

7th INTERNATIONAL CONFERENCE ON OBSERVATION, ANALYSIS AND PREVENTION OF INSECURITY



SECURITY
IN MOBILITY



Conference proceedings

October 4 to 6, 2022

An initiative of:



In collaboration with:



About the ICPC

Founded in 1994, the International Centre for the Prevention of Crime (ICPC) is an international non-governmental organization whose mission is to support the development and implementation of practical and effective policies, programs and projects aimed at reducing crime and delinquency in communities, cities and other local government areas and enhancing the sense of safety. Located in Montreal, the ICPC aims to promote the adoption of international standards for crime prevention and criminal justice in order to enhance everyday safety and improving quality of life.

7th International Conference on the Observation, Analysis and Prevention of Insecurity

Conference Proceedings

February 2023

The ICPC would like to thank all its partners who have been involved in various ways in the organization of this 7th edition of the ICPC International Conferences: the French Ministry of Transport, the International union of railways, the International Association of Public Transport, the Union of Public Transports, Safe.brussels, the Institute of Higher Studies of the Ministry of the Interior, the government of Quebec and the government of Canada.

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MESSAGE FROM THE DIRECTOR GENERAL



Over nearly 30 years, the International Centre for the Prevention of Crime has been active in efforts to make crime prevention a central component of urban development. Through effective and humane measures and initiatives aimed at reducing crime and delinquency, the ICPC seeks to foster resilience and a sense of safety in communities, cities, and other local governments.

The past three decades have seen a series of major changes in the way we approach public safety and safety policies and practices at all levels, from the international to the very local. These developments have had a fundamental impact on all dimensions of safety and security: governance and leadership, policy development, research and knowledge, and evaluation and standardization of best practices around the world.

To foster innovation, exchange and capacity building, in 2007 we launched the International Conferences on Crime Observation and Criminal Analysis in collaboration with the National Observatory of Transport Crime (ONDT) of the French Ministry of Transport and the National Observatory of Delinquency and Criminal Responses (ONDRP).

In 2022, ICPC has chosen to improve the format of its international conferences by associating each event with a specific theme. The 7th edition was therefore focused on security in mobility. We have partnered with the French Ministry of Transport, the International Association of Public Transport, the International union of railways, Safe.brussels, the Union of Public Transports, the Institute of Higher Studies of the French Ministry of the Interior, the government of Quebec and the government of Canada to develop this event.

We are delighted with the outcome of the conference and we are pleased to have been able to provide a space for exchange between experts in security in global mobility in order to identify avenues of innovation, actions, knowledge transfer and applied research based on the current and future needs of the population.

This conference revealed the importance of the risks and challenges faced by public transport which is part of our daily life. Security must be considered as a broad concept, considering the lived experience and actual victimization, but also the perceptions and the general feeling of safety of passengers. The establishment of a sound governance structure could therefore foster partnerships and effective measures, particularly between prevention and operational security stakeholders.

A handwritten signature in cursive script, reading "Ann Champoux".

Ann Champoux - Director General of ICPC

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INTRODUCTION

The International Centre for the Prevention of Crime (ICPC), in collaboration with the French Ministry of Transport, the International Union of Railways (UIC), the International Association of Public Transport (UITP), the Union of Public Transports (UTP), Safe.brussels, the Government of Quebec, the Government of Canada, as well as the Institute of Higher Studies of the Ministry of the Interior (IHEMI), is proud to have organized its **7th International Conference on the Observation, Analysis and Prevention of Insecurity**, from October 4 to 6, 2022 in Paris. This 7th edition, dedicated to the theme of **security in mobility**, aimed to provide a space for exchange between experts in mobility security in order to identify avenues for innovation, action, knowledge transfer and applied research as well as partnership opportunities between key stakeholders in these fields.

The conference was held at the headquarters of the International Union of Railways in a face-to-face format, more than two years after the first COVID-19-related travel restrictions. The program was based on a combination of sessions; plenary sessions for a large audience, simultaneous thematic workshops, technical tours and networking events. In order to meet the communication needs of international participants, an interpretation service in French, English and Spanish was provided during the conference.

The conference was free of charge and addressed the various stakeholders interested in the improvement of security in mobility in their daily practice: academics, public decision-makers, representatives of organizing authorities and transport operators, stakeholders from the social entrepreneurship sector and non-governmental organizations (NGOs). It welcomed a total of 180 participants from 20 countries and four continents, and included 51 invited speakers.



Why security in mobility?

Mobility is a fundamental condition for the quality of daily life, which goes beyond the simple question of moving people from one point to another. It is recognized as an essential component of the right to the city (Lefebvre, 1968), as it guarantees citizens' access to the many resources and opportunities that urban contexts have to offer. Since 2016, the United Nations (UN) itself has enshrined the notion of the right to mobility, and recalls the role of inclusion and socio-economic integration that it plays, especially for the most disadvantaged (Habitat III, 2017, 38). With nearly 60% of the world's population expected to live in cities by 2030, and with climate and geopolitical upheavals on the rise, access to safe transportation systems is an essential issue for citizens.

Beyond that, security issues affect the comfort, well-being and access to services of transport users and staff. They have a direct impact on the level of patronage, staff retention and the image of transport operators, and are part of the continuum of ordinary violence committed against certain categories of the population. They cover three main aspects of analysis:

1. Objective violations that have an impact on the physical and/or psychological integrity of individuals;
2. Individuals' perceived experience of safety in travel, related to multiple personal and contextual factors in travel;

3. Violations of personal property, as well as physical assets and facilities related to the operation of transportation systems.

Considering the needs of practitioners in the field in terms of sharing knowledge and practices, it was therefore decided to offer an exchange space dedicated to this issue of mobility security through this conference.

Mobility - considering all aspects of travel

Travel security analysis requires an integrated approach, encompassing journeys, transportation modes, travel times, and associated services (Papon and L'Hostis, 2018). As such, the various sessions of the conference aimed to address the complex travel chain (also called the whole journey approach), extending the analysis to public transport vehicles, transit nodes, stations and waiting areas, but also to public spaces located near travel networks. They also sought to take into account the changing experience of travel from the perspective of the diversity of users. Worldwide, women use public transport on average 26% more than men (Goel et al. 2022), and are also at greater risk of victimization for certain types of crime and verbal abuse. The speakers' presentations therefore explored this differentiation of safety issues by gender, age, and the positioning of individuals in the sociospatial space.

Cross-sectional feedback on different themes of interest

The themes selected were intended to respond to the multiple concerns and interests of the stakeholders in the transport and security prevention field. As such, particular attention was paid to.

- Recent trends in crime analysis, the impact of COVID-19 on staff and users, and governance mechanisms for mobility security, in the context of dedicated plenary sessions;
- Issues related to the feeling of safety, sexual and gender-based violence against women, as well as the situational approach to violence prevention through the redesign of spaces;
- The specific issue of crisis management in various contexts: terrorist risk, technological prevention, current geopolitical and social crises;
- The social prevention of violence and incivilities, aggression against staff and ticket fraud.

Program

DAY 1 - TUESDAY OCTOBER 4 2022

Time	Conference session
4.00pm - 5.30pm	Pre-registration
6.30pm - 8.30pm	Opening cocktail at the Official Residence of the Canadian Ambassador in Paris

DAY 2 - WEDNESDAY OCTOBER 5 2022

Time	Conference session
8:30am - 9.30am	Welcome, registration of participants and breakfast
9.30am - 10am	Introduction and opening remarks
10am-11.15am	Opening plenary session Analysis of crime and security in mobility
11.15am-11.30am	Coffee break
11.30am-13pm	Plenary session Feedback on the impact of COVID-19
1pm-2pm	Lunch break
2pm-3.30pm	Parallel workshop session Workshop on the feeling of insecurity Workshop on public transit harassment Workshop on preparedness and crisis management in the face of the terrorist threat
3.30pm-4pm	Coffee break
4pm-5.30pm	Parallel workshop session Workshop on verbal abuse and aggression against staff Workshop on fare evasion Workshop on crisis management: technological prevention tools

DAY 3 - THURSDAY OCTOBER 6 2022

Time	Conference session
9am-9.30am	Welcome and breakfast
9.30am-11am	Plenary session Security governance: management and public policy
11am-11.15am	Coffee break
	Workshop on the social prevention of violence and incivilities
9.30am-11am	Workshop on situational prevention and the CPTED approach in mobilities Crisis management workshop: sharing experiences on current crisis situations
12.45pm-13.15pm	Closing speech and closure of the conference
2.30pm - 6.00pm	Guided tours and demonstration SNCF demonstration - Demonstration of the dog team on site at the UIC RATP training - Harassment Awareness, Stand UP Project Presentation RATP Visit of the security devices and the security headquarters (Gare de Lyon metro station) RATP Presentation in a social gathering bus

INTRODUCTION AND OPENING REMARKS

Moderator:

Chantal Bernier - Co-Director, Global Group on Privacy and Cybersecurity, Dentons (Master of Ceremonies)

Rapporteuse:

Emmanuelle Fahey - Analyst, International Centre for the prevention of Crime (ICPC)

Avec:

Ann Champoux - Director General, International Centre for the Prevention of Crime (ICPC)

Michele Boisvert, Delegate General of Québec in France, Ministère des Relations internationales et de la Francophonie du Québec

Sanjay Chander, Director General, Railways Protection Force (RPF) and Chairman of the Security Platform, International Union of Railways (UIC)

Carmela Canonico, Safety and Security Manager, UITP

Christine Rouffin, Director of the Brussels Observatory for Prevention and Security, Safe.brussels

Pierre Ginefri, Deputy Director of Railway and Guided Systems, Ministère de la Transition écologique

Florence Sautejeau, General Delegate, Union des transports publics et ferroviaires (UTP)

Eric Freysselinard, Prefect, Director, Institute of High Studies of the Ministry of the Interior (IHEMI)

The Honorable Omar Alghabra, Minister of Transport of Canada, Government of Canada (pre-recorded video)



MAIN FINDINGS

- Preventive practices are essential and should guide all public policies. Since many people have no other means of transportation, it is our social duty to ensure this safety on public transportation systems.
- Mobility security encompasses a series of interconnected dimensions, such as infrastructure integrity, asset security, sense of insecurity, prevention of the development of terrorist threats, cyber security, prevention of illegal activities, etc.
- The exploration of new technologies must be safely and securely integrated into transportation systems. The testing, evaluation, and optimization of resources and the development of new technologies must be shared within and across borders through international cooperation. For example, the collection and dissemination of annual data on various threat sources can be provided among international partners to support sound decision-making for resource allocation.
- Public transport travel is growing exponentially. It is essential to protect the infrastructure and to implement deterrence and prevention mechanisms adapted to the realities of the field: combating aggression towards staff and passengers, combating sexual harassment, dog detection teams and adapting public transport policies to the impending climate emergency. The increasing individualization of our societies and modes of transport will pose several security problems.
- The opening remarks were an opportunity to thank all the partner members for this extensive collaboration, and in particular the ICPC for the selection of the main theme of the conference, i.e. security in mobility, and for its efforts in the organization and preparation of the event.

