

# What can be done to improve staff training and to raise awareness among passengers?

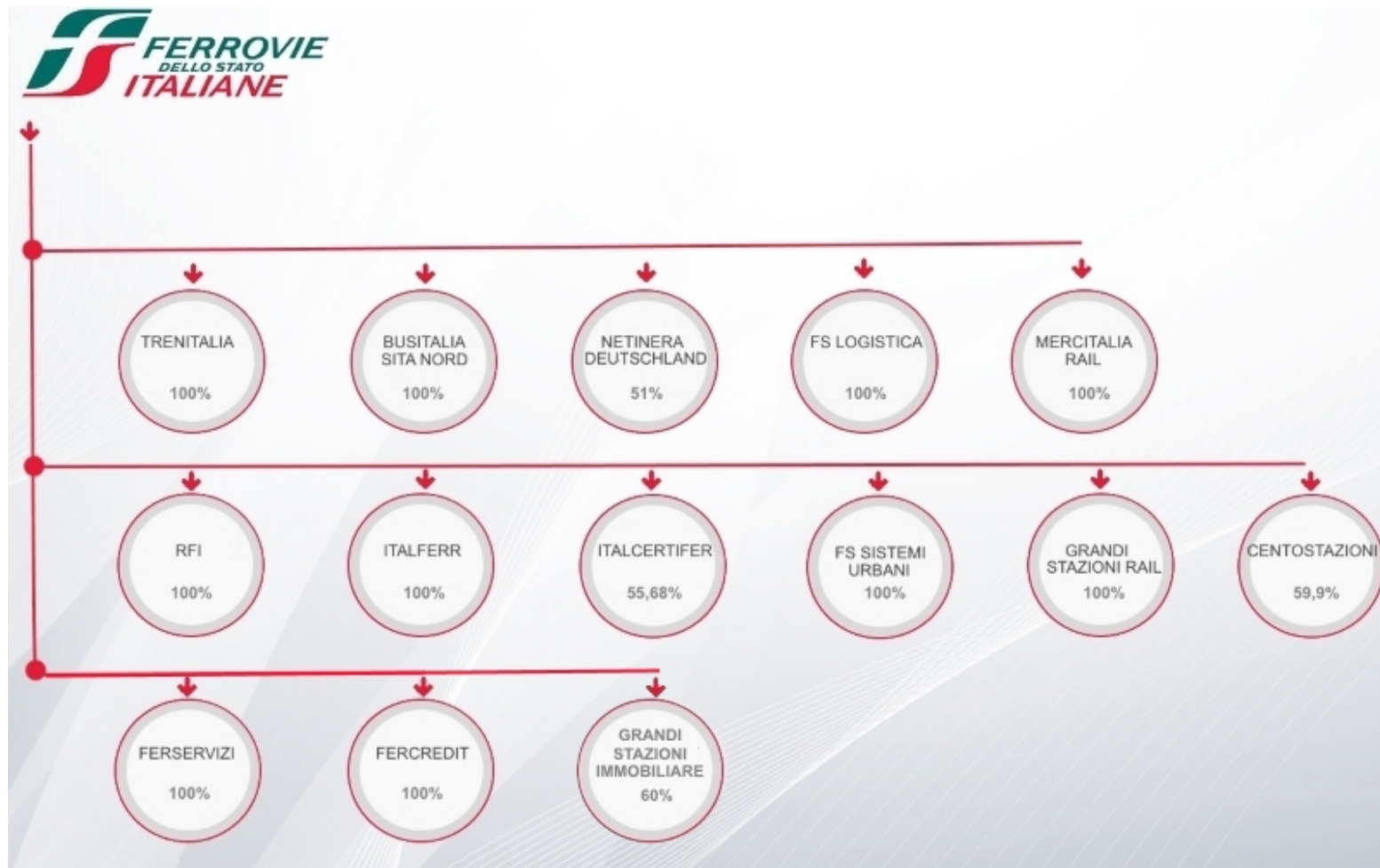
Maria Cristina Fiorentino

COLPOFER Secretary General

FS Italiane – Security Department

Florence, November 25th 2016

# The FS Italiane Group



# Figures

- **1.500.000** daily passengers
- **3.000.000** daily presences (in stations only)
- **67.000** employees
- **8.300** daily trains
- **17,000** km trucks
- **1.298** km High Speed Lines
- **1.380** km tunnels
- **530** km bridges and viaducts
- **2.270** railway stations
- **375** power-stations
- **479** freight terminals
- **15** ferry-boats



# The threats

- ❑ GRAFFITI
- ❑ ROBBERY
- ❑ AGGRESSION
- ❑ VANDALISM
- ❑ THEFT (COPPER, ALLUMINIUM, ETC.)
- ❑ FIRE / ARSON
- ❑ SQUATTING
- ❑ NATURAL EVENTS (earthquake, etc.)
- ❑ RUNNING OVER
- ❑ SUICIDES
- ❑ STONE THROWING
