	8/11/2016 12:43 PM
270	More police presence	8/11/2016 12:21 PM
271	Dispatch	8/11/2016 12:17 PM
272	Non	8/11/2016 12:17 PM
273	Nothing	8/11/2016 12:12 PM
274	adding more transit police and supervisors	8/11/2016 11:46 AM
275	Is none they want us to not saying anything let they do what every just ignore them & call OCC	8/11/2016 11:43 AM
276	Stay quiet...	8/11/2016 11:38 AM
277	Having speakers come in and give the proper training and learning how to handle different situations	8/11/2016 10:47 AM
278	Unknown	8/11/2016 10:04 AM
279	Nothing	8/11/2016 9:36 AM
280	nothing	8/11/2016 9:31 AM
281	The shields on the buses	8/11/2016 9:21 AM
282	N/A	8/11/2016 9:20 AM
283	Police	8/11/2016 8:39 AM
284	Nothing	8/11/2016 7:33 AM
285	Dispatch	8/11/2016 7:20 AM
286	The security door and the cameras. The emergency buttons do nothing because it doesn't transmit to the police.	8/11/2016 7:16 AM
287	Two-way radio	8/11/2016 6:20 AM
288	Nothing.	8/11/2016 6:15 AM
289	Deescalation	8/11/2016 2:31 AM
290	None	8/11/2016 1:30 AM
291	I don't believe they have an effective tool because assaults still happen way too often.	8/11/2016 1:17 AM
292	My transit agency ignores the problem	8/11/2016 12:42 AM
293	Surveillance Cameras	8/11/2016 12:00 AM
294	Assault law	8/10/2016 11:55 PM
295	nothing	8/10/2016 11:15 PM
296	They say training	8/10/2016 10:56 PM
297	Relay to police	8/10/2016 10:39 PM
298	They want us to not get off the seat to defend ourselves and call for help if you can.	8/10/2016 10:39 PM
299	Not enforcing the fare, which is sad.	8/10/2016 10:35 PM

300	We need help before an operator is seriously hurt now!!!	8/10/2016 10:12 PM
301	Calling consul	8/10/2016 9:47 PM
302	Protective shield	8/10/2016 9:35 PM
303	Nothing	8/10/2016 9:29 PM
304	Barrier	8/10/2016 9:11 PM
305	Notify dispatch and try to diffuse the possibility of an altercation until law enforcement officials arrive .	8/10/2016 8:43 PM
306	The glass protection	8/10/2016 8:20 PM
307	Shut up	8/10/2016 7:42 PM
308	Police Response	8/10/2016 7:39 PM
309	Blocking	8/10/2016 7:37 PM
310	Do not have one	8/10/2016 7:20 PM
311	Shield	8/10/2016 7:11 PM
312	See something say something which amount to nothing when in need for help	8/10/2016 7:07 PM
313	None	8/10/2016 7:00 PM
314	Viewing camera after the facts or current situations.	8/10/2016 6:57 PM
315	Prosecution	8/10/2016 6:27 PM
316	Cameras, after the fact.	8/10/2016 6:12 PM
317	There are no tools	8/10/2016 6:06 PM
318	Used your protective shield	8/10/2016 5:54 PM
319	Nothing. RTC has no concern for our safety.	8/10/2016 5:50 PM
320	Allow the individual to ride, to keep the federal dollars coming in	8/10/2016 5:41 PM
321	NOT ALLOWED! Concealed carry. NOT ALLOWED!	8/10/2016 5:40 PM
322	CCTV	8/10/2016 5:09 PM
323	Police protection	8/10/2016 5:05 PM
324	Law enforcement and trespassing violators	8/10/2016 5:02 PM
325	cameras	8/10/2016 4:50 PM
326	Is to call dispatch first	8/10/2016 4:44 PM
327	Communication w/Dispatch and/or Police via the CAD System. It is not THE most effective way to combat assaults; it is just the most effective tool that my agency has.	8/10/2016 4:31 PM
328	We have none	8/10/2016 3:50 PM
329	They don't have anything substantial and place.	8/10/2016 3:30 PM
330	Flag down a police its,way faster then if you contact bocc	8/10/2016 3:23 PM
331	NOTHING REALLY. JUST TOLD NOT TO ENGAGE WITH THE PASSENGER.	8/10/2016 3:22 PM
332	Nothing.	8/10/2016 3:01 PM
333	None	8/10/2016 2:56 PM
334	Police on the bus	8/10/2016 2:52 PM
335	Nothing	8/10/2016 2:52 PM
336	Trespassing them but when I was threatened recently, the man admitted the threat and was trespassed but CT overturned it a week later because they felt it would cause him undue hardship...	8/10/2016 2:43 PM
337	The camera.	8/10/2016 2:42 PM
338	Picking your battles	8/10/2016 2:39 PM

339	None!	8/10/2016 2:38 PM
340	Not sure	8/10/2016 2:38 PM
341	They do nothing	8/10/2016 2:25 PM
342	Nothing	8/10/2016 2:24 PM
343	Police	8/10/2016 1:51 PM
344	Nothing	8/10/2016 1:40 PM
345	Open both doors and hope for the best or the police to show up before they do exit, if they do, that is.	8/10/2016 1:31 PM
346	Nothing	8/10/2016 1:21 PM
347	There is no tool used by my agency. NONE	8/10/2016 1:06 PM
348	None	8/10/2016 1:04 PM
349	Partitions	8/10/2016 12:57 PM
350	drive and ignore everything happening on the bus	8/10/2016 12:55 PM
351	None	8/10/2016 12:42 PM
352	Nothing	8/10/2016 12:01 PM
353	Stay in your seat as your ass is getting beat. if you get out your consider the aggressor and therefor discipline.	8/10/2016 11:10 AM
354	I don't know of any!!!	8/10/2016 10:55 AM
355	Nothing	8/10/2016 7:44 AM
356	????	8/10/2016 6:18 AM
357	Nothing	8/10/2016 2:49 AM
358	Nothing	8/10/2016 2:04 AM
359	Have a " no ride" list of same offenders. How does one change? By having CONSEQUENCES. VTA should follow thru on legal means.	8/10/2016 1:28 AM
360	Cameras	8/10/2016 12:06 AM
361	I'm the most effective tool.	8/10/2016 12:02 AM
362	Barriers and Camera pointed towards Customers	8/9/2016 10:31 PM
363	Adding a partition has given operators a fall sense of security but we should be completely encased away from the public. We live in very scary times and the public is well aware that they can pretty much get away with anything today. They know if we protect ourselves there is a very good chance that we will be disciplined to the fullest extent before they even attempt to catch a perp.	8/9/2016 10:11 PM
364	None	8/9/2016 9:50 PM
365	I'm not sure..I feel a need to change some things	8/9/2016 9:33 PM
366	They tell us not to argue with them .Just state the policy and let them ride.	8/9/2016 9:06 PM
367	None??	8/9/2016 8:51 PM
368	Exact fare	8/9/2016 6:49 PM
369	Do not let the situation escalate. Be professional at all times.	8/9/2016 6:31 PM
370	Unfortunately Operators don't know.	8/9/2016 4:06 PM
371	Passenger Code of Conduct	8/9/2016 3:37 PM

Q6 I receive training and instruction on effectively managing emergencies on the following basis:

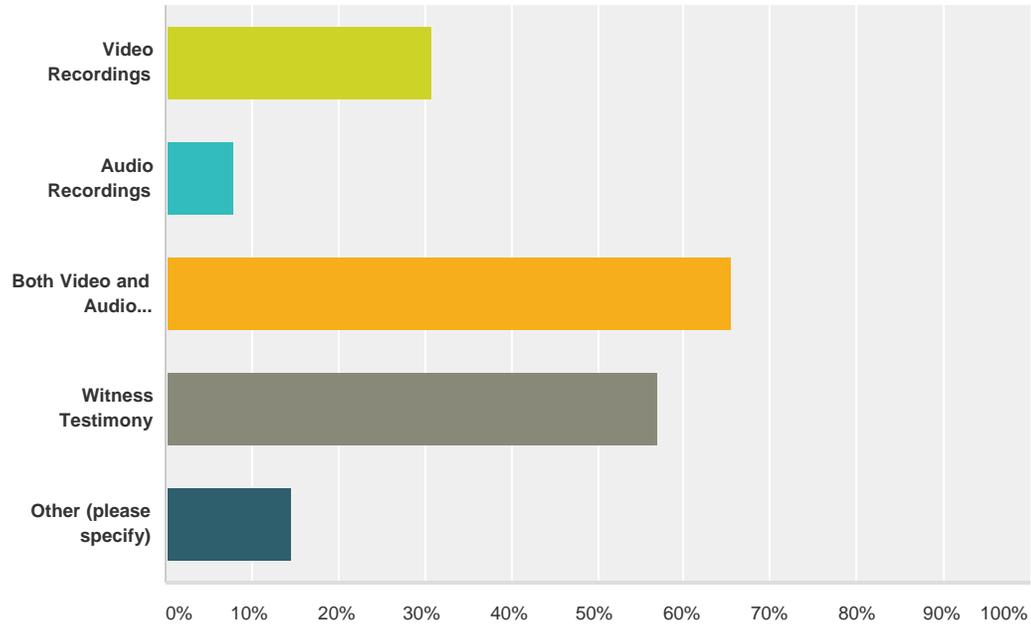
Answered: 542 Skipped: 10



Answer Choices	Responses
Daily	0.74% 4
Weekly	0.18% 1
Monthly	1.66% 9
Annually	26.20% 142
Rarely	46.86% 254
Never	24.35% 132
Total	542

Q7 What type of information does your agency retrieve during investigations into safety and security related events?

Answered: 538 Skipped: 14



Answer Choices	Responses
Video Recordings	30.67% 165
Audio Recordings	7.62% 41
Both Video and Audio Recordings	65.43% 352
Witness Testimony	56.88% 306
Other (please specify)	14.31% 77
Total Respondents: 538	

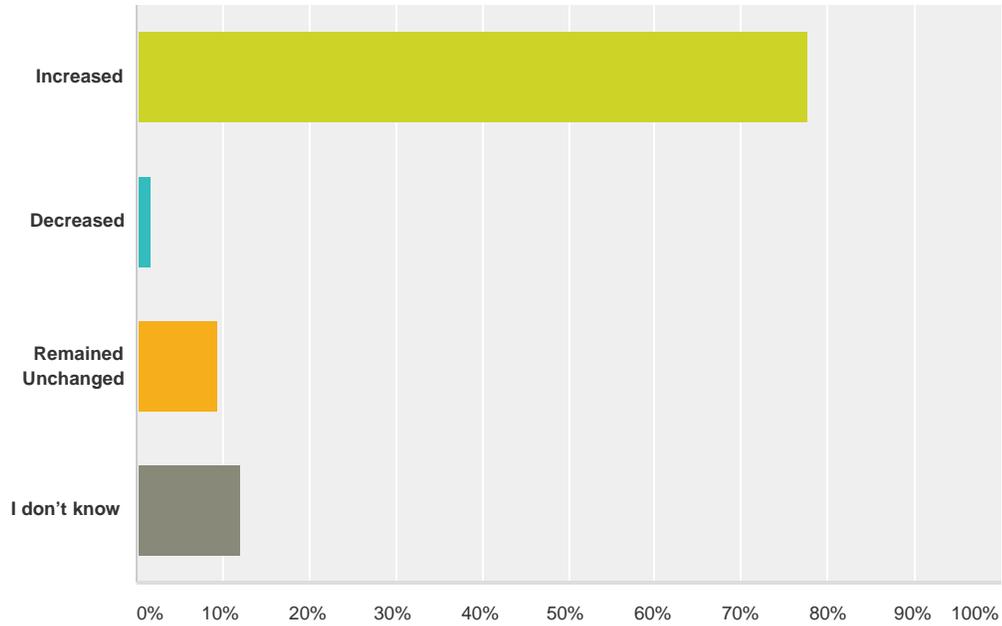
#	Other (please specify)	Date
1	Some vehicle have no cameras	8/30/2016 3:11 AM
2	they dont tell us anything	8/29/2016 11:02 PM
3	Written reports and statements	8/29/2016 10:31 PM
4	All of the above but only to support the the scenario they want.	8/29/2016 10:00 PM
5	video and audio only	8/29/2016 6:23 PM
6	do not KNOW	8/29/2016 12:11 PM
7	None that I know of	8/27/2016 10:01 PM
8	Incident reports	8/27/2016 6:47 PM
9	We only have cameras on our WEGO tourist buses.	8/27/2016 11:36 AM
10	We do not know about assault cases.	8/27/2016 9:51 AM

11	Driver statement	8/27/2016 2:38 AM
12	Driver incident report	8/27/2016 1:39 AM
13	Not sure	8/26/2016 11:43 PM
14	cameras aren't working on buses so we are not protected.	8/26/2016 9:12 PM
15	If the video/audio is available	8/26/2016 6:44 PM
16	written report	8/26/2016 5:49 PM
17	Only material to discipline the operator, everything else is irrelevant to them.	8/26/2016 12:42 PM
18	Drivers explanation	8/25/2016 10:31 AM
19	& used against drivers often.	8/25/2016 9:38 AM
20	All of the above	8/25/2016 9:09 AM
21	drivers report	8/25/2016 8:06 AM
22	Operators written statement	8/24/2016 11:14 PM
23	N/A	8/24/2016 2:34 PM
24	Supervisors Report. Problem being sometimes Employee is not in right frame of mind to answer clearly.	8/24/2016 2:07 PM
25	Operator's incident report	8/23/2016 11:17 PM
26	A/V if it's available	8/23/2016 5:57 PM
27	Reports by Operators, Supervisors.	8/23/2016 2:53 PM
28	Eight cameras and two microphones on each bus are used to verify passenger complaints against the driver or other passengers but when the driver wants to show the problems they are having with some passengers the requests are refused.	8/23/2016 2:16 AM
29	Driver incident report.	8/22/2016 1:01 AM
30	I don't know	8/21/2016 5:34 PM
31	Driver testimony	8/20/2016 11:33 PM
32	Operator interview which can lead to discipline	8/20/2016 3:00 PM
33	Operators statement	8/20/2016 8:50 AM
34	Audio on coaches and Witness cards if passengers fill them out.	8/19/2016 2:28 PM
35	Im not sure	8/19/2016 11:55 AM
36	Operators report if you're lucky	8/19/2016 4:20 AM
37	DRIVERS INCIDENT REPORT, MUST BE FILLED OUT AND TURNED IN NO LONGER THAN 24 HOURS AFTER INCIDENT..	8/18/2016 3:45 AM
38	Drivers own testimony	8/17/2016 3:59 PM
39	Police reports	8/17/2016 2:23 PM
40	Unsure	8/16/2016 8:36 PM
41	Unknown	8/16/2016 7:52 PM
42	While audio/video exists, it's unknown how often (if it all) it is collected after a security related event.	8/14/2016 10:05 AM
43	Operator and supervisor reports	8/13/2016 4:41 PM
44	Should be audio, but it rarely works.	8/12/2016 1:54 PM
45	A written report	8/12/2016 1:04 PM
46	But it is used to investigate the driver rather than the attacker.	8/12/2016 11:29 AM
47	I have no idea... They just laughed	8/11/2016 11:11 PM
48	Operator testimony	8/11/2016 8:44 PM
49	I don't know	8/11/2016 7:42 PM

50	Police reports if any.	8/11/2016 7:17 PM
51	The information supplied by operator	8/11/2016 3:22 PM
52	Operator testimony	8/11/2016 2:21 PM
53	I don't know	8/11/2016 2:16 PM
54	Police reports	8/11/2016 2:08 PM
55	Management	8/11/2016 1:21 PM
56	All of the above	8/11/2016 10:47 AM
57	Only if it is very serious	8/11/2016 10:04 AM
58	Nothing	8/11/2016 9:36 AM
59	Supervisor's report	8/11/2016 6:15 AM
60	None	8/10/2016 10:12 PM
61	The operator	8/10/2016 7:32 PM
62	Operator statement	8/10/2016 7:20 PM
63	Other person testimony first with a attitude of guilty until proven innocent .	8/10/2016 7:07 PM
64	operator reports	8/10/2016 5:41 PM
65	None	8/10/2016 5:31 PM
66	Police, Road Supervisor, and Operator Reports	8/10/2016 4:31 PM
67	It seems like nothing.	8/10/2016 3:01 PM
68	Video is only used against the agents and operators	8/10/2016 2:38 PM
69	Radio transmissions I believe but not 100% sure	8/10/2016 1:31 PM
70	operator incident report	8/10/2016 12:39 PM
71	operators written report	8/10/2016 11:10 AM
72	paper statements	8/10/2016 10:05 AM
73	GPS data	8/10/2016 6:18 AM
74	Operator statements, Managements interpretation of events	8/9/2016 10:31 PM
75	They take into consideration everyone elses fodder before listening to the operators testimony. In this sense , I am thankful for the cameras.	8/9/2016 10:11 PM
76	Reports	8/9/2016 6:49 PM
77	Supervisors report, police report, operator report.	8/9/2016 4:06 PM

Q8 Over the past five (5) years, the number of passenger assaults on operators has, in your opinion:

