



ADVANCING  
PUBLIC  
TRANSPORT

# FLORENCE RAIL FORUM

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# RAIL IS A SAFE MODE OF TRANSPORT

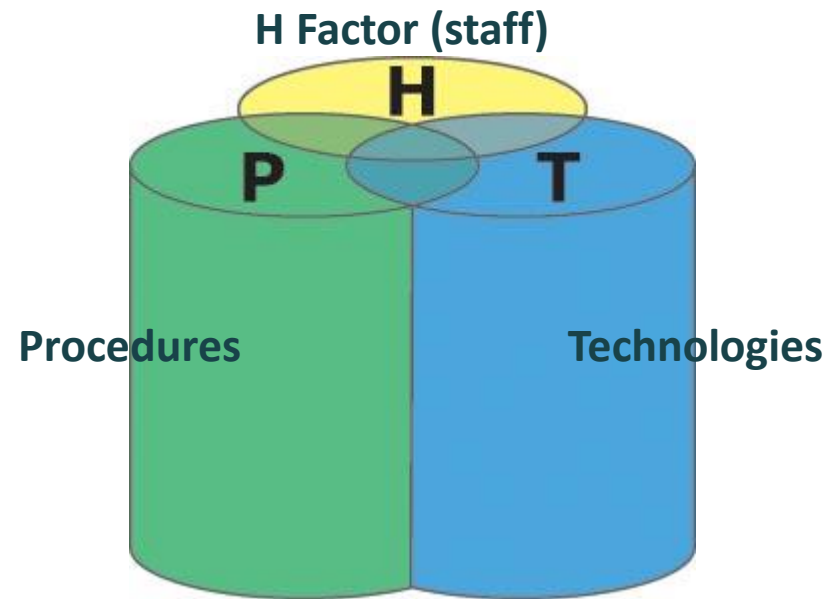


Figures: 2000 - 2009, US

Data: Northwestern University

# RAIL TRANSPORT SECURITY

To **prevent, prepare for and respond to crime and fear of crime**, in a **proportionate** manner, whilst maintaining an **open and accessible system**, essential for **economic activity**.



**H Factor is by far the key component**

# H FACTOR



## Internal staff

- Front-line staff
- Security staff

## External

- Police
- Authorities

## Passengers



# STAFF: TRAINING

**Job profiles** and **corresponding training** needs to be **appropriate** and **up-to-date**

Importance of **refresher training** and **exercises**

## **Front-line staff:**

- Role and responsibility of front-line operational staff needs to be recognised:
  - Eyes and ears: they know their working environment and know when something is wrong
  - First responders: they are first on the scene
- Security Awareness (including terrorism)
- Reporting culture
- Basic procedures

# STAFF: TRAINING

## Security staff

- ▶ Training adapted according to role and responsibility
- ▶ Training adapted according to threats faced
- ▶ Consider customer service element of security staff

## Police, authorities, first responders etc

- ▶ Rail environment familiarity
- ▶ Roles & responsibilities, chains of command
- ▶ Face time
- ▶ Shut down/restart procedure

# EXERCISES

## Types

- ▶ Table-top
- ▶ Full scale
- ▶ Internal
- ▶ Multi-agency

## Added-value

- ▶ Theory → practice
- ▶ Test (and improve) procedures
- ▶ Give staff confidence
- ▶ Relationship building with external partners

# PASSENGER AWARENESS

## Awareness campaigns



## Reporting



# INSIDER THREAT

## Growing concern – needs to be addressed

- recruitment process
- active staff

## Cooperation with authorities:

- Identification of radicalisation
- Sharing of intelligence
- Background check process

# UITP WORK FOCUS

## Counter terrorism awareness training for operational staff

- Suspicious items
- Suspicious behaviour, etc.

## Outline basic security plan & crisis management plan

- Basis for good practice collection

## Insider threat effort

- Criticality of job profiles



**Thank you for your attention!**

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