



SECURITY IN PUBLIC TRANSPORT SYSTEMS PROTECTING PASSENGERS: DAILY OPERATIONAL AND ANTI-TERRORISM MEASURES

Transport worldwide, and in particular mass passenger transport, faces a number of security issues. On a daily basis, the fight against petty crime, vandalism and fraud are costly issues which require much energy and investment to combat. Furthermore, new forms of terrorism targeting public transport seek to inflict mass civilian casualties, utilise suicide bombers and appear to be global and more volatile and responsive to events. Attacks on the networks in Madrid (2004), London (2005) and Mumbai (2008) underline that the terrorist threat to the mass passenger transport network is and will remain high for the foreseeable future.

The very nature of public transport networks makes them vulnerable as they are accessible to all by many points of entry and integrated through a vast range of interchanges. Given its unique nature, it is essential that any system of security reflects this operational perspective. A balance of technology, procedures and staff is the key. Investing in technology is pointless if there are no or inadequate procedures in place to support it, or staff trained to use it.

A mass passenger transport network seeks to deliver an affordable and accessible system for the masses, irrespective of location and time. Therefore any enhancement to security has to be balanced against the need for the efficient provision of service. Any security enhancement that impacts negatively on numbers travelling, scheduling times, access and exit to the system and passenger throughput must be fully considered before implementation. Furthermore, security enhancements should not unnecessarily erode the liberties and individual human rights of the travelling public.

By considering the assets of any public transport network, its vulnerability becomes clear:

- Passengers and staff: this includes not only the millions of passengers transported daily but also the commercial activities and services hosted by the stations and attracting additional people.
- Public transport infrastructure includes rail tracks, tunnels, bridges/viaducts, switches/rail junctions, stations (surface, elevated, underground), workshops, depots and offices. This infrastructure is either of public access (e.g. stations, platforms) or restricted access (e.g. offices, workshops). It is located in crowded areas (e.g. city centres) or remote areas (e.g. rail tracks in rural regions).
- Rolling stock (buses, trains and vessels) have regular routes and timetables to make their use easy by travellers. At the same time, it makes them more vulnerable.
- Operational control systems and their related tools including control centres, communication networks and equipment, software, etc. Power supply systems are connected to national grid and provide the needed energy to operate trains. It is a vital element of the transport system.

No one measure in and by itself will prevent crime or deter determined terrorists, but a combination of appropriate measures and equipments can do much to reduce the likelihood and intensity of criminality or attacks (prevention), to be prepared to respond effectively in the event of an incident (preparedness and response) and to re-establish service as quickly as possible (recover).

Research shows that enhanced security by a mix of policing, staff presence, CCTV, improved lighting and cleanliness and service information increases the passengers' perception of security as it gives the impression that the public space is being managed and is under control. This in turn deters those with criminal intent, both conventional crime and those planning terrorist attacks, as it increases the chance of detection.

- Technology

There is a whole range of state of the art technologies currently deployed in public transport networks worldwide with the aim of increasing security. Video surveillance (CCTV) is a common tool used both for actual surveillance and also to increase the passengers' perception of security and to dissuade potential criminals. Structural hardening of assets, as well as layout design, is more and more tailored to limit the likelihood and impact of an explosion and facilitate speedy recovery in the event on an incident.

- Procedures

The effective protection of public transport systems must ensure that all relevant parties are aware of their responsibilities, including the political level –national, regional and local- the transport operators and the travelling public. These responsibilities could range from greater harmonisation of effort, targeted investment, particularly in research and development and if appropriate, educating the public on basic security and safety procedures.

- Staff

Regular staff training is key to maintaining a secure environment. What operators now refer to as 'security mindedness' is an effort to involve all staff, and even passengers, and making sure that they know and understand their role in terms of security.

- Finding the right balance between costs, operational efficiency and security.

Not only do transport operators have to find a balance between operational efficiency and security measures, they must also do so within a limited budget. Carrying out a risk assessment of the network will allow the operator to see where investment is most needed in order to prioritise spending. Return on investment of spending on security is extremely difficult to calculate as it is impossible to know how many incidents have been prevented, only those which succeed. Public transport operators also tend to be reactive rather than proactive when it comes to investment in security measures – until an incident occurs on the network, a budget for security is simply not a priority.

UITP Security Commission

UITP recognised the importance of all of these issues in 2004 when it set up the Security Working Group. Now a fully fledged Commission, it is the original and only international platform for public transport security. The Security Commission gathers public transport operators and authorities from around the world and is currently chaired by Transport for London. Its publications, events and regular meetings ensure that UITP members have the opportunity to keep abreast of the latest thinking and innovations worldwide in public transport security.