- ❑ OBSTACOLS ALONG THE LINE
- ❑ LEVEL CROSSING SABOTAGE
- ❑ SABOTAGE
- ❑ TERRORIST ATTACKS
- ❑ CYBER CRIME



# FS Group Security Measures

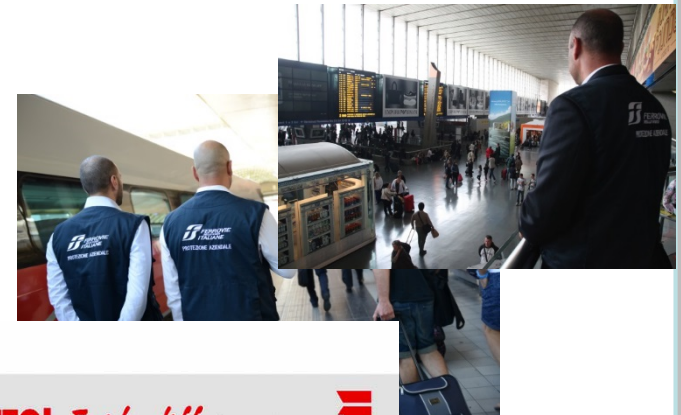
## Physical security measures

- CCTV in stations
- CCTV on board
- Gates in major stations
- Security Control Rooms (Rome HQ, Regional Departments)
- Emergency Number 1600
- Railway Police patrols in stations and on board
- Committees with Railway Police at national and regional level for discussing security problems



## Organisational security measures

- Security staff department for RU and IM
- Legal assistance for employees in case of aggression
- Psychological assistance for employees
- Education program for train staff on anti-aggression
- Self defence course for security staff
- Anti fare evasion teams on regional trains
- Emergency exercises
- Awareness campaign



