1. WHY THIS ISSUE?

- Do security issues override those of station management and station business?
- What should be done to get a “win-win” model?

Could the BENEFITS for station managers come from the conception OF SECURE PLACE in urban environment?
2. MAIN IDEAS OF THE UIC STUDY ON STATION SECURITY FOR STATION BUSINESS

- To put together security and station managers.
- To describe and analyze a variety of station security tools.
- To evaluate the impact of each tool and tool sets on different aspects of station management.
- To elaborate recommendations for diminishing negative effects from tool use.

43 questions in 1 survey
32 tools described
16 contributions
3. STATION SECURITY TOOLS DESCRIPTION.

Station security is currently defined by the **role of employees** by more than **50%** (human factor tools + technical tools with human factor information transfer principle).
4. STATION SECURITY TOOLS MAP.

The more “useful” is the tool, the larger is the size of the corresponding bubble. The higher is the bubble, the more objectives has the tool.
5. TOOLS MATCH WITH CLIENTS’ ROUTE AT STATION.

Example of combination of tools covering all clients’ route

- Car barriers before entrance to station
- Security gates
- Reception desks with presence of station staff
- Drones / nano-drones
- Security dogs
- CCTV
6. TOOLS’ IMPACT EVALUATION

Passengers / visitors screening with technical means

- General satisfaction of clients
  - ++: 6%
  - +: 31%
  - none/neutral: 6%
  - -: 25%
  - --: 25%
  - varies a lot from - to +: 6%

- Perception of security
  - ++: 25%
  - +: 25%
  - none/neutral: 19%
  - -: 6%
  - --: 6%

- Connection to the surroundings or urban environment
  - ++: 6%
  - +: 25%
  - none/neutral: 38%
  - -: 6%

- Commerce at station
  - ++: 6%
  - +: 13%
  - none/neutral: 6%
  - -: 44%
  - --: 6%

- Passenger flows
  - ++: 13%
  - +: 6%
  - none/neutral: 13%
  - -: 38%
  - --: 13%
6. TOOLS’ IMPACT EVALUATION

Reception desks with presence of station staff

- General satisfaction of clients: 19% ++, 50% +, 13% none / neutral
- Perception of security: 6% ++, 69% +, 6% none / neutral
- Connection to the surroundings or urban environment: 13% ++, 56% +, 25% none / neutral
- Commerce at station: 13% ++, 44% +, 19% none / neutral
- Passenger flows: 13% ++, 38% +, 25% none / neutral
## 7. IF – THEN ANALYSIS

<table>
<thead>
<tr>
<th>№</th>
<th>Tool</th>
<th>Group</th>
<th>Negative impact on station management areas (marked with “-“)</th>
<th>Negative factor(s)</th>
<th>Mitigation measures</th>
</tr>
</thead>
</table>
| 1  | CCTV                                    | hard  | 1 2 3 4 5                                                   | Uncomfortable feeling of being traced.                                                                                                                                                                             | Equipment with:  
a) fixed cameras with wide sweep (like bug eye) which do not require camera turns.  
b) hidden cameras if area is not too large and do not require wide sweep.  
Simultaneously clients should be informed about videosurveillance.                                                                                                                                 |
| 2  | CCTV with videoanalytics                | hard  |                                                             |                                                                                                                                                                                                                  | See p.1                                                                                                                                                                                                            |
| 3  | luggage screening with special technical means | super hard | 1 2 3 4 5                                                 | Obligation to put hand luggage (small bags, brief cases, etc.) on the tape.                                                                                                                                        | Use of manual metal detectors for hand luggage or provision of clean baskets.                                                                                                                                         |
| 3  | luggage screening with special technical means | super hard | 1 2 3 4 5                                                 | Diminish of capacity and consequent delays for passengers.                                                                                                                                                        | Multiplication of quantity of tools for larger stations, substitute of stationary equipment by portable equipment for smaller stations.  
Sufficient size of X-ray machines for large luggage.                                                                                                                                                                    |

1 - Passenger flows; 2 - Commerce at station; 3 - Connection to the surroundings or urban environment; 4 - Perception of security; 5 - General satisfaction of clients
## 8. STATION TYPES DESCRIPTIONS