More information on the Security Commission is available on the UITP website: www.uitp.org/Public-Transport/security/



Furthermore, UITP is currently coordinating a European Union funded research project entitled Cluster Of User Networks in Transport and Energy Relating to Anti-terrorist ACTIVITIES (COUNTERACT).

COUNTERACT is funded under the Sixth Framework Programme within the Directorate-General for Transport and Energy and will draw to a close in April of this year. The project is split into three clusters looking at anti-terrorism security in the Energy, Freight and Passenger Public Transport Sectors. The focus of the Passenger Public Transport Cluster, also coordinated by UITP, is to identify gaps in knowledge and know-how among public transport operators in anti-terrorism security. Then, to carry out "Targeted Studies" in order to fill some of those gaps and provide tools to Public Transport Organisations to prepare and respond to the terrorist threat. Some of these key Targeted Studies have been carried out on the following topics:

- Risk Assessment: this study has produced generic guidelines for conducting risk assessment in public transport networks, a ready-to-use tool for operators to help them identify weak points in their system and to prioritise investment. This is the first time that a risk assessment methodology has been specifically tailored to the public transport sector.
- Security Planning: following on from the guidelines on conducting risk assessment, this report provides practical guidance on implementing or building on security plans to combat the potential impact of terrorist.
- Public Awareness Campaigns: it is becoming increasingly common to engage with the travelling public in the fight against terrorism. This report includes guidelines for the successful execution of a public awareness campaign as well as a selection of best practice examples of previous campaign material.
- Potential Terrorist Action – Decision Making: this study reviews the decision making processes by the involved agencies in the event of an incident of a public transport network, including the consequences, positive and negative, of the decisions taken. An indication of costs involved is included as well as identifying procedural and technical innovations which can aid the decision-making process.

The results of the project have been presented at the COUNTERACT Final Conference on 3 March 2009. Details on the website: www.counteract.eu

Notes for Editors

UITP's World Congress and Exhibition will be held in Vienna, Austria, 7-11 June 2009. The theme of the event is 'Public transport: Making the right mobility choices'. For more information, visit www.uitp.org/vienna2009/.

See the congress programme: www.uitp.org/vienna2009/Congress/programme-en.cfm

See the Expo Forums programme: www.uitp.org/vienna2009/Congress/Expo-Forums-en.cfm

Get a preview of the exhibition: www.uitp.org/vienna2009/exhibition/index.cfm

Visit the Vienna Congress and Exhibition Media Room:

www.uitp.org/vienna2009/news/index.cfm

Press Contact: Aline Talabard | UITP Communications Manager

Direct phone: +32 (0)2 6636672 | Fax: +32 (0)2 6601072 | aline.talabard@uitp.org

Security during the 58th UITP World Congress and Exhibition

Tuesday 9 June	SESSION 10	16:00-17:30
Public transport security: Caring Mother or Big Brother?		

The key to public transport security is introducing a balance of measures that will give customers a positive impression of being looked after without feeling over-policed. This session will look at a selection of soft and hard examples of such measures to achieve this aim. A closer look will be given to CCTV surveillance systems, comparing their benefits and their limitations and debating the issue of civil protection.

Chair: Geoff Dunmore, Operational Security Manager, London Underground Ltd, London, United Kingdom

- Security: aspects from customer care to potential terrorist threats
Thomas Kritzer, Deputy Head, Metro Operations Department, Wiener Linien, Vienna, Austria
- Creating more comfortable railway systems - security measures by CCTV and development of the intelligent camera surveillance system
Kiyohiro Takemoto, Manager International Department, East Japan Railway Company, Tokyo, Japan

Panellists:

- Serge Van Themsche, Bombardier transportation European affairs, Machelen, Belgium;
- Thomas Hilpert, VDV, Cologne, Germany

Monday 8 June 2009	Expo Forum 1	14:00-15:30
Security & Safety		

- Get prepared for emergency response to hazardous materials propagation in subways – the Orgamir research project
Jürgen Fuchs, Director of Business Center, Indanet AG
- Fire protection
Roger Dirksmeier, General Manager Rail Systems, Fogtec/Müller
- Securing wheelchairs in public transport
Alexander Roth, Sales Manager Europe, Q'Strait,
- Passengers in the trap - Safety Solutions for vehicle doors
Peter Konradt, Sales Manager Public Transport Applications, MAYSER