OPENING PLENARY SESSION: ANALYSIS OF CRIME AND SECURITY IN MOBILITY

Moderator:

Chantal Bernier, Co-chair, Global Privacy and Cybersecurity Group, Dentons

Reporter:

Hans Crab, Project and Development Coordinator, Safe.brussels

Speakers:

Joint presentation:

Michelle Côté, Director of Research, International Centre for the Prevention of Crime (ICPC)

Florilène Cornier, Analyst and Project Officer, ICPC

Christine Rouffin, Director of the Brussels Observatory for Prevention and Security, Safe.brussels

Pierre Ginefri, Deputy Director of Railway and Guided Systems, Ministère de la Transition écologique

Christine Gonzalez-Demichel, Inspector General, INSEE & Head of the Ministerial Statistical Service for Internal Security (SSMSI), Ministry of the Interior, France

Patrice Lovisa, President of the Security and Anti-Fraud Commission, Union des Transports Publics et ferroviaires (UTP)



MAIN FINDINGS

- Mobility security involves looking at the different experiences of users according to their personal characteristics, but also according to the context of travel and the organizational arrangements deployed.
- Youth is a particularly at-risk population. In France, people aged 18 to 29 account for nearly one-third of the total number of victims recorded by the police and the national gendarmerie between 2016 and 2021 (SSMSI, 2022).
- Some offenses, however, are underreported to law enforcement. The role that transport operators can play in this respect is therefore essential, particularly in ensuring the collection and analysis of crime data and reporting to public authorities.
- The ISIS tool (Standardised Integration of Security Information) is used by 25 transport networks, including some of the largest in France. It facilitates and harmonizes the collection of crime data and ensures the reliability of diagnosis on a national scale.

Presentation 1:**Michelle Côté and Florilène Cornier**

Director of Research, ICPC
Analyst and Project Officer, ICPC



Michelle Côté and Florilène Cornier opened the plenary session and presented the work of the International Centre for the Prevention of Crime (ICPC), a Montreal-based global NGO with over 25 years of experience in developing, implementing and evaluating crime prevention projects. ICPC contextualized the choice of the theme of security in mobility and the imperative to improve the user experience to support the right to the city, particularly for women and populations most at risk, and the use of public transport in a context of climate change. At the same time, the nature of mobility itself is rapidly changing, with more and more different modes of transport. As such, particular emphasis has been placed on the need to better understand and apply an intersectional approach and to build a deeper understanding of the determinants of safety (contextual, personal and organizational factors) to improve “last mile mobility” and the quality of public spaces. In this regard, the ICPC highlighted the continuous need to share experience and advance projects to improve data collection and governance as well as inspiring practices developed internationally. Observation and analysis of statistics are critical to developing evidence-based policies and supporting the development of practical responses that can improve security in mobility.

Presentation 2:**Christine Rouffin**

Director of the Brussels Observatory
for Prevention and Security, Safe.brussels



Christine Rouffin began her presentation by introducing the Brussels-Capital Region and the Observatory’s mission. As part of Safe.brussels, the Observatory’s mandate is to conduct research aimed at increasing the public’s knowledge of the safety of people and goods, through two areas: the analysis of criminal phenomena

and the evaluation of phenomena, and the evaluation of public policies in this field. To achieve this, the Observatory uses a transversal approach, using different sources of data and working alongside the different stakeholders in the prevention and security sector in order to develop a portrait of security that is as close to reality as possible. Mobility and public transport is one of the nine themes of the strategic plan in which the Observatory’s analyses are carried out, the Comprehensive Security and Prevention Plan. During the presentation, it was emphasized that mobility practices are currently changing, driven by various factors: ecological, technological, political or even health-related (if we think about the change of habits caused by the COVID-19 pandemic). Transport modes are diversifying and their coexistence is becoming more complex, raising new challenges in terms of infrastructure, road safety, and public safety. Monitoring, characterizing, and tracking crime in public transport is therefore essential to better prevent its various forms.

Presentation 3:**Pierre Ginefri**

Deputy Director of Railway and Guided Systems,
Ministère de la Transition écologique



The presentation by Mr. Pierre Ginefri (Ministry of Transport) focused on the organizational and technical measures put in place by the Ministry to increase knowledge of crime in public transport (trains, metros, buses, streetcars, coaches). First, he explained how the Ministry set up a national observatory in 2008 to collect and analyze incidents of crime on public transport. The Observatory’s mission was to monitor and better track these phenomena, facilitate the sharing of experience and expertise, and provide methodological support to public transport operators. One of the key tools developed for this purpose is the ISIS tool (Standardised Integration of Security Information). This collaborative tool, the result of a co-production process with operators to facilitate and harmonize the collection of criminal data and ensure

the reliability of the diagnosis on a national scale, is already used by 25 transport networks, including some of the largest in France. The tool was then presented, in particular to illustrate some key developments based on public transport security statistics. The presentation concluded with a reference to the next steps that are still under development, including the development of the smartphone application "App-ISIS".

Presentation 4:

Christine Gonzalez-Demichel

Inspector General, INSEE & Head of the Ministerial Statistical Service for Internal Security (SSMSI),
Ministry of the Interior, France



This presentation provided an overview of the situation in France between 2016 and 2021 based on data recorded by the national police and gendarmerie. These data are a particularly rich source of information for the SSMSI, which is in charge of collecting, analyzing, and valorizing useful statistical data to help the authorities obtain a complete and nuanced picture of security phenomena in an independent and non-politicized manner. The presentation highlighted 5 typologies of crime which, cumulatively, represented 83% of the total number of victims in public transport in 2021, namely robbery with violence, robbery, cases of intentional assault and assault with injury, acts of sexual violence and violence against public agents. Individuals between the ages of 18 and 29 are overrepresented in the victim category (33%), although a clear distinction can be made by crime typology. Women are more likely to be victims on public transport (56%), whereas at least 88% of public transport offenders in France were men. Finally, close attention was drawn to the impact of the global COVID-19 crisis on recorded trends, especially for the year 2020 where a significant decrease in offenses was recorded. Although these statistics increased in 2021, the crime rate remained significantly lower than pre-pandemic data, particularly due to low attendance in these two years.

Presentation 5:

Patrice Lovisa

President of the Security and Anti-Fraud Commission,
Union des Transports Publics et ferroviaires (UTP)



To conclude the opening plenary session, Patrice Lovisa stressed the importance of measuring and analyzing incidents of insecurity, particularly because they are not systematically reported to law enforcement. He thus emphasized the role that transport operators can take in this matter, particularly as an intermediary between the collection and analysis of data and the communication to public authorities. Indeed, transport operators have several sources for collecting and quantifying data recording security breaches and risks on their network (information collected and transmitted by staff, reports filed by customers, incidents recorded by technical means) as well as other tangible initiatives, in partnership with associations that organize exploratory walks to respond to the feeling of insecurity within transport hubs. Mr. Lovisa also highlighted the importance of the ISIS mechanism, mentioned above, in order to have a global vision that can help identify the need for legislative or regulatory changes. Finally, several initiatives and actions implemented by UTP were presented to address the feeling of insecurity on their network, including the production of a training kit to prevent and respond to sexual bullying and harassment, the documentation of trends and the dissemination of good practices or the formalization of partnerships. These existing efforts will be reinforced by the implementation of new technologies for intelligent video protection and innovative means of fraud prevention.

PLENARY SESSION: FEEDBACK ON THE IMPACT OF COVID-19

Moderator:

Chantal Bernier, Co-chair, Global Privacy and Cybersecurity Group, Dentons

Reporter:

Emmanuelle Fahey, Analyst, ICPC

Speakers:

Laura Petersen, Senior Security Research Advisor, International Union for Railways (UIC)

Renaud Thillaye, Public Affairs Director, Eurostar

Carmela Canonico, Safety and Security Project Manager, The International Association of Public Transport (UITP)

Samuel Perreault, Senior Analyst, Canadian Centre for Justice Statistics and Community Safety, Statistics Canada



MAIN FINDINGS

- The application of specific protocols during the pandemic (wearing masks, physical distancing, etc.) contributed to a more tense social environment and an increase in the number of assaults on public transport personnel.
- Negative perceptions and the number of attacks based on ethnicity also increased during the health crisis, particularly affecting the Korean and Chinese communities.
- The pandemic has resulted in massive revenue losses for public transport companies around the world, and a need for centralized coordination between states to protect the fragility of international operators.
- At the same time, cybersecurity issues have become more central in response to the digitization of practices since the beginning of COVID-19.

Presentation 1:

Laura Petersen

Senior Security Research Advisor, UIC



Covid-19 And the Rail Security Landscape

This presentation reviewed the formation of a global COVID-19 task force composed of 71 UIC members from 6 continents and 18 international organizations. A total of 25 meetings were held to share best practices in safety. Railroads in general became a very important partner of governments during the health crisis to communicate with the public, but also to ensure the safety of passengers, staff, and users in stations. Several challenges were faced by international operators: staff resistance to taking on additional health pass control duties, increased assaults on staff, and cybersecurity issues in response to the digitization of practices. Pickpocketing, baggage theft, and other crimes, meanwhile, decreased during COVID-19, with a noticeable return of these offenses after the second lifting of lockdown measures. Despite the challenges, communication about the crisis and related health measures overall led to an increased sense of security among passengers.

Presentation 2:

Renaud Thillaye

Public Affairs Director, Eurostar



Impact of COVID-19: Feedback from Eurostar

Eurostar is at the forefront of cross-border high-speed travel, with a network of 11 million passengers in 2019, connecting Paris, Brussels, Amsterdam, and London. At the same time, Eurostar is an operator that was particularly overexposed to the effects of the pandemic, due to 1) its 100% international and undiversified network, 2) its customer base coming mainly from the business community, and 3) a desynchronization of restrictions and regulations between each host country. Several challenges emerged for the operator: a 95% drop in passenger numbers

between March 2020 and June 2021, the absence of government subsidies for the duration of the pandemic, increased staff turnover and the need to protect staff from a deteriorating social climate. The challenges were compounded by the need to adapt to changing state rules and to communicate them clearly to passengers; staff were also given additional responsibilities to enforce these rules (checking masks, vaccination, etc.). In the future, the European Union needs to address the fragility of international operators, as it has done for the aviation community, and ensure better centralized coordination of protocols.