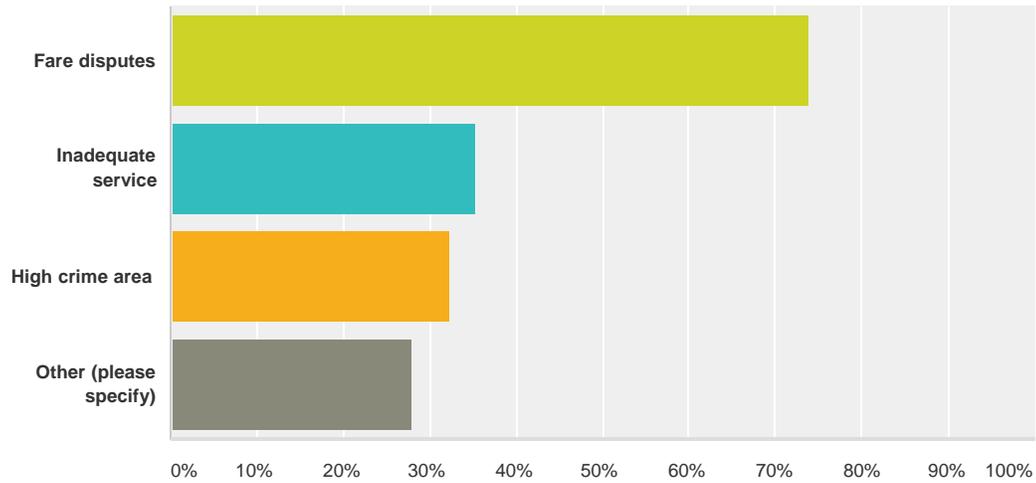
Answered: 546 Skipped: 6



Answer Choices	Responses
Increased	77.47% 423
Decreased	1.47% 8
Remained Unchanged	9.16% 50
I don't know	11.90% 65
Total	546

Q9 Most assaults are a result of:

Answered: 538 Skipped: 14



Answer Choices	Responses
Fare disputes	73.61% 396
Inadequate service	35.13% 189
High crime area	32.16% 173
Other (please specify)	27.70% 149
Total Respondents: 538	

#	Other (please specify)	Date
1	Mental health issues	8/30/2016 8:15 AM
2	Drunk passengers.	8/30/2016 8:14 AM
3	U	8/30/2016 7:05 AM
4	Mental health and drugs	8/30/2016 12:06 AM
5	Under influence of substance.	8/29/2016 11:24 PM
6	Drug and mental instability	8/29/2016 10:31 PM
7	All the above are common.	8/29/2016 10:00 PM
8	Passengers	8/29/2016 9:32 PM
9	passengers on drugs	8/29/2016 6:23 PM
10	All of the above	8/29/2016 3:25 PM
11	paxs being pissed off	8/29/2016 12:11 PM
12	High school kids	8/29/2016 10:18 AM
13	Intoxicated passengers	8/28/2016 8:18 PM
14	Disgruntled passenger	8/28/2016 7:12 PM
15	Racially motivated	8/28/2016 2:27 PM
16	All of the above	8/28/2016 12:10 PM

17	Economy	8/28/2016 10:23 AM
18	Drunk people	8/28/2016 1:12 AM
19	Or busses running late	8/27/2016 10:01 PM
20	Schedules	8/27/2016 7:07 PM
21	Mental disorder and alcohol	8/27/2016 6:47 PM
22	Alcohol, drugs and mental issues with passengers.	8/27/2016 1:52 PM
23	Mentally ill people left to wander the streets.	8/27/2016 11:36 AM
24	Not sure.	8/27/2016 10:18 AM
25	Substance abuse of the passenger	8/27/2016 9:51 AM
26	Drunk and disorderly	8/27/2016 2:38 AM
27	Depends on day, disgruntled member of society having a bad day, looking for revenge	8/27/2016 1:39 AM
28	First fare and then service	8/27/2016 1:31 AM
29	Not sure	8/26/2016 11:43 PM
30	Mental Health Issues	8/26/2016 10:58 PM
31	SBS system	8/26/2016 10:07 PM
32	disgruntled/angry customers	8/26/2016 9:12 PM
33	All of above	8/26/2016 8:21 PM
34	All of the above	8/26/2016 8:06 PM
35	People are just crazy.	8/26/2016 6:44 PM
36	Personal problems	8/26/2016 5:58 PM
37	Jet passengers clearly want to have a major conflict with a Transit employee.	8/26/2016 5:55 PM
38	anything	8/26/2016 5:49 PM
39	Late bus	8/26/2016 5:33 PM
40	People just being angry about any number of things from the bus being late to not having their fare to their spouses cheating on them. Unfortunately bus operators are easy targets for the frustrated NYC public.	8/26/2016 4:45 PM
41	In addition, the TA enables the harassment and assaults by making continuous announcement for operators but through the BUS PA system. Also, the suspects rarely go to jail or receive system bans	8/26/2016 12:42 PM
42	Passengers objecting to policies	8/25/2016 11:52 PM
43	Agency doesn't respect operators.	8/25/2016 4:58 PM
44	Bad Passengers	8/25/2016 10:31 AM
45	Irritable, angry, impatient, immature, unreasonable passengers	8/25/2016 9:09 AM
46	Mentally health	8/25/2016 8:56 AM
47	Unruly passenger	8/25/2016 8:42 AM
48	People under influence	8/25/2016 8:37 AM
49	They know there will be no consequences	8/25/2016 8:34 AM
50	People with mental illness. People who are intoxicated.	8/24/2016 11:00 AM
51	Lack of customer service training	8/24/2016 10:15 AM
52	Nasty customers that refuse to follow the rules	8/23/2016 7:34 PM
53	and drunks	8/23/2016 6:20 PM
54	Disorderly passengers	8/23/2016 4:25 PM
55	Domestic arguments	8/23/2016 3:55 PM

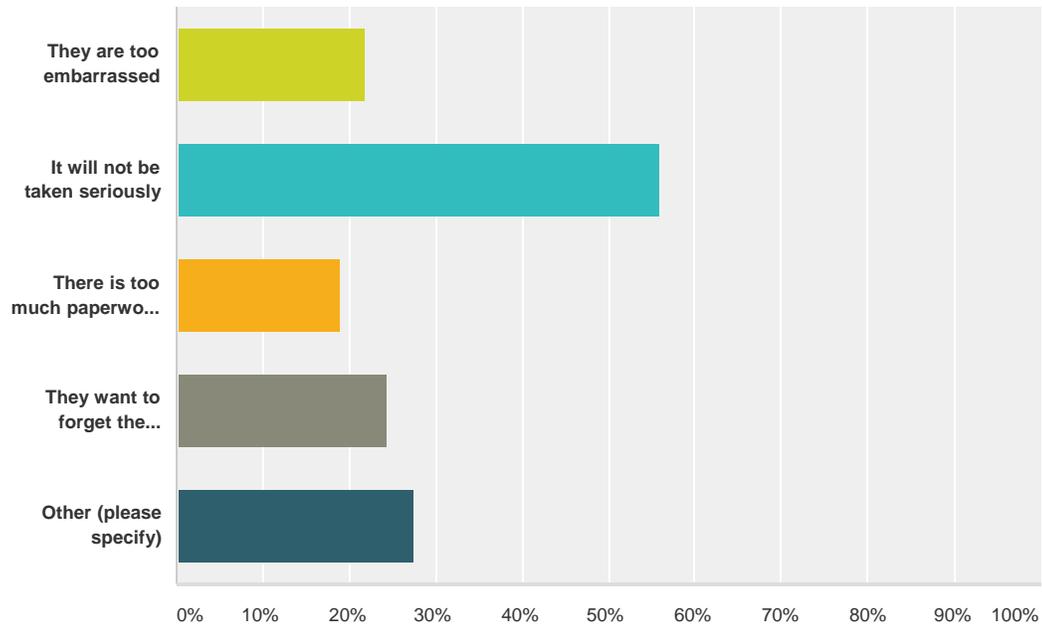
56	random	8/23/2016 12:35 PM
57	All of the above.	8/23/2016 8:57 AM
58	The City imposes rules on the passengers and then lets the driver inform the passengers thus making the driver, "the bad guy." One example is that child strollers and grocery carts must be folded up before being brought on the bus and stored away from the aisle. There is no sign on the bus whatsoever but only in a obscure area of their website. We pull up to a stop and the stroller has a baby in it. The driver has to politely inform the mother that the stroller must be folded up before being brought on the bus. Now how is the mother going to carry the baby and a folder stroller onto the bus? The City doesn't care but they want the driver to tell the mother for safety reasons. Carts and strollers in the aisle are a hazard and federal safety regulations require the aisles be kept clear. It's one of those catch 22's where the driver takes the heat. Supervisors will discipline the passenger and the driver if they find anything blocking the aisle. So the driver requests the passenger to have the device folded when the bus gets there. No one listens and no one complies but the bus has to wait to move until the card/stroller is unloaded and stowed. Then the same at the destination. The drivers want to discuss the situation and find a solution but the City doesn't care and puts the blame on the drivers. A solution to the problem might cost them something and that cannot happen. So drivers get disciplined if they enforce the rules too vigorously and get disciplined if they don't enforce the rules vigorously. The City people don't want to hear the problem and thus nothing ever gets done.	8/23/2016 2:16 AM
59	High or drunk	8/22/2016 4:21 PM
60	Requesting inebriated passengers get off the bus because they have passed out!	8/22/2016 1:01 AM
61	Lack of consequences.	8/21/2016 5:34 PM
62	Disagreement	8/20/2016 5:52 PM
63	mental health	8/20/2016 2:54 PM
64	not sure haven't had many assaults	8/20/2016 10:45 AM
65	They are allowed to cause there is no punishment handed to them.	8/20/2016 8:52 AM
66	Mentally unstable people that just ride the buses all day that usually dont pay a fare cause they know transit allows it.	8/20/2016 8:50 AM
67	Drugs of all kinds and anger issues with angry passengers	8/19/2016 7:58 PM
68	Driver's are hit before they even start their shifts, in some locations	8/19/2016 4:19 PM
69	Mentally unstable drug addicts...	8/19/2016 4:11 PM
70	People are just NUT's	8/19/2016 4:08 PM
71	A variety of reasons	8/19/2016 2:08 PM
72	Personality differences.	8/19/2016 2:06 PM
73	Passengers think they are entitled and have little to no respect.	8/19/2016 11:40 AM
74	many different things	8/19/2016 11:16 AM
75	Conflicting Policies and Lack of Enforcement of Existing Policy	8/18/2016 8:21 PM
76	I do not have sufficient knowledge on the matter to answer. Most cases are not communicated to drivers.	8/18/2016 7:54 PM
77	drunken bad behavior	8/18/2016 3:37 PM
78	INNER-CITY RACIAL DISCRIMINATION,AND INCREASED TERRORISM THREATS ie; RELIGION..	8/18/2016 3:45 AM
79	Drunkard and/or passengers on drugs	8/17/2016 10:58 PM
80	Many mental health/drug related issues.	8/17/2016 8:28 PM
81	People just looking for trouble.	8/17/2016 8:16 PM
82	any confrontation that escalates with opportunity	8/17/2016 5:43 PM
83	Inadequate support from Control	8/17/2016 4:07 PM
84	Allowing those ppl most likely to cause problems access to the bus	8/17/2016 3:38 PM
85	Ignorant passengers	8/17/2016 2:17 PM
86	Intoxication	8/17/2016 8:13 AM
87	Ignorance	8/16/2016 8:36 PM

88	discrimination	8/16/2016 2:49 AM
89	All of the above	8/14/2016 8:38 AM
90	Transit rules and regulations	8/13/2016 8:51 PM
91	Angry homeless people and unruly teens also	8/13/2016 4:41 PM
92	Crazy people and the lack of help	8/12/2016 3:41 PM
93	Intoxication/mentally unfit	8/12/2016 1:04 PM
94	Alcohol	8/12/2016 11:14 AM
95	Disabled mentaly	8/12/2016 10:36 AM
96	Crazy people	8/12/2016 7:32 AM
97	Rider Rules violations	8/12/2016 7:04 AM
98	Personality clashes between passenger(s) and operator.	8/12/2016 2:02 AM
99	Letting rider know cost of fare, scheduling, and then bus rules.	8/11/2016 9:52 PM
100	Drunks	8/11/2016 8:44 PM
101	People high or drunk or mentally ill	8/11/2016 8:06 PM
102	mental health and drug related issues	8/11/2016 7:46 PM
103	Not a "Fare Dispute". Refusal to pay the fare and being denied a ride causes problems.	8/11/2016 7:17 PM
104	mental health issues..having a no fare dispute policy lets anyone ride for free	8/11/2016 6:44 PM
105	Difficult people	8/11/2016 5:44 PM
106	Both	8/11/2016 5:11 PM
107	Public/passenger lack of respect for operators	8/11/2016 5:00 PM
108	Homeless people that need somewhere to sleep somewhere to sleep and don't like getting woken up	8/11/2016 3:56 PM
109	People with bad attitudes	8/11/2016 2:16 PM
110	social/ economic issues of the passengers and the community we service	8/11/2016 2:08 PM
111	Mentally ill	8/11/2016 2:08 PM
112	Fare evasion	8/11/2016 11:39 AM
113	homeless passengers	8/11/2016 11:38 AM
114	All of the above	8/11/2016 10:47 AM
115	People are jealous and disrespectful.	8/11/2016 9:57 AM
116	Metro has given the public the power to assault the employees	8/11/2016 9:36 AM
117	Delay with paying fare	8/11/2016 7:33 AM
118	Anything	8/11/2016 7:20 AM
119	Passengers with mental illness and/or under the influence of drugs or alcohol.	8/11/2016 2:31 AM
120	All of the above lack of repect for operators also we don't have enough a authority to do anything	8/11/2016 12:50 AM
121	Mentally ill customers	8/10/2016 10:35 PM
122	All of above	8/10/2016 10:12 PM
123	No real reason, these people nowadays just take everything out on the operator	8/10/2016 9:35 PM
124	Games being played on the line by operators not going into stand on time	8/10/2016 7:07 PM
125	just dealing with the public	8/10/2016 6:57 PM
126	People know they can get away with it	8/10/2016 6:06 PM
127	Passengers under the influence or mentally unstable passenger	8/10/2016 6:02 PM
128	Inforcing Policy and high volume of drunks and homeless	8/10/2016 5:50 PM

129	individuals under the influence	8/10/2016 5:41 PM
130	I don't know	8/10/2016 4:50 PM
131	disrespect for general rules and policy	8/10/2016 4:32 PM
132	Lack of consistent enforcement of the rules by drivers, whereby passengers feel entitled to service when they break the rules because they've gotten away with it so many times before by different drivers. So, when one particular driver actually tells them to follow the rules (i.e. turn off the music on your device, pay fare, have your dog in a carrier, take your baby out of the stroller), they react verbally or physically violently because they can't do what they want this time.	8/10/2016 4:31 PM
133	Mentally ill passengers	8/10/2016 2:38 PM
134	Not enforcing the law on assaulting operators	8/10/2016 1:21 PM
135	Passenger drug/alcohol intoxication	8/10/2016 1:06 PM
136	Schedules	8/10/2016 12:42 PM
137	Drunks	8/10/2016 12:01 PM
138	People under the influence	8/10/2016 10:55 AM
139	No designated bus stops	8/10/2016 6:18 AM
140	Mental illness... Homeless passengers... Angry and / or Drunk/ High passengers and because of the track record of my company the perpetrator knows that they can get away especially sexual perps.	8/10/2016 2:49 AM
141	Mentally ill people	8/10/2016 2:04 AM
142	Substance abuse or lack of medication	8/10/2016 1:28 AM
143	passengers with mental issues	8/10/2016 12:23 AM
144	Hostile passengers	8/10/2016 12:06 AM
145	Lack of employment	8/9/2016 10:31 PM
146	I had a young man that placed a metro card into the slot and it didn't work. I didn't say a word to him but he took it out and threw it at me and said I'm not paying. This type of behavior is consistent and we are sitting ducks for these savages.	8/9/2016 10:11 PM
147	Intoxicated passengers	8/9/2016 8:51 PM
148	All of the above	8/9/2016 6:49 PM
149	Passengers and why?	8/9/2016 4:06 PM

Q10 When female operators have been sexually harassed by passengers or by the general public they do not report it because:

Answered: 472 Skipped: 80



Answer Choices	Responses
They are too embarrassed	21.61% 102
It will not be taken seriously	55.72% 263
There is too much paperwork involved	18.86% 89
They want to forget the incident	24.15% 114
Other (please specify)	27.33% 129
Total Respondents: 472	

#	Other (please specify)	Date
1	Nothing will happen	8/30/2016 8:14 AM
2	Never heard of one yet.	8/29/2016 11:24 PM
3	not sure	8/29/2016 11:02 PM
4	Don't know	8/29/2016 3:25 PM
5	do not care	8/29/2016 12:11 PM
6	Don't know why.	8/28/2016 7:12 PM
7	i don't know	8/28/2016 5:36 PM
8	I have no information to give an honest answer	8/28/2016 2:27 PM
9	they do report it	8/28/2016 11:18 AM

