



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

September 10, 2025

Mr. Brent Cagle, Interim Chief Executive Officer
Charlotte Area Transit System
300 East Trade Street
Charlotte, NC 28202

Subject: Federal Transit Administration Audit concerning Assaults on Transit Workers

Dear Mr. Cagle:

This letter serves as notice by the Federal Transit Administration (FTA) regarding the initiation of an audit of Charlotte Area Transit System (CATS) implementation of its Agency Safety Plan (ASP), including requirements related to preventing assaults on transit workers. This audit will be conducted pursuant to FTA's authority under 49 U.S.C. 5329(f)(1) and implementing regulations at 49 CFR part 670.

The audit will address the ongoing risk to CATS operators of being assaulted, and general safety and security of the system. FTA notes the rate of assault on transit workers at CATS has jumped to five times the national average in 2025 after being below the national average the prior two years. This is a change from one major assault on a transit worker in 2024 to six in 2025, with several months yet to go before the end of the year. In addition, the rate of crimes against passengers on the CATS system is three times the national average.

This audit is intended to determine whether conditions exist that endanger transit workers and passengers on the CATS system by assessing CATS's compliance with 49 CFR Part 673, Public Transportation Agency Safety Plans program. The audit will include evaluation of the sufficiency of CATS's responses to FTA's directives implemented to mitigate the safety risks associated with assaults on transit workers.

Based on the Department's ongoing focus on safety and security, and pursuant to its oversight authority, FTA directs CATS to provide information about agency practices and expenditures. See FTA Master Agreement section 3(h)(2)(iii). Of key importance is documentation of actions and funding that ensure effective security for passengers and workers on the CATS system.

For this FTA review of CATS actions, please provide FTA with the following information:

1. CATS actions and plans to reduce crime and fare evasion on the transit system. Please include information about fare evasion trends and previous actions.
2. Identification of funds CATS receives from all sources that are programmed to improve the security of passengers and workers. This should include information about all CATS fiscal year 2025 budgeted and fiscal year 2026 planned funds to reduce crime and fare evasion on the transit system, including a comparison to prior year funding for such expenses. Please also include:
 - a. Security - Expenditures and budgeted funds that meet the Federal transit program security capital projects set aside requirement for Urbanized Area Formula Grants (49 U.S.C. § 5307(c)(1)(J)(i)).
 - b. Safety - Expenditures and budgeted funds that meet the Federal transit program safety set aside requirement for Urbanized Area Formula Grants (49 U.S.C. § 5329(d)(4)(B)).
 - c. Non-FTA funds - Information about funds from other Federal Information about funds from other Federal government agencies directed to the safety and security of CATS passengers and workers. This should include any Department of Homeland Security funds.
3. Additionally, FTA will conduct:
 - a. an assessment of CATS Safety Risk Reduction Program included in the ASP, with a specific focus on transit worker assaults;
 - b. an evaluation of the effectiveness of the mitigations identified and implemented by CATS in response to General Directive 24-1: *Required Actions Regarding Assaults on Transit Workers*, issued by FTA on September 25, 2024.

Per 49 CFR § 670.11, within 15 days of the issuance of this letter, CATS must provide requested documents to FTA, as identified in Appendix A. This information must be submitted via email to FTASystemSafety@dot.gov.

If you have any questions regarding the audit or documentation requested, please contact Jeremy Furrer, Division Chief Office of Safety Policy and Promotion of the Office of Safety Management at jeremy.furrer@dot.gov or me at (202) 366-5080 or via email at

joseph.delorenzo@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe P. DeLorenzo".

Joe DeLorenzo

Associate Administrator for Transit Safety and Oversight and
Chief Safety Officer

Enclosure: Appendix A: CATS Audit Requested Materials List

cc: Yvette Taylor, PhD, Regional Administrator, FTA Region 4

APPENDIX A: CATS AUDIT REQUESTED MATERIALS LIST

For purposes of this audit, CATS is requested to provide the following documentation related to the implementation of its Agency Safety Plan (ASP) requirements addressing assaults on transit workers, as well as information regarding actions taken in response to General Directive 24-1.

#	ASP and Safety Performance Targets
1	CATS's current SSOA-certified Agency Safety Plan.
2	Documentation of CATS's safety performance targets related to assaults on transit workers, including how targets are established and monitored, from 2022-present.
3	Documentation related to the implementation of the Safety Risk Reduction Program related to assaults on transit workers, including any actions taken, any targets established, and any mitigations implemented.
4	Safety risk assessment documentation related to assaults on transit workers, from 2022-present.
5	Documentation of CATS's employee safety reporting process, and all reports related to assaults on transit workers from 2022-present.
6	Documentation related to the development and implementation of the agency's de-escalation training, including employee completion status.
#	Joint Labor-Management Safety Committee Procedures
7	Documentation of safety risk mitigations related to assaults on transit workers identified and recommended by the Safety Committee, from 2022-present.
8	Documentation of CATS's Safety Committee activities and information regarding the Safety Committee's role in monitoring the effectiveness of mitigations related to assaults on transit workers.
#	Implementation of GD 24-1
9	Documentation of CATS's implementation of identified mitigations in response to General Directive 24-1, addressing the risk of assaults on transit workers including status updates, internal monitoring and evaluation of effectiveness of mitigations.