Presentation 3:

Carmela Canonico

Safety and Security Project Manager, UITP



Impact of COVID-19 on public transport

UITP collected public transport ridership data from the start of the pandemic through the summer of 2022 (nearly two and half years) for 50 stakeholder cities, including Montreal, Taipei and Paris. Several differences are notable from region to region. In European cities, 80%-90% of normal public transport use was observed, with seasonal variations (e.g., strikes leading to declines). In Asian and Far Eastern cities, the infection rate remains at just over 50%, due to the persistence of COVID-19 cases, but a short-term recovery is expected. In American cities (Latin and North): New York, Chicago, Montreal show slow recoveries (50-60%) despite the absence of restrictions. The specific urban fabric (suburban) leads to many white-collar workers now working from home, posing a great challenge to maintaining service.

COVID-19 has put a strain on local public finances and transportation budgets worldwide, with up to 97% of losses for some networks, as well as an increase in cyber security incidents and verbal assaults. However, it has also led to a better understanding of mobility needs and improved collection of the data needed for good decision-making.

Presentation 4:

Samuel Perreault

Senior Analyst, Canadian Centre for Justice Statistics
and Community Safety, Statistics Canada



Impact of the pandemic on safety: adapting data collection for new research questions

Canada has a number of national administrative and household surveys to answer key research questions on issues of crime, the criminal justice system, victimization and insecurity. Among the trends observed, the General Social Survey shows an upward curve of crime during the pandemic: 1 in 5 violent crimes is committed in a public space, and public transportation accounts for 1% to 4% of these crimes in that space. The Public and Private Space Safety Survey shows that 1 in 3 women and 13% of men were victims of sexual crimes, and 1 in 10 persons identified public transportation as a place of victimization. Several challenges have also emerged in relation to the pandemic: increased anxiety and mental health risks, increased drug use, reduced travel, and deserted places, and shifting crime patterns. The decrease in the sense of security for minority communities and the increase in attacks based on ethnic origin is another major fact: 30% of respondents of Chinese origin indicated that they felt unsafe when moving in public space.



WORKSHOP 1: FEELING OF INSECURITY

Moderator:

Michelle Côté, Director of Research, International Centre for the Prevention of Crime (ICPC)

Reporter:

Hans Crab, Project and Development Coordinator, Safe.brussels

Speakers:

Angie Palacios, Senior Specialist, Urban Development Coordination, Development Bank of Latin America

Jocelyn Latulippe, Director of Security and Control, Société de Transport de Montréal (STM)

Sylvie Scherer, Director of the Prevention and Safety Mission, Institut Paris Région

Joint presentation:

Pierre Versmissen, Head of section of the Société des transports intercommunaux de Bruxelles (STIB), Bruxelles Mobilité

Olivia Goffin, Project manager in prevention and security policies, Safe.brussels



MAIN FINDINGS

- Women are more prone to feelings of insecurity than men, as are people over 45, who are also more concerned about safety than those under 35.
- Women adapt their behaviour in response to perceived lack of safety on public transport (avoiding transport, changing travel routes or times, being vigilant or choosing to travel accompanied), with important implications for their right to the city and the economic and social opportunities it offers.
- While factors related to the individual on the move (gender, past victimization, personal health, etc.) cannot be changed by operators, they must be considered in the policies and initiatives deployed (the built environment, lighting, available assistance as well as other micro social factors).

Presentation 1:

Angie Palacios

Senior Specialist, Urban Development Coordination,
Development Bank of Latin America



The Development Bank of Latin America (CAF) conducted a study entitled "She Moves Safe, a study on the perception of safety in public transport in three Latin American cities". The topic of this study is particularly timely in a region with high levels of gender-based violence and high crime rates, which have a significant impact on women's perception of safety. The study draws lessons from three cities, which are representative of the broader societal context of Latin America, a region with many intermediate and large cities, 95% urbanized with a high population density. The study shows how women adapt their behavior in a number of ways in response to the perceived lack of safety in public transport, with important implications for women's rights to the city and the economic and social opportunities it offers. This is particularly the case in Latin America, where women are often inclined to be poorer and more dependent on public transport. Key findings include that 1/ the study of perceptions of insecurity is a complex issue, with data on the incidence of harassment not providing a complete picture due to underreporting, and 2/ investment in urban infrastructure, while essential, is not sufficient. More emphasis needs to be placed on urban planning and the provision of public transport services, including accessibility. This can only be achieved through a data-driven policy that considers the objective daily mobility patterns of public transport users.

Presentation 2:

Jocelyn Latulippe

Director of Security and Control, STM



Jocelyn Latulippe's presentation focused on the various actions implemented by the Société de transport de Montréal (STM) to address the feeling of insecurity, which is considered to be a major obstacle to the appeal of public transit. Several initiatives exist at the STM to promote healthy cohabitation and the constant quest to optimize the feeling of safety. These measures aim to promote a reassuring environment and peace of mind for customers and employees by identifying and reducing the sources of insecurity. At the heart of this approach is the Personal Risk Assessment (PRA) model adopted by the STM, which focuses on individual risk assessment. This model is used to try to cover all the angles of this complex feeling and to structure efforts to respond to it in a comprehensive approach, starting with the categorization of measures and especially with the partnerships between the main contributors. The model assumes that factors related to the individual (gender, past victimization, personal health, etc.) cannot be changed, but that policies and initiatives should instead focus on the built environment, available supports, and other microsocial factors. Several examples of improving the perception of safety under this strategy were cited, such as complaint tracking, ticket monitoring, the Blue Phone and Between Stops projects, and the application of a CPTED approach. The presentation was illustrated by an overview of the STM's new winter strategy (October 2022 - April 2023).

Presentation 3:**Sylvie Scherer**

Director of the Prevention and Safety Mission,
Institut Paris Région



Sylvie Scherer presented the Sentiment d'insécurité dans les transports franciliens survey, a biennial study developed to better understand feelings of personal insecurity in Ile-de-France public transport. The questionnaire was fully completed by 50,222 key users, with a response rate of 9.7%. Obtained from a non-probability sample, the results give a precise overview of the personal feelings of insecurity of the people most concerned. The survey provides a better understanding of the profiles of people who are sensitive to insecurity or concerned about security: women seem to be more prone to insecurity than men, and people over 45 years old are more concerned about security than those under 35 years old. It shows the categories of users and their relationship to insecurity in Ile-de-France transport (fear of being assaulted or robbed, of having been assaulted or robbed, of feeling able to cope, of feeling exposed according to personal characteristics). By examining in detail the most recent experience of fear of the respondents, the survey offers a case study of the spaces considered to be anxiety-provoking (nature of the space, timeframe, cause, intensity). The results facilitate the construction of operational indicators for effective measures to improve the quality of daily mobility. Currently, this survey is a barometer of the feeling of insecurity on the Ile-de-France networks, and its renewal at regular intervals could provide consolidated indicators to combat apprehensions about collective mobility.

Presentation 4:**Pierre Versmissen and Olivia Goffin**

Head of section of the STIB, Bruxelles Mobilité -
Project manager in prevention and security policies, Safe.brussels



Safe.brussels and Bruxelles Mobilité are two key partners of the Brussels-Capital Region public service who cooperate closely to ensure safe mobility in the Belgian capital. During this workshop, they presented several measures to increase the feeling of safety in public transport, in stations and at stops in the Brussels region. Olivia Goffin presented the European pickpocket awareness campaign "Stop Pickpockets", which was carried out in Belgium in collaboration with the Railway Police (CPS). This campaign focused on the different practices most frequently used by pickpockets in the largest public transport hubs in the Brussels region, and aimed to raise awareness among customers on how to better protect themselves and their belongings through simple precautionary measures. Safe.brussels also presented its partnership with the STIB, which increases security and the feeling of security on public transport networks, and shared its experience regarding the ongoing project "Security by Design best practice guide to prevent and act against sexual and sexist harassment in Brussels public spaces". Bruxelles Mobilité presented two case studies on the equipment used in Brussels metro stations (Bourse and De Brouckère) (lighting, artworks, surveillance cameras, elevators, etc.) to reinforce the feeling of safety of travelers.

WORKSHOP 2: HARASSMENT IN TRANSPORTATION

Moderator:

Ann Champoux, Director General, International Centre for the Prevention of Crime

Reporter:

Fabrice Fussy, Deputy Head of the Rail and Public Transport Security Office, Directorate General for Infrastructure, Transport and Mobility

Speakers:

Anastasia Loukaitou-Sideris, Distinguished Professor of Urban Planning and Associate Dean, Luskin School of Public Affairs, UCLA

Nicola Brady, Senior Operational Policy, Insight and Analysis Manager Compliance, Policing, Operations & Security, Transport for London (TfL)

Sandrine Charnoz, Project manager against sexual harassment in transport, Régie autonome des transports parisiens (RATP)

Fabien Gaurat, Deputy Director of Security and Fraud Prevention, Keolis Lyon



MAIN FINDINGS

- Sexual harassment is a widespread phenomenon around the world, but how, where, when, and to what extent it occurs is often linked to particular socio-spatial contexts.
- Sexual harassment is still largely underreported, with victims choosing not to report it to the authorities and a majority of witnesses failing to intervene.
- Many transport operators are actively working to develop a culture where violence against women and sexual harassment are not tolerated.
- Additional measures are needed to combat sexual and gender-based violence in transport, ranging from increasing the human presence of security staff, to raising awareness among users, to training staff and assisting them in filing complaints.

Presentation 1:

Anastasia Loukaitou-Sideris

Distinguished Professor of Urban Planning and Associate Dean,
Luskin School of Public Affairs, UCLA



Anastasia Loukaitou-Sideris's talk presented the results of a global comparative study she conducted with 12,000 students in 18 cities on six continents to gather their experiences of harassment on public transportation: verbal, physical, and non-verbal/non-physical sexual harassment. The study found that sexual harassment is a phenomenon in all of the cities studied without exception, but how, where, when, and to what extent it occurs is often linked to particular sociospatial contexts. Individual student characteristics (gender, background, sexual orientation, frequency of public transportation use) also influence the risk of harassment, although gender remains unquestionably the most significant factor. In addition, the study found that sexual harassment is largely underreported - with most students preferring not to report it to authorities - and that in most cases of harassment, witnesses do not intervene. Specific mobility behaviours ranging from vigilance to avoidance and even renunciation are most often deployed by students. For example, some students only use public transport at certain times, in certain places or if they are accompanied. They indicated that they adjusted their clothing when using public transportation, that they might carry a weapon, or that they strategically placed themselves in certain transportation vehicles to minimize the risk of sexual harassment.

