

# Infrastructure & Security Measures- How ÖBB Strives for the Highest Standards

Florence, 26.11.2016



# Security at Train Stations- a Nr 1 Priorit

## Objective

- More satisfied customers through a increased subjective security perception.

## Milestones

- 26.05.2015: Closing conceptual project
- 01.01.2016: Establishmnet of nationwide security coordinators
- 01.04.2016: Establishment of regional security HQs ( decision after thorough valuated) with ÖBB- and leasing personnel
- 01.07.2016: Establishment of local sub-HQs, with ÖBB- and leasing personnel

## Monetary Effects

- Additional staff expenses at ÖBB-Group: - 3 Mio. € till 2017  
18 Mio € from 2020

# Status Quo

## Raise Passenger's Subjective Sense of Security

78 % good sense of security (2014) Goal 2016: 81 %  
 due to current security situation in general long way short of target: **72 % in 2016**

About 50 reports about critical security situations/ week,  
 Upward trend regarding police- & ambulance-operations  
 following brawls/ fights

SALZBURG | POLITIK  
**Polizei verstärkt Sicherheit bei  
 Bahnhof und Flughafen**

Die Sicherheitsstufe ist nach den Terroranschlägen von Brüssel nun auch in Salzburg erhöht worden. Das zeigen zahlreiche Beamte, die derzeit am Bahnhof und auch am Flughafen patrouillieren.



**18-Jährige auf Salzburger Hauptbahnhof belästigt**

Ein 15-Jähriger soll am Freitagvormittag eine 18-Jährige am Salzburger Hauptbahnhof sexuell belästigt haben. Der Bursch soll die junge Frau Armen umklammert haben, griff ihr ans Gesäß und küsste sie kurz. Das Opfer konnte in einen Zug flüchten.

**Pendler schlägt Alarm: Problemklientel am Parkdeck bei Bahnhof Wr. Neustadt**

Wie ein Pendler berichtete, übermachten beim neuen Parkdeck Bahnhof Wr. Neustadt Betrunkene bzw. Drogensüchtige in den Stiegenhäusern zur Unterführung. Laut Rathaus soll nun täglich gereinigt werden. Stadt, ÖBB und Stadtpolizeikommando seien überein gekommen, "dass die Polizei sowie der Securitydienst der ÖBB mehrmals täglich vor Ort sind, um präventiv tätig zu werden", so ein Stadtsprecher.

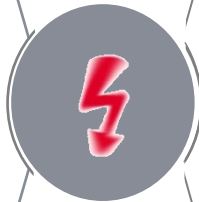
**Mann sprengte Ticket-Automat auf Bahnhof**

Am 6. und am 22. März dieses Jahres wurden an den Bahnhöfen Schwarzenau bei Zwettl und Paasdorf bei Mistelbach die Ticketautomaten mit einem pyrotechnischen Gegenstand gesprengt und ein vierstelliger Euro-Betrag erbeutet. Nach intensiven Ermittlungen forschte die Polizei einen Polen (32) als Täter aus und nahm ihn nach einem Tankbetrug in Mistelbach fest. Der Gesamtschaden beträgt rund 90.000 EUR.

**Innsbruck: Österreichs  
 gefährlichster Bahnhof?**



Der Innsbrucker Hauptbahnhof wurde in den vergangenen Monaten zum Zentrum der von Nordafrikanern kontrollierten Suchtgüterzene. Die Polizeipräsenz musste massiv erhöht werden.