10	I don't know.	8/28/2016 10:31 AM
11	Can you alleviate it from prisons? We deal with a harsh and hardened world every day.	8/28/2016 12:59 AM
12	Pride	8/27/2016 6:47 PM
13	I do not know	8/27/2016 5:13 PM
14	Not sure that these events go unreported	8/27/2016 10:18 AM
15	Common	8/27/2016 9:24 AM
16	They feel nothing will be done so no point	8/27/2016 1:31 AM
17	Not sure	8/26/2016 11:43 PM
18	They don't report it because the fear NOTHING will be done.	8/26/2016 10:58 PM
19	Can't respond	8/26/2016 10:37 PM
20	Don't know	8/26/2016 9:11 PM
21	Paperwork or complaints fall upon deaf ears and follow ups are lengthy	8/26/2016 9:01 PM
22	Don't know	8/26/2016 8:06 PM
23	What good does it do?	8/26/2016 6:44 PM
24	N/a	8/26/2016 5:58 PM
25	Not sure	8/26/2016 5:55 PM
26	Those women who may not report sexual harassment usually fall under any one of the above mentioned categories but mainly they just don't want to go through the hassle of repeatedly telling the story to have nothing be done in the end.	8/26/2016 4:45 PM
27	N/a	8/26/2016 12:46 PM
28	They report it	8/26/2016 7:05 AM
29	To my knowledge nothing has happened at our local.	8/25/2016 10:31 AM
30	I am Unaware	8/25/2016 9:09 AM
31	Don't know	8/25/2016 9:04 AM
32	Unknown	8/25/2016 8:42 AM
33	N/A	8/24/2016 7:33 PM
34	Not sure	8/24/2016 7:14 PM
35	As far as I know they are reporting all incidents	8/24/2016 5:07 PM
36	Its accepted by society.	8/24/2016 2:07 PM
37	Most of the time, there's no way to assure that same passenger won't get on that bus again	8/24/2016 11:00 AM
38	None have been reported to my knowledge	8/24/2016 10:15 AM
39	don't know if this happens I have not heard it was a problem	8/23/2016 7:57 PM
40	haven't had that case yet so maybe they don't report it.	8/23/2016 9:29 AM
41	All of the above	8/23/2016 8:57 AM
42	female operators have tremendous problems with male passengers who ride their bus just to attempt to gain a relationship with the driver and when the company/city do nothing they have to take matters into their own hands.	8/23/2016 2:16 AM
43	I don't know.	8/21/2016 5:34 PM
44	Women in transit need to be perceived as strong. Any report which shows weakness works to the detriment of the woman.	8/20/2016 3:00 PM
45	un sure	8/20/2016 10:45 AM
46	Brush it off unless its a pattern	8/20/2016 8:50 AM
47	Hasn't happened at our transit	8/19/2016 9:02 PM

48	im not a female?	8/19/2016 4:19 PM
49	I'm not female	8/19/2016 4:08 PM
50	N/A	8/19/2016 4:08 PM
51	There is no follow up. It's rare the culprit will be found and charged.	8/19/2016 2:57 PM
52	I'm not aware of this information	8/19/2016 2:20 PM
53	Fear the agency will not do enough to discourage it from happening again	8/19/2016 2:08 PM
54	The perception is that sexual harassment, "comes with the territory" so just ignor it!	8/19/2016 2:06 PM
55	Not sure	8/19/2016 11:55 AM
56	our female operators report incidents	8/19/2016 11:49 AM
57	I have not heard of this happening	8/19/2016 11:16 AM
58	Not sure why	8/19/2016 4:20 AM
59	Don't know	8/18/2016 11:53 PM
60	Don't no	8/18/2016 9:10 PM
61	I do not posses knowledge/facts on this matter.	8/18/2016 7:54 PM
62	a	8/18/2016 3:37 PM
63	they don't think anything will be done in a timely manner	8/17/2016 10:58 PM
64	Not sure	8/17/2016 8:28 PM
65	Unaware of any such situations in our area	8/17/2016 3:59 PM
66	Mta won't ban an unruly person from the service so what's the point.	8/17/2016 8:13 AM
67	All of the above	8/14/2016 8:38 AM
68	Nothing will be done.	8/13/2016 8:51 PM
69	Unknown	8/12/2016 1:04 PM
70	Don't know.	8/12/2016 11:29 AM
71	unsure.	8/12/2016 11:09 AM
72	Im not sure.	8/12/2016 7:32 AM
73	They Do report it!	8/12/2016 2:02 AM
74	Fear of scutiny for the shift from the tapes being pulled.	8/11/2016 9:52 PM
75	They know something may or may not be done about the incident	8/11/2016 9:06 PM
76	I don't know	8/11/2016 8:57 PM
77	I was told by a manager "I liked" an indecent exposure incident I reported.	8/11/2016 8:44 PM
78	Can` t answer this question	8/11/2016 8:39 PM
79	I don't know	8/11/2016 7:42 PM
80	Management points out that you did something to cause it.	8/11/2016 7:17 PM
81	I'm not female so I couldn't comment	8/11/2016 6:44 PM
82	Nothing gets done. Been told just to ignore the passenger	8/11/2016 5:36 PM
83	Can't say	8/11/2016 5:11 PM
84	I have reported it & been laughed at, had it shrugged off, & told by a female supervisor that its just part of my job and nothing can be done.	8/11/2016 5:08 PM
85	Most of the time management makes them uncomfortable with their questions	8/11/2016 3:22 PM
86	I don't know	8/11/2016 2:16 PM
87	don't know why	8/11/2016 2:08 PM

88	The operator might have to be taken off the route if it gets worse and that might be a good route for the operator especially if they picked it, why get taken off of the route when you're not the one in the wrong smh	8/11/2016 2:08 PM
89	No comments	8/11/2016 2:04 PM
90	N/A	8/11/2016 1:18 PM
91	I think they always report it.	8/11/2016 12:21 PM
92	Nothing will be done	8/11/2016 11:39 AM
93	n/a	8/11/2016 11:38 AM
94	Can't answer that question	8/11/2016 10:47 AM
95	I don't know	8/11/2016 10:35 AM
96	If it was me... I would think they would say what did you do to ring it on?	8/11/2016 10:04 AM
97	Not true	8/11/2016 9:57 AM
98	I haven't heard of females being sexually assaulted.	8/11/2016 9:21 AM
99	The company don't care	8/11/2016 9:20 AM
100	Situation varies	8/11/2016 8:39 AM
101	Don't know	8/11/2016 7:20 AM
102	I don't know.	8/11/2016 2:31 AM
103	All	8/11/2016 1:30 AM
104	I don't know	8/11/2016 12:50 AM
105	nothing is done	8/10/2016 11:15 PM
106	Cannot answer	8/10/2016 10:35 PM
107	N/A	8/10/2016 9:35 PM
108	I think they report 80 pct of the situation	8/10/2016 8:20 PM
109	Have no idea	8/10/2016 7:39 PM
110	I don't know	8/10/2016 7:32 PM
111	SLD HATE TO DO THE PAPERWORK AND TRY TO GET YOU BACK IN SERVICE	8/10/2016 7:07 PM
112	I don't know	8/10/2016 6:06 PM
113	Afraid of the repercussions	8/10/2016 5:54 PM
114	fear of reprisals	8/10/2016 5:41 PM
115	Blame the driver response	8/10/2016 5:02 PM
116	i don't know	8/10/2016 4:50 PM
117	I don't know	8/10/2016 4:31 PM
118	It's normally reported	8/10/2016 3:50 PM
119	No one does anything.	8/10/2016 3:01 PM
120	Cannot answer this question	8/10/2016 1:51 PM
121	They we're discouraged by management and union	8/10/2016 12:57 PM
122	I have not heard of this happening	8/10/2016 12:39 PM
123	ALL of the above	8/10/2016 11:10 AM
124	This has never occurred	8/10/2016 7:44 AM
125	They are blamed	8/10/2016 2:49 AM
126	The drill investigation by management	8/10/2016 1:28 AM
127	Feel Agency is unresponsive in a timely manner	8/9/2016 10:31 PM

128	Having to be on the same routes for a majority of their careers they are probably scared of running into these predators. They are on their own out on the road for sure.	8/9/2016 10:11 PM
129	They feel the Authority Management does not support them in these situations.	8/9/2016 4:06 PM

Q11 Please describe any additional policies, procedures, and/or methods used by the agency to address operator and passenger assaults.

Answered: 161 Skipped: 391

#	Responses	Date
1	Reactionary instead of being proactive to certain safety issues	8/30/2016 8:15 AM
2	It's touched on during training what should happen if conflict arises with a passenger, but then you're thrown into work and years go by, with no additional training or updates.	8/30/2016 8:14 AM
3	Peer support groups for the employee after an incident	8/30/2016 8:14 AM
4	Exclusion policy	8/30/2016 4:28 AM
5	Hidden alarm and emergency button located on the MDT	8/30/2016 12:46 AM
6	Panic alarms with hot mic. To dispatch. Deck signn displays call 911.	8/29/2016 11:24 PM
7	police are called	8/29/2016 11:02 PM
8	Peer support group	8/29/2016 10:31 PM
9	same policies others have but inadequate pschological counseling after the fact.	8/29/2016 6:23 PM
10	None	8/29/2016 6:00 PM
11	Our training super was sent to take a class. He came back with two binders of information and a poster to post. Management forced him to remove the poster and he removed any and all situations that did not pertain to a bus transit environment. Two days of training for him and two hours of skimmed training for us. Questions were not allowed for time restrictions, but, drivers were allowed to ask after the class. We were also supposed to get trained on emergency bus evacuation...that was excluded from the two hour training class.	8/29/2016 4:05 PM
12	BART has had the state legislature extend AB 716 to apply to BART, which allows BART police to issue prohibition orders (30 or 60 days) for certain offenses.	8/29/2016 3:14 PM
13	We had active shooter training... Once... That is the only training we have ever received regarding any kind of dispute on the bus.	8/29/2016 10:18 AM
14	None	8/28/2016 12:10 PM
15	none	8/28/2016 11:18 AM
16	A button to alert dispatch there is a problem, followed by a coded radio protocol.	8/28/2016 10:31 AM
17	We have none	8/28/2016 6:08 AM
18	G	8/28/2016 1:12 AM
19	Blaming the operator for it!	8/28/2016 12:59 AM
20	To the best of my knowledge video is pulled to see if disciplinary can be take against the driver.	8/27/2016 7:07 PM
21	There is no specific policy other than to stay cool and not escalate the situation. If you need assistance then call the supervisor and police.	8/27/2016 11:36 AM
22	When a passanger is arrested & bus operator want to press charges the TA should back us, not talk us out of pressing charges!	8/27/2016 10:05 AM
23	None	8/27/2016 9:24 AM
24	Have no clue	8/27/2016 4:29 AM
25	Statements and video & audio tapes	8/27/2016 2:38 AM
26	There are more policies in place for a customer claiming to being assaulted than the employee	8/27/2016 1:39 AM

27	Our agency uses gps screens in all buses that include red alert signal that gets sent to the office from the bus. We have radio procedures to notify dispatch of situations. We have a 911 switch to notify the public by the exterior sign to call police. That's if we can reach any one of the three items.	8/27/2016 1:31 AM
28	Regina	8/27/2016 12:21 AM
29	Unknown	8/27/2016 12:12 AM
30	They do nothing	8/26/2016 11:22 PM
31	Don't know of any	8/26/2016 9:12 PM
32	Passengers are more protected in an assault incident than the operator.	8/26/2016 9:01 PM
33	Not a clue	8/26/2016 8:06 PM
34	None	8/26/2016 7:51 PM
35	Not real sure	8/26/2016 6:32 PM
36	Not sure	8/26/2016 5:58 PM
37	The only thing that I know is that the agency has said in the past to try to stay out of conflicts. As a bus operator it's hard to stay out of a conflict when the headway in front of your bus has increased for whatever reason and supervision has done nothing to adjust your schedule because of the increase Headway. and there are some passengers who want to take all of that frustration out on you physically as well as verbally.	8/26/2016 5:55 PM
38	There are several bus here tthat equipment is not working DVR	8/26/2016 5:49 PM
39	N/A	8/26/2016 5:48 PM
40	None that I know of, primarily they only use video and audio surveillance.	8/26/2016 5:33 PM
41	Not sure	8/26/2016 5:30 PM
42	If the operator gets out of the operator seat during an assault. The TA will seek dismissal, that is absurd.	8/26/2016 12:42 PM
43	I don't really c anything be done about operator assault.	8/26/2016 12:20 PM
44	None	8/26/2016 11:54 AM
45	None	8/26/2016 7:32 AM
46	Filling proper form.	8/25/2016 4:58 PM
47	There isn't any.	8/25/2016 10:31 AM
48	N/a	8/25/2016 9:38 AM
49	Twice a year in service training	8/25/2016 9:09 AM
50	Basically want us to fill out incident report	8/25/2016 8:42 AM
51	NEED TO WORK ON SOME	8/25/2016 8:06 AM
52	Mainly disciplining the operator. The passenger is always right.	8/24/2016 11:14 PM
53	OPERATORS ARE ASK NOT ESCALATE THE PROBLEM WITH PHYSICAL CONTACT OR GET INTO VERBAL ALTERCATION	8/24/2016 5:07 PM
54	N/A	8/24/2016 2:34 PM
55	I was told by a supervisor that I don't have the right to decide who gets to ride the bus.	8/24/2016 11:00 AM
56	Emergency request talk button on radio screen and a panic button on left dash.	8/24/2016 9:59 AM
57	None	8/23/2016 11:17 PM
58	Management punishment dont fit the crimes..	8/23/2016 6:20 PM
59	Call dispatch	8/23/2016 4:25 PM
60	Incident paper trail.. Which appears to dissipates with time	8/23/2016 12:39 PM
61	they sent a letter to all prosecutors and judges on our assault bill in nj	8/23/2016 9:29 AM
62	The Company/City seem to have a policy of let the passengers do anything they want as long as the bus stays on schedule. If the driver deems the issue serious enough to pull the bus over he/she needs to know that when the video is watched it is their behavior that will be judged and not the passenger.	8/23/2016 2:16 AM

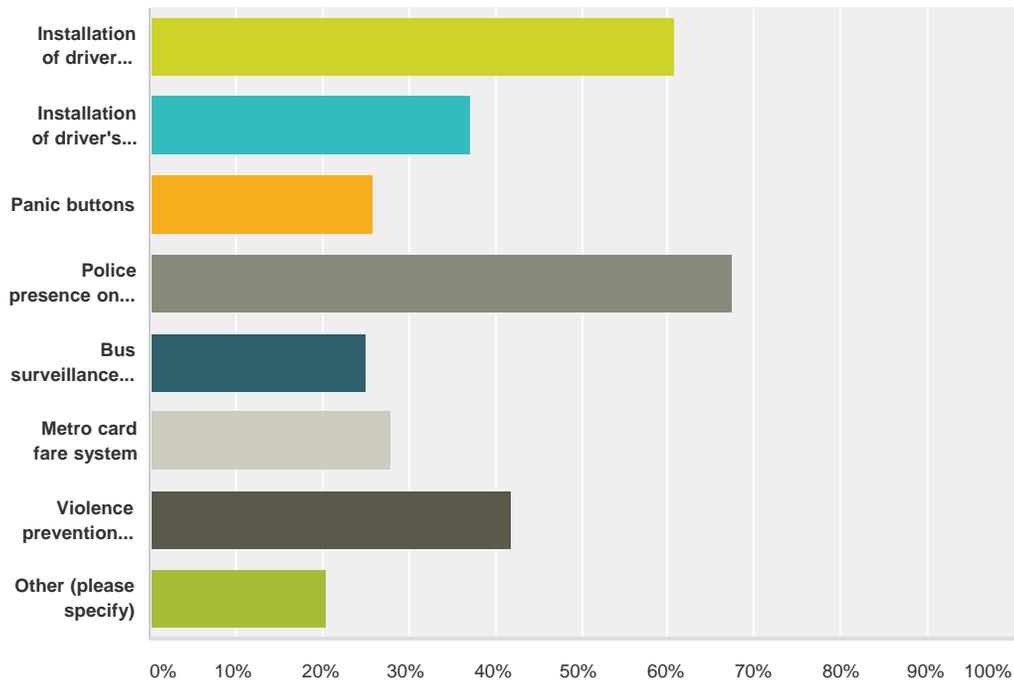
63	More cameras	8/22/2016 10:42 PM
64	Shut up don't say anything and sweep it under the rug.	8/22/2016 4:21 PM
65	My company has a workplace violence program and does regular training and has zero tolerance for threats or assaults. They investigate every reported incident.	8/22/2016 9:56 AM
66	None that I know of.	8/21/2016 5:34 PM
67	Believing that the customer is alright always right without giving validity to the operators report.	8/21/2016 3:27 PM
68	The need to install protection in driver's compartment, for closure for Operator.	8/21/2016 9:51 AM
69	1 half day of "training" given by a supervisor (was a driver) isn't proper training. Should be given by police.	8/20/2016 11:33 PM
70	Verbal assault let them ride and this not say nothing, and for results physical get your ass whooped and sit in the seat and not do nothing back not defend yourself or you will be fired if you defend yourself and get out of the seat	8/20/2016 9:48 PM
71	Very little is being done in our local!	8/20/2016 7:44 PM
72	None	8/20/2016 7:31 PM
73	Inadequate courses designed to de escalate situations.	8/20/2016 7:09 PM
74	NONE. King County Metro mainly tells operators to de-escalate the situation and call for help if that doesn't work. Response time from police is disgraceful, as if the police try to arrive after the situation has resolved itself and the perpetrator(s) has/have fled. Operators are not supported and are made the scapegoat for situations which go bad.	8/20/2016 3:00 PM
75	there are none	8/20/2016 2:54 PM
76	Look at camera maybe, and of dispatch decides to answer and take you seriously maybe the police will show up. I begged dispatch to please call the police and they did after the fact	8/20/2016 8:52 AM
77	Our agency takes the offender home in a supervisor vehicle, if the supervisor responds at all.	8/20/2016 2:51 AM
78	Paper work and written documentation from all involved	8/19/2016 7:58 PM
79	Just generic posters	8/19/2016 7:33 PM
80	committee is set up to look at this, but they find ways to blame the Operator, in way he or she started it!	8/19/2016 4:19 PM
81	Don't know of any	8/19/2016 4:11 PM
82	Allow concealed carry to all employees	8/19/2016 4:08 PM
83	There aren't any.	8/19/2016 2:20 PM
84	None	8/19/2016 2:06 PM
85	I dont think its a priority because if it were ot would be discussed more often and its not	8/19/2016 11:55 AM
86	VTT classes only	8/19/2016 11:49 AM
87	There are none to my knowledge.	8/19/2016 11:40 AM
88	Terror attacks procedures	8/19/2016 7:36 AM
89	I don't know	8/19/2016 4:27 AM
90	Um.... There are little signs that say it is a crime to assault operators.	8/18/2016 8:21 PM
91	Panic button	8/18/2016 7:54 PM
92	We get a little bit of training called, "traps" when we are first training to be bus operators.	8/18/2016 7:31 PM
93	A	8/18/2016 3:37 PM
94	TAG CAMERA SYSTEMS, GROUND VEHICLE , SECURE PHYSICAL SAFETY, ATTEMPT TO EVACUATE PASSENGERS IF DO NEEDED..	8/18/2016 3:45 AM
95	None. We are basically told to just take the beating or spit and then let them get away and close the doors of the bus then report it to our control centre. If we chase the suspect or try to physically restrain them we face discipline or termination.	8/17/2016 5:04 PM
96	They have many policies in place to address the concerns (on paper) - but there are very limited hands on solutions. First Bus has a policy for everything , but lacks the equipment and training to actually execute those directives.	8/17/2016 3:59 PM
97	None	8/17/2016 2:23 PM