**STAI ATTENTO!** *Fai la differenza*  
**BE AWARE!** *Make a difference*



# Focus on security measures

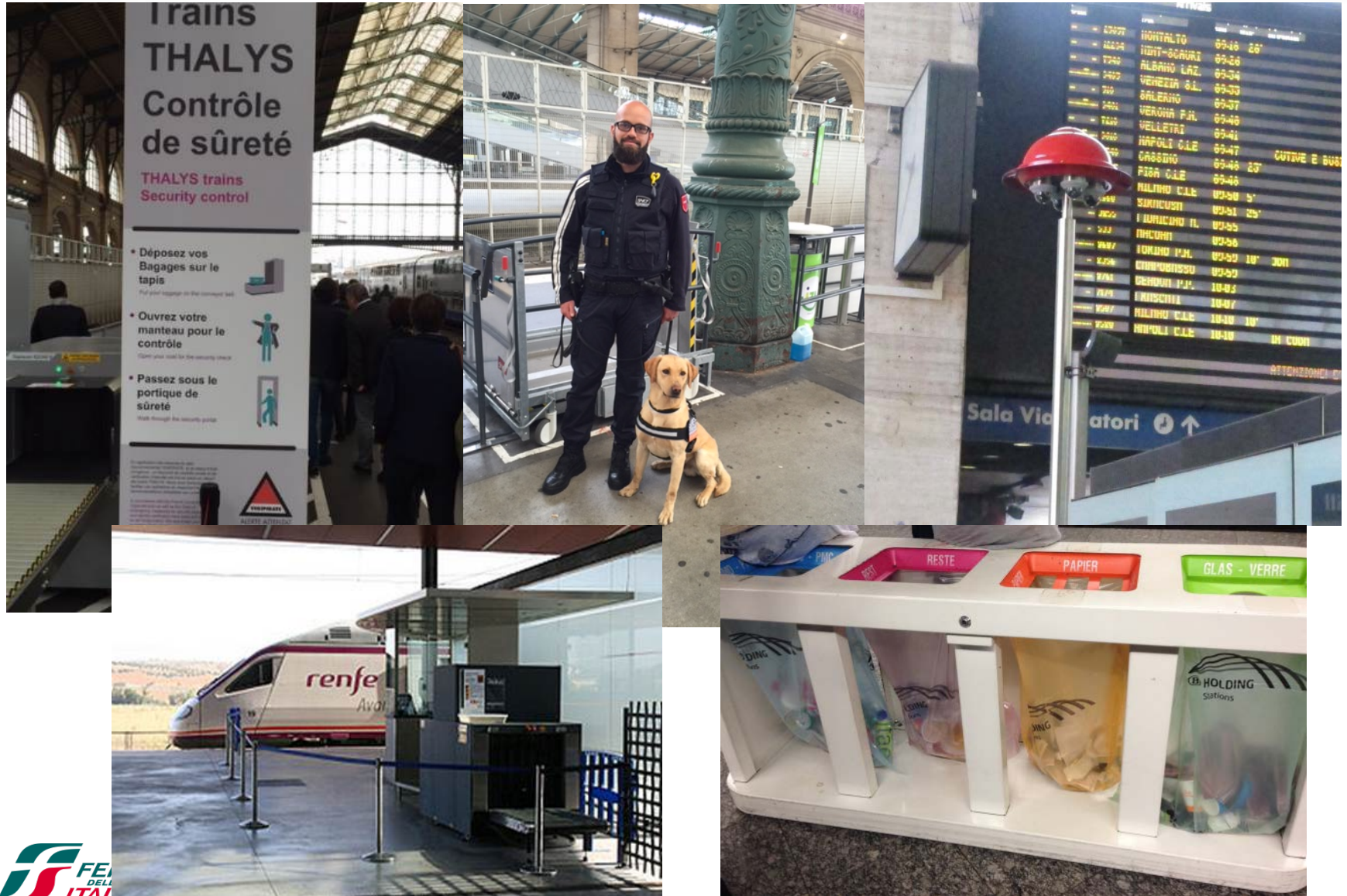
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# Public-Private-Partnership