- **More satisfied customers through heightened sense of security**
- **Customer outreach at the station**
- **Reduction of complaints through improved security measures**
- **24/7 emergency management**
  
- **Group-wide registartion of incidents– targeted use of ressources through KPIs**
- **Reduction of cash-out-expenses**
  
- **Building/ infrastructure improvements**



**SECURITY @ the STATION**

CURRENT SITUATION

GOAL

## Challenges

- Stagnant/ falling customer satisfaction rates regarding security at the stations, but also on the train
- Less staff on trains
- Marginalization of some segments of society
- Increased use of violence, acceptance thereof
- Increased pickpocketing at station/ on train
- Increased harassment & intimidation of staff
- Consolidation of public spending
- Quick reaction in case of emergency



## Goal

Maintain public security and public policy

Short intervention times

Increase subjective sense of security for customers and staff

Increase presence of security personnel, both in trains and stations

Development of group-wide standards

**Develop and  
find synergies**

## Regional/ Local Security Headquarters

### ➤ 250 employees with direct customer interaction

24/7 two employees in Linz, St. Pölten, Salzburg, Bruck/Mur, Graz, Villach, Klagenfurt, Innsbruck Hbf, Wiener Neustadt, Wels, Vienna (Central Station, Vienna-Floridsdorf, Vienna-Meidling, Vienna Franz-Josef's Station, Vienna-Praterstern,

Vienna-West) on duty

During opening hours one security employee in Bischofshofen, Leoben, Wörgl, Kufstein, Bregenz, Dornbirn on duty.

In addition: mobile security teams 24/7



## Actions& Remedies



### Security at the Train Station



- Improved „hardware“
- CCTV/ emergency call equipment
- Strong presence of employees in the field

- Security + Staff
  - Continuing staff education (awareness training, ex-post, evaluation, monitoring...)
  - Deployment of dog units

- Adoption of „house rules“
- Pilot: Prohibition of alcoholic beverages ( Dornbirn-Station, Vorarlberg)

# Work Package 1

WP 1.1:	Lightening& Building Environment
Content	<ul style="list-style-type: none"> <li>▪ Development&amp; implementation of illumination/ construction concept</li> <li>▪ 447 measures at 175 eligible stations, including deployment of mirrors to create a more welcoming atmosphere</li> <li>▪ 3,75 Mio. € on top of regular budget-planning process</li> </ul>
WP 1.2:	Emergency-& Surveillance Measures
Content	<ul style="list-style-type: none"> <li>▪ Video-surveillance concept; 152+ single measures in 258 stations</li> <li>▪ Emergency call points</li> <li>▪ 1 Mio. € overall cost framework („on top“ of regular surveillance budget )</li> </ul>
What it should not do	<ul style="list-style-type: none"> <li>▪ New and additional measures outside of proven security concept</li> <li>▪ Creation of bureaucratic reporting tools</li> </ul>
Outcome:	<ul style="list-style-type: none"> <li>▪ Quarterly status reporting; concrete measures taken &amp; cost summary (both)</li> </ul>
Timeline	<ul style="list-style-type: none"> <li>▪ End of 2017 (both)</li> </ul>



## Work Package 2.1

AP 2.1:	Presence & Visibility
Content	Reaching the customer <ul style="list-style-type: none"> <li>• System-supported documentation of surveillance tours</li> <li>• Systematic registration of customer traffic</li> <li>• Registration of newly-reached customers Steer with help of indicators</li> <li>• Development of special centralized reporting tool</li> <li>• Cartographic depiction of security situation (local/ regional/ national)</li> <li>• Determination of communication guidelines/ strategy</li> </ul>
What it should not do	<ul style="list-style-type: none"> <li>▪ Duplication of efforts in respective divisions</li> </ul>
Outcome	<ul style="list-style-type: none"> <li>▪ Technical Documentation of tours, incl. Calculation of customer traffic</li> <li>▪ Cartographic situation picture of previous 7 days</li> </ul>
Timeline	System-supported documentation of surveillance tours (08/2016) Registration of customer traffic (09/2016) Documented customer range Q4 (12/2016) Cartographic situation picture (12/2016)

## Better visibility

- Flashy design of uniform & safety vest
  - Knife-proof material
  - „Sicherheit“ instead of „Security“
- Considerable higher perception by customer