98	none	8/16/2016 2:49 AM
99	All they ever say to us to avoid conflicts is don't argue about the fare with customers	8/13/2016 8:42 AM
100	The agency states they follow up with driver, which does not happen. The biggest method being paperwork, only works if paperwork is completed. Supervisors tend to talk down a situation, then convince operator the paperwork not need be done. That they recorded the "incident" in their notes.	8/12/2016 1:54 PM
101	Unknown	8/12/2016 1:04 PM
102	Operator information manual with a section that states what to do/how to respond in an emergency. Transit Peace Officers ride on buses regularly and ride with operators who have been assaulted, for up to 7 days following an incident as part of their duties.	8/12/2016 11:09 AM
103	There aren't any...	8/11/2016 11:11 PM
104	Talk to the therapists.	8/11/2016 11:07 PM
105	Our policy is to ignore, report, and then an incident report in writing. Dispatch and supervisors make the call to send help. This delaying time and help is not always received. No one wants to deal with out for fear of management's scrutiny and siding with the customer/passenger.	8/11/2016 9:52 PM
106	Mostly assaults are handled as isolated events and not viewed as a system wide problem. In July, someone shot a bus window with a gun with passengers on board. The authority is hush-hush about the event and likes to pretend these things don't happen.	8/11/2016 8:44 PM
107	NONE. They don't give a shit. They won't do anything. I tried to report a verbal assault as well as somebody spitting at me and threatening me, but they would not let me wait for the police to arrive.	8/11/2016 8:06 PM
108	N/a	8/11/2016 7:40 PM
109	None	8/11/2016 6:11 PM
110	None available	8/11/2016 5:36 PM
111	Passengers are assaulting each other pushing and shoving on ARCHER AVE because buses are stopping short in and attempt to try and get them on board pass the vans especially Q5 where the vans just take over	8/11/2016 5:11 PM
112	Na	8/11/2016 5:00 PM
113	Transit police need to be seen more and care for us .	8/11/2016 4:51 PM
114	none	8/11/2016 3:13 PM
115	The driver is always wrong.	8/11/2016 2:16 PM
116	I know of NONE	8/11/2016 1:21 PM
117	They always parade the director of operations repeating the claim,"Safety is our #1 priority."	8/11/2016 11:46 AM
118	None have been establish	8/11/2016 11:43 AM
119	n/a..	8/11/2016 11:38 AM
120	We have safety meetings	8/11/2016 10:47 AM
121	N/A	8/11/2016 7:20 AM
122	There are none of which I know that hasn't been already mentioned .	8/11/2016 6:15 AM
123	I am not aware of any at the moment	8/11/2016 12:50 AM
124	None	8/11/2016 12:00 AM
125	they dont address it, they blame the operator	8/10/2016 11:15 PM
126	None it's always overlooked and they in force	8/10/2016 10:56 PM
127	N/A	8/10/2016 10:39 PM
128	They lost in this area of care for operators . They lack the preventive tools to really help	8/10/2016 10:12 PM
129	How about procedures	8/10/2016 9:29 PM
130	Paperwork video/audio surveillance is evaluated by the safety department . Then the director of transportation makes the final judgement concerning the resolution of the incident .	8/10/2016 8:43 PM
131	none	8/10/2016 7:39 PM

132	Na	8/10/2016 7:11 PM
133	No training on proper procedure of our true rights are given and we as operators are too quick to respond without having our union present	8/10/2016 7:07 PM
134	None	8/10/2016 7:00 PM
135	Even when an situation occurs the operator has to listen to the passengers because theyre left on our buses to continue the routes very scary and distracting.	8/10/2016 6:57 PM
136	We care customer service class	8/10/2016 6:06 PM
137	Have more undercover cops on the buses	8/10/2016 5:54 PM
138	Call BOC thats it.	8/10/2016 5:50 PM
139	None	8/10/2016 5:41 PM
140	Panic button	8/10/2016 5:02 PM
141	Police cam audio	8/10/2016 4:17 PM
142	Unaware.	8/10/2016 3:30 PM
143	None	8/10/2016 3:01 PM
144	Useless operator shields that are more dangerous than helpful	8/10/2016 2:39 PM
145	Bart does NOT care about the safety of its agents and operators!	8/10/2016 2:38 PM
146	Do not know any	8/10/2016 2:38 PM
147	Have police ride the bus	8/10/2016 2:24 PM
148	N/a	8/10/2016 1:51 PM
149	Disengage and let the passenger have their way	8/10/2016 1:40 PM
150	None	8/10/2016 1:06 PM
151	ignore everything and if it cant be ignored call dispatch and wait for instructions.	8/10/2016 12:55 PM
152	Check on board camera written report then usually nothing happens	8/10/2016 12:01 PM
153	Supervisors are told to observe and report but do not lend a hand.	8/10/2016 11:10 AM
154	NONE!!!!!!	8/10/2016 2:49 AM
155	?none	8/10/2016 2:04 AM
156	None	8/10/2016 12:06 AM
157	Bulletins, Annual training for one day, Conflict resolutions classes	8/9/2016 10:31 PM
158	Passengers get very upset due to the fact that the bus is late constantly. And that is because the timelines haven't been changed in the agency in the upcoming years. Planning department knows about it but refuses to change the timelines.	8/9/2016 8:51 PM
159	The Union has recently formed its own committee and established protocols. As a result the Authority was shamed into joining the committee.	8/9/2016 6:49 PM
160	Most Operators feel Supervision puts the blame on them.	8/9/2016 4:06 PM
161	Our passenger code of conduct has penalties up to a lifetime ban from service.	8/9/2016 3:37 PM

Q12 What more can be done to prevent assaults?

Answered: 532 Skipped: 20



Answer Choices	Responses
Installation of driver barriers and bus shields	60.53% 322
Installation of driver's side doors	37.03% 197
Panic buttons	25.75% 137
Police presence on buses and at stops	67.29% 358
Bus surveillance cameras	24.81% 132
Metro card fare system	27.82% 148
Violence prevention programs	41.73% 222
Other (please specify)	20.30% 108
Total Respondents: 532	

#	Other (please specify)	Date
1	All above	8/30/2016 10:23 AM
2	BPD presence on trains & stations & not just certain stations ALL.	8/30/2016 8:15 AM
3	Allowing operators to remove passengers if something happens. Train us like security guards, so we know 'safe' ways to deal with these people.	8/30/2016 8:14 AM
4	Enforce some laws	8/30/2016 3:11 AM
5	Proof of payment officers.	8/29/2016 11:45 PM
6	Functional police force.	8/29/2016 10:00 PM

7	psychological training on how to de-escalate situations	8/29/2016 6:23 PM
8	Indepth training using real senarios. Police, Fire Fighters and Ambulance personnel get indepth training because they are the first responders...Guess what, the driver is the first responder before any of them can get there!	8/29/2016 4:05 PM
9	Increased staffing, especially at times when assaults are more likely; better portrayal of frontline employees in the media (BART's public relations department has been resistant to this); possibly reduced fares for low-income, youth, and students	8/29/2016 3:14 PM
10	more people CARRING GUNS.	8/29/2016 12:11 PM
11	everyone rides for free	8/29/2016 6:42 AM
12	Police presence/nite over days	8/28/2016 7:12 PM
13	Public education on acceptable behavior while using public transit. Stronger enforcement of rules.	8/28/2016 6:44 PM
14	Transit police in nashville tn	8/28/2016 12:10 PM
15	Start actually investigating assaults and follow up with PD and public calling attention to it	8/28/2016 10:23 AM
16	Drivers taken seriously and better response times	8/27/2016 7:07 PM
17	Working cameras	8/27/2016 6:47 PM
18	Drivers should be taught some basic self defense methods to use as a last resort.	8/27/2016 1:52 PM
19	Stricter rules on behaviour on the bus and what will happen if they aren't being obeyed	8/27/2016 1:38 PM
20	We don't have a lot of assaults at Regina transit, currently.	8/27/2016 10:18 AM
21	Police	8/27/2016 9:24 AM
22	Police on bus would be a huge help especially on buses with school kids on them, we as driver's are not parents or guardians of these kids and the pure lack of respect from them today towards any authority figure or someone in charge lets drivers know and keeps us aware that many of these kids are a threat to anyone on the bus at any given time, as well are drunks and mental people we have to transport..	8/26/2016 6:32 PM
23	supervision adequately making adjustments to schedules when the Headway is increased due to buses is missing.	8/26/2016 5:55 PM
24	There are cameras on the buses but not functioning	8/26/2016 5:49 PM
25	More training for operators and supervision on how to handle emergency situations and more awareness to the public that assaults on bus operators is taken seriously. The public may see the signs and hear the announcements but many don't take it seriously that they can be arrested and sent to jail.	8/26/2016 4:45 PM
26	Actual punishment for the offenders, everything else is just wasteful	8/26/2016 12:42 PM
27	All of the above	8/25/2016 9:09 AM
28	Law changes, allow some operators to carrier visible weapons	8/25/2016 8:56 AM
29	Management prosecution of offenders	8/25/2016 8:42 AM
30	Enforcement of the rules by all drivers and supervisors	8/25/2016 8:34 AM
31	More training for operators.	8/24/2016 11:14 PM
32	Additional/More frequent training for operators to learn how to control and deescalate situations.	8/24/2016 7:33 PM
33	Training for drivers that provides word choices and ways to calm down angry passengers	8/24/2016 11:00 AM
34	Respect and believe driver's account of incident. Proper structure and public education of rules and regulations with less interaction with the driver.	8/24/2016 9:59 AM
35	Stricter transit workers laws	8/23/2016 11:17 PM
36	Bus fare collection should not take place on a bus. It should be all done prior to loading passengers. The driver should only have to worry about operating the vehicle safely. Transit police, or regular officers should check riders "proof of pay" and take care of the fare evader as they see fit.	8/23/2016 4:50 PM
37	Transit Police	8/23/2016 4:25 PM
38	Do not require Operators to enforce fares, all enforcement should be by Transit Police of Supervisors. Eg: Borading and checking for valid bus passes and transfers, so Operators no longer have to. Stop allowing Operators to overule the farbox and give transfers for example.	8/23/2016 2:53 PM

39	The company has refused to meet with the Safety Review Board to review accidents and to investigate possible methods to solve the problem of driver and passenger safety. The drivers are not properly trained on the "codes" and other procedures to keep them safe. We recommended new codes for possible situations and they wouldn't even discuss the situation. For example: If a driver was being held hostage he/she could inform dispatch when questioned of a code _ _ _ _ using their own driver's number which they would know by heart. This would inform dispatch while at the same time keeping the culprit and the other passengers in the dark. Nope, they decided that the driver could just tell dispatch when they were in a hostage situation. That just tells us how much they really care about their City Bus Drivers.	8/23/2016 2:16 AM
40	Punishment for offenders.	8/21/2016 5:34 PM
41	Working with the union	8/20/2016 7:31 PM
42	Transit Police need to be held to a standard for response time. It is not acceptable for police to take 30 minutes to an hour to respond to an incident.	8/20/2016 3:00 PM
43	Allowing us to carry mace or pepper spray, self defense classes and a company who cares and stands behind the employees who make the business a business	8/20/2016 8:52 AM
44	Better response on radio to console and to have someone in console that speaks and understand English clearly.	8/20/2016 8:50 AM
45	A bus assistant on board every bus every day and night	8/19/2016 7:58 PM
46	Ccw classes	8/19/2016 4:08 PM
47	Having operators not responsible for collecting fares or issuing transfers. Have transit police or supervisors ride and check fares and tickets.	8/19/2016 2:57 PM
48	Verbal judo training.	8/19/2016 2:06 PM
49	Again this is for conventional; our buses are set up differently	8/19/2016 11:42 AM
50	Let operators with the necessary permit to carry a concealed pistol.	8/19/2016 11:40 AM
51	Zero tolerance policy, code of conduct laws and existing policy enforcement for passengers, less Molly-Coddling of the public/passengers.	8/18/2016 8:21 PM
52	Make the buses fare free	8/18/2016 7:54 PM
53	Actual support from the courts in enforcing the criminal code.	8/18/2016 3:49 PM
54	On board tv showing on board video real time to passengers	8/18/2016 3:35 PM
55	ARIZONA ALREADY RECOGNIZES "PUBLIC SERVANT" CRIME POLICY, WHEREAS ASSAULTING A BUS DRIVER IS AN "AUTOMATIC FELONY"	8/18/2016 3:45 AM
56	It should be a Felony for attacking a defenseless Driver	8/17/2016 10:58 PM
57	Actually prosecuting those who commit crimes/assaults against transit employees, developing a more solid police force that's better able to do their job without living in fear of internal investigations, making it more difficult for people to fare evade into the system (they ate usually the one causing problems).	8/17/2016 8:28 PM
58	Remove the fare - free rides : In our transportation district only 7% of the entire funding schedule comes from fares.	8/17/2016 3:59 PM
59	Have emergency button on radio contact emergency services instead of employer	8/17/2016 2:39 PM
60	I think Mta should start banning riders who are a constant problem and I think people will start to ride with more respect. At the very least if someone is assault the picture they obtain should be posted in the division's so that everyone will know to be careful when dealing with that oerson	8/17/2016 8:13 AM
61	prosecution	8/16/2016 2:49 AM
62	A "Guardian Angel" program for late night routes in high crime areas	8/13/2016 11:41 PM
63	Actual defensive and de-escalation training	8/13/2016 4:41 PM
64	Informing passengers of penalties for assault. As well as support from management with consistency and follow therugh with both passenger driver and police al	8/12/2016 1:54 PM
65	Police out of uniform. Change to the select system for all routes & use police to monitor buses	8/11/2016 8:57 PM
66	Laws that are enforced. Training that management passes on to operators. Public Awareness campaign.	8/11/2016 8:44 PM
67	Actually prosecute people that assault bus and train operators. Nobody feels like anything is ever going to happen to them if they do something the bus or train operators.	8/11/2016 8:06 PM

68	Note** Many operators view cameras a way to watch operators rather than help with passenger issues.	8/11/2016 7:46 PM
69	Put under cover police on the bus routes with the most assaults and the ones where public does not pay the fare.	8/11/2016 7:37 PM
70	Stop enabling the criminals. Stop allowing these people ride for free because they demand it. It makes the drivers look like emasculated idiots. Remove the motivation to attack drivers and the attacks will stop.	8/11/2016 7:17 PM
71	educate the public	8/11/2016 7:10 PM
72	That's it	8/11/2016 5:11 PM
73	Verbal Judo	8/11/2016 2:08 PM
74	Sbs on all of the buses, operators won't have to deal with problems sustained from fare issues etc	8/11/2016 2:08 PM
75	Video transmitted to the bus that way they know big brother is look & listen to them!	8/11/2016 11:43 AM
76	But with the drivers door, we are not allowed to get off the bus to protect ourselves.	8/11/2016 10:04 AM
77	Stop fueling the public with the right to harrass the employees just because	8/11/2016 9:36 AM
78	Readily available assistance	8/11/2016 9:20 AM
79	A panic button that goes to the police,not console.	8/11/2016 7:16 AM
80	Prosecute the assailant to the full extent of the law. That way they know what they are up against if they decide to assault an operator.	8/11/2016 6:15 AM
81	Standard work policy, everyone either charging fare or not. No one knows what to do.	8/11/2016 1:30 AM
82	Bus operators for one should not be penalized for defending themselves , public knows this , its part of their lack of respect.	8/11/2016 12:50 AM
83	make it matter in the courts. quit making it just a slap on the hand	8/10/2016 11:15 PM
84	Let us carry pepper spray at least.	8/10/2016 10:39 PM
85	Heavy punishment for fare evasion	8/10/2016 10:35 PM
86	All of the above would be a great hel	8/10/2016 10:12 PM
87	Mandatory jail terms of 15 years period !!!!!	8/10/2016 7:07 PM
88	Transit Police that issue Fines.	8/10/2016 5:50 PM
89	issues taken seriously	8/10/2016 5:41 PM
90	Insist that drivers and management consistently enforce the rules. Have transit police available more often on the buses and at transit centers to give tickets for violations and manage unruly behavior.	8/10/2016 4:31 PM
91	More severe penalties	8/10/2016 3:01 PM
92	STOP MAKING THE OPERATOR QUOTE THE BUS FARE!!!!	8/10/2016 2:39 PM
93	Police presence would help in stations, as well as quicker responses	8/10/2016 2:38 PM
94	Police ride the bus	8/10/2016 2:24 PM
95	Implement non cash fares like every other transit agency	8/10/2016 1:21 PM
96	Refusal of service	8/10/2016 1:06 PM
97	Transit police	8/10/2016 12:57 PM
98	Give the authority for drivers to have someone removed or banned without questioning why did you do that we might get syef	8/10/2016 12:01 PM
99	adquate training and response by supervisors	8/10/2016 11:10 AM
100	Better security at the end of the line when female passengers need to deviate bus and walk in unsafe areas to use the bathroom or their cell phone	8/10/2016 10:55 AM
101	more driver input if driver feels a student should lose bus privilege then it should be not so many warnings	8/10/2016 10:05 AM
102	Employees should be able to carry mace and whatever else is necessary to defen themselves also classes on conflicts and resolutions and self defense	8/10/2016 2:49 AM
103	Driver being able to deny service without having to do paperwork after shift	8/10/2016 2:04 AM

104	Presence of VT A superiors	8/10/2016 1:28AM
105	Realize public transportation is a right and don't infringe upon it.	8/10/2016 12:02 AM
106	Public education on Assault laws through Media , social media outlets	8/9/2016 10:31 PM
107	Need a tremendous presence not just an occasional crack down	8/9/2016 10:11 PM
108	Management needs to start supporting and backing Operators who have been assaulted.	8/9/2016 4:06PM

Q13 Tell us about any experience(s) you or a co-worker has had with violence on the job.

