International Association of Public Transport
Union Internationale des Transports Publics
Internationaler Verband für öffentliches Verkehrswesen
Unión Internacional de Transporte Público

UIC
Security congress
2012 Oct 24-26,
Bratislava

Human factors & Security

UITP SecCom

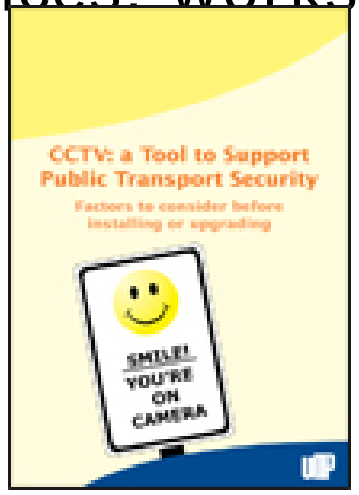
Connecting the world of public transport

UITP
Connecting the world
of public transport

UITP: Connecting the World of Public Transport

UITP Security Commission

- 2 X meetings a year
- Study tours, conferences, workshops
- Publications
- European Projects
- Training
- …



SECUR-ED

UITP Training Programme

Security Risk Assessment and Emergency Preparedness & Response

7-9 December 2011,
Brussels (Belgium)

UITP Security Commission

- Chairman: Thomas Kritzer, Wiener Linien
- 35 PT operators: Europe, Canada, Abu Dhabi, Tehran, Singapore, Hong Kong, Tokyo, New York…
- Collaboration: CUTA, APTA, UIC, COLPOFER, European Commission…

Introduction

Security in Public Transport has to face:

- Terrorism

- Daily crime

Introduction: Terrorism

In Russia(2009):

26 people killed
100 injured
in Nevski Express

Introduction:
Daily crimes

Daily **crimes** = Daily **concerns**

Among them:

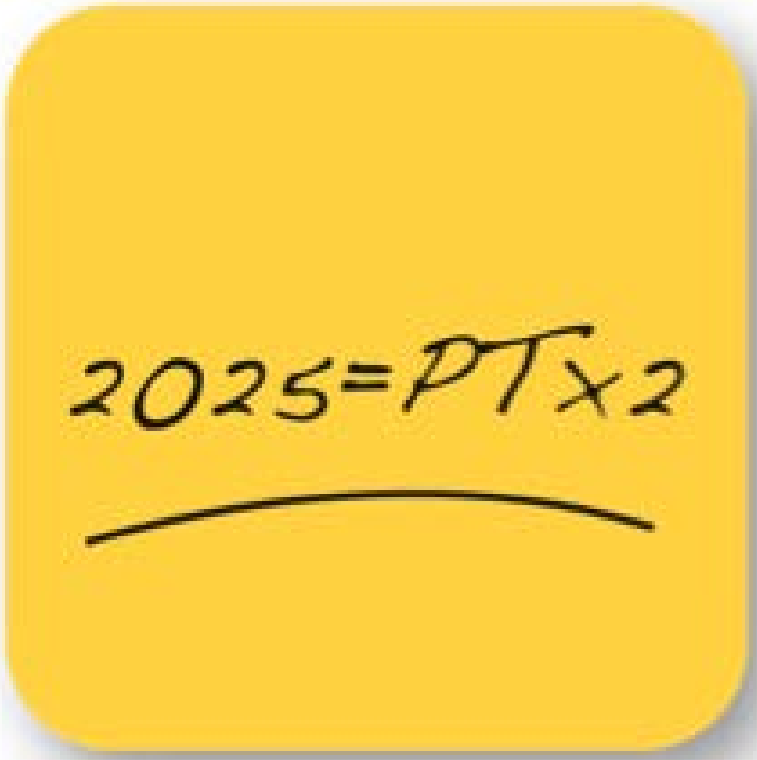
- Agressions
- Fraud
- Vandalism
- Graffitis
- Drugs
- Anti-social behaviour...
- ...

Why must we react?

Why must we react?

Energy consumption

Pollution



Congestion

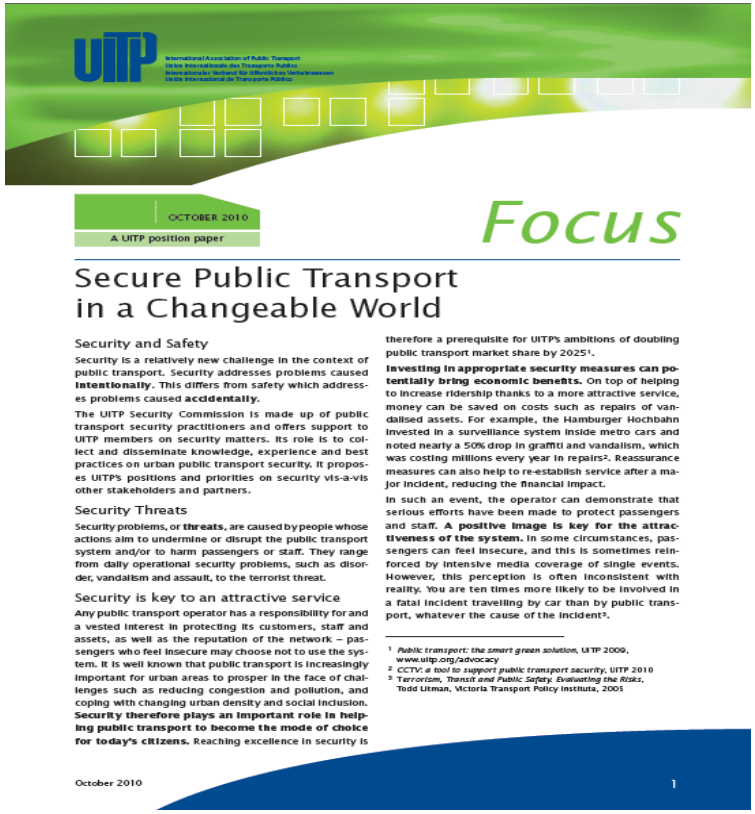
Public health & safety

www.ptx2uitp.org

Employment

How can we react ?