Presentation 2:

Nicola Brady

Senior Operational Policy, Insight and Analysis Manager
Compliance, Policing, Operations & Security, Transport for London



A 2020 YouGov survey found that 55% of women and 21% of men had experienced harassment or assault on public transport in London. As a transport operator, TfL has made the prevention of violence against women a major focus of its security policy, with the aim of making its spaces safe for women, whether they are passengers or staff on its transport service. TfL is working closely with the police and stakeholders both to bring perpetrators to justice and to promote the City of London's Women's Night Time Safety Charter. In October 2021, TfL launched a major communications campaign entitled "Zero Tolerance to Sexual Harassment", sending a strong message to perpetrators. As the agency responsible for both London's transport network and the public highway, TfL has been working across the entire chain of women's travel to address street harassment, which is also a disincentive to active mobility (walking, cycling). TfL's approach is both multi-faceted and ambitious, covering all areas likely to have an impact on the phenomenon, including policy, regulations, architecture and space configuration, technology, data analysis, communication and training.

Presentation 3:

Sandrine Charnoz

Project manager against sexual harassment in transport,
Régie autonome des transports parisiens (RATP)



The fight against harassment remains a priority for RATP, the main operator of the transport network in Paris and its inner suburbs. In 2020, a dedicated action plan was implemented with a threefold objective: to prevent situations of harassment, to manage alerts and to improve the treatment of victims. This plan is based on three main pillars: 1/ a trained human presence, consisting of 5,500 agents and 1,000 security guards; 2/ a joint alert number with the SNCF (3117) and actions to combat the feeling of insecurity (exploratory walks, etc.); 3/ specific training for agents in the field, to improve the prevention of these attacks and the care of victims. A specific process for handling victims was set up in 2021 to help them file a complaint. In addition, in order to ensure a comprehensive follow-up, RATP has also set up a procedure for contacting victims who have been processed in order to check up on them, ensure that a complaint has been filed or remind them of its usefulness if necessary, and finally, to provide the numbers of partner associations for psychological and legal support. In addition, RATP is deploying exploratory walks and promoting the Stand UP programme, which invites users to learn the 5D method so that they can act without putting themselves in danger when they witness aggression or harassment.

Presentation 4:

Fabien Gaurat

Deputy Director of Security and Fraud Prevention, Keolis



For many years, Keolis Lyon has been actively involved in the prevention of sexist and sexual abuse. It supports its various subsidiaries through the co-production of systems or participation in initiatives in all regions. This initiative is based on five main activities: 1) a partnership with all the stakeholders involved: government services, mobility authorities, associations, etc.; 2) training for all employees and e-learning for all subsidiaries, with the duration of the training adapted to the employee's function; 3) dedicated preventive measures such as exploratory walks or on-demand tours; 4) communication and public awareness campaigns aimed at encouraging witnesses to act, informing victims or witnesses of existing safety measures, and directing victims to the police and victim support associations in the event of an attack; 5) reporting mechanisms for witnesses and victims in the event of an attack, in order to support them in their efforts and improve diagnosis in order to better combat the phenomenon.

WORKSHOP 3: PREPAREDNESS AND CRISIS MANAGEMENT IN THE FACE OF THE TERRORIST THREAT

Moderator:

Chantal Bernier, Co-chair, Global Privacy and Cybersecurity Group, Dentons

Reporter:

Grigore Havarneanu, Senior Research Advisor - International Union for Railways (UIC)

Speakers:

Brian Michael Jenkins, (pre-recorded video)
Director, National Transportation Security Center, Mineta Transportation Institute (MTI)

Daniel Villegas, Founder and Director General, LISA Institute

Delphine Beatse, Senior Security Policy Expert, National Railway Company of Belgium (SNCB)

Carmela Canonico, Safety and Security Project Manager, International Association of Public Transport (UITP)



MAIN FINDINGS

- Global studies show that violence is now increasingly random on public transport, amplifying the sense of insecurity in public spaces and transport environments, leading to a decline in ridership.
- In Europe, about 3 out of 4 terrorist attacks on public transport take place on trains and subways. Most of the attacks are carried out with explosives and usually target trains. Measures to address attacks must complement each other.
- The measures taken to deal with the attacks must be complementary to each other.
- Public-private collaboration between the police and the security forces of transport operators is fundamental.
- Funding or bureaucratic hierarchy can be a significant challenge and contribute to a significantly slower decision-making process.

Presentation 1:

Brian Michael Jenkins

Director, National Transportation Security Center,
Mineta Transportation Institute (pre-recorded video)



The changing threat requires rethinking security strategies

The results of a recent study conducted by the Mineta Transportation Institute were presented at this first workshop session. Based on a review of the MTI's database of more than 6,000 attacks on buses, passenger trains and ferries worldwide, the study identifies a set of trends for the period 2004 to 2021. Among the key findings is that terrorist threats have not disappeared, but have evolved from large-scale attacks (suicide bombings, CBRNe attacks, organized robberies, etc.) to low-level, less-organized attacks using primitive weapons. More often than not, these new generation attacks are perpetrated by isolated individuals, people with mental health issues or, in many cases, unknown attackers. Violence is now increasingly random, amplifying the sense of insecurity in public spaces and transportation environments. To conclude, the past decade has become marked by attacks that are more spontaneous, less predictable, and therefore more difficult to detect in advance. If rapid response is now required to prevent or mitigate losses, this implies a greater security presence.

Presentation 2:

Daniel Villegas

Founder and Director General, LISA Institute



Terrorism in rail transport: Analysis, Modus Operandi, Prevention & Management

Between 2004 and 2020, there was a marked increase in rail and ground attacks, with 72% of them occurring on trains and subways. The impact/probability analysis showed that most attacks were carried out with explosives and generally targeted trains, tunnels, and platforms; however, truck/van attacks are likely to occur at station entrances and halls; knife attacks on trains and on platforms. Thus, while the rail industry must "prevent, protect, pursue and respond," the security model implemented at airports is not always transferable to its environment. In this context, the Terrorist Threat Resilience Plan (TTRP), consisting of nine core security measures and strategies, offers avenues of interest to improve deterrence, prevention, response and recovery. Among the measures mentioned are the importance of urban planning measures to prevent access by potentially dangerous vehicles, the remodeling of infrastructure with resistant materials, the presence of a coordinated security and civil protection centre, and the specific protocols developed for each type of incident.

Presentation 3:

Delphine Beatse

Senior Security Policy Expert,
National Railway Company of Belgium (SNCB)



Securing critical national infrastructure within the SNCB

The presentation highlighted the importance of integrating the issue of terrorism into a global approach to security at the SNCB. This is part of the broader framework of National Critical Infrastructures (NCI) defined by Belgian federal law, which covers the vital nodal points of the railway sector. There are several criteria for selecting a NCI, and a process for evaluating a list of sites is currently underway and will continue until 2027. The Operator Security Plan (OSP) is based on the OPEM framework (organizational, physical, and electronic measures) and includes: 1) strategy, planning, and definition of target audiences; 2) risk and vulnerability assessment; 3) design; and 4) implementation and review (government inspections and exercises that are a legal requirement by royal decree). A number of challenges related to the implementation of these PSOs were highlighted, such as slow start-up and recurring updates, changes in budget and priority, and the importance of focusing on core occupations within the sites.

Presentation 4:

Carmela Canonico

Safety and Security Project Manager, UITP



Counterterrorism in public transport

Counterterrorism in public transport is a collective responsibility. Cooperation with authorities and learning best practices are key elements. The UITP Counter-Terrorism Forum facilitates the sharing of best practices (e.g. security plans) and cooperation of public transport operators with law enforcement agencies. Several initiatives have been deployed in this regard. The EU-funded SAFE BUS project seeks to strengthen awareness-raising activities through cooperation between public transport operators and national security authorities and to develop training for bus drivers and managers.

The PREVENT PCP project, also funded by the European Union, aims to improve safety in public transport through innovative procurement of technological solutions that improve safety situational awareness. The project has established a user observation group that external stakeholders are invited to join. In conclusion, public transport operators are not responsible for public transport security on their own. They need to work with other operators and with national security authorities to prepare their security plans and improve resilience based on good practice and lessons learned.

WORKSHOP 4: VERBAL ABUSE AND AGGRESSION AGAINST STAFF

Moderator:

Michelle Côté, Director of Research, International Centre for the Prevention of Crime (ICPC)

Rapporteuse:

Daria Kardel, Daria Kardel, Senior Security Advisor, International Union of Railways (UIC)

Speakers:

Charlotte DiBartolomeo, Chief Executive Officer and Founder, Red Kite Project (pre-recorded video)

Jocelyn Latulippe, Director of Security and Control, Société de transport de Montréal (STM)

Valérie Boismartel, Safety Manager, Société nationale des chemins de fer français (SNCF)

Joint presentation:

Patricia Mottet, Head of the transport Safety department, Aix-Marseille-Provence Metropole (AMP)

Isabelle Carles, Project Manager at the French National Passenger Transport Federation (FNTV)



MAIN FINDINGS

- The increase in physical assaults during the pandemic has contributed to an increase in psychological trauma for transit personnel.
- Transit staff should be trained in crisis intervention techniques to stay safe and avoid physical exhaustion. These techniques can help reduce absenteeism, improve quality of life and reduce staff turnover.
- Several conflict prevention measures exist to this end: training employees to be vigilant and to identify high-risk areas as well as to mediate and de-escalate conflicts.
- Effective staff training can also include training for aggression-response personnel and post-assault victim assistance.
- Communication programs in schools that incorporate the legal issues of verbal assault can be an effective preventive measure, especially for school and intercity transportation.

Presentation 1:

Charlotte DiBartolomeo

Chief Executive Officer and Founder,
Red Kite Project (pre-recorded video)



A systems approach to deescalating violence

Violence requires a complex and systemic response, and when responding to it, it is necessary to understand that trauma plays a significant role in escalating conflict. The Red Kite Project is a resiliency-building venture that aims to help employees manage burnout and trauma due to the stressful nature of their work. In Philadelphia, transportation services are provided by the Southeastern Pennsylvania Transportation Authority (SEPTA). Their employees are often exposed to conflict or crisis and may be subject to psychological trauma. SEPTA's coordinated response included the creation of a SCOPE program based on five areas of intervention: employee and passenger safety; system maintenance to improve quality of life; ownership of the issue by all employee departments; partnering to leverage existing resources; and engaging vulnerable individuals with resources. Other specific actions have also been planned such as reporting the application, strengthening surveillance, deploying specialists in trains and stations, and equipping them with cell phones to facilitate communication. In addition, the training of SEPTA employees through the Red Kite Project is having measurable and tangible effects, such as reducing the number of complaints, absenteeism, and staff turnover.