Answered: 236 Skipped: 316

#	Responses	Date
1	To many incidents to name! One that sticks out is agent helping a passenger with ticket & another passenger upset from an earlier altercation with a different agent at a different station comes in the booth and begins to attack the agent for no reason! The fact that the person felt it was okay to step in the booth with the agent & assault them is unbelievable and more action should be done to such people to made example of. More police presence would help clear out the few people that cause issues in our system & most times these people are not even using the transit system just loitering.	8/30/2016 8:15 AM
2	It's written on file from 2015, I had an intoxicated elderly man attempt to remove me from my drivers seat, by pulling on my shoulders. The man had tripped into the bus because he was so intoxicated. I stood to attempt to help the man. And he proceeded to yell, call me names and tell me he was going to kick my ass. When I stood up and towered over the man he stopped with the harassment and then spat at me. Taking off with his wife and hiding. I called the police, but spitting on an operator wasn't as important as other things going on in the city. It's not only our transit agency that is failing us operators. The police are as well. My mom had a bad situation happen at work, where a member of the public actually followed her to a time point and proceeded to verbally assault her. The man yelling at her had called the police on her. And when it came out that he called the police for something that wasn't even happening, they didn't ask her if she wanted him charged. But if a police officer was put into the same situation, that guy would've been arrested on the spot. We are supposed to be the same as police officers now, but it's like it's all a joke to everyone, because we are only 'bus drivers'. Not fair at all. If we had permission to at least stand up for ourselves, if someone is being violent, I'm sure less of these occurrences would happen.	8/30/2016 8:14 AM
3	I was assaulted by a man who was a 51/50. He had been watching me for weeks then one day he snapped. He came into my booth and punched me. He tried to leave but several patrons & the janitor grabbed him & threw him to the ground & held him until the police got here. I was given counseling & was off work for about a week. A restraining order was issued against the man but he still gets to ride the system & I see him every day. I was told by the DA that he had been on medication but was assigned a new Dr. who changed his meds which caused him to have a "psychotic break." I was told that he doesn't remember the incident. But I do! My company did a good job as far as making sure I had counseling & getting the restraining order but I still feel that the lack of police presence(I might see a police officer at my station-which is in a high crime area-once s month) leads people to believe that they can say & do anything they want to agents and can basically do what they want in the station.(fate evade/rob & assault others)	8/30/2016 8:14 AM
4	I was shot at by police while driving. 3 bullets hit the windshield while I was sitting in the seat. Two people from magement came to the bus 20 minutes later. One I never met. I was off for the rest of the day. Back to work the next. My communicator was over and above calming during this incident, my management was useless.	8/30/2016 7:53 AM
5	I was beat up on a bus in 1998 by 2 guys that wanted money.	8/29/2016 11:20 PM
6	Patrons attacking agents and agents being told it's their fault for the confrontation even if they had no contact with patron.	8/29/2016 10:31 PM
7	Over 20 years have been chased, slapped, punched in face and spit in face. These incidents are the basis for my survey answers.	8/29/2016 10:00 PM
8	Been assaulted 5x in 3 years. Not an operator though, station agent	8/29/2016 8:08 PM
9	co-worker/driver was ll prepared/trained on how to de escalate a druggie bus passenger and he was beat down by the passenger who said, " I want to taste your blood" end of quote. Look it up under that quote.	8/29/2016 6:23 PM
10	Too many to list	8/29/2016 6:00 PM
11	1) Food thrown on the driver. 2) A driver was hit over the head with a book. 3) Fare box issues. 4) Females being verbally abused in a sexual manner. 5) Discrimination from manager to driver...CHRO cases. 6) Cursed at...verbal abuse. 7) Things thrown at the bus.	8/29/2016 4:05 PM

12	I get calls several times a week regarding assaults on our members. We recently had one Station Agent get punched in the jaw, breaking his jaw. While many assaults result from fare disputes, we've also had numerous unprovoked assaults, so training on recognizing aggressive behavior and conflict deescalation would not help in those cases. Management has chosen to terminate our members, rather than address the issue. In one case pending appeal, management terminated a member whom the patron hit twice and threatened to spit on. His response was merely to call police and put her under Citizen Arrest until police arrived. We had one member who was kicked and beaten by five people, which resulted in fractured vertebrae and teeth being knocked out. Management initially refused to accommodate her return to work, since she couldn't lean over to the microphone to talk with patrons. We've since had them install an extension so that she doesn't have to lean. Thank you for providing this survey and giving our members a chance to be heard.	8/29/2016 3:14 PM
13	We had just installed a rapid line into our system and on this particular line you are only allowed to stop at certain stops. When I explained this to the passenger she became agitated. Screaming swearing causing a scene because the stop was no longer available on that line. When the passenger was getting off the bus they turned around and punched me in the face. I had witness cards and reported the assault. I asked for the police. When the police arrived I was told that it was over and not to worry about it. The police didn't take the situation seriously. And I was told to continue on my route by my supervisors. About 2 weeks later someone from management reviewed my incident report and made the police file a report. However sadly it has been a year and no one has found the person that assaulted me.	8/28/2016 8:18 PM
14	11-02-15 experienced /witnessed a shooting, at a bus stop as passenger exiting the bus. This passenger was literally in the crossfire. Scariest moment as a driver.	8/28/2016 7:12 PM
15	I have been swore at several times. Spoken to in belittling ways. Been given obscene gestures by passengers, pedestrians and motorists.	8/28/2016 6:44 PM
16	Was violently attacked by 3 youth (female) and one is related to my current supervisor. The minimum was done and I'm still in dispute we management.	8/28/2016 12:10 PM
17	driver got punched because driver was late.	8/28/2016 11:18 AM
18	A brother was attacked with bear spray one night, resulting in an eye injury.	8/28/2016 10:31 AM
19	1 Spat on 3 times 2 Badge torn off 1 3 objects thrown at me 4 4 personally threaten with death 3	8/28/2016 10:23 AM
20	H	8/28/2016 1:12 AM
21	Almost had my eye poked out by irate customer who had delinquent fare discount card of 6 months. Out of NOWHERE he almost put my eye out by jabbing my eye with his fingers!	8/28/2016 12:59 AM
22	A lot of verbal abuse from passengers	8/27/2016 10:01 PM
23	A driver was recently attacked verbally and physically. He defended himself. Police took statements and viewed videos and determined it was clearly self defense. Management chose to fire the driver over the incident rather than support him!	8/27/2016 1:52 PM
24	There is constant yelling and swearing at the drivers if they feel they can get their way. Ie; wrong fare, another driver had broken the rules to do it, buses are late/not making connections due to traffic, weather ect, want to bring something on the bus that isn't allowed. Drivers being spat on.	8/27/2016 1:38 PM
25	Fortunately we are a small system and assaults are quite rare. I have been spat on, and another driver punched by the same guy. He has been banned for many years but still attempts to ride. Most assaults are verbal as a result of poor service or missed connections. Most riders are regulars and those with mental health issues are well known. I minimize my risk by not rising to or antagonizing them. Sadly it's going to take a nasty incident for this to be taken more seriously on our system.	8/27/2016 11:36 AM
26	Leaves you with a feelin you have to fear for your life.	8/27/2016 10:05 AM
27	I was assaulted and sustain serious injuries,which I'm trying to recuperate. I don't know how I'am going to react when I return to work,but hopefully it will be in a positive way.	8/27/2016 9:51 AM
28	I've been lucky and I haven't been involved in anything. But driving down the road sometime you see stuff you just have to shake your head at.	8/27/2016 9:51 AM
29	None	8/27/2016 9:24 AM
30	Too many to list	8/27/2016 4:29 AM
31	N/A	8/27/2016 2:38 AM

32	One of my co-workers was sprayed with mace because of fair dispute. Another was female co-worker was threatened to be shot. Many co-workers and my self have been yelled at for being late because transit does not provide enough time to both pick up passengers and get to our destination on time safely. Especially in winter where transit should have a winter schedule and a summer schedule. Other car drivers cutting in front of our buses and driving dangerously around the bus because there are no rules to allow buses the right of way. So when a bus pulls out of the stop and the bus has no speed the other drivers have spat at the bus and thrown drinks nod other stuff at the bus and will pull in front of the bus and slow to 20 km hour to try and make us upset or late. One of our drivers flashed the high beams at a car because of a car driver doing this. He called the police that met him while this car was still there. We have cameras and auto on the bus showing the harassment the car driver was doing. The police said that if they charge the car driver then they would also have to charge the operator for flashing his headlights at the car driver. There are too many more to mention. This is just a sample of exterior and interior threats made to drivers on the job.	8/27/2016 1:31 AM
33	We had a driver fired for defending himself when a passenger took his backpack then hit him and he hit back.	8/27/2016 1:24 AM
34	Many to tell	8/26/2016 11:22 PM
35	I've been threatened several times because of the fare and a person not having the money. The authority says just inform them of the fare and that's it. When I have done that, I've been called names, threatened, and even had a bottle thrown at me, which I reported.	8/26/2016 9:59 PM
36	Customer whispered in drivers ear. Customer was told to back up out of drivers space. When any incident happens to a driver we are never informed. We have to hear about it on tv, by customers, or not at all. Every driver should be informed immediately by trapeze if one of us have been attacked. We need to be alerted at all times when danger/harm is to protect us and customers. This is unacceptable and make me feel like MTA doesn't care about our safety. Safe driving takes precedence over safe enviornment for operators.	8/26/2016 9:12 PM
37	Most are job related. New drivers are not being taught to do the job properly.plus if everybody do what they are told things will move more strategically.	8/26/2016 9:11 PM
38	A young lady was upset about her fare and wanted to start yelling and fight. I told her it's not a problem she could have the ride and I gave her the money back on a change card. She did calm down and have a seat. If I had not done that she and I may had had a even bigger issue.	8/26/2016 9:01 PM
39	Have none	8/26/2016 8:06 PM
40	Too many to list them all..	8/26/2016 7:28 PM
41	There was a passenger that got up in my personal space and rubbed my arm. I repeatedly asked him to step behind the line. Fortunately, when I had to stop my bus and sit, another passenger got on. When we got to the next stop, I told the passenger that he had to get off. I was fortunate, because he actually got off after I got loud.	8/26/2016 6:44 PM
42	Verbal assault many times from passengers who either thought they had paid enough for a fare or wanted off at specific stops other than a bus stop or safe location.	8/26/2016 6:32 PM
43	Not happened	8/26/2016 5:58 PM
44	I've heard about and have been threatened by passengers because a bus that was supposed to be in front of me was missing for whatever reason and I had no idea that that bus was missing from service.	8/26/2016 5:55 PM
45	N/A	8/26/2016 5:48 PM
46	Mostly I deal with verbal harassment and name calling/threatening based on fare disputes or late buses.	8/26/2016 5:33 PM
47	None	8/26/2016 5:30 PM
48	I have been verbally assaulted and called out of name numerous times. I have had women fighting one another on the bus and had to pull over and call for assistance. I have had young people get into fights numerous times on the bus. I have been in a verbal altercation with a young man who then got off the bus and threw an unknown object at the door of the bus. I have had a young man expose himself to me on the bus. I have been in a verbal altercation with a woman because she got on the wrong bus despite me telling her what route I would be traveling. I have been egged during Halloween season.	8/26/2016 4:45 PM
49	An operator jaw got broken because he was driving to slow.	8/26/2016 3:42 PM
50	I was verbally assaulted because a passenger insisted he board my bus which was overcrowded making my driving vision complicated he refused to leave using obscene language he wrote a complaint in which I had to see management	8/26/2016 2:48 PM

51	I have been assaulted the police was called but they came to arrest me thank god there was a witness. I was not paid by my agency for four months I did not receive assault pay as agreed in contract I still have not received my money compensation judge awarded me I had to file bankruptcy and my house is in foreclosure so no I don't think transit or the union really care about the operators we'll be when they are assaulted feel free to call me I have a lot to tell about our members being abused by transit and there's really nothing the union can do about it	8/26/2016 1:06 PM
52	Passenger wanted me to stop the bus in a unsafe area; when I refused I was threatened.	8/26/2016 12:46 PM
53	Someone has stabbed a operator	8/26/2016 12:20 PM
54	None	8/26/2016 11:54 AM
55	Too many to list	8/26/2016 7:32 AM
56	We at Local 801 [Altoona Metro Transit] have been very lucky we haven't had any driver assaults ,we have had passengers removed from our buses being asked to get off by the drivers or by police and they were not permitted back on the buses. Posted their pictures so other drivers could see the troublemakers.	8/25/2016 10:31 AM
57	Spitting ,cursing, & hitting	8/25/2016 9:38 AM
58	I have been spit on and threatened.	8/25/2016 9:09 AM
59	Too many to list!	8/25/2016 8:34 AM
60	I WAS ASSAULTED THIS PAST FEB BY A PASSENGER HE ADMITED TO STRANGULATION AND WAS GIVEN 18 MONTHS.	8/25/2016 8:06 AM
61	Gun threats on the bus. Physically assaulted by a passenger who misplaced his transfer(Sprained thumb). Attempt by a pedestrian to commit suicide by bus. Fellow operator being bit by a passenger. 2 passengers trying to bathe in the bus by using cologne. (Allergies to perfume, couldn't breathe) Passengers physically fighting on the bus.	8/24/2016 11:14 PM
62	In 28 years as an operator, I have had no experience of passenger assault. I feel that I have to knowledge and tools needed to deescalate situations. I have used the tools effectively in the past to prevent possible assault. Operators need to stop taking things personally (i.e fare dispute, service changes) reacting to or stooping to the passengers level is often what escalates situations, that unfortunately end in an assault situation.	8/24/2016 7:33 PM
63	Operator A male and female couple began arguing on the bus. They became louder and started cursing. I pulled I pulled the bus and opened both doors. I exited the bus and called dispatch for help. I reentered the back of the near the couple to possibly diffuse the situation. The male immediately pulled out a weapon and said,(After I shoot this bitch, you are next). I wrestled the man to the ground and kept him pinned until help arrived.	8/24/2016 5:07 PM
64	N/A	8/24/2016 2:34 PM
65	Confronted multiple times for coming to the aid of someone being assaulted / harassed . I am stuck in the seat with nowhere to go.	8/24/2016 2:07 PM
66	A number of times people have wanted to hit me. All about fare or wrong pass that is a big problem.	8/24/2016 12:19 PM
67	I've had passengers speak to me in very sexually explicit ways and make me very uncomfortable. When I tossed him off the bus, passenger called and complained--even though I notified the dispatcher, it still looks like I've done something wrong. My company expects me to get witness statements when something goes wrong on the bus, they treat drivers like they are guilty until proven innocent. I've had intoxicated persons scream at me, get right in my face inches from me and nothing happens to that passenger, it ends up being paperwork that goes into my file and makes me look bad.	8/24/2016 11:00 AM
68	Generally our issues have been verbal between passengers and operators a couple involved spitting.	8/24/2016 10:15 AM
69	I have had regular Verbal assaults being called, and sometimes worse, "an asshole who can't keep a bus on time." When traffic jammed around corner during rush hour. I have been threatened with physical violence on many occasions. Co workers have at various times been punched, spit on, and rocks thrown thru window hitting them in the head. I have had beer bottles thrown smashing on top of bus as well as rocks thrown into the front windshield at my head. Only protected by the windshield. I have had the side window passenger side by front door shot and broken. I have been narrowly missed by eggs being thrown and smashing into my drivers side window.	8/24/2016 9:59 AM
70	Drivers have been robbed at gun point at layovers. Drivers punched by high school student at the school. Drivers have been spit on.	8/23/2016 11:17 PM
71	Assaults, threats	8/23/2016 8:07 PM
72	I have been spat on, shot at and punched along with the many verbal assaults.	8/23/2016 7:37 PM
73	Have been cussed...had rider stand in front of bus...have been degraded ...all we r told is to fill out paperwork	8/23/2016 6:20 PM
74	A	8/23/2016 6:03 PM