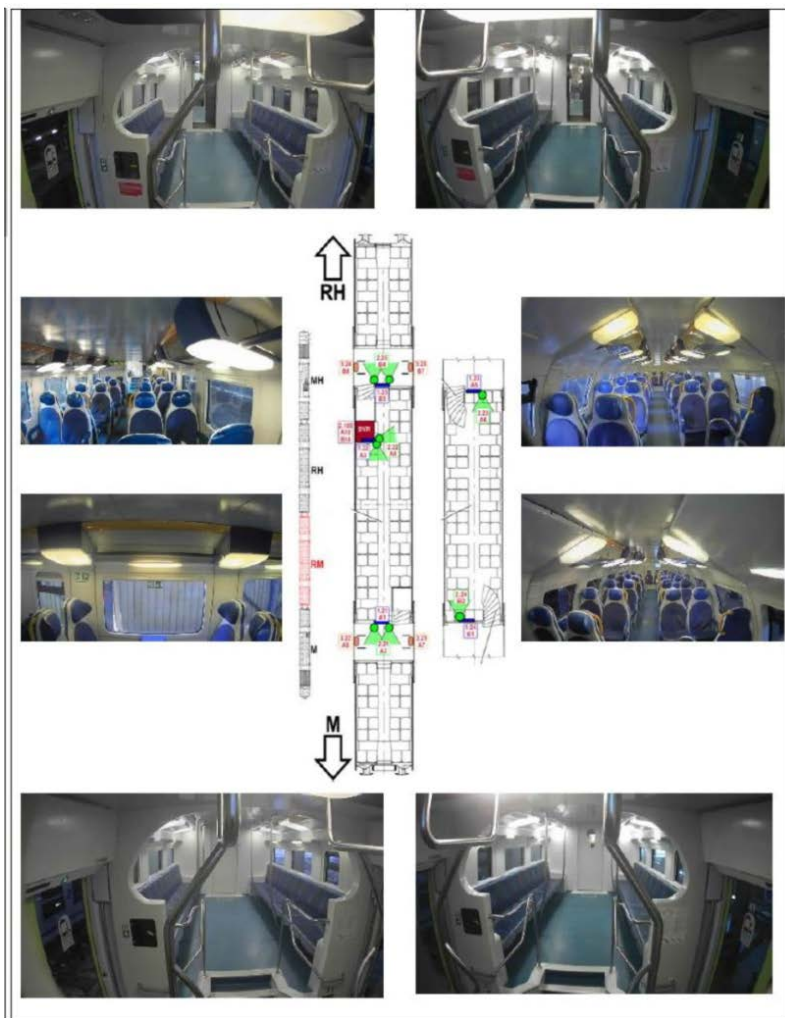


# Focus on security measures

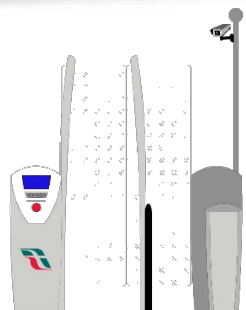




# CCTV on board



# Security in an integrated mobility system



Automatic Access Gate



Digital Security Luggage



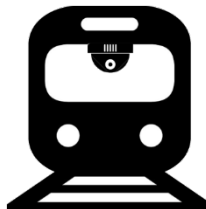
Cyber Security



Video-Patrolling



Secure e-payment



Front Witness Camera



Digital Security Device



Crisis Management 4.0



Nominative Tickets



Unmanned Rail Vehicle



Country Risk Analysis

# Integration of security measures



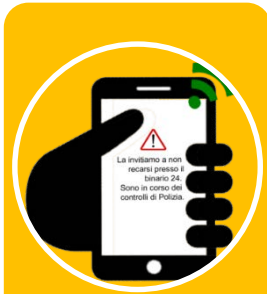
Digital Security Luggage



Digital security device



CCTV Systems



Digital Emergency management



Team on the field



National Security Control Room



# GSM-R Railway Call Dial number 1600

By dialing the national number “1600” GSM-R mobile users on board, which are «registered» to a functional number (train conductors, train guard, security staff, railway police, etc.) are automatically connected to the closest railway police control room (15 on the national territory).

The image shows a screenshot of the ViaggiaTreno website interface. At the top, there are navigation links: "I siti del Gruppo >", "Lavora con noi >", "FSnews >", and "FS social network >". The main content is a map of Italy with a network of train routes. Three high-speed trains are highlighted in green and blue, each with a GSM-R mobile phone icon on its roof. Three blue arrows point from the trains to three police control rooms on the right side of the image. The control rooms are labeled: "Regional Railway Police Control Room - Milan", "Regional Railway Police Control Room - Rome", and "Regional Railway Police Control Room - Palermo". Each control room is accompanied by a small 3D figure of a railway police officer. On the left side of the map, there is a sidebar with several utility buttons: "Treno - Stazione" (with a magnifying glass icon), "Imposta Viaggio" (with a clock icon), "Stampa il tuo arrivo" (with a document icon), "Meteo" (with a cloud icon), and "News" (with a satellite icon). Below these are sections for "Come Funziona", "Note Legali", and "Contatti". At the bottom left, the logo for "FERROVIE DELLO STATO ITALIANE" is displayed.

# Counter Terrorism Security Training

## Objectives:

- Cope with terrorism
- Detect abnormal / suspect behavior through body language analysis
- Crisis Management in the event of terrorist attacks
- Security of passengers and staff in the event of a terrorist attack



# Anti-Aggression Training

## The context

- Focus on scenario analysis and on the critical situations where railway employees need to intervene

## The individual instruments

## The team

- Develop the individual tools which may be used by the single employees for the prevention or management of possible critical situation in order to guarantee personal and collective safety
- Understand the importance of a team as a resource for a quicker and safer action of its own mission

- Experiment critical situations by using all possible resources for the identification of possible «rule set» for their resolution



# Security staff Self Defence course

- *Self defence tools (Pepper Spray)*
- *Self defence techniques (Krav Maga)*



# Awareness campaign

ENGLISH



POLICE FORCES AND FERROVIE DELLO STATO GROUP ARE DAILY ENGAGED IN ORDER TO PROTECT AND INCREASE SECURITY FOR PASSENGERS, BOTH ON THE TRAINS AND IN THE STATIONS.

A FEW SIMPLE ADVICES FOR A SECUR AND UNTRUBLED JOURNEY

## In the station

Make difficult pickpocket's life. They are not so many, not at all, but very quick.

- Look after your luggage and never lose sight of it. Unattended luggage will be checked by the police.
- Keep travel documents separated from your money inside your pockets; always keep your bags closed.
- Entrance hall, ticket offices and self-services machine areas are the favourite places for pickpockets. Prepare money for tickets in advance avoiding to show to the people around you possession of other valuable.
- Don't accept rail tickets by unknown persons. Purchase rail tickets exclusively through the official Trenitalia channel of sales, illegal trasaccions can hide under different form of sales and/or sales at "interesting prices" and you could become victim of a fraud as well as accomplice in a crime.
- Don't purchase services (taxi, hotel accommodation, sightseeing, luggage carrier) and goods (food items, articles of clothing, gift and household articles) from unlicensed persons.
- Pay attention to your personal belongings when you get on and off the train.
- For information, contact exclusively the rail staff.

## in parking lots

- Make sure your vehicle has been locked and don't leave any objects at sight on the compartment, luggage unattended while locking and unlocking the vehicle.

## in subways

- Pay attention in case of overcrowding and don't stay longer than required.

## on the train

- Don't leave valuables unattended in the train compartment, even if for a short time (mobile phone, computer, credit card, documents...)
- If travelling overnight, keep your valuables in a place that is not easily accessible to others; in the sleeping wagon, don't forget to lock your compartment.
- Beware of any unlicensed seller who, telling you touching stories, tries to take advantage of you for illegal purposes.
- Keep an eye on your luggage at the arrival and departure of the train.
- Always hold your rail tickets
- Refuse any leaflets and tickets requiring money; don't contribute to increase the collection phenomenon.

- For information and queries, contact exclusively the rail staff, informing them of anything suspicious which may occurred through a direct phone call, a prompt intervention of Police Forces, if necessary, will take place.

## in the rail line

- Don't cross a railway level-crossing if the barriers are down or are being lowered
- Never attempt to get on and off the train on the go.
- Don't lean out from the window and don't cross the railway lines.

## A FEW OF THE MOST COMMON TRICKS USED TO TRY TO STEAL FROM YOU

- TAKE ADVANTAGE OF TRAIN STOPS TO STEAL VALIABLES TEMPORARILY UNATTENDED.
- BUMP INTO THE VICTIM
- USE A SHEET OF CARDBOARD, NEWSPAPER OR A COAT TO COVER HAND MOVEMENT DURING THE PICKPOCKETING
- CAUSE A CROWD WHEN GETTING ON AND OFF THE TRAINS
- DIRTY THE VICTIM ON PURPOSE AND THEN OFFER HELP.
- ASK FOR INFORMATION TO DISTRACT THE VICTIM WHILE AN ACCOMPLICE TAKES ADVANTAGE OF YOUR DECREASED ATTENTION
- TELL YOU TOUCHING STORIES TO THEN ASK FOR MONEY

**If you feel you are being harassed or bothered or you fear that something is going to happen to you, contact the railway police at the following telephone numbers or the Ferrovie dello Stato staff**



# Treni SICUREZZA

CONSIGLI PER CHI VIAGGIA



Polizia di Stato



# Trains and SECURITY

RECOMMENDATIONS FOR TRAVELLERS



**FERROVIE DELLO STATO**



# Be aware! make a difference



Presta attenzione nei classici luoghi di "lavoro" dei borseggiatori (atri, biglietterie, aree Self Service, piattaforme di arrivo/partenza treni). Preferiscono i luoghi affollati. Be aware of typical pickpocket "working" environments (halls and lobbies, ticket offices, Self Service areas, train arrival/departure platforms). They often prefer crowded conditions.



Attenzione mentre stai operando presso le Self Service. Prepara prima il denaro che può servirti per l'acquisto, lontano da occhi indiscreti. Be aware of your surroundings while using the Self Service ticket machines. Prepare your purchase money beforehand, away from prying eyes.



Fai attenzione alle richieste di denaro da parte di estranei, potrebbero distrarti per consentire al complice di sottrarti il bagaglio. Be careful of requests for money from strangers. This could be a distraction tactic to allow an accomplice to steal luggage.



Tieni sempre d'occhio il tuo bagaglio. Always keep a watchful eye on your luggage.



Presta attenzione agli oggetti di valore anche se li conservi all'interno della giacca appesa al tuo fianco. Pay very close attention to your valuables, even when kept inside a jacket pocket hanging at your side.



Non lasciare nulla di valore sul tavolino mentre posizioni il bagaglio sulla cappeliera. Do not leave any valuable items unattended on the table while stowing your luggage.



Anche a bordo treno, tieni d'occhio il tuo bagaglio soprattutto durante le fermate. Even on board the train, continue to keep an eye on your luggage, especially during stops.



«No ticket? No parti!» Viaggiare con il biglietto è un obbligo. Acquisti il biglietto per viaggiare e non perché qualcuno potrebbe procedere ad un controllo. "No ticket? No departure!" It is mandatory to travel with a valid ticket. Purchase a ticket to honour your travels – not simply because of potential controls.



Non acquistare servizi da persone prive di regolare licenza. Non affidare il bagaglio ad altri. Do not acquire services from individuals not in possession of a valid license. Never entrust your luggage to strangers.



Non acquistare generi alimentari da venditori abusivi, potrebbe essere a rischio la tua salute. Do not purchase food items from illegal vendors. Such items may pose health hazards.

**STAI ATTENTO!** *Fai la differenza*  
**BE AWARE!** *Make a difference*



# COLPOFER Working Groups

- PROTECTION AGAINST TERRORIST AND EXTREMIST ACTIVITIES
- CYBER CRIME
- SECURITY INNOVATION
- FRAUD/TICKET FORGERY
- GRAFFITI
- METAL THEFT
- LARGE EVENTS
- CONTROL ROOMS
- INTERNATIONAL FREIGHT TRAFFIC
- PAN-EUROPEAN CORRIDOR X