Presentation 2:

Jocelyn Latulippe

Director of Security and Control, STM



Crime analysis and best practices in mobility security

The increasing number of assaults during the pandemic, combined with a decline in passenger respect, led to an increase in psychological trauma among employees and a heightened sense of insecurity. The STM faced the challenge of finding the balance between customer service value and employee safety. In response, the company designed and implemented prevention strategies before, during and after an incident. Preventive actions include gathering information from employees, identifying high-risk areas, and training employees to be vigilant and able to de-escalate a conflict. When an incident occurs, employees receive specialized support based on an employee assistance plan, which includes support upon return to work. The Securibus program was created to address the problem of staff aggression and to gather preventive measures. To achieve this, statistics are gathered, and are used to investigate the reasons for the occurrence of aggressive behavior; technological solutions are implemented; communication campaigns are conducted; the needs of drivers who have been assaulted are recognized; and the cooperation of all stakeholders is improved.

Presentation 3:

Valérie Boismartel

Safety Manager, Société nationale
des chemins de fer français (SNCF)



Verbal abuse and aggression against SNCF passengers

SNCF Voyageurs employs approximately 17,000 employees who are involved in serving passengers on a daily basis. Despite legislation in place to protect public transportation workers, including fines or jail time, there are an average of two cases of aggression against staff members each day. Assault on staff is not only a direct threat to employees, but also a significant cost and loss to the organization related to traffic disruptions. SNCF's strategy for dealing with staff aggression is built around three pillars: prevention, victim support, and using lessons learned from incidents to better understand the nature and context of the problem. Prevention involves training (including management) in the right patterns of action, an alarm app for early reporting, and the use of body cameras. The second pillar, victim support, ranges from assistance in filing a complaint, to providing a point of contact where employees can get help, to supporting the manager in returning to work. Learning from incidents is the third pillar of this comprehensive approach. After an incident, information must be collected as quickly as possible, and the D+1 procedure has been introduced for this purpose. This procedure consists of collecting information, analyzing the causes and consequences in depth and implementing corrective and preventive measures.

Presentation 4:

Patricia Mottet and Isabelle Carles

Head of the transport Safety department, AMP
Project Manager at the FNTV



The interurban transport network of the Aix-Marseille-Provence Metropolis

Strong partnership cooperation with the authorities is useful to ensure the safety of the personnel of the Aix-Marseille-Provence Metropolitan Area's intercity transport network. To counteract aggressions, discussion and information sessions as well as training with the gendarmerie and the national police are conducted. Most assaults on the crew in this region are verbal assaults. Any violent aggression is immediately reported to the police. Employees, especially supervisory staff, receive training to clarify the legal framework, including fraud prevention. A great deal of attention is paid to school transportation, support programs and communication tools in this area. The school prevention system aims to prevent verbal aggression and to explain what sanctions can be imposed for aggressive behaviour towards public transport workers. The project has had a positive impact; passengers feel safer and, in the long term, companies are retaining their drivers.

WORKSHOP 5: TICKET FRAUD

Moderator:

Chantal Bernier, Co-chair, Global Privacy and Cybersecurity Group, Dentons

Reporter:

Carmela Canonico, Safety and Security Project Manager, UITP

Speakers:

Xavier Arrufat, Directeur Chief Executive Officer, Awaait Artificial Intelligence

Joint presentation:

Dennis Van den Broeck, Business Data Coordinator, Brussels Intercommunal Transport Company, (STIB-MIVB)

Mourad Doudi, Director of operational activities of network security and ticket control, Brussels Intercommunal Transport Company (STIB-MIVB)

Joint presentation:

Patrice Lovisa, Director of the BUS and Tramway Department of the Régie Autonome des Transports Parisiens (RATP), Union des Transports Publics et Ferroviaires (UTP)

François Berton, Project Director of Safety and Fraud Prevention, Transdev



MAIN FINDINGS

- Fraud has an impact on security, as it can lead to unsafe behavior and contribute to a feeling of insecurity on the premises.
- 85% of fraudsters are opportunistic fraudsters: they do not actively seek to defraud but are driven to do so by unforeseen circumstances such as difficulty in purchasing the ticket, lack of controls, or the possibility of jumping the barriers.
- Consistent measures to mitigate the potential for fraud are needed to stop the increase in fraud.
- Anti-fraud measures can include cooperation with police, social media interaction, telephone surveys, ticket checks with inspectors, and artificial intelligence technologies such as CTV cameras.
- The use of algorithms for ticket checks can help ensure fairness in the likelihood of being checked.

Presentation 1:

Xavier Arrufat

Chief Executive Officer, Awaait Artificial Intelligence



Faire Evasion

Fare evasion touches on three main issues: recidivism prevention, fraud measurement, and the upcoming breakthrough of artificial intelligence in public transportation. Regarding recidivism, it is important to note that 85% of fare evaders are opportunistic: they do not actively seek to commit fare evasion, but due to unforeseen circumstances such as the difficulty of buying a ticket, the absence of controls, or the possibility of jumping the barriers, they are led to do so. Therefore, if no measures are put in place to mitigate the possibility of opportunistic fraud, evasion is bound to increase. As for measuring fraud, several tools can be used to better quantify this phenomenon, such as telephone surveys, network consultations, ticket inspection with inspectors, and differential counting. However, these three methods require a lot of resources, are often biased, and give a partial view of the fraud system. The upcoming breakthrough of artificial intelligence is another central issue: it will allow to measure and prevent fraud through automatic learning, a coherent and autonomous analysis of the offences that occurred. This provides a consistent and autonomous analysis of artificial intelligence. However, this technology poses challenges in terms of privacy protection, which must be managed through secure and encrypted data transmission, as well as through the adjustment of the data collected and the resolution used.

Presentation 2:

Dennis Van der broeck and Mourad Douidi

Business Data Coordinator, STIB-MIVB
Director of operational activities of network security and ticket control, STIB-MIVB



Security and fraud management at STIB

The STIB-MIVB is a fully public company with 10,000 employees. It is supported by the local police for the bus lines and by the railway police for the metro system. Its security department employs 700 people to check tickets, fine or deny access to those without a valid ticket. Four times a year, the department organizes large-scale, simultaneous ticket control deployments throughout the city. The fare check is a customer-driven service to establish the frequency of the check deployment. The STIB-MIVB has implemented a system of formulas and algorithms to define the frequency of control of each transport line within given parameters. This algorithm should ensure that everyone who takes public transport, regardless of their route, means of transport, departure or arrival, has the same chance of being checked by an inspector. Several devices have also been made available to the inspectors to carry out their work, such as the control of the MOBIB card, or the immediate payment by bank card. The STIB-MIVB considers cooperation with the police, interaction with its customers through its social media and website, and the use of the ACTICO application, which provides graphical representations of fraud based on the data that inspectors enter independently after checks, to be essential.

Presentation 3:

Patrice Lovisa and François Berton

Director of the BUS and Tramway Department of the Régie Autonome des Transports Parisiens (RATP), UTP
Project Director of Safety and Fraud Prevention, Transdev



Fight against fraud

Ticket fraud can take many forms: the right ticket not being validated, absence of a ticket, the wrong ticket for the trip, etc. There are also several reasons for ticket fraud:

- Unintentional fraud: the person does not know that he or she does not have a valid ticket for the trip.
- Opportunistic fraud: the person saw an opportunity to defraud with little or no consequences.
- Political fraud, where the person takes a stand against paying for the ticket, etc.

Fraud has an impact on safety, as people who commit fraud may engage in unsafe behaviors (jumping the gate, running away from the inspector, etc.) and contribute to a sense of insecurity at the site. Inspectors must be properly trained to avoid inappropriate actions that can result in criminal records on their part. They must navigate interactions with an awareness of their role and the situation, while being aware of social issues and keeping in mind potential discrimination against minorities. Inspectors cannot ask for identification, so it is sometimes difficult to verify the home address provided and issue fines. In Paris, fraud is above the canonical 10% rate. To address this, the Régie Autonome des Transports Parisiens has implemented the following solutions: adapting fares, making it easier to buy tickets, investing in communication with clear signage and ticket validation campaigns.



WORKSHOP 6: CRISIS MANAGEMENT: TECHNOLOGICAL PREVENTION TOOLS

Moderator:

Michelle Côté, Ph. D, Director of Research, ICPC

Reporter:

Sylvère Raynaud, Safety Engineering Project Manager, Ministry of Ecological Transition and Territorial Cohesion

Speakers:

Marie-Hélène Bonneau, Head of the Security Division, International Union of Railways (UIC)

Ricardo Ortega, Security and Civil Protection Manager, Ferrocarril Metropolità de Barcelona (TMB)

Christian Meyer, Comptroller General & Deputy Director of Regional Transport Police, Ministry of the Interior, France

Paul Vosgiens, National Cynophile Referent, Railway Security Department, SNCF voyageurs



MAIN FINDINGS

- The appropriate use of technology, with a focus on customer service, is essential to providing services and alerts, assisting victims of crime, and improving the investigation of the most serious cases.
- Canine units greatly facilitate the handling of abandoned packages and simultaneously offer an alternative to the use of lethal weapons. They go far beyond what current technological solutions can offer, dealing with abandoned objects that otherwise seriously disrupt traffic.
- Societal and ethical considerations and ecological impacts must be taken seriously. The chosen tools remain dependent on the information and training that must necessarily accompany them.
- The human element remains at the centre of the system and the control and command centres are essential. They ensure coordination that is mindful of the limits of competence and concerned with respecting protocols.
- The convergence of European directives on physical and cyber security needed, as is the promotion of best practices in ethical crisis communication and data management.

Presentation 1:

Marie-Hélène Bonneau

Head of the Security Division, UIC



Resilience against cyber-physical attacks in rail and metro systems

Marie-Hélène Bonneau presented the SAFETY4RAILS project, which has received European funding of 9.5 million Euros under Horizon 2020. The originality of this project lies in the search for a set of solutions to increase resilience both on the cyber and physical level. To achieve this, the solution studied relies mainly on the collection of many types of data that are analyzed by artificial intelligence to provide services and alerts that otherwise mobilize very different expertise in separate services. 19 existing tools have been adapted and integrated into a single platform that brings together all the alerts in a single interface for detection, analysis, prediction, decision support and simulation. To evaluate the solution, four simulation exercises based on physical and cyber-attack scenarios during major events, booby-trapped luggage or major flooding, were carried out. They confirmed the added value of the integration of various functions into a dashboard and the possibility of manipulating the variables within the context of the simulations that the tool allows. The main difficulty encountered was the difficulty of obtaining very diverse and usually compartmentalized operational data, when the duration of the project was only two years, as well as ensuring sustained support and a large volume of training. Nevertheless, the holistic approach that was followed is to be commended, and extensive documentation on the project is available at <https://safety4rails.eu/library/>

Presentation 2:

Ricardo Ortega

Security and Civil Protection Manager,
Ferrocarril Metropolità de Barcelona (TMB)



Crisis Management: technological prevention tools

For Ortega, the last important phase of crisis management, caring for the victims, is too often neglected. In the context of this, technologies can be applied at all stages of a crisis, but we must remain vigilant to ensure that they are truly useful, that is to say reliable, efficient, robust, adapted to the environment and generating few false alarms. Societal and ethical considerations and ecological impacts must also be taken seriously. The tools chosen also depend on the information and training that must necessarily accompany them. The human element remains at the centre of the system and the control and command centres are essential in ensuring coordination that is mindful of the limits of competence and concerned with respecting protocols. Technology is therefore certainly important, but less important than involvement. Thus, to give tangible content to the statement "security is a right", specialized transport police must be promoted. Their knowledge of the transport system enables them to avoid overreacting to crises. Security agents must be able to benefit from clear normative regulations to ensure legitimacy, recognition, and support. Finally, the TMB relies on numerous online training courses, which are easily accessible to agents, and on the deployment of a citizen security application that allows users to participate in their own well-being.