75	Long story....I was assaulted in the bus and the district did nothing for me...	8/23/2016 5:31 PM
76	I've had a gun pulled out on my bus. It was students being dumb, but it freaked the crap out of me. I've had a lady freak out on me because I asked her to move out of the aisle. She told me to f\$&@ off and mind my own business and she'll do whatever the hell she wants. I explained the safety issue she was causing, then she said she'd have me fired and thrown in jail where I would be raped. I had a dude with a cane (he was in his 20's) not like that I told him how much bus fare was. When he got off the bus, he stood right by the front door, and after I closed the door he looked at me square in the eye and smashed the door window with his cane. I felt very intimidated and was instructed to pick him up again if he was waiting for a bus.	8/23/2016 4:50 PM
77	We've had drivers slapped punched in the face life threatening weapons shown	8/23/2016 4:25 PM
78	I have been threatened, and been racially attacked.	8/23/2016 3:59 PM
79	Punched in the face, Bricks other objects thrown at buses Shits fired More with no attention to investigate most cases just gone ignored	8/23/2016 3:55 PM
80	I was attacked by a passenger who yelled he was going to kill me. We somewhat scuffled and passengers came to my aid and he left. I had a handgun pointed at me while following another bus, a youth in the back seat of the bus ahead pulled it out of a bag and pointed it at me. No action was taken even after calling it in to control. Was spit on by a passing cyclist. Threatened more times than I can remember, nothing ever done to lack of availability of on street supervisors at the time.	8/23/2016 2:53 PM
81	Spit on... Drinks thrown on driver.. Hit in the face.. Verbally threatened.. Flipped off.. Vulgar language..	8/23/2016 12:39 PM
82	Two years ago the month of january 2014, I got spat and verbally abuse by a group of 16 year old boys	8/23/2016 12:35 PM
83	One driver had an ongoing problem with a passenger and it turned into a attic and the company held the passenger off the bus for three months,then let him ride again.	8/23/2016 9:29 AM
84	1 - passenger spat at me. 2 - passenger threatened to stab me because she wanted to board bus with her baby in stroller and I asked her to remove baby and fold stroller.	8/23/2016 8:57 AM
85	Personally I have had coins thrown in my face. I've had food and other items thrown at me trying to goad me into losing my temper and thus my job. I've been punched in the head and in the arm. I've been cussed at and gestured at for doing my job of collecting the fare and keeping the passengers safe by enforcing the rules that the City refuses to post on the buses. The cost of printing a few placards seems to be more than the City can afford apparently. Through all of this I was able to stay calm and polite to the passengers because that was the way I was trained 15 years ago. Other drivers haven't fared so well. The ones that have been trained since 2005 didn't receive the training that had been handed down from driver to driver for over a hundred years. The City decided to fire the experienced drivers and start up a new facility in order to get rid of their pension program. Problem was that all those years of knowledge went down the drain. The City didn't care. They thought they saved some money but a Judge said differently. Most of the problem comes from lack of training by our mentor drivers. I was told the tricks of the trade by drivers that heard the same from drivers 30 or more years before. These private contractors think of training as wasted and throw the drivers out onto revenue service before they know how to protect themselves by being professionally polite and considerate to the passengers and their fellow highway occupants. Sometimes anything can happen no matter what you do. Several years ago one of our drivers informed an unruly passenger that the bus was done for the evening. On Saturdays bus service ended earlier than it did during the week. A few moments later the passenger swung a heavy object at the driver's head and stepped off the bus. Another driver, his friend went out of service at another location and he was used to his friend coming over the radio at the same time he did and doing the same. He never heard his friend as he drove the bus back to the garage. He decided on his own to check on his friend and drove his own vehicle to the location where the bus should go out of service. There he found his friend unconscious. He immediately got on the bus radio and had dispatch send the ambulance. It took some time but the driver returned to drive the bus for several more years until he retired. His rescuer still works with us. The culprit was never identified. There were no cameras then. Drivers have been spat upon, slapped, cussed and hit with force. Female operators have been touched inappropriately. Their purses have been gone through and items have been taken from them. They have learned to take their purses with them when they leave the bus to go to the restroom. It is the female operator who especially has to worry about a lone male passenger who seems intent on being a bit too friendly on a dark night. Single women wear wedding rings to ward off intrusive passengers but to little avail. Married or not the men persist to the point that it would seem impossible for a driver to be safe on their route. I am sure some women have left this employment because of such treatment and the lack of support by their employer or the City. I have to admire the women that have put up with so much bad behavior for so many years and still do so every day, every night. Then there are the ever present possibilities of what if. Only a few years ago a wanted criminal waited at one of our bus stops with a revolver in his belt. A plainclothes police officer saw him from across the street and approached him badge in hand. The criminal pulled out the weapon and shot the police officer several times in the face. He didn't survive. A few minutes later our city bus came over the hill and had to wait while the crime scene was investigated and the ambulance left with the body of the officer. What if the officer hadn't noticed the suspect? What if the man had boarded our bus? Did he have his proper fare? Would our driver have insisted? Would she have called dispatch and thus the police if he had refused to pay his fare? The shooter got away that day. Did he go to another bus stop and catch the bus there. All we know is	8/23/2016 2:16 AM

that they did catch him a few days later. He was tried and will spend the rest of his life in prison. Our driver has retired since but she has to wonder each day...what if? Our drivers can be terminated for not collecting the proper fare as it says in the City and Company rules for our drivers. Even our operations manager admits that there are times when it would be unsafe to insist on a fare but he has never driven a bus. He doesn't realize that allowing one person a free ride upsets every paying passenger on the bus. Some of these people have missed meals in order to have a ride home and now the driver lets this bum ride for free. If that happens too often that driver won't have a job but if the drivers want to discuss the situation. If the Union wants to bring up the matter of how to collect the fare and still be safe all the city officials can say is just follow the rules, collect the fare and do your job. The City wants nothing to do with the Union. They are afraid of us asking questions of them that they can't answer for. While the past is just that we would hope to make a better future for ourselves and our fellow citizens of this city with some honest communication but it just hasn't happened. We've tried and they have refused us too many times. One dark night near the end of the route in an area where street lighting was non-existent I had one young man on the bus. He held a skateboard in his hand as he decided to walk forward from his seat as I approached the turn back towards town. He was standing right behind and to the right of me when I noticed he had taken both hands and raised the skateboard above his head. At that moment I had to make a decision. I had never seen him before anywhere on any route. He was the only person left on the bus and there wasn't another person or vehicle anywhere in sight. Was that skateboard to be used as a weapon against me? Was he preparing to bring it down on my head to kill me, to rob me? Was this a gang initiation where the killing of a bus driver was the price to join the gang? Had another driver insulted him or treated him improperly and it would be I to pay the price? In that same split second I made my decision and slammed on the brakes which was my only defense against this young man. He tumbled forward and down to the floor throwing his skateboard towards the exit door. From the floor next to me he looked up at me with the question in his eyes of what happened. Why did you slam the brakes? I was immediately asking him if he was OK and he said, "Yes, I'm OK." He rose and checked himself out. He was OK but he still didn't understand. I apologized and explained to him how he had scared me when he raised his skateboard above his head. Suddenly he understood and he apologized to me. We laughed at what had happened and shook hands. I pulled up to the next stop and he stepped off the bus smiling and waving bye at me. That was the only time I have ever been really terrified at a passenger's behavior towards me. I'm a fairly large man and normally have a great relationship with my passengers. I have been congratulated and even applauded on my handling of rude and unruly passengers. Usually the passengers were frustrated or confused. Perhaps they were having a really bad day and it seemed okay to take it out on the bus driver. Most of us understand.

I did. Our City Bus Operators should be trained for such situations by experienced drivers who know how to handle such passengers. The bus operators should be employed by the City and held responsible as the first (and sometimes only) city government representative that both citizens and tourists meet. Passengers should know from the first moment they step on the bus that unruly behavior and especially delaying the bus will be dealt with by law enforcement. The driver should not have to collect a fare but only count each passenger. Fares should be paid by other means and the City should have transit officials checking to make sure everyone has paid their fair share. Those who have not paid their fare should be barred from the bus for a significant period of time. Just the thought of having to walk is sometimes enough to enforce the purchase of a fare. Just about all the seats on a bus should be able to fold up to store baby strollers and grocery carts. A mother should not have to lug baby, stroller and groceries up and onto a bus that has 20 empty seats. Properly trained drivers should be allowed to make the decisions about safety versus the rules of the transit authority. Finally the City (or transit authority) should work together with the Union and their members to better the transit experience for all those who use or who might use the bus or rail transit. For profit corporations should never take City funds for their investors in an operation that is not profit oriented. The City should put aside their fear and embrace the Union. There may be problems but with cooperation and compromise those problems can be solved. As gas prices rise and roads become choked with private vehicles public transit seems to be the only alternative to chaos on our highways. Transit is headed towards change that can't be avoided and our Cities and Federal Government need to realize this. Protecting our drivers is the first priority and I thank the International for taking this interest and inviting its members to participate. I have emailed most of our members and encouraged them to answer this survey their selves. We have to put up with the abuse and we shouldn't have to. On a personal note I am being forced into retirement from an injury caused by the negligence of a private contractor from our City. It is just another example of how the privatization of City Transit has denied basic safety concerns for our drivers and services for our passengers while making millions for the investors in those companies.

86	None	8/22/2016 10:42 PM
87	I was attacked on my bus last year when an unruly customer who was high and drunk got on my bus and started harassing customer's so I carried on as most do as he was not doing anything at the time and when he wanted off I could not because it was unsafe to do so and that I would let him off at the next stop I pressed 911 button I was amazed that there was a car from Transit in 5 min but no police we are not high up on the priority list for them.	8/22/2016 4:21 PM
88	No violence, but racial insults hurled at me.	8/22/2016 4:06 PM
89	I had a lad threaten to beat me, then he broke a window on the bus. Nothing at all was done about it. I was not even given any time to calm down. I was given a new bus and left alone.	8/21/2016 5:34 PM

90	When I was threatened at gun point the supervisor that arrived at the scene wanted me to let it go . However when the police arrived and search the person that the person making the threat had a loaded 45 and could have used it. I was told to continue to drive to the end of the line where I requested to be relieved of duty. I then went to Behavioral Science and spent two months as an out patient getting the help that I needed to return to full duty status.	8/21/2016 3:27 PM
91	Everyday about fair disputes	8/20/2016 9:48 PM
92	We are always being threatened in one way or another! Passengers or other vehicles!	8/20/2016 7:44 PM
93	I've been physically assaulted and spat upon 4 or 5 times during my 25 year career in transit. In each incident, I dealt with it myself because I knew police were a long time coming. Before King County Metro had a dedicated Transit Police force, I recall the control center telling all drivers to "pick their battles" on the 4th of July night, because we had no police protection. All of our officers were working for their home agencies. I've never forgotten that, and it really hasn't changed much, since the Transit Police take so long to respond to incidents. Many times, controllers will ask drivers to bring the bus downtown so police can respond conveniently. Drivers are told in training that they have resources that they only need to call for. That's a blatant lie because the Transit Police are usually nowhere near the location of the incident and have to travel there through traffic. I think we need more police officers riding buses instead of sitting in cars. I work in light rail now, and we can travel much faster than the police through rush-hour traffic. So, if we need help, it takes a long time for the police to respond, and service is disrupted. The bad folk know this, so they know it's safe for them to cause trouble, and run away when the police approach. Police should be on transit vehicles at random times, not comfortably sitting in a car. Put them out there with us. We're dealing with the same people but the police have guns and armor and we don't.	8/20/2016 3:00 PM
94	Female operator assaulted while on break walking over to gas station for refreshments, an man on the street hit the driver with a traffic con in the left shoulder, sending the driver to the hospital.	8/20/2016 2:54 PM
95	I have been verbally attacked only, which is bad enough and should be treated as you are physically. The driver isn't the same after being verbally attacked. I know a driver who got fired for protecting himself cause he left the bus and continued the physical altercation. We are not only being attacked by the passengers but by our own company afterwards.	8/20/2016 8:52 AM
96	I had been thrown off the bus, kicked and yelled at many times. My colleagues (all men) were bitten and rushed to the hospital due to hiv infection by the assailants. And thousands of other horrific acts of violence due to neglectful companies and uncaring individuals with authority who can choose to do something about all of this. However, they always say, "We do not have the money to protect you." HAPPY TRAILS TO YOU.....thanks for this survey on behalf of all happy riders	8/19/2016 7:58 PM
97	I have been assaulted by two people over the use of profanity in the presence of young children that I was compelled to stop the company Suntran was not helpful in the prosecution of these people I had to hire my own legal counsel.	8/19/2016 7:33 PM
98	I've been swung at, I've been punched, spit on, verbally assaulted, verbally threatened, kicked, hit with various objects. Just for driving a bus.	8/19/2016 4:11 PM
99	My coworker was *** *****. He was killed. Also another employee was assaulted while fixing a crossing get gate.	8/19/2016 4:08 PM
100	Driver gets assaulted he/she injures them self fighting back, then gets denied workers comp because the company feels like the driver was the aggressor for defending themselves. Passenger from bus is upset because previous bus kicked him off, starts to throw stones at all unaware coaches that pass by, driver gets caught at light, surprised at stop light with stones thrown at his area of coach and other areas, bus windows broken, driver gets guy away from bus by pulling his fire arm and scaring the assailant away. Driver was terminated then brought back through arbitration.	8/19/2016 2:28 PM
101	I've had passengers get in my face yelling and screaming obscenities. I've have a couple insinuate they would jump me. I've had items thrown at my bus just to name a few. I've heard direct stories of even worse things from other co-workers and most of these interactions are over fair disputes, bus quality, and scheduling issues. We handle to much cash when doing some of these lines and a card or full ticket system should be put in place to help combat.	8/19/2016 2:20 PM
102	We have experienced gun fights on and off the busses. Verbal abuse. Physical threats. Physical attacks. You name it, we've experienced it.	8/19/2016 2:06 PM
103	I heard of a few operators being punched and spat on, also verbally assaulted.	8/19/2016 11:55 AM
104	Attempted assault over fare, I deescalated situation by advising passenger I had a right to defend myself.	8/19/2016 11:49 AM
105	Road rage incident in a high crime area and I believe the driver in the incident pointed a pistol at me. Verbal assaults and being approached in a threatening manner.	8/19/2016 11:40 AM
106	1) Operator was spat on recently 2) Female operator was jumped over the bus being full 3)Passenger was verbally aggressive as we departed. I was given a asinine remark by a manag	8/19/2016 4:20 AM

107	Fares and transfers. Always an issue. Management does not enforce fare payment and tells operators to "just let them ride, educate and accommodate them". How many times does the same people need "educated" - should be an immediate "no fare-no chair" policy enforced system wide. No fare, invalid fare or transfer or insufficient fare-no ride-period. And this should be plastered all over stops, shelters, stations and vehicles. And there should be no exceptions. In Colorado they have money for booze and dope, so they should have it for the fare too. And there needs to be more security and police presence-on buses and rails equally, not just rails and stations. Security should be allowed to force people off of any transit property if they cannot show proof of fare payment or are just loitering (transients). No enforced public code of conduct on transit property and no enforced laws, as well as what I mentioned and additionally no real enforcement of current policy and bending over backwards for the public because of fear of civil repercussions all contribute to the assaults and the increase in violence on the transit system. Never money for more protective systems for operators or better and newer equipment or properly maintained equipment, but always money for new stations amenities and fancy computer monitors for stations and other aesthetics for the public. The same public that assaults us.	8/18/2016 8:21 PM
108	Spat for wishing a passenger to have a nice day, and most commonly verbal threats for requesting to pay fare, and stopping only at designated bus stops as it is required of us, among other reasons.	8/18/2016 7:54 PM
109	I had a cup of coffee thrown at me, I was driving an express bus. The female wanted off at a non express bus stop. I explained we couldn't stop at all stops and said if I got a red light I would stop. I stopped a black after she requested off at a red light and as she got off she turned and threw her coffee at me. I was so shocked! I called control...was told to carry on and a supervisor would meet me. A full trip later was when the supervisor met me.	8/18/2016 7:31 PM
110	I have been assaulted 2x in 6 yrs. Spit on and a much more physical assault which I cant tell as it would take away any anonymity I have on this survey and would put my job in jeopardy. All I can say is that the assailant on the sever assault walked away from the courts laughing at her sentence despite the new bill regarding assaulting us..	8/18/2016 3:49 PM
111	A	8/18/2016 3:37 PM
112	Numerous incidents of being sworn and yelled at "fare disputes " A former female operator I knew was ejaculated on from a lone male who snuck up on her while operating at night. She quit soon after. Took up truck driving.	8/18/2016 3:35 PM
113	EVERYDAY , MY JOB ENTAILS UNRULY, NON-COMPLIANT, DISRESPECTIVE, AND UNCIVILIZED BEHAVIOR FROM MY PASSENGERS, AND THE MENTALITY TO DISPLAY IS ONE OF HUMILITY, BUT AT THE SAME TIME, OBSERVATIONAL AND PREPARED TO REACT IF NECESSARY, A PRO-ACTIVE, BUT HUMBLE APPROACH. I AM A MILLION-MILER SAFE DRIVER RECIPIENT, AND A DEDICATED 15 YEAR EMPLOYEE OF THE PHOENIX TRANSIT SYSTEM, AND ALSO A PROVEN U.S. INFANTRY COMBAT-WAR VETERAN OF OPERATION IRAQI FREEDOM 2-3, AND HAVE SEEN FAR WORSE IN THE MIDDLE EAST. MIGHTY ATU 1433!!	8/18/2016 3:45 AM
114	Because I was running behind 15 to 20 minutes and I didn't wait on a passenger's friend, whom was more than a block away for the bus stop, I was spat-up-on.	8/17/2016 10:58 PM
115	I've been shoved randomly by a drunk woman, I've had a man come to my open both for to expose himself to me, I've had my life threatened on multiple occasions, and, just this past week when I went to my platform to help an older lady having a medical problem, some guy out of nowhere spits on my face and in my hair and threatens me WHILE I'm trying to help the woman. I was left vulnerable in having to deal with both situations at the same time while he was verbally harassing me and threatening to kill me after spitting on me.	8/17/2016 8:28 PM
116	I was punched. U have been spit on and threatened	8/17/2016 6:35 PM
117	Our most serious assualts were the result of unstable mentally ill passenger's. Training on how to recognize and respond to persons with mental illnesses could be helpful.	8/17/2016 5:13 PM
118	I was spat on twice: I was attacked physically - lunged at: We had a co-worker stabbed with a dirty needle (hep C) We had a co-workers Jaw broken: We had a female driver pulled out of her seat and physically attacked: We have had several drivers punched while in the seat: We had a driver punched in the head from behind while outside of the bus on a smoke break: We had drivers in fist fights with passengers after being hit: We have had several drinks thrown at drivers: We have had Drivers pepper sprayed: We have had a passenger murdered on a bus. Passenger was asleep a random person stabbed him in the neck - he died. We have drivers verbally assaulted every day multiple times regarding lateness, fares, contacting other buses to wait for connections (not possible anymore at our location)	8/17/2016 3:59 PM
119	Had someone spit in my face. Union, nor management contacted me whatsoever to see if I was okay in the days and weeks following. Really makes you feel like no one cares.	8/17/2016 2:50 PM
120	Been assaulted by 2 people in our transit terminal And recently spat on by a female passenger All in last 4 months	8/17/2016 2:17 PM
121	I was spat on over a fair dispute it was a 3 day build up. The 2 guys had money they just did not want to pay. When I hit the Prtt button which happened to be over their head is when I was assaulted bc they could see me requesting assistance .	8/17/2016 8:13 AM

