COLPOFER activites on rail security and the passengers interface

COLPOFER

Secretary General Maria Cristina Fiorentino

Leipzig, 23rd May 2018

COLPOFER (Collaboration of railway police and security services)

COLPOFER was created in 1980, when a group of railway companies and railway police decided to join forces and set up a European association.

COLPOFER mission is to improve the protection of persons, premises, trains and information within the railway system through a strong cooperation between railway police forces and railway companies security organizations.

COLPOFER's mission is to improve the protection of persons and premises by:

❑ The **exchange of information and shared experiences** between members in the fight against criminality in the railway environment;

❑ The defining of a **common railway security strategy**;

❑ The **elaboration of recommendations** aimed at improving the security level within the railway environment aimed at **improving the public perception of security** (customers, railway staff, contractors and suppliers).

COLPOFER is a Special Group of the UIC.

www.COLPOFER.ORG

COLPOFER Member Countries

COLPOFER members are representatives of security departments of railway companies and police authorities responsible for the surveillance of the railway environment from the following Countries:

COLPOFER Working Groups

PROTECTION AGAINST TERRORIST AND EXTREMIST ACTIVITES

CYBER CRIME

FRAUD/ TICKET FORGERY

GRAFFITI

SECURITY TECHNOLOGICAL INNOVATION

BIG EVENTS

SECURITY CONTROL ROOMS

SECURITY OF THE PAN-EUROPEAN CORRIDOR X

METAL THEFT MONITORING CELL
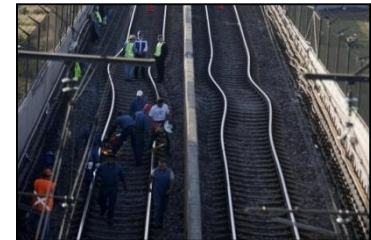
Railway Security Threats

Threats Human origin

- Sabotages
- Terrorism
- Theft towards passengers / robberies
- Copper theft
- Aggression toward rail staff and passengers
- White collar crime
- Ticket forgery/ frauds
- Unlawful occupation/unregulated activities
- Unauthorized entrance (physical and cyber)
- Arson
- Stone trowing
- Vandalism / obstacles on the rail line
- Graffiti
- Ticket fraud
- Cyber crime

Natural Threats

- Hydrogeological instability
- Flood
- Landslide
- Earthquake
- Seaquake
- Snow
- Wind

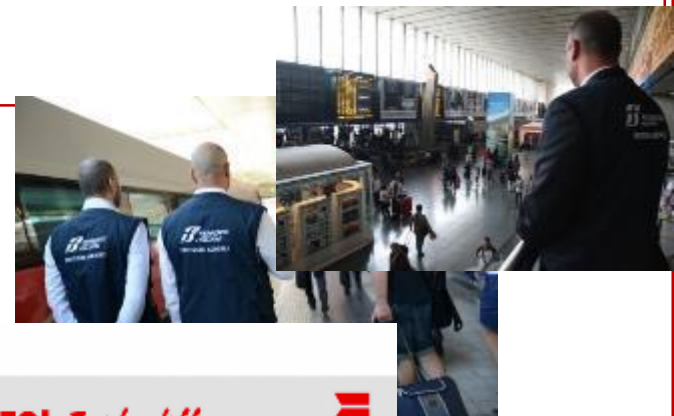# Railway Security Measures

Physical and Istitutional security measures

- CCTV in stations
- CCTV on board
- Gates in major stations
- Security Control Rooms
- Emergency Number
- Railway Police and private security 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
- Security procedures
- Legal assistance for employees in case of aggression
- Psychological assistance for employees
- Education program for front end staff
- Self defence course for security staff
- Anti fare evasion teams on regional
- Emergency exercises
- Awareness campaign