Presentation 3:

Christian Meyer

Comptroller General & Deputy Director
of Regional Transport Police, Ministry of the Interior, France



Crisis management and new technologies for transport safety

As a preamble to his speech, Meyer reminded the audience of the exceptional context of the Île-de-France region in which the 2024 Paris Olympic Games will be held: it is the second busiest network in the world after Tokyo, with 1.39 billion passengers using public transportation each year. To ensure the safety of their travel, Meyer's staff of 1,150 police officers is supported by 2,300 agents from the internal security services of the SNCF and RATP. To meet these challenges, the operational security coordination centre (CCOS), inaugurated in 2022, is designed to accommodate operators and police forces in an evolving and innovative structure that supervises nearly 125,000 cameras and coordinates intervention teams by geolocating them in real time. One third of all arrests in the transport sector are made thanks to video protection and the first flagrante delicto reports can be drawn up by officers in front of their screens. These important means of video-protection greatly improve the investigation of the most serious crimes. Nevertheless, artificial intelligence, which is not yet authorized in France, would still be very useful to reduce arrest times, especially for major threats. However, Meyer insists on the human aspect of coordination, which must be embodied by regular exercises and buddy patrols, training between internal security services and police forces.

Presentation 4:

Paul Vosgiens

National Cynophile Referent, Railway
Security Department, SNCF voyageurs



Dog Unit

The SNCF's internal security services have employed dog teams since 1981 on defense missions. In 2016, the first teams dedicated to the detection of explosives appeared and today, 70 canine units of the security department are spread all over the territory, although mainly concentrated in the Île-de-France region. The canine units, which carry out missions of general utility and crime prevention, can be mobilized throughout France when a particular event justifies it. They have a positive influence on the rail security forces they accompany, ease tensions, and facilitate the handling of conflicts. They capture the attention of threatening people and represent an alternative to the use of lethal weapons. They are also able to help establish safe zones when needed. Explosive detection units use the dogs' 200 million olfactory sensors, which far exceeds anything that current technological solutions could offer, to deal with abandoned objects that would otherwise seriously disrupt traffic and require intervention by the state's demining services. Of course, the dogs must be selected with the utmost care and must receive a high level of training, as well as their handlers. In 2021, these teams intervened in more than 4800 pieces of luggage and preserved nearly 180,000 minutes of traffic time.



PLENARY 3

GOVERNANCE OF SECURITY IN MOBILITY: MANAGEMENT AND PUBLIC POLICIES

Moderator:

Chantal Bernier, Co-Director, Global Group on Privacy and Cybersecurity, Dentons

Rapporteuse:

Emmanuelle Fahey, Analyst, ICPC

Speakers:

Nato Kurshitashvil, Gender Specialist, Transport Global Practice, World Bank (pre-recorded video)

Julien Ponsoen, Sergeant, Operational Planning, Metro Vancouver Transit Police

Henri Pons, Vice-president of the Groupement des Autorités Responsables de Transport (GART) Safety and Security delegate

Bénédicte Guitard, Regional delegate for transport security, Île-de-France Mobilités



MAIN FINDINGS

- Security on public transport is a particularly gendered issue, with women being at greater risk of sexual harassment and increased costs as they use public transport more than men.
- The sense of security can be improved for public transport passengers by the presence of volunteers, mediators, or trained security personnel.
- Coordinated security arrangements involving centralized and decentralized actors allow for the full participation of all stakeholders in crime prevention.
- Crime prevention tools for public transport must be multidimensional and involve external and internal stakeholders working together to solve security problems as quickly as possible.

Presentation 1:

Nato Kurshitashvili

Gender Specialist, Transport Global Practice, World Bank
(pre-recorded video)



Governance of safety in mobility: management and public policies: A gender perspective

Women's and men's experience of public transportation differs in terms of accessibility, safety, and affordability. The World Bank's 2022 report examines how municipal and national governments have addressed the barriers women face in public transportation. In general, women make more trips on foot and on public transport, make multiple stops over short distances, experience higher travel costs, and are at greater risk of sexual harassment. These barriers largely affect women's ability to generate income, especially in developing countries (ILO, 2017). Stakeholders around the world have therefore been gradually addressing these barriers to mobility. In a first phase, from 2000 to 2010, key elements of national legislation were put in place, prioritizing social inclusion, gender equality, and anti-discrimination. In a second phase, from 2010 to 2020, strategies such as statistical surveys and qualitative interviews were developed and implemented to ensure gender analysis. Finally, since 2020, a holistic approach has been deployed and policies are trying to move from gender sensitivity to gender intervention. This transformation still requires addressing the root causes of sexual harassment, considering women's transportation needs at a deeper level, and expanding attention to the larger public spaces surrounding transit spaces.

Presentation 2:

Julien Ponsoien

Sergeant, Operational Planning, Metro Vancouver Transit Police



Waterfront Community Policing Centre

The Waterfront Community Policing Centre was established in 2017 and is run under the umbrella of Metro Vancouver Transportation Police, which provides the budget. The project consists of multi-stakeholder community policing to mobilize citizen volunteers within the transport system and around the stations. Volunteers are asked to provide information, prevention, and mediation, and to identify needs that may arise. The program was developed in collaboration with a university criminology team. A total of 94 volunteers have been deployed to date, for a combined total of 7,500 hours of patrol within the transit system. Key results of the program include the distribution of transportation safety brochures, the provision of texting cards, the creation of 30 police files, the operationalization of life-saving techniques on at-risk riders, and the development of an extensive partnership with other departments. The program has created strong relationships with stakeholders, actively engaged youth volunteers through social media, and improved the connection with the public and the sense of safety on a daily basis.

Presentation 3:

Henri Pons

Vice-president of the Groupement des Autorités
Responsables de Transport (GART) Safety and Security delegate



Feedback on the contract of objectives implemented in Bouches-du-Rhône

Marseille is the second largest city in France, with major security and crime issues on its transport networks. To combat this problem of violence, a framework for action has been proposed by the Prefect of Police in the form of a Departmental Contract of Objectives for Safety and the Prevention of Delinquency and Radicalization in Public Transport. A variety of stakeholders responsible for security in public transport have come together to contribute to this framework document. The aim of the contract is to formulate a strategic agreement for a partnership to be forged between the urban area, the Prefect of Police, the Prefect of the Republic, and rail security. Central coordination is provided by the Prefecture of Police, and decentralized management is carried out by the dedicated local security councils. The contract enables them to work with the utmost care to combat security threats, including fraud, terrorism, and radicalization. The objectives are defined collectively, but are specific to each local area, while the safety and security clause is centralized. Monthly meetings are held to coordinate collective action (standardization of complaint filing documents, collective response to reported acts of violence, etc.). Implemented in 2019, this contract has allowed for coordinated efforts, with fully involved stakeholders, and has seen its first results.

Presentation 4:

Bénédicte Guitard

Regional delegate for transport security, Île-de-France Mobilités



The security policy of Île-de-France Mobilités, the Île-de-France transport authority

The Île-de-France public transport network serves 12.3 million people, or about 20% of the French population. In total, more than 500 stations, 16 metro lines, 10 streetcar lines, 13 train lines and 1,500 bus lines are available to the people of Île-de-France. In addition, there are 200 km of automatic lines to be built as part of the Greater Paris project, with 68 new stations planned by 2030. In this context, a variety of stakeholders are working to ensure the safety of the network, including the Prefecture of Police, via its regional transport police sub-directorate (SDRPT), the gendarmerie and suburban units, the internal security services of RATP and SNCF, and mediators and private security agents. To ensure the safety of transport users, several key measures have been put in place in the Île-de-France region, such as the deployment of 4,000 dedicated safety officers on the networks, 50 canine detection and canine defense units, and 80,000 video surveillance cameras on almost all stations and platforms. The coordinated activity of the Operational Security Coordination Centre for Île -de-France Transport (CCOS), as well as the introduction of the 3117-emergency number and on-demand stops, are important elements of the strategy to combat insecurity and assist victims. The only downside is that sexual violence in transport remains an area of intervention that needs to be developed in view of the challenges of detecting the perpetrators of these crimes and conducting investigations.

WORKSHOP 7: THE SOCIAL PREVENTION OF VIOLENCE AND INCIVILITIES

Moderator:

Michelle Côté, Ph.D., Director of Research, ICPC

Reporter:

Laurence Deglain, Head of Office, Directorate-General for Infrastructure, Transport and Mobility

Speakers:

Vincenzo Castelli, President, Advisor, On the Road

Nastasia Englebert, Training and Awareness Officer, Diogenes Bruxelles

Julien Ponsoien, Sergeant, Operational Planning, Metro Vancouver Transit Police

Jean-Baptiste Pouzenc, Head of the prevention coordination mission, Régie autonome des transports parisiens (RATP)



MAIN FINDINGS

- Transit spaces are places where a wide variety of users interact. These spaces act as focal points for many activities, but also for vulnerable populations, reinforced by the anonymity of the space.
- Seeking support from the transport community and raising awareness among users is essential to changing the public's negative perception of vulnerable people.
- Dedicated liaison staff for vulnerable communities can strengthen the understanding and overall relationship between the community and transit security officers.
- Social prevention tools targeted at a specific age group, particularly younger people, can be effective strategies for improving mobility, safety, and citizenship.

Presentation 1:**Vincenzo Castelli**

President, Advisor, On the Road


**Social prevention of violence in an urban safety approach.
Working with vulnerable people in public transit stations**

Places of dense urban flows are magnets for all kinds of activities (legal or not) and are characterized by a certain anonymity. These places often concentrate social problems and can crystallize certain forms of violence, particularly in border or port areas. Integrating the problem into the more general issue of urban security, Castelli emphasized the added value of a global and integrated approach involving vulnerable groups in the construction of urban security and the development of public policies. Several initiatives in the field of prevention integrate this inclusive approach in the safety of public transport facilities. This is particularly true of the work carried out to create a social development agency in port areas in Latin America, but also for the deployment of targeted projects in railway stations in Southern Europe (Spain, Italy, Portugal) since 2013. A support project with the Italian rail network operator has enabled the development of vocational training, living and social prevention facilities in the vicinity of railway stations. The main objective is to reverse the paradigm so that the producers of insecurity finally become producers of security.