122	<p>* I had a lady spit on me, police came she told him she spit on me and she was allowed to catch the next service. I filed charges, she never appeared on court.... * I've been sprayed at with mace... * I've had a woman with a baby hover over me while in the drivers seat cursing because I informed her to take the baby out of the stroller....</p>	8/16/2016 8:36 PM
123	<p>a young lady threw and open pop can at me. she said she had a ticket. I let her ride while she looked for it. when we got to the next stop she said she couldn't find it and didn't think she should have to pay again. and I said well I have no way of knowing that. and she said Ill give you a dollar. and I said okay and I printed her a ticket...because I dont take any money for nothing. even if you just have 4 cents Ill give you a ticket. anyway, I pointed to the ticket even though she had not put the dollar in yet and she said she didnt want a ticket. I tried to explain that its better to have it in case of fare inspection. she got angry because she felt if Id give her a ticket for a dollar then I had the right to give her a ride for nothing. and she said she didnt feel she should have to pay just to go up the hill. thats when I remembered that she had used the missing ticket excuse several times before. I left the doors open and all I said was you really need to have a ticket. she got out of the bus of her own accord swearing and whatnot...took her can of pop and threw it at me. Fortunately it hit the pedestal instead of me...but she was aiming at me. ----- an older man got on the bus and said he wasnt gonna show me no ticket. he was aggressive, swinging his cane around like he was gonna hit me. and because the bus was mostly black and hispanic he seemed to think he was going to drum them up to his point of view. he being a black man. Because he got on making a scene I had to insist on seeing his ticket. And I left the doors open. He started calling me a white cracker and racist among other things. the passengers got angry with him for disrespecting me and waving his cane around in a threatening manner. He seemed to just escalate so I called dispatch. they said they would send the police. but they never came. I think because he was black and old the police just didnt care. Eventually the man got off because the passengers told him if he didnt get off they were gonna throw him off. ----- You dont always have to be on a bus to be threatened. On my way to pick up my 6 downtown I cross the street and without intending to, drew the attention of a man who was harassing anyone who passed by him. When he started following me down the block I got my phone out just in case. I think he felt I was not showing fear (I wasn't so he picked up the trash can lid and started banging it telling me Id be next, I was gonna get mine and calling me a whore and a skank. I called dispatch because Im pretty sure the portland police dont give a damn. I think the man thought I called the police so he started walking away from me -- but not before he was less than 2 feet from me. Dispatch did send a road sup. which made me feel better. but that man is still out there harassing people on portland streets. ----- another time this paranoid schizophrenic got on the bus. he's been on my bus before and usually once he is off and I close the doors Im gone. He always gets off the bus accusing someone of threatening to kill him. and then fixates on me. accusing me of being in collusion with them. This time he went around getting in other peoples face at the transit center. screaming about threats made against them. and because I got rear-ended while passengers where deboarding I called dispatch to tell them what he was doing. He seemed to think that my waiting for a road sup to photograph the damage was about him. me waiting for cops to come get him and that I was a white racist lying...you get the idea. he started coming toward the bus and me. I had to get into the bus and close the doors but he got right up on them screaming. when the road supervisor came while I was trying to tell him about the accident this crazy man kept getting up in our faces saying he had to talk to the sup about me and how I was working with these people and telling lies about him. he got into my space and I said GET AWAY FROM ME. Sup said dont even talk to him. but he was scaring me so I went into the bus and closed the doors. At some point I think he must have scared the road sup as well because the man kept on him. he told dispatch to send police. but instead they sent two more road sups. the one road sup came up and asked how he could help and the one who had called for police said, call the police like I said. I do not believe they ever did. The man is black. So it seemed more important if you ask me not to look like we were being racist than to get someone down to take care of him. And by that I mean its obvious he was off his meds and needed help. Police dont always have to be about throwing people in jail. they should also be about getting folks like this off the street and getting some help. To be fair, there are more people like this around portland ever since the mayor invited the homeless to camp on the streets and parks. Ive had more verbal abuse and threats in the past 8 months than I have in my entire 4 years. -----these are just examples of SOME of the things Ive dealt with. I dont always call dispatch. my understanding is if you report things too much you get a reputation for not being able to "handle things". I dunno if thats true or not. But in light of the fact others have told me when they say they need to go home and are told its going to count against them in time loss...well. Use your imagination. We dont know how to handle these people. "customer support" experience has nothing whatsoever to do with handling violent people. I wish the company could GET THAT. Its NOT because old timers are hard asses that customers are acting like this. I think the old timers have been abused so much and so often that its hard to keep that good attitude going all the time. this is the only job Ive ever had where I am EXPECTED to take customer abuse, shake it off, and leave it behind me when I go home. And if I cant do that...then its something wrong with me not the customers. -----Ive had more experiences like the above. I know drivers who have been stabbed and spit on. Its not for me to say whether they handled the situation right or wrong. But it would be nice if there were a FIRM message sent that the abuse we have been living with on a daily basis was NOT acceptable. we should have the right to refuse service to anyone. But we don't. Trimet is not a bad company. But to change what is happening, they need to start valuing the drivers as much as they value everyone else in the company. and ensuring our safety by hiring security to BE a presence on bus's and trains.</p>	8/16/2016 7:52 PM
124	<p>My life has been threatened on many occasions</p>	8/16/2016 7:05 PM
125	<p>AS A RETIRED BUS OPERATOR I HAVE TO MANY STORIES TO MENTION MOST ARE OVER FARE DISPUTES THE AGENCY DOES NT SEEM TO CARE THATS MY OPINION AT LEAST AT WMATA</p>	8/14/2016 11:26 AM

126	I was assaulted by a passenger in a wheelchair as he was leaving the bus. I had missed his stop and his carer (mother) was verbally abusive even after my apologies. When he passed by me he raised his arm and hit my right arm with enough force to leave a bruise. I let them off, called Operations and continued my route while explaining to them what happened, location of drop off and direction I was travelling. Once I arrived at location where supervisors met with me, 20mins later, I was asked if I wanted to press charges, I said yes. They relieved me off my bus, but couldn't find a relief driver so I continued on until one was found. After being driven back to the Garage I filled out paperwork, waited for police, they didn't show, so went home. I was later told that management didn't deem it an assault, no charges were being brought on him and he wasn't being banned from the bus. I was also reprimanded in a meeting for talking on the bus phone while driving as I was calling in the assault.	8/14/2016 7:25 AM
127	Operator paralyzed by getting attacked by a group of teenagers Operator gets black eye from getting attacked for confronting underage drinkers in the back of the bus Female operator getting attacked for challenging a fare evasion Operator getting knifed for not letting a vagrant person use the restroom facility Operator intimidated by a gun while waiting at a bus stop	8/13/2016 11:41 PM
128	I'm sexualized daily by customers. I've been verbally assaulted quite a bit and now recently have been sexually assaulted. I have coworkers that have been spat on, punched, dragged out of their seat and beaten and kicked. I have heard of operators being stabbed. We face verbal assault daily. It is when it leaves you shaking in fear and/or adrenal response and you must continue in route that it perpetuates a dangerous situation for all.	8/13/2016 4:41 PM
129	Our police department does nothing and the passengers know it.	8/12/2016 3:41 PM
130	A passenger spat on me because I was unable to stop and pick him up (unsafe location, not a bus stop. He caught the next bus out then waited for me to return to an isolated transfer point and sneaked on, behind the paying passengers, and spat on me 3 times before running back to the outbound bus. Police and a Supervisor arrived and took a statement. They did give me the rest of the day off, but I returned to drive the same route the following day. Nothing happened to the attacker, he even rode my bus the following week. I wasn't sure it was him until he exited and I got a good look at him. The company said, "Next time you see him call the police."	8/12/2016 11:29 AM
131	My role as an investigator for the Edmonton Transit System involves the follow up investigation of all reported operator assaults. I liaise with the operators following an assault incident and obtain bus video stills in attempts to identify suspects whilst making contact with the Police to update them with any new information, such as if the suspect is later identified. I keep track of every operator assault on a spreadsheet which includes information such as the route, nature, cause and if the suspect has/has not been identified.	8/12/2016 11:09 AM
132	Several of my co-workers have been spat on multiple times	8/12/2016 8:23 AM
133	I was assaulted on the 7/5/15 by 4 drunk passengers, the police came to my aid in record time and help me. They arrested the 4 men who assaulted me but the DA only prosecuted only one of the men. Also MTA tried to fire me behind this assault over some BS. They don't look out for their employees at all. They put us in danger then throw us to the wolves afterwards.	8/12/2016 7:32 AM
134	I had two situations where I was spat on and spat at and it was taken serious enough.	8/12/2016 7:26 AM
135	There are too many to go into detail. Most happen due to a passenger disagreeing or unwilling to abide by mandatory safety rules or unwillingness to heed the operator's requests/warning or instructions and the operator taking an adversary attitude in response.	8/12/2016 2:02 AM
136	I was sexually harassed by a passenger and when I reported it supervisors laughed, except one... Threatened to have a bottle broken over my head by a drunk passenger ~ I dealt with it on my own, then was chastised for not calling back up. I'd be dead if I didn't deal with it at the time. Supervisors are SLOW to respond!!!	8/11/2016 11:11 PM
137	I was told that I was going to be killed for throwing a passenger off.	8/11/2016 11:07 PM
138	I've been spat on, threatened, verbally abused, and harassed.	8/11/2016 10:10 PM
139	I have been slapped for explaining the bike rack. The passenger didn't want to hear it. Also spit on for informing of cost to ride. Cursed at regularly when late or full. Also for not being aware of items left on the bus.	8/11/2016 9:52 PM
140	I've been gay bashed on nearly a daily basis.	8/11/2016 9:19 PM
141	passengers around the area of Chapel Hill North Carolina, on a daily basis tell you that they will get you fired and do harm to you if you don't do what they want you to do. They get all in your personal space and when you call for assistance from a supervisor no one comes this issue is common and on going.	8/11/2016 9:06 PM
142	A male passenger threatened to shoot me & passenger because the passenger woke him up at the final stop & I wouldn't take him on the road he was going which was off the route.	8/11/2016 8:57 PM

143	I've been hit. I had a perv approach me on a camera-less bus with his penis in his hand. Coworkers have had bus windows shot, rocks thrown at bus windows while bus is in transit. They have been threatened with knives, guns, and physical violence. We have been stalked. I just took a statement from a woman who is regularly called a "fucking nigger." Another woman is being stalked by a passenger on the trolley run.	8/11/2016 8:44 PM
144	We have been slapped, spit on, threatened, punched, and nobody management wise that will let us file a complaint. They just ignore it. Too bad it doesn't happen to them.	8/11/2016 8:06 PM
145	I am now retired, but over many years as an operator I have had several issues with violent people or mentally ill people. I feel most sadden and angry for the female operators. One time the person was carrying a gun while trying to accuse me of something. I never did even understand where is was coming from. He got frustrated when I didn't answer and fortunately backed off the bus, when that happened I closed the door and pulled away from the curb as fast as I could. Than I reported the incident. I was surely concerned about anyone else that came into contact with that person, so it is also about the next person as well.	8/11/2016 7:46 PM
146	Being assaulted by passengers or threatened	8/11/2016 7:40 PM
147	I was assaulted by a passenger and it took quite sometime for police and supervision to show up. Not only did I use the radio to call for help I had to use my cellphone a number of times to see what was taking so long for a response. I was also rushed into returning to work with no counseling or given therapy to help me talk about my experience. When I went to court the charges against the assailant were dropped and the NYC Transit Authority provided no defense or argument for the chargesto stick. The announcement and stickers that the NYC Transit Authority puts through out the system saying that you will get 7 years in jail for assaulting a transit employee are a joke and the riding public knows this that's why transit employees continue to get assaulted.	8/11/2016 7:37 PM
148	No need as specifics will identify individuals. We have been spit on, coffee thrown at us, verbally assaulted and false complaints filed just to try and get drivers in trouble. The company is more interested in hand holding and ass kissing the problem people rather than rewarding the decent riders, honest riders and ones that are civil while on the bus.	8/11/2016 7:17 PM
149	Was assaulted in 2008, called PRTT. No response for 20 min. When dispatch did answer they said, " continue in service, proceed with caution", then hung up! I hit PRTT again and no response for over an hour! Assailant had left area, passengers got off, I was left out to dry! Police were never called! I had to go to PD station to report the innocent! Over all the TA's attitude towards my assault was defective!	8/11/2016 6:16 PM
150	I was attacked with cobblestones and terminated where to go for arbitration and get my job back company did not like me defending myself and my passengers	8/11/2016 6:11 PM
151	I'm just wondering if we are allow to defend ourselves in event we get assaulted. Cause at times some drivers get fired if we do. Or take the side of a passenger. Safety concerns when we stop at an agency where there's lack or no security and no lighting.	8/11/2016 6:04 PM
152	I am afraid that if I share any experiences it might come back on me. I just do the best I can: show respect and keep the peace.	8/11/2016 5:51 PM
153	I had a man get on and tell me he was going to rob me then try and o take my personal bag	8/11/2016 5:44 PM
154	Lots of drivers have been attacked due to fair disputes also attack for not allowing passengers to use our personal cellphone. Sexual attacked by passengers showing private parts. Nothing ever gets done.	8/11/2016 5:36 PM
155	Fortunately I don't have any stories, I've heard of many, for some reason it's under cover as if transit doesn't want us to know. It should be advertised more, largest problem I see right now as I speak I are the vans taking over the bus stands on ARCHER AVE in JAMAICA QUEENS it's a matter of time before someone die up there but no one does anything , and will be the OPERATORS FAULT we need help up there	8/11/2016 5:11 PM
156	I have a drugged out man that rides my last blue train & gets on at Salt Lake Central. He continually verbally threatens me. Once he was so aggitated he was beating on the operating cab and even shattered the entire front passenger window on the train. I was lucky he didn't crash through the glass of the operating cab. I've called him in several times & asked for transit to be around Salt Lake Central at night. The time he caused damage transit never even met the train & no supervisor responded.	8/11/2016 5:08 PM
157	Na	8/11/2016 5:00 PM
158	One time I was late on the 5A because of traffic and this passage called me names and didn't paid the fare standing over me like he wanted to hurt me .Guess what I still made it too the airport on time he got off the bus and still called me the N word . If he could he would have hurt me yes let's was worried .	8/11/2016 4:51 PM
159	I have experienced verbal abuse and threats related to passengers who ride free with what is called "Benefit Access". Qualification for this card is based on income and disability. The District receives increased revenue by accepting these cards.	8/11/2016 3:24 PM

160	Because of late reliefs in high crime areas, operators ave been caught in cross fire. This of great concern in the Chicago land area.	8/11/2016 3:22 PM
161	Driving the Q44 bus to the Bronx, I've been spat on more than 3 times. I've been threatened several times. Constant aggravation from rider who want impossible things done for them.	8/11/2016 2:16 PM
162	Someone spit in my face and it took compensation 6 months to pay me back and they still owe me for 5 months and have to wait for money that I earned and deserve. Why go on Workers Compensation to go broke and bankrupt and treated like a criminal. Why call it assault when nothing really isn't going to happen to the other party involved. Bus operators get punished for being assaulted it's not fair!	8/11/2016 2:08 PM
163	i have been spit on cursed at. threatened.assaulted with objects. i know operators who have been robbed at gunpoint and physically assaulted. and every operator in the whole nyct. has been verbally assaulted.	8/11/2016 1:30 PM
164	I WAS RECENTLY HARASSED AND ASSAULTED BY AN RUDE AND AGGRESSIVE PASSENGER BECAUSE OF AN DISPUTE WITH AN BUS DRIVER. I TRIED TO ASSIST THE LADY BUT SHE BECAME IRRITATE AND UNRULY. SO I REMOVED MYSELF BUT SHE CONTINUED TO HARASS ME AND TAKE MY PICTURES. CALLING FOR ASSISTING OVER THE RADIO AND I ENDED UP LOSSING MY JOB BECAUSE SHE REPORTED THAT I AGGRESSIVELY ASSAULTED HER WHEN SHE WAS THE AGGRESSOR IN THE SITUATION. SO I'M VERY UPSET BECAUSE I'VE BEING WITH THIS COMPANY SINCE NOVEMBER 2002. GOOD WORKER, SINGLE MOTHER AND GOOD WORK RECORD. I DIDN'T DESERVE THIS. Thanks	8/11/2016 1:21 PM
165	I am a female operator that has been harassed and threatened. As of yet none of my reports on the situations have led to any type of resolution. Management does nothing to ensure the safety of its employees especially women.	8/11/2016 12:43 PM
166	Witnessed co-worker being assaulted in the workplace!	8/11/2016 11:39 AM
167	Operator's don't necessarily have management support...rather, retaliation...	8/11/2016 11:38 AM
168	A person suffering from mental illness	8/11/2016 10:47 AM
169	Stabbed, mace attacks, threats on life everyday, spit on, cursed out everyday, sexually harassed, hit punched and so many other things.	8/11/2016 10:04 AM
170	N/A	8/11/2016 9:57 AM
171	I have had bleach thrown in my face in 2005. Metro did handle the situation well. The person was arrested and did time.	8/11/2016 9:21 AM
172	Two female operators were physically assaulted while ok duty	8/11/2016 8:39 AM
173	There has been several spat on drivers and physically touched drivers. Just recently one driver was hit because of a fare dispute from a ride around passenger.	8/11/2016 7:33 AM
174	A lady hit me and I grabbed her arm and I was initially terminated but they suspended me for eight days and forced to take anger management classes	8/11/2016 7:20 AM
175	A coworker of mine was just assaulted due to a fare issue.	8/11/2016 6:20 AM
176	Mostly verbal abuse. One passenger approached me after making a verbal threat, but was outside of the bus. I was able to close the doors before he could re-board.	8/11/2016 2:31 AM
177	I've been spit on, swung at, hit, threatened, verbal abuse.	8/11/2016 1:30 AM
178	I have had few instances but I was able to talk it down and calm down unruly disrespectful passengers .	8/11/2016 12:50 AM
179	I have been assaulted twice in eight years. Once by a drink being thrown on me and another by a woman literally putting her face into mine. Nothing was done either time. The supervisor arrived for the first time and simply removed the friends of the assaulter from the bus. The second time I reported the incident The assaulter made a complaint about me, using her name and contact information, AND NOTHING WAS DONE ABOUT IT! They had the contact information of the person who assaulted me but the manager wrote on the reply to me that they were just passing on the complaint information! Incredible!	8/11/2016 12:42 AM
180	We had an operator severely beaten after attempting to wake a sleeping passenger at the end of the line. It is usual that a passenger gets aggressive or aggravated when you attempt to wake them to exit the bus.	8/11/2016 12:00 AM
181	you name it, it has happened. intimidation, spitting, shoving, hitting, cussing at, yelling at. The public knows help will not get there in time before they can run and even if they do get caught nothing will happen that matters. The courts do not take this seriously. If i was a convenience store clerk more would happen to the assaulter that when they hurt us. No one has the right to put their hands or body fluids on us. If we did this to the customer, we would be fired immediately!	8/10/2016 11:15 PM
182	Had an passenger to punch me	8/10/2016 10:56 PM

183	NA	8/10/2016 10:39 PM
184	Verbal threats of violence directed at myself as well as customers breaking glass on two occasions	8/10/2016 10:35 PM
185	I was punched in mouth and. The supervisor wanted me to fill out a report before seeking medical care I flatly refused and they still tried to return me to the division.	8/10/2016 10:12 PM
186	I have been threatened several times, not one time did a passenger ever receive any kind of repercussions. The response from the company was zero. The sheriff's took way too long, if it wasn't for another passenger intercepting his opportunity, i might have been injured or killed.	8/10/2016 9:29 PM
187	I was blessed never to actually experience an assault , but I witnessed many passengers being assaulted on my coach . I think safety is an idea that needs to be frequently implemented and enforced if necessary ! Public safety is a problem around the world ! America needs to adopt a plan and measure of safety for its citizens ! It doesn't take a fool to understand that we are constantly under attack !	8/10/2016 8:43 PM
188	Bottles thrown punched and spat on.	8/10/2016 8:20 PM
189	I have been attacked on numerous occasions: 1) Spit in the face by passenger - she wanted to get off the bus while I was in a turn lane. 2) physically assaulted twice - one for the fare the other was on drugs. 3) Verbal attacks on a daily basis - name calling, verbal threats.	8/10/2016 7:39 PM
190	One operator was punched in the face when asking a passenger to see his bus pass. One operator was kicked as he was drunk and did not have fare to board the bus.	8/10/2016 7:20 PM
191	Na	8/10/2016 7:11 PM
192	Racism and current news of police shooting victims. The struggles of inequality in the communities we serve	8/10/2016 7:07 PM
193	I have been insulted threaten several times. I have called dispatch and requested police the response I got is to continue on.	8/10/2016 7:00 PM
194	Were being physical attacked getting hit in the faces ,spit on.	8/10/2016 6:57 PM
195	I was assaulted by a passenger and the dispatcher called the wrong law enforcement agency. Suspect fled scene, no follow up occurred.	8/10/2016 6:12 PM
196	I was threatened to have water thrown on me because I wouldn't give a man my telephone number.	8/10/2016 6:06 PM
197	I had a milky substance thrown on me	8/10/2016 5:54 PM
198	Passenger fights and sleeping drunk passengers.	8/10/2016 5:50 PM
199	Several operators have been physically assaulted while performing their duties only to lose pay, via a non-existent light-duty program, or suspension due to their reaction of the assault. The results create a hostile work environment and reduce reports of operator assaults. DAMN IF YOU DO, DAMN IF YOU DON'T	8/10/2016 5:41 PM
200	On the job a year, I am 62 year old female. I am also a tough cookie and so far have held my own with passengers. Being called a racist hurt my feelings, but now being called a racist and a kkk member didn't bother me at all.	8/10/2016 5:40 PM
201	Many years ago when I was still an operator. Guy didn't pay his fare so I called it in. After the police checked fares and left, another passenger, not the one who hadn't paid said that "if I called the gestapo again, he would find me and kill me." Another passenger came to my defense and was told to shut up or he was next.	8/10/2016 5:38 PM
202	Recently a driver stepped off the bus and when she returned a passenger had placed semen in the drivers seat which she sat in. Intoxicated passengers,passengers kicking doors, verbal confrontations occur on a daily basis.	8/10/2016 5:02 PM
203	I am a retired Bus operator, light rail operator, and a Bus Rail Supervisor. Not once did i get into any confrontation with anyone. I knew how to be friendly, and knew how to speak in a right manner. Tried not to be like a police officer. Never questioned or forced some one to pay there fare, never passed up a passenger. Too many operators now days does not have the right attitude they won't even smile or wave at there fellow workers.Years ago we were one happy operators and not many assaults like they have today. They need more training on public relations.	8/10/2016 4:45 PM
204	None	8/10/2016 4:44 PM

205	I have been assaulted by having been spit upon by a passenger because I asked her to quiet down after she had been loudly reprimanding her young child for approximately 15 minutes. The response time and initial support to me was adequate; however, the passenger was never disciplined. Several times a month, I am verbally assaulted for asking passengers to adhere to basic rules (i.e. pay fare, animals in carriers, no infants in strollers, etc.) As stated above, the majority of drivers at my company don't require passengers to adhere to these basic rules AND Management doesn't actually enforce the rules; so, passengers get angry with me because I do. I have been a victim of what I consider sexual harrasment on the job by a male passenger who is frequently seen half naked, from the waste down, at transit centers that I service. Dispatch tells me that this behavior is not illegal and that I am required to allow him to board; I refuse every time, however. Management considers this insubordination on my part.	8/10/2016 4:31 PM
206	None	8/10/2016 4:17 PM
207	I've had a gun pulled on me in 2008	8/10/2016 3:50 PM
208	I hear most co-workers speak about the lack of respect from the public. Due to policies put in place by the authority.	8/10/2016 3:30 PM
209	I have been spat on. I did nothing to the aggressor. She claimed I assaulted her but cameras show I did nothing to her. I did not say much to her but I did answer her questions professionally. She spat on me. Transit said because SHE said I assaulted her they had to arrest me if I wanted to press charges. Which they did that as a scare tactic. The whole interview the officers and a supervisor tried to convince me not to press charges because METRO was receiving bad publicity. This goes to show that METRO does not give a care in the world about its front line employees. Which I do know if my coworkers and myself would have been another race we would have all of the protection in the world.	8/10/2016 3:01 PM
210	Guy gets on my bus with a club and is threatening another passanger. I open all my doors, hit the priority button and pick up my phone and dial 911. Almost done with 911 operator before dispatch answers my call. Police show guy is off the bus by now and a supervisor never showed.	8/10/2016 2:52 PM
211	Been spat on and threatened	8/10/2016 2:43 PM
212	I've been assaulted 5 times. And Bart only cares about getting you back work ASAP, well or not!	8/10/2016 2:38 PM
213	None	8/10/2016 2:38 PM
214	I was assaulted by a passenger near the end of my shift...no supervisors were made available to complete the required paperwork, I had to stay at work to complete my required reports and then had to drive myself home. Officers had been notified about the individual earlier that evening, but did not respond prior to my assault.	8/10/2016 1:40 PM
215	Verbal assaults	8/10/2016 1:21 PM
216	I am a large man. I rarely get verbally assaulted. When I do, nothing is done to prevent it from occurring again; other passengers see that nothing is done, so the bad behavior increases because people know that they won't get into trouble. Thus, the bad behavior will escalate and continue.	8/10/2016 1:06 PM
217	I was assaulted once by a man At a layover stop who was homeless and obviously had mental issues the police came we found him arrested him but nothing was ever done never heard anything about the case after that was given a case number as far as I know the case went unanswered there seems to be a trend of just letting these things go it may well be because the city doesn't have the money to prosecute or doesn't have the will to prosecute unruly passengers usually removed from the bus and I had to give him a ride to where they want to go or just made to wait for the next bus	8/10/2016 12:39 PM
218	Several times have had drivers fired over a disruptive passenger then the local had to spend several thousands to get their job back and on fare being enforced drivers get called in and told let them ride maybe by his jobs not for you ect	8/10/2016 12:01 PM
219	I personally been assaulted 3 times in my career at my agency up to including receiving medical attention and stiches, and one of our operators was murdered on the bus route. Being a driver in our jurisdiction is very unsafe.	8/10/2016 11:10 AM
220	I've had a man follow me to the bathroom at a transit center and try kicking The door down behind me. I've had men calling me names and yelling at me while driving.	8/10/2016 10:55 AM
221	We are at this time dealing with a passenger (who is in a wheelchair) who has physically abused a female driver and has verbally abused and threatened me and the other drivers. I was able to have him banned from SVRTA buses. It lasted about 40 days due to his attorney and the NAACP getting involved. We were them instructed that all male drivers had to pick him up but the female drivers did not. I stand with my union brothers and I also pick him up. We are not male or female. We stand as one. It has only been about 10 days and he has already had to be removed by the police.	8/10/2016 7:44 AM
222	Where do I begin Rape rape rape Attempted kidnapping Spat on Hot coffe incident Physically attacked Verbal threats And so on	8/10/2016 2:49 AM
223	Not enough space....	8/10/2016 2:04 AM

224	<p>Myself: A male passenger was hovering over myself and female passengers all the while yelling obscenities so close I could feel his breath and spit in my face. Informed controll I was holding my position and waiting for assistance. No one showed up. The whole bus evacuated and eventually the man got off too. My stomach was in knots but mostly aggravated that my company thought so little of me. A fellow driver: She was out of the driver's seat performing a couch check out, engine running, when a woman stepped on trying to access the controls. The two of them commenced in a tussle at the controls. No one else was around to assist and couldn't reach to contact OCC for help. Management tried to say she initiated contact. She had a leave of absence due to PTSD and lost wages.</p>	8/10/2016 1:28 AM
225	<p>I was mugged on the job while working for New Jersey Transit. A passenger grabbed my money envelope from the dash in front of me. I instinctively grabbed his arm. A short scuffle ensued. Realizing that I was in my 60's and this was a very large 20 something,I decided that this not a very even match so I let it go. He got 11 bucks and I got finger nail scratches on my hand a large bruise on my nee from hitting the steering wheel. I called the control center as required and all they seemed interested in was how much money he got and how long before I got into the New York Port Authority as I was already late. I requested a police officer from North Bergen or NJT to make a official report. While waiting for the answer to my request I moved the bus to the next stop as some passengers wanted to get off and I was more comfortable with a little distance from the incident. Control called me back with North Bergen Police on the other line and asked for my exact location. Well it seems that when I moved to the next stop I crossed an invisible line that now put me in Union City. The North Bergen Police said that the bus was now out their jurisdiction and would not respond. Control then instructed me to continue to the NYPA and he would have a NJ Transit officer meet me there. So I finish my run and no officer. Control tells me that the NJT told him that they do not respond to bus incidents,only railroad incidents. Next thing Im told I have to make another trip out of the city. Not even my run. Transits only concern was getting people off the platform and not having a missed trip. So I complete the run and returned to my garage to turn in. The Depot Master tells me that I have to now go back to North Bergen on my own time and make out a police report. I then advised the DM that I was still very upset about the mugging,and that I would not be available for work the next day. After my 1 day off I'm now told that before I can return to work,I must be cleared by an independent medical service. So I go and get a tetinus shot for the scratches as the mugger drew blood and a motrin for my bruise,next I'm asked to go back to the waiting room and wait for the doctors report. The report then comes out via a printer on the reception desk It says that I am cleared to go back to work that very afternoon. I then asked to see the doctor again as nobody as of yet asked me about my mental state of being. I was informed that would be impossible as his examination was now complete. I should also say to you that I am a Vietnam combat vet and could not come down from fight or flight reflex. My returning to at this point would not be good for me,not for NJT or the riding public. I next called my local union 825 and explained my situation. Local president Rich Stark was the first person to ask me how I was feeling and if I thought I was OK to drive the public at this time. He understood my issues and cleared the way for me to get the proper medical attention I needed. I cannot say enough good things about **** G***** and all the good people of local 825. I should also let you know that the treatment I received from Psychologist ***** was outstanding. Here is the thing, NJT keeps drivers in the dark about violence procedures and what help transit provides. Thy like to pretend it never happens. Then they tell you its your fault for not diagnosing your own problem and asking for help. But how can you ask for something that you don't know exists? Cant say enough for the union. Oh, lastly I was called into the office about 2 weeks after I returned to work. Not to welcome me back,but that I was short 11 dollars and where was it? I told him that the last i saw it,some guy was down JFK Boulevard with it. To this day I don't know if they expected me to make it up out of my own pocket or not. And that's my story</p>	8/10/2016 12:36 AM
226	<p>A man tried to sneak his son on to the bus. I just asked if he was going to pay. Guy was pissed and told me If he was a big titty lady I'd let his son for free. Passengers on bus didn't like what he had said. I told him he should get off the bus.the guy argued then a lady was like "Get of the bus!!!" He said mind your own business bitch and like shrugged at her I flew out of my seat , allowed him to put his shoulder into my chest then I just Chest bumped him off. Now I just care that a rider is at the stop when I get there. I was able to get this write up knocked down to a warning without Union representation just saying lol!</p>	8/10/2016 12:02 AM
227	<p>I was involved in several assaults in my 25 year career including being spat on, punched, verbally abused and threatened with a knife and one event where I was shot at while performing my subway duties</p>	8/9/2016 10:48 PM

228	<p>Most Violence begins with Lack of service , fare increases, fare beating, operational or policy issues. On any given day or night can be assault in a multiple fashions on the bus or by other motorist.. Most operator are doing a fair days or night work for fair pay when an individual(s) don't like the way I looked , assumed I'm a foreigner, racial biases . Operators have been punched, gang beating, spit, may have missed a stop or have been shot triggered an assault event. Transit Command Center is contacted , slow response by transit officials. Sent to Hospital for evaluation and Transit officials attempt to get statement. Police are contacted brief statement.Operator either "goes sick " or workers compensation for possible psychological or physiological which can extended for months. To add to the process if miss reported the pay issues or treatment issues arise. which have delayed a return to work. In NY, we have assault language which allows a member up to two years to recover. Transit Authority attempts to terminate an individual who after 6 months has shown no improvement of there injury under our Civil Service statue. The Independent Medical Examiner (IME) that is hired by transit authority is not biased in their evaluation and controlled by the Transit Authority. The recovery process is slow , treatment is slow to approve. The members is not assisted properly thought the entire process. The Union must guide them through pitfall. The victim becomes caught in paper war with the treating physician, caseworker, IME and State Workers Compensation board. The Victim gets no assurance from the District Attorney or Transit Authority that this will be prosecuted or assisted or kept in formed of the status of the assailant(s)</p>	8/9/2016 10:31 PM
229	<p>Too many scary incidents to detail but almost every single time I've had too call in for help it has always been a reporting supervisor trying to spin the situation trying to make it look like I could have done something better to de-escalate the situation. More so they get upset that they have to come out of hiding or sleeping to write up the incident. We are treated as the problem more so than a hard working employee.</p>	8/9/2016 10:11 PM
230	<p>There have been passengers in wheelchairs that use the ADA law to be rude and verbally abusive not to mentions sexually abusive actions by moaning when we secure the wheelchair..they put straps close to THIER crotch area so female will get closer to them..feel we owe them and will be abusive to you ..</p>	8/9/2016 9:33 PM
231	<p>I have been hit in the face, spat on and have had my life threatened.oh and of course cussed at almost daily!</p>	8/9/2016 9:06 PM
232	<p>And night times in bad areas. Makes it very tough for drivers to drive.. Shut lines down sooner or Security on the bus.. Never presence of police on the buses</p>	8/9/2016 8:51 PM
233	<p>Too many to list.</p>	8/9/2016 6:49 PM
234	<p>I have had a co-worker spat on, beat to a pulp, and one of our buses was shot at in Pomona.</p>	8/9/2016 6:31 PM
235	<p>Recent employee murdered. Other assaults where Operators are stating the offenders are not being prosecuted. Operators not feeling the Authority has their back. Operators feel when an assault occurs, Management investigates with the notion of how to pin it on the Operators, making it the Operators fault. Management/Dispatch slow to respond to a threatening situation.</p>	8/9/2016 4:06 PM
236	<p>A driver was punched in the head after informing a passenger that he could not consume alcohol on the bus and he would have to alight immediately. A driver was stabbed in the face with a pen after informing a passenger that his bus would not get him to his desired destination. A driver was grabbed up by the throat for enforcing fares. A driver was punched while trying to deescalate a passenger v passenger confrontation. Before being punched since both passengers were going downtown, the driver offered to give the person who punched him cash for his fare on an alternate bus (the alternate bus was scheduled to arrive within minutes of the bus he was on).</p>	8/9/2016 3:37 PM