## Work Package 2.2

AP 2.2:	Human Ressource Development
Content	<ul style="list-style-type: none"> <li>▪ Personnel development               <ul style="list-style-type: none"> <li>– Improve&amp; update training (e.g. new threat scenarion)</li> <li>– Quality initiative in vocational and staff taining</li> <li>– Development of security culture in ÖBB-Group</li> <li>– Standardized vademecum for employeeyes</li> <li>– Revision of ÖBB-code-of-conduct</li> </ul> </li> </ul>
What it should not do	<ul style="list-style-type: none"> <li>▪ Revision of management guidelines</li> </ul>
Outcome	<ul style="list-style-type: none"> <li>▪ Training manual for operative functions</li> <li>▪ Vademecum for security staff</li> <li>▪ Revised code of conduct</li> </ul>
Timeline	Training manual – 09/16 Vademecum for security staff , Revised code of conduct – 12/16

## Work Package 2.3

AP 2.3:	Controlling
Content	<ul style="list-style-type: none"> <li>▪ Head count               <ul style="list-style-type: none"> <li>– Comparison planned/ actual work force ( incl external/ leasing)</li> </ul> </li> <li>▪ Costs               <ul style="list-style-type: none"> <li>– Comparison planned/ actual of total expenses</li> </ul> </li> </ul>
Outcome	<ul style="list-style-type: none"> <li>▪ Monthly check- up planned/ actual work force/ costs</li> </ul>
Timeline	<ul style="list-style-type: none"> <li>▪ Monthly</li> </ul>

## Workpackage 3.1

WP 3.1:	Campaign
Content	<ul style="list-style-type: none"> <li>▪ Launching at stations : Railshow „Security at the Station“</li> <li>▪ Accompanying measures: Ads in print &amp; online media, radio programs</li> <li>▪ Participants: ÖBB-staff (mainly from IM) / authorities</li> <li>▪ Target group: Passengers and visitors</li> <li>▪ Goal               <ul style="list-style-type: none"> <li>– Disseminate information Thema Sicherheit am Bahnhof</li> <li>– Purvey feeling that customers are well taken care off</li> </ul> </li> </ul>
Outcome	<ul style="list-style-type: none"> <li>▪ Implementation of campaign</li> </ul>
Timeline	October 2016 - April 2017

## Workpackage 3.2

WP 3.3:	Newest findings of market research
Content	<ul style="list-style-type: none"> <li>▪ Bring in knowledge and content from recent B2C-study:               <ul style="list-style-type: none"> <li>– Customer satisfaction analysis from different research firms</li> </ul> </li> <li>▪ Comparison of content, des Projektes mit den neuen Ergebnissen und adapt project of necessary.</li> </ul>
Outcome	<ul style="list-style-type: none"> <li>▪ Create common understanding of what customers expect in terms of „security at the train station</li> </ul>
Timeline	August - October 2016

## Workpackage 3.3- ÖBB-SecurityTour 2016/2017

- Kick-off on 1.10.2016 at Vienna Central Station
  - 9 events in 8 Austrian federal States within 9 months
  - More info: [www.oebb.at/Sicherheitstour](http://www.oebb.at/Sicherheitstour)

- Raise subjective well-being and feeling of security
  - By explaining/ displaying what kind of measures are being taken
  - Message: YOUR security is important to us! !

- In cooperation with the police forces, as well as the regional/ local transport providers, ÖBB mediates what's being done, including 11 hands-on-stations.



**04.11.2016:** 12-17 Uhr Linz Hauptbahnhof  
**18.11.2016:** 12-17 Uhr Graz Hauptbahnhof  
**03.03.2017:** 12-17 Uhr Wien Westbahnhof  
**17.03.2017:** 12-17 Uhr Klagenfurt Hauptbahnhof  
**07.04.2017:** 12-17 Uhr Innsbruck Hauptbahnhof  
**05.05.2017:** 12-17 Uhr St. Pölten Hauptbahnhof  
**19.05.2017:** 12-17 Uhr Feldkirch  
**09.06.2017:** 12-17 Uhr Salzburg Hauptbahnhof