Presentation 2:**Nastasia Englebert**

Training and Awareness Officer, Diogenes Bruxelles

**ASBL DIOGENES VZW**

Echoing the diagnosis made by Mr. Castelli, Nastasia Englebert presented the work done by Diogenes in the field of reintegration of homeless people in Brussels. The identification and consideration of the specific needs of the most vulnerable citizens is a cornerstone of Diogenes' intervention. The "Metro-lien" approach, implemented in the Brussels metro, is based on the principle of creating social links in order to find solutions to begging in the metro, but also to deploy a mediation approach with the operators' agents, shopkeepers and users with a view to improving cohabitation for all. This method is based in particular on field work with vulnerable people, seeking the support of the transport community in order to better manage the disturbances that arise. It includes raising user awareness of the situation of the homeless, with the aim of deconstructing prejudices and common stereotypes. Outreach and training activities (particularly for transport workers in contact with this vulnerable group) have also been conducted. The results of the Métro-lien approach highlight a reduction in the perception of the threat among transport users and staff, which reinforces the possibilities for future action.

Presentation 3:

Julien Ponsoien

Sergeant, Operational Planning, Metro Vancouver Transit Police



Out on Patrol: Supporting 2SLGBTQ+ members and the community

The presentation reviewed the approach implemented by the Out of Patrol project, focused on building trust with certain marginalized communities in Vancouver. This approach is based on the premise that removing disruptive people from dedicated transportation zones is less effective than a more flexible and pragmatic approach that promotes mutual understanding. This approach has, among other things, addressed the prevailing distrust between law enforcement and the LGBTQ+ community. Ponsoien noted the development of liaison officers within the transportation police department in Vancouver (with the indigenous and LGBTQ+ communities). These experiences help to address issues of understanding and perception in interactions between transit police and certain audiences (e.g., an ID card that does not match physical appearance). These methods allow for better training of security forces to interact constructively with specific audiences and a strengthening of ties between the police and these communities. The existence of dedicated liaison officers ultimately facilitates the reporting of incidents to the police. For these initiatives to be successfully deployed, however, it is essential that they be supported by the police hierarchy.

Presentation 4:

Jean-Baptiste Pouzenc

Head of the prevention coordination mission, RATP



Pouzenc spoke about the crime prevention strategy deployed by RATP, particularly in relation to young people. The RATP's crime prevention policy is based on several elements: operational prevention, which is at the heart of the mission of the RATP's internal security service (the GPSR); solidarity measures, in particular social gathering; actions to prevent recidivism, such as community service; and finally, social prevention. RATP also has a programme for young people, called On décolle la ville, which is adapted to the age of the target group. The objectives of this programme are to teach mobility, respect, and safety. It includes ad hoc training for RATP employees in dealing with young people, educational initiatives in schools with different modules, and the provision of tools in stations. A specific module is also deployed at the start of the school year to teach young people how to get around on RATP networks (tutorials, booklets), while more entertaining communication material is distributed in RATP areas (games, exercises to raise awareness of risks and signage, etc.). Internally, RATP has set up a system for monitoring and evaluating the activities carried out to ensure that the results are tracked.

WORKSHOP 8: SITUATIONAL PREVENTION AND THE CPTED APPROACH TO MOBILITY

Moderator:

Jocelyn Latulippe, Director of Security and Control, Société de transport de Montréal (STM)

Reporter:

Hans Crab, Project and Development Coordinator, Safe.brussels

Speakers:

Vania Ceccato, Professor, Department of Urban Planning and Environment, KTH Institute of Technology

Joint presentation:

Olivia Goffin, Project manager in prevention and security policies, Safe.brussels

Quentin Verstraeten, Project Manager Engineer, Bruxelles Mobilité

Sandra Bernard, Security Manager, Sytral



MAIN FINDINGS

- Crimes in public spaces and public transport do not occur randomly: certain environments facilitate them and create a criminal opportunity effect.
- The integration of prevention and safety measures in spaces must also be done with an approach of proportionality, inclusiveness, and quality of the user experience.
- Beyond the physical environment, however, it is essential to also consider the social environment at different levels as well as space-time factors.
- Organizing "Safety Walks" to improve the safety and perceived safety of women using the transit network.

Presentation 1:

Vania Ceccato

Professor, Department of Urban Planning
and Environment KTH Institute of Technology



The purpose of this first presentation was to present the results of research focused on crime trends in transportation environments, and specifically on the environmental factors in which these crimes occur. The idea is to understand where and when these crimes occur, given that they do not happen randomly and that certain environments facilitate them. A first recommendation emphasized in this context is that effective measures are not isolated measures: measures to reduce criminal opportunities consider not only the built design, but also management, policing, coordination, and other means of ensuring safety. Indeed, in addition to focusing on the physical environment (lighting quality, visibility and legibility of the transport hub, technology in place, design of entrances, etc.), it is essential to also consider the social environment at different levels. There are many factors that make transport hubs vary greatly in terms of both users and space-time perspectives: interactions, passenger numbers, incivilities, and user perceptions in different timeframes - day and night. In addition, operators need to take a whole-route approach. For transit security stimulus measures to have a significant impact, security reduction interventions must be both crime-, context-, and user-specific and supported by research expertise and understanding. This can only be achieved by continuing to innovate, by daring to establish test sites for experimentation, and by following up with evaluation guidelines in public policy.

Presentation 2:

Olivia Goffin and Quentin Verstraeten

Project manager in prevention and security policies, Safe.brussels
Project Manager Engineer, Bruxelles Mobilité



The Brussels Capital Region, represented by Safe.brussels, the regional entity in charge of coordinating the prevention and security policy, and Bruxelles Mobilité, the Region's mobility office, joined forces to present a practical case study related to the innovative approach to security by design, a methodology integrated in the Region following the terrorist attacks of March 22, 2016. The Brussels Region adopted its security by design methodology in its 2021 – 2024 Global Prevention and Security Plan, defining it as the integration of prevention and security measures in (semi-)public spaces, based on the principles of proportionality, inclusiveness, and user experience. The objective is to preserve the open character and accessibility of the places to be made safe. The case study presented was more specifically about the redevelopment of the Place Schuman, the well-known location of the various European institutions in Brussels. The redesign aimed to emphasize participatory planning and co-design, as well as the implementation of different integrated measures to secure transit modalities (train, metro, bus, new modes of transport). These measures were considered in addition to the higher security needs of the built environment, given the symbolic value of the square in Brussels, and the various events and demonstrations it often hosts.

Presentation 3:

Sandra Bernard

Security Manager, Sytral



A final presentation was made by Sandra Bernard, safety manager for SYTRAL, the second largest public transport organizer in France after RATP, serving the Lyon metropolitan area (263 municipalities, 1.8 million inhabitants). One of its primary missions is to ensure the safety of users of its networks in the best possible way as part of its overall objective of improving service. To achieve this goal, SYTRAL has coordinated the deployment of a holistic crime prevention and security strategy for 2021-2024, incorporating 32 measures. This strategy won the 2021 French Forum for Urban Safety Prevention Award. The implementation of this strategy is not only supported by nearly 300 dedicated security managers, but also by the implementation of technological means, such as 10,000 cameras with an operating budget of 26 million euros per year. Since 2015, Sytral has introduced the practice of organizing "Exploratory Walks" in order to improve the safety and perceived safety of women on its network. Given the central role of transportation in our societies (symbol of equality, means of participating in local participatory democracy, improvement of the urban fabric, need for women to re-appropriate public spaces), the methodology strives to conclude neutral diagnoses and make concrete policy recommendations to improve transportation and transit networks in the region. Several of these recommendations have since been operationalized, such as the acquisition of better adapted and equipped buses (lighting, accessibility, etc.), the reinforcement of social control on certain bus lines, and the reallocation and redesign of bus stops. Other actions include "stop on demand" and the launch of awareness campaigns aimed at a wider public.



WORKSHOP 9: CRISIS MANAGEMENT SHARING EXPERIENCES ON CURRENT CRISIS SITUATIONS

Moderator:

Chantal Bernier- Co-directrice, Co-Director, Global Group on Privacy and Cybersecurity, Dentons

Reporter:

Hans Crab, Project and Development Coordinator, Safe.brussels

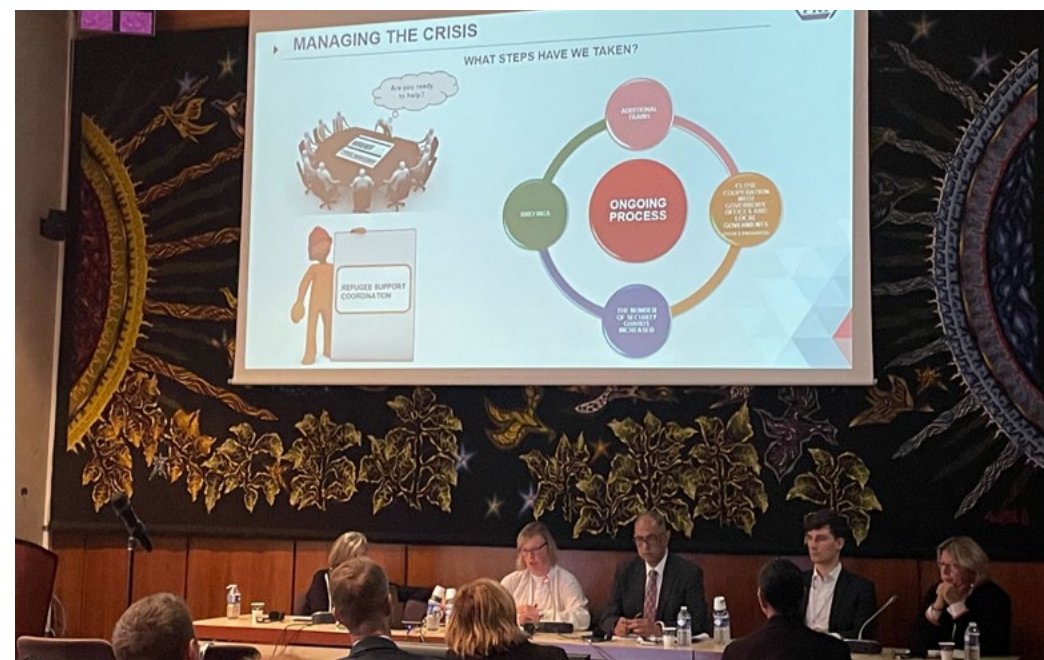
Speakers:

Magdalena Kujacińska, Project Director, Security Office, Polish State Railways (PKP)

Sophie Lavaux, Director General, Safe.brussels

Sanjay Chander, Director General, Railway Protection Force of Indian Railways & Chairman of the UIC Security Platform

Holger Halliday, Executive Officer, German Federal Ministry for Digital and Transport



MAIN FINDINGS

- Railways are a critical infrastructure when it comes to the geopolitical, social and environmental crises that can affect them.
- In 2022, Russia's attack on Ukraine has shaken the foundations of our international peace and security system. Railways have proven to be an important asset for the transportation of people and essential goods, and have played a strategic role in the conflict.
- The degradation of railway infrastructure and the disruption of traffic are also mobilized as a way of making demands on political authorities.
- Climate-related environmental disasters cause significant damage to infrastructure, as was the case with the devastating Australian bushfires of 2019/2020.
- These events call for greater emphasis on sharing crisis management strategies, good practices and early lessons learned at the international level.