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

Focus on railway security measures
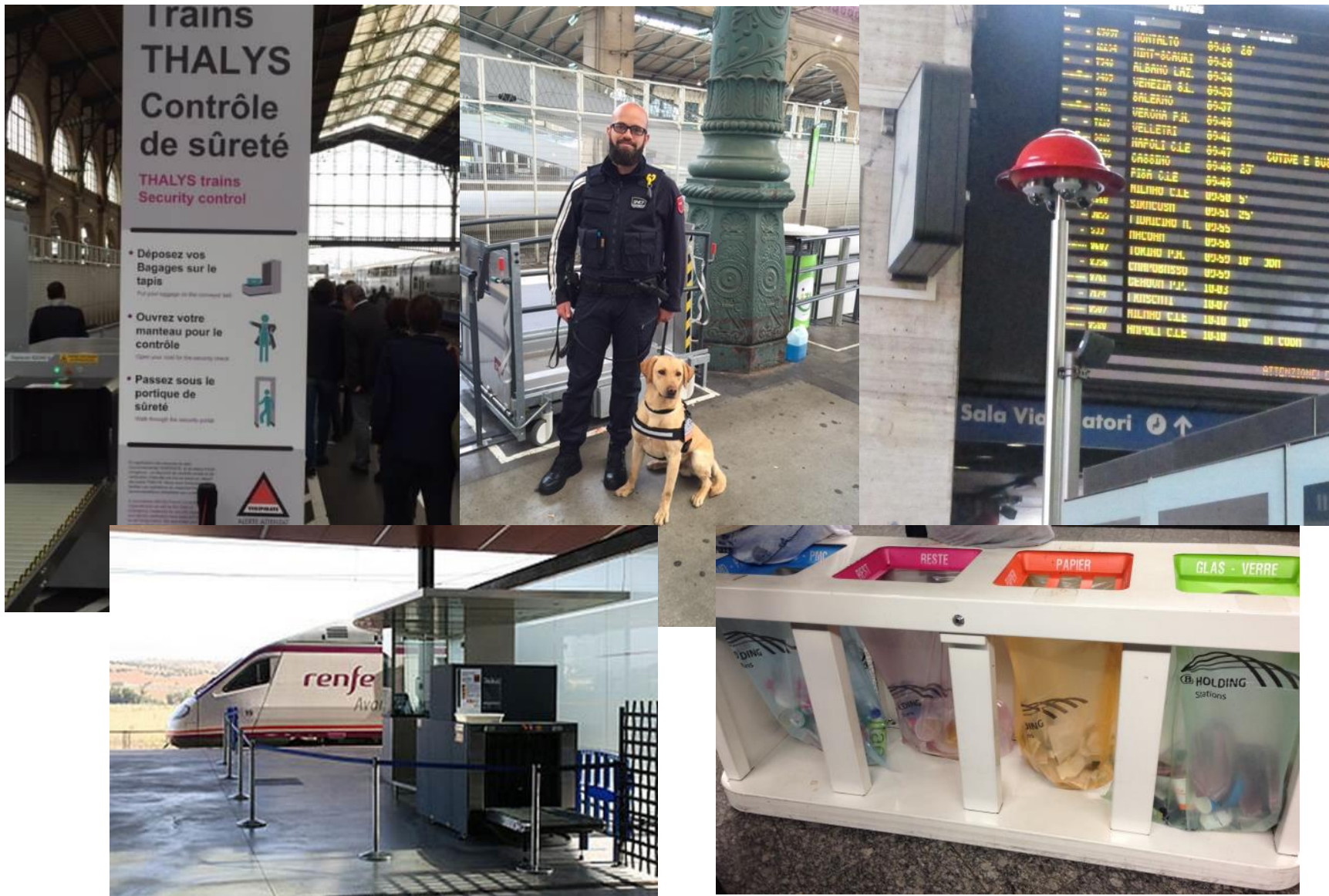
CCTV and Video Analysis in stations

- ✓ Video analysis objectives:
    - *People detection*
    - *Lost luggage detection*
    - *Security: point out to the staff where the problem is located*
    - *Catch the offender while committing the offence*
- ✓ Legal boundaries concerns connected to EU and National Privacy Regulations/Laws
- ✓ Lack of evaluation models to analyse the video analysis system efficiency

Bollards: car bombings countermeasures

Retractable tires as countermeasure for unauthorised vehicles access.