<table>
<thead>
<tr>
<th>1. STRENGTHS</th>
<th>2. WEAKNESSES</th>
<th>3. STATION MANAGEMENT AREAS CONCERNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ Strong focus on prevention at entrance to station / specific area.</td>
<td>❖ Necessity of dedicated staff and technical means (costs).</td>
<td>❖ Impact on commercial activities within “clean” areas.</td>
</tr>
<tr>
<td>❖ Visibility of security measures to clients.</td>
<td>❖ Necessity of additional regulations.</td>
<td>❖ Impact on connection to the surroundings.</td>
</tr>
<tr>
<td></td>
<td>❖ Cover of only one or few stages of clients’ routes.</td>
<td>❖ Impact on perception of security.</td>
</tr>
<tr>
<td></td>
<td>❖ Mainly human factor principle of information transfer.</td>
<td>❖ Impact on general level of satisfaction.</td>
</tr>
</tbody>
</table>

### 4. USABILITY

- During mass events or high level of security threats.
- The largest stations.
- Station with special services (high-speed / international / night trains / connected to the airports).

### 5. TYPICAL PROBLEMS

- Mass gathering at entrances to station / specific areas.
- Feeling of anxiety among clients.
- Impolite behavior of staff.
- Uncomfortable feeling of being traced.

Example of Type 1: stations with super hard tool set
### 9. RECOMMENDATIONS AND CHECK LISTS

#### Type 1. Check list and recommendations.

<table>
<thead>
<tr>
<th>Feedback from clients</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Do you get feedback from clients?</td>
<td>✓ Continue with p.12</td>
</tr>
<tr>
<td>1.2 Is the feedback from clients permanent?</td>
<td>✓ Continue with p.13</td>
</tr>
<tr>
<td>1.3 Is the dynamics of feedback neutral or positive?</td>
<td>✓ Continue with other questions</td>
</tr>
</tbody>
</table>

#### Type 2. Check list and recommendations (only specific points for this type are presented).

<table>
<thead>
<tr>
<th>Feedback from clients</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Do you get feedback from clients?</td>
<td>✓ Continue with p.12</td>
</tr>
<tr>
<td>1.2 Is the dynamics of feedback neutral or positive?</td>
<td>✓ Continue with other questions</td>
</tr>
</tbody>
</table>

#### Tools

| 1.1 Is there audio / video informating about threats at this station? | ✓ Check format and content. Check feedback from clients. Check information for foreign passengers. |
| 1.2 Is there audio / video informating about actions with unattended baggage at this station? | ✓ Check format and content. Check information for foreign passengers. |
| 1.3 Is there audio / video informating about security procedures at this station? | ✓ Check format and content. Check feedback from clients. Check information for foreign passengers. |
| 1.4 Is there special calling or audio scheme used at this station? | ✓ Check feedback from clients. Check feedback from psychologists or behavorists. |
| 1.5 Is there special calling music used at this station? | ✓ Check feedback from clients. Check feedback from psychologists or behavorists. |
| 1.6 Is there special sound used at this station? | ✓ Check feedback from clients. Check feedback from psychologists or behavorists. |
| 1.7 Are there special tранспорт ideas used at this station? | ✓ Check feedback from clients. Check feedback from psychologists or behavorists. |
| 1.8 Are there special transparent materials used at this station? | ✓ Check if explosion-proof. Check feedback from psychologists or behavorists. |

### STATION SECURITY FOR STATION BUSINESS
## 9. RECOMMENDATIONS AND CHECK LISTS

<table>
<thead>
<tr>
<th>2. Tools</th>
<th>Please, choose your answer</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4. Are there special tracks for persons with pacemakers?</td>
<td>no</td>
<td>Add signs and information. Staff should be informed about substitutive security procedures. Check information for foreign passengers.</td>
</tr>
<tr>
<td>2.10. Is there audio / video informing about threats at this station?</td>
<td>yes</td>
<td>Check format and content with psychologists or behaviorists. Check feedback from clients. Check information for foreign passengers</td>
</tr>
<tr>
<td>2.11. Is there audio / video informing about actions with unattended luggage at this station?</td>
<td>yes</td>
<td>Check format and content. Check information for foreign passengers</td>
</tr>
</tbody>
</table>
UNDER THE HIGH PATRONAGE OF ORGANISERS

THANK YOU
GRACIAS

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