Presentation 1:

Magdalena Kujacińska

Project Director, Security Office, PKP



Russia's attack on Ukraine has shaken the foundations of our international system of peace and security. It has caused a massive humanitarian crisis and wreaked havoc on a global economy already largely disrupted by the long-running pandemic. The top priority is the safety of those directly affected and a rapid return to peace and stability. Unfortunately, it is difficult to foresee a significant diplomatic breakthrough or military de-escalation in the short term. The railways have proven to be an important asset for the movement of people and essential goods, and have played a strategic role in the conflict. With Ukrainian airspace closed to civilian flights, many citizens have had no choice but to travel by bus, car or train. Railways are also a crucial part of the critical infrastructure, while the refugee crisis includes a security dimension. Therefore, cooperation between the parties involved at all levels is essential to ensure a smooth coordination of refugee flows and essential for security reasons. As a railway company, Polish Railways (PKP) has done everything in its power to mitigate the crisis and streamline the organizational processes of an influx of several million Ukrainian refugees. Various measures were implemented: free train travel; the use of humanitarian trains; the establishment of reception and distribution points (in the Chelm and Przemysl stations); the creation of special rooms for mothers with children or elderly people; the establishment of a hotline in Ukrainian. There is no doubt that the appointment of a person or department responsible for coordinating assistance to Ukrainian refugees was a key factor in streamlining the organizational process and avoiding unnecessary chaos.

Presentation 2:

Sophie Lavaux

Director General, Safe.brussels



Sophie Lavaux introduced crisis management as implemented in Belgium and in Brussels in particular. Following the war in Ukraine, many people had to leave their country to find refuge in Europe. Belgium, and Brussels in particular, saw the arrival for several weeks of families who had fled their country for their own safety. In order to provide support to these refugees and to anticipate the expected additional influx, the authorities of the Brussels-Capital Region decided on March 15, 2022, to trigger a crisis response at regional level. By doing so, the Brussels authorities set up the organization and crisis structures that allow for strategic consultation and operational coordination of all the Brussels stakeholders concerned. One of the concrete responses to this situation was the establishment of a reception facility for Ukrainian refugees in the main railway station of Brussels: la Gare du Midi. Subsequently, a crisis coordinator, Pierre Verbeeren, was appointed to manage a reception hub on the Heysel site.

Presentation 3:

Sanjay Chander

Director General, Railway Protection Force of Indian Railways



Indian Railways is a colossal network that operates in various geographical, cultural and socio-political regions of India. It is not only the largest carrier in the country, but is also seen as an integral part of the nation's growth. For this reason, Indian railways often become an easy target and the object of unrest that can lead to a crisis, even over issues that are not really related to it. Indeed, protesters take advantage of this vast network of tracks, vital facilities, and vast spaces in and around stations, to make their demands known to the political authorities. In this way, issues unrelated to the railway company has led to the damage of railway infrastructure and the disruption of rail traffic. The Railways Protection Force (RPF), which is the key safety agency in the Indian railways, has evolved to mitigate and manage these sudden crises in the railways for all rail safety issues. Over the years, the RPF has developed a complex law enforcement system consisting of federal and provincial police forces for maintaining law and order in the Indian railways. The RPF has faced many such emergencies in the past and has dealt with them with varying degrees of effectiveness, especially in connection with peaceful protests by citizens. The presentation provided an overview of past situations, the experience gained from them and the efforts made to improve the security system.

Presentation 4:

Holger Halliday

Executive Officer, German Federal Ministry for Digital and Transport



The International Working Group on Land and Transport Security (IWGLTS) is considered a valuable working group for the international exchange of information on various land transport security issues. It provides a framework for Member States to share best practices, exchange information, and contribute to the development of surface transportation security initiatives. The objective for members, observers and affiliates is to develop improved surface transportation security programs, risk assessments, understanding of threat, risk and vulnerability, lessons learned and improvements, and the latest research and development initiatives. Germany has taken over the chairmanship of the IWGLTS to host its 15th annual meeting in Berlin in May 2022. The IWGLTS is also addressing new types of threats. Climate-induced environmental disasters are already causing significant damage to infrastructure today. The presentation of the case study on the devastating Australian bushfires of 2019/2020 and the panel discussion on environmental disasters that followed provided the perfect opportunity for a sharing of international experiences, best practices and early lessons learned. The 15th annual IWGLTS meeting was also an excellent opportunity for member states to present their priorities for land transport. In addition, Germany shared with all IWGLTS members and observers two presentations on natural disasters and crisis communication.

CLOSING SPEECH OF THE CONFERENCE AND CONCLUSION

Moderator:

Chantal Bernier, Chantal Bernier, Co-Director, Global Group on Privacy and Cybersecurity, Dentons

Reporter:

Emmanuelle Fahey, Analyst, CIPC

With:

Chantal Bernier, Co-Director, Global Group on Privacy and Cybersecurity, Dentons

Ann Champoux, Director General, ICPC

Marie-Hélène Bonneau,
Head of the Security Division, International Union of Railways (UIC)



THE MAIN LESSONS OF THE CONFERENCE

At the end of these two days of exchanges, several ideas and themes emerged from the discussions:

- The importance of risks and challenges: public transport is part of our daily lives; it is a universal space. Plans to mitigate climate change, for example, must consider the security of public transport in order to maximize its use.
- Safety must be considered as a broad concept, including both the lived experience, actual victimization, but also perceptions and the general feeling of safety of the passenger.
- All of these issues need to be addressed from a human rights perspective and the particular risks faced by certain types of users (women, people from the LGBTQ+ community, vulnerable people, etc.). The risk of discrimination must be addressed through a differentiated approach that considers the needs of specific groups.
- We are experiencing a technological shift in the transit space - in video surveillance, e-tickets, artificial intelligence for data analysis, law enforcement, fare evasion. For this reason, the ethical issues surrounding the sharing of sensitive data, video surveillance as personal data, sensitive data, must be assessed.
- A sound governance structure that fosters partnerships is essential for effective measures, especially between prevention and operational security stakeholders.

GUIDED TOURS, DEMONSTRATIONS AND TRAINING

Demonstrations by the French National Railway Company

Two demonstrations by the K9 team and one on the intervention techniques of the SNCF were presented. Since 1981, K9 teams (dog teams) have been integrated into the SNCF. Today, there are more than 70 dog units divided into two sections: general purpose and crime prevention dogs and explosive detection dogs. General purpose and crime prevention dogs provide an alternative to the use of lethal weapons, attract the attention of threatening individuals, facilitate the handling of conflicts and ease tensions.

Explosive detection dogs enable the detection of explosives on items with a combined process using canine units and allow for the removal of suspicious objects.

Participants in these activities were able to witness their effectiveness through live demonstrations with the dog teams.

RATP Awareness Training for Victims of Harassment, Presentation of the Stand Up project

Harassment in transport is an ongoing issue. In order to prevent it, the Régie Autonome des Transports Parisiens (RATP) and the Women's Foundation offered a presentation of the Stand Up project as well as a training of the 5D method. Stand Up is an international training program launched by L'Oréal Paris, the NGO Hollaback! and the Women's Foundation, to raise awareness and train as many people as possible to intervene safely when they are victims or witnesses of sexual harassment in public places.

Participants were invited to share their personal experiences related to harassment in transportation. The training then allowed participants to learn more about each of the 5 actions (Distract, Direct, Dialogue, Document and Delegate) that allow for a safe response to a harassment situation in a public place, whether a victim or a witness.



RATP Visit of the security devices and the security headquarters at the Gare de Lyon metro station

A visit of the security devices and the security headquarters of the Gare de Lyon metro station, organized by the RATP, was held during the last half-day of the conference. The purpose of this visit was to show the participants how security interventions work.

A security control room, such as the one at the Gare de Lyon metro station, is in operation 24 hours a day, 365 days a year, in order to monitor situations regarding the safety of people and property on all networks. Considered as a real "headquarters", the operational safety command center is a structure based on the combination of an efficient human partnership and a technique that optimizes the speed of decision-making and the responsiveness of the command.

This visit enabled the stakeholders in the field to learn about the scale of the operational system and the best practices in security mobilized at the Gare de Lyon metro station.

RATP Presentation in a social gathering bus

Committed to combating social exclusion and ensuring the safety of its transport services, RATP has had an original prevention system in place since 1994 to reach out to persons experiencing homelessness on its network, the Recueil Social.

The Recueil Social is described as a MEO programme: an assessment and orientation outreach service that focuses on the social reintegration of people who are homeless or in distress. About 50 agents are dedicated to this service. They go out to meet people to build relationships, assess needs and refer them to social and community services. From March to October 2022, the Social Registry also carried out 65,000 referrals of refugees from Ukraine to resources that could help them.

This visit, to a station near the UIC premises, allowed participants to discover the approaches implemented in this context and to exchange with the teams working on this strategy.







ALGHABRA, The Honourable Omar

Minister of Transport of Canada

Minister Alghabra was first elected as the Member of Parliament for Mississauga Centre in 2015, and also served as the Member of Parliament for Mississauga–Erindale from 2006 to 2008. Minister of Transport since January 2021, he also served as Parliamentary Secretary to the Minister of Foreign Affairs and to the Minister of International Trade Diversification, before becoming Parliamentary Secretary to the Prime Minister and to the Deputy Prime Minister and Minister of Intergovernmental Affairs in 2019. Among his many activities, Minister Alghabra has worked tirelessly to support initiatives that empower new Canadians through social and economic integration. A mechanical engineer by trade, Minister Alghabra holds a Master of Business Administration and was a Distinguished Visiting Fellow with the Faculty of Engineering and Architectural Science at Ryerson University.



ARRUFAT, Xavier

Chief Executive Officer, Awaait Artificial Intelligence

Xavier Arrufat is the co-founder and CEO of AWAAIT Artificial Intelligence SL, a Barcelona-based company focused on developing and commercialising artificial intelligence tools for public transportation, with operations in Europe, the United States and the Middle East. Xavier holds both a master's degree in civil engineering and an MBA. