COLPOFER activities on rail security and the passengers interface

COLPOFER
Secretary General Maria Cristina Fiorentino
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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 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 Institutional 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
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 responsibility
- Measures adopted
- Consequences on railway circulation

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

Professional Security

Higher Security perception
Customer loyalty toward railway transportation
Higher quality of the railway service
Customer satisfaction
Crimes reduction and lower economic damages

Training on the job
Education courses
Railway staff Self Defence

- Self defence tools (Pepper Spray)
- Self defence techniques (Krav Maga)
Emergency planning and exercises

STAY SAFE
FIREARMS & WEAPONS ATTACK

If you hear gunfire or a weapons attack, leave the area safely if you can. If this puts you in greater danger, find a safe place to take cover.

MAKE A PLAN NOW AND STAY SAFE

RUN
HIDE
TELL
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.”
Closing remarks

- 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