Human factors & Security

UITP SecCom
Connecting the world of public transport
UITP Security Commission

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

UITP Training Programme
Security Risk Assessment and Emergency Preparedness & Response

7-9 December 2011, Brussels (Belgium)
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...
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
- Graffiti
- Drugs
- Anti-social behaviour...
- ...
Why must we react?
Why must we react?

- Energy consumption
- Congestion
- Public health & safety
- Pollution

www.ptx2uitp.org
How can we react?

PREVENTION

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

Secure Public Transport in a Changeable World

Security and Safety
Security is a relatively new challenge in the context of public transport. Security threats have grown substantially. This differs from safety, which addresses concrete obstacles.

The UITP Security Commission is made up of public transport security practitioners and aims to support UITP members on security matters. Its role is to establish a network of practitioners on urban public transport security. It proposes UITP positions and priorities on security threats to other stakeholders and partners.

Security Threats
Security problems, or threats, are caused by people whose actions are inimical or disrupt the public transport system, such as all the usual stakeholders, such as riders, passengers and other stakeholders.

Security is key to an attractive service. A key service includes a responsibility for and a vested interest in protecting its customers, staff and employees. In addition, security is key to protecting the integrity of the public transport system and ensuring smooth operation.

Focus on the H Factor
Make security integral to customer service
Foster relationships with partners

October 2010
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
- ...
- thinking
- THE BOX
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
Community engagement

- target hot spots
- community participation in decoration
- engagement with youth
Muni Transit Assistance Program

- employs local influential youths
- diffuse tension
- discourage violence & vandalism
- encourage good behaviour
Conclusions
Thank you for your attention.