They guarantee maximum resistance in the event of impact of vehicles launched at high speed.
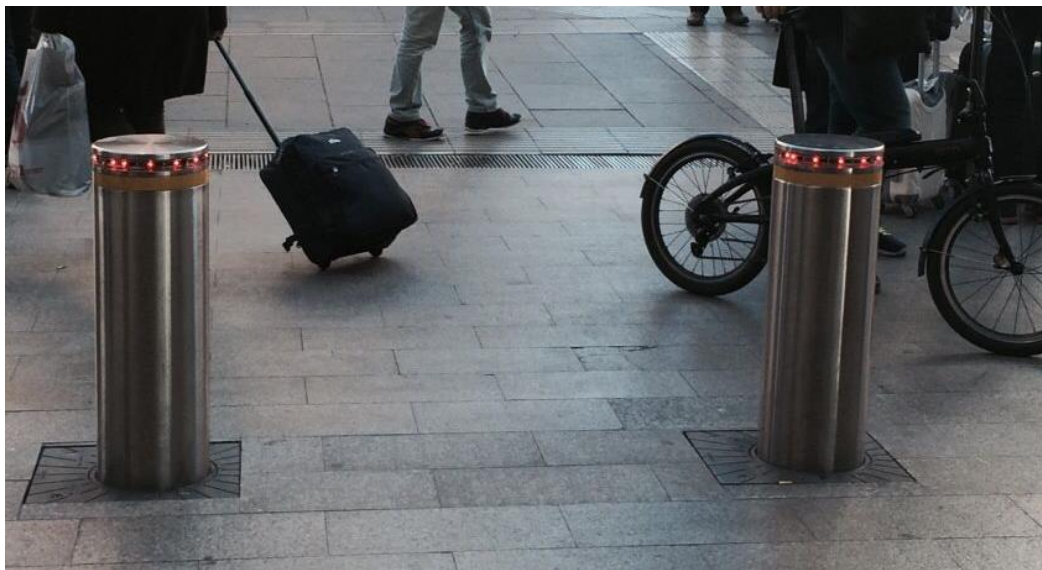
Access control measures

Luggage storage

Luggage storages are normally outside the station perimeter in order to reduce the damages from explosion

Unattended luggage: prevention as key factor

COLPOFER members shared their experience on unattended luggage events:

- Procedures

- Checkings responsability

- Measures adopted

- Consequences on railway circulation

INFO VIGIPIRATE, COLIS ABANDONNÉS

EN GARE SÉCURITÉ

POUR TOUT COLIS ABANDONNÉ
**UNE PLAINTE EST
SYSTÉMATIQUEMENT DÉPOSÉE.**
LA POLICE FERROVIAIRE DRESSE
UNE **CONTRAVENTION DE 178 €**.