PREVENTION



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OCTOBER 2010

A UITP position paper

Focus

Secure Public Transport in a Changeable World

Security and Safety

Security is a relatively new challenge in the context of public transport. Security addresses problems caused **intentionally**. This differs from safety which addresses problems caused **accidentally**.

The UITP Security Commission is made up of public transport security practitioners and offers support to UITP members on security matters. Its role is to collect and disseminate knowledge, experience and best practices on urban public transport security. It proposes UITP's positions and priorities on security vis-a-vis other stakeholders and partners.

Security Threats

Security problems, or **threats**, are caused by people whose actions aim to undermine or disrupt the public transport system and/or to harm passengers or staff. They range from daily operational security problems, such as disorder, vandalism and assault, to the terrorist threat.

Security is key to an attractive service

Any public transport operator has a responsibility for and a vested interest in protecting its customers, staff and assets, as well as the reputation of the network – passengers who feel insecure may choose not to use the system. It is well known that public transport is increasingly important for urban areas to prosper in the face of challenges such as reducing congestion and pollution, and coping with changing urban density and social inclusion. **Security therefore plays an important role in helping public transport to become the mode of choice for today's citizens.** Reaching excellence in security is therefore a prerequisite for UITP's ambitions of doubling public transport market share by 2025[1].

Investing in appropriate security measures can potentially bring economic benefits. On top of helping to increase ridership thanks to a more attractive service, money can be saved on costs such as repairs of vandalised assets. For example, the Hamburger Hochbahn invested in a surveillance system inside metro cars and noted nearly a 50% drop in graffiti and vandalism, which was costing millions every year in repairs[2]. Reassurance measures can also help to re-establish service after a major incident, reducing the financial impact.

In such an event, the operator can demonstrate that serious efforts have been made to protect passengers and staff. **A positive image is key for the attractiveness of the system.** In some circumstances, passengers can feel insecure, and this is sometimes reinforced by intensive media coverage of single events. However, this perception is often inconsistent with reality. You are ten times more likely to be involved in a fatal incident travelling by car than by public transport, whatever the cause of the incident[3].

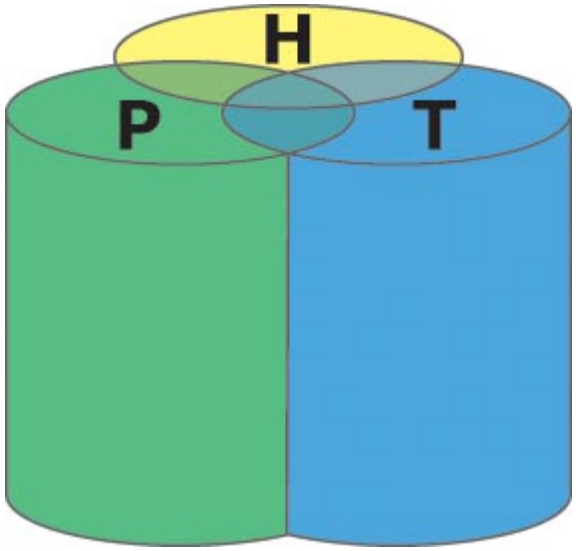
[1] *Public transport: the smart green solution*, UITP 2009, www.uitp.org/advocacy
[2] *CCTV: a tool to support public transport security*, UITP 2010
[3] *Terrorism, Transit and Public Safety. Evaluating the Risks*, Todd Litman, Victoria Transport Policy Institute, 2005

October 2010 1

- Make security a corporate priority
- Invest in security
- Conduct a security risk assessment
- Be prepared
- Focus on the H Factor
- Make security integral to customer service
- Foster relationships with partners

Focus on the H Factor

H Factor



Procedures

Technologies

Report: Human factors reduce aggression and fare evasion, 2010 (bus)

- Questionnaire: 31 PT operators
- 2007: 1.9% bus drivers and 4% inspectors victims of aggression
- Increase of 19% aggression between passengers
- Decrease of 13% aggression against staff
- Aggression against staff occurs mostly late afternoon (surface transport), evening (underground)
- Mostly occurring inside the vehicle (64%)
- Aggression between passengers occurs mostly in the evening

Train your staff!!!

Make security integral to customer service

Foster relationships with partners

- Law enforcement
- First responders
- Justice
- Passengers
- Schools/youth groups
- Media
- …

Wiener Linien – Help U

Presence & Customer contact:

- Metro station „Karlsplatz“: concentration of drug addicted people, homeless people
- De-escalation between groups sharing station „Karlsplatz“, f.e.:
  - drug addicted people
  - passengers of WIENER LINIEN
  - owners of shops at the station

- Los Angeles County Metropolitan Transportation Authority and Justice Department:
- Pay fine OR inhouse community service

Transport for London – Youth Engagement Team

STIB – Brussels

Community engagement

- target hot spots
- community participation in decoration
- engagement with youth

Muni Transit Assistance Program

- employs local influential youths

- difuse tension

- discourage violence & vandalism

- encourage good beahviour

Conclusions

Thank you for your attention.