HORS FRAIS DE DOSSIER DE 30 À 38 €

*VOTRE VIGILANCE AUSSI
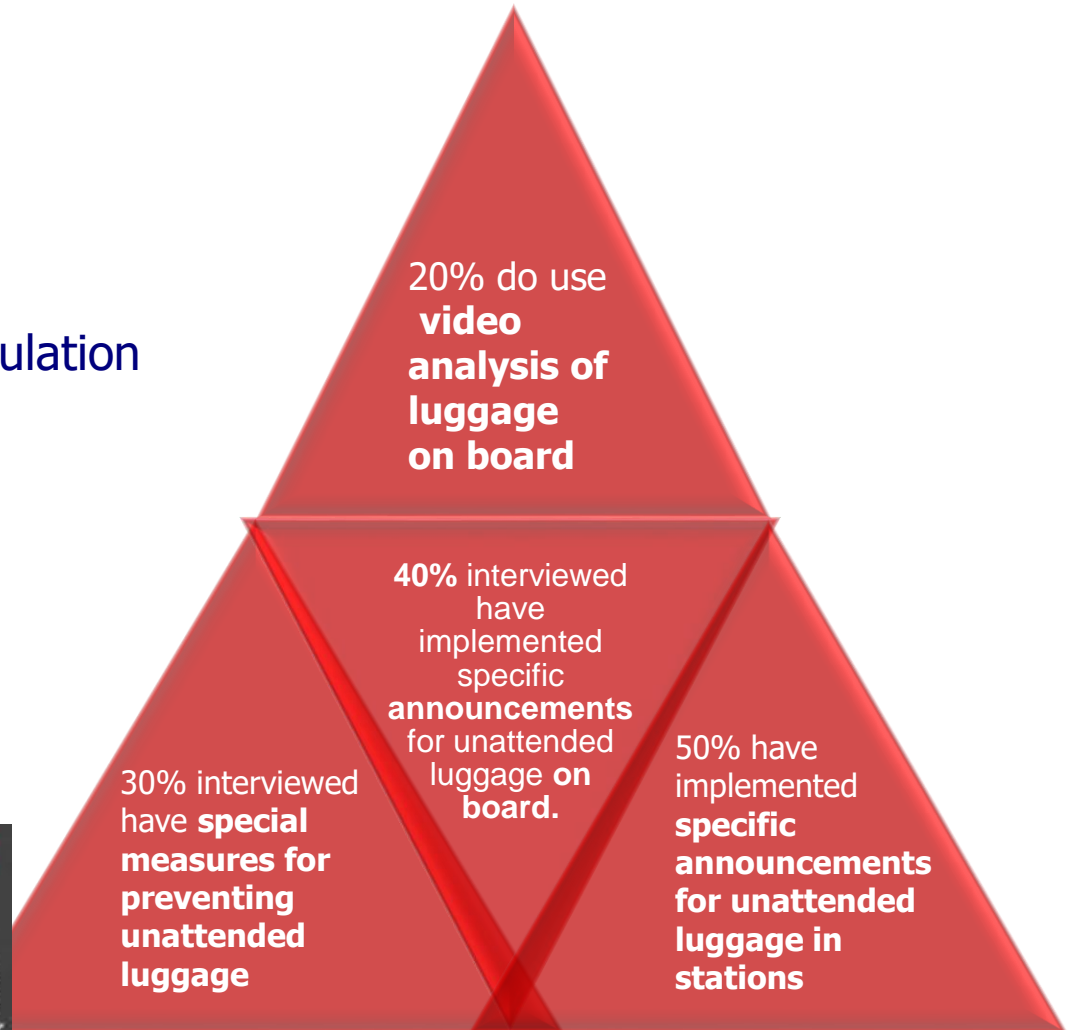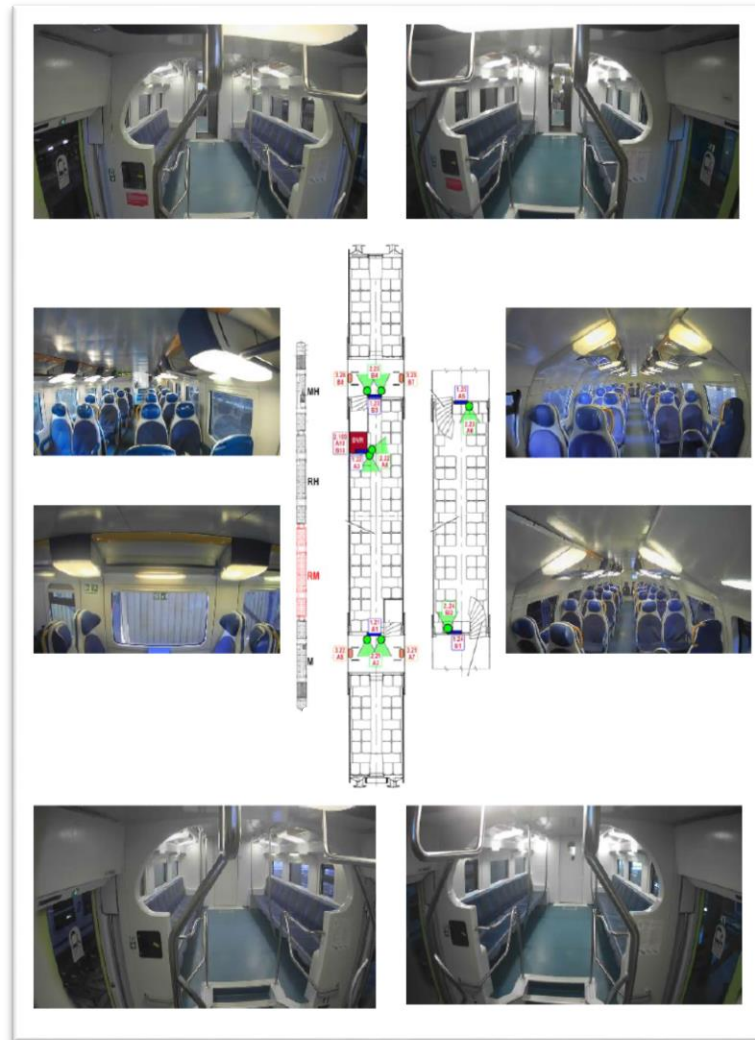CONTRIBUE À LA PONCTUALITÉ DES TRAINS*

Gares&
Connexions

e-Tiquette
SNCF
SNCF

20% do use **video analysis of luggage on board**

40% interviewed have implemented specific **announcements** for unattended luggage **on board.**

30% interviewed have **special measures for preventing unattended luggage**

50% have implemented **specific announcements for unattended luggage in stations**

Videosurveillance: TVCC on board

Body Cam

Bodycams can be activated in case of needs.

Technical characteristics:

- Encryption of recorded images

- Automatic cancellation of images recorded after 7 days from recording time

- Access authorization to recorded images only for authorized

Collaboration with Police Forces and Public Institutions

- Information sharing on security incidents

- Definition of common strategies and intervention policy

- Education program

- Common Exercises
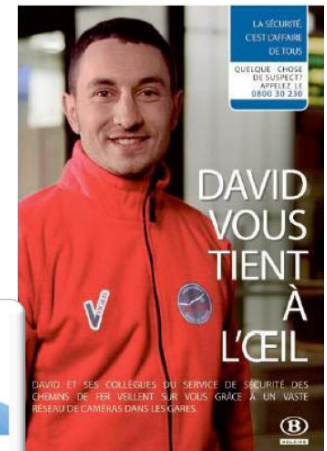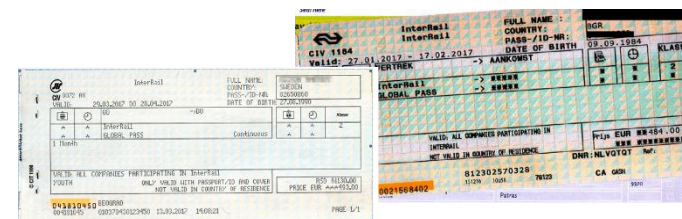
Ticketing safety

Anti-fraud Software

The anti-fraud software allows to monitor all tickets purchases made with credit cards on all sales channels.
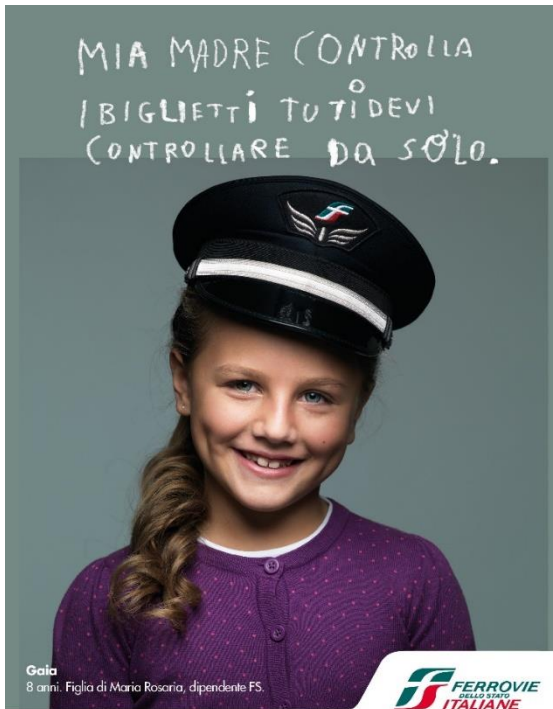
Anti skimming devices

Anti ticket fraud and forgeries measures (Content manipulation, Complete falsification, blank falsification)
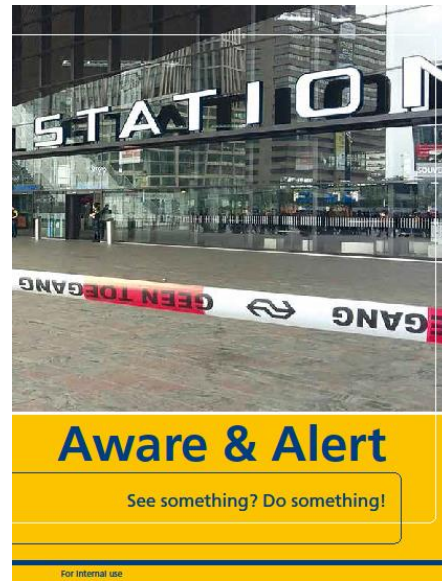
Awareness Campaigns

MIA MADRE CONTROLLA I BIGLIETTI TU TI DEVI CONTROLLARE DA SOLO.

Gaia
8 anni. Figlia di Maria Rosaria, dipendente FS.

FERROVIE DELLO STATO ITALIANE

IL PERSONALE FS SUBISCE SPESSO AGGRESSIONI VERBALI E FISICHE.
NON VOLTARTI DALL'ALTRA PARTE, IN CASO DI BISOGNO, CHIEDI AIUTO.

Joao & Tiago
6 e 8 anni. Figli di Angelo, dipendente FS.

NOSTRO PADRE DICE CHE NON DOBBIAMO RISPONDERGLI MALE. E MICA PUO' VALERE SOLO PER NOI.

FERROVIE DELLO STATO ITALIANE

The campaigns are been developed for increasing awareness on security risks, both faced by railway staff and passengers in case of emergency.

STATION

Aware & Alert
See something? Do something!
For Internal use

STATION

Conscient & Vigilant
Vous voyez quelque chose de suspect?
Passez à l'action!
Pour usage interne

Awareness Campaigns: the passenger collaboration

Theft in Stations

Theft on board

Misbehaviour

Security training as an added value

Crisis Management → Aggression toward railway staff and to passengers → Security patrolling

Antiterrorism ← First Aid & Basic Life Support Defibrillation (BLSD) ←
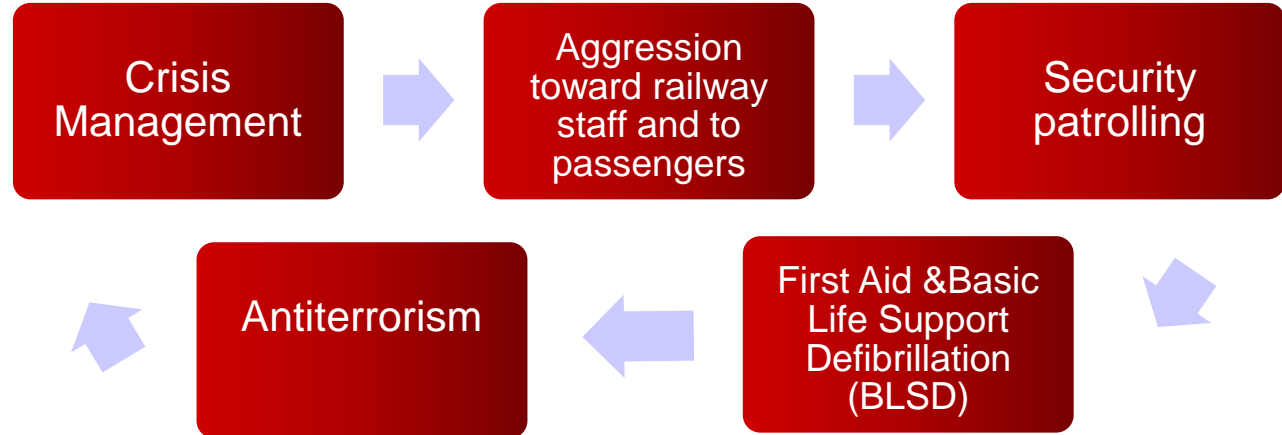
Education courses → *Training on the job* → *Professional Security*

Higher Security perception

Customer loyalty toward railway tranportation

Higher quality of the railway service

Customer satisfaction

Crimes reduction and lower economic damages
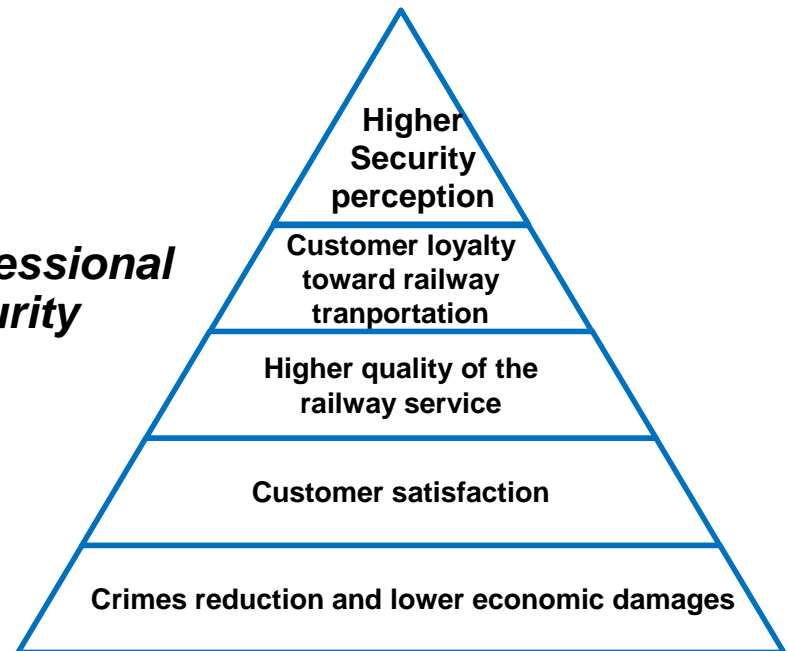
Railway staff Self Defence

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

DEFENSE

© Can Stock Photo

Emergency planning and exercises
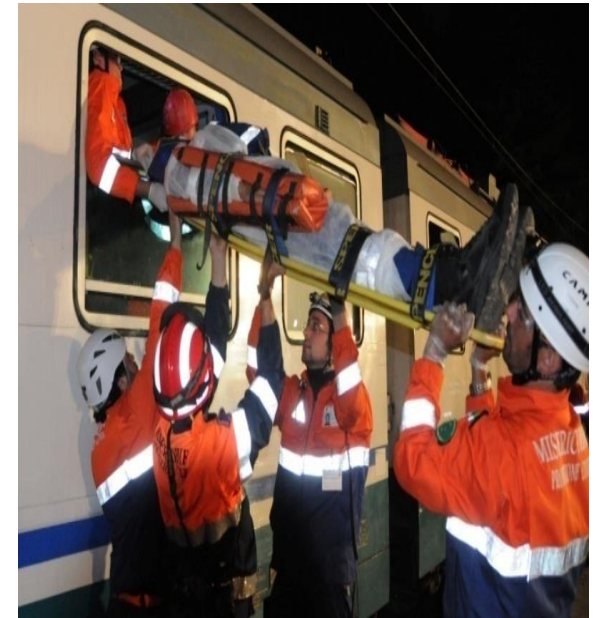
Police Forces Exercises

The ATLAS Network prepares for the biggest anti-terrorism exercise at EU level

On April 17 and 18, 2013, the EU Member States anti-terrorist police forces are uniting as part of the European sponsored ATLAS Network, which carries out the most complex preparation and crises response simulation so far at European level. The simulation involves simultaneous terrorist attacks in 9 different EU Member States (Austria, Belgium, Ireland, Italy, Latvia, Slovakia, Spain, Sweden and Romania).

EU Commissioner for Home Affairs, Cecilia Malmström said: "*The fight against terrorism is one of the key challenges to our internal security. Terrorism does not recognise borders and maintaining public security is a complex challenge which requires the coordination of our efforts. I believe that the cooperation between police authorities in Europe is more necessary now than ever and I welcome the exercise of the ATLAS network.*"

EUROPEAN COMMISSION

Closing remarks

collaboration

improvement

info sharing

training

Enhanced collaboration with Public Institutions on security matters

Improvement in technical security measures

Educational programs for railway staff (antiterrorism, aggression, crisis management)

Multilanguage messages to the public in case of emergency

Security procedures (es. luggage deposit and abandoned luggage)

Continuous information exchange on security best practices

Emergency planning

Integration of security measures

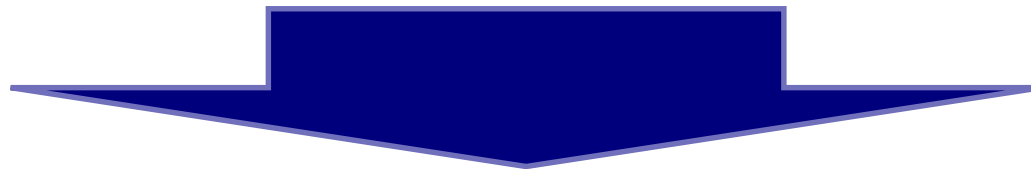| Digital Security Luggage | Digital security device | CCTV Systems | Digital Emergency management | Team on the field | Security Control Room |

Passengers contribution for a safe and secure journey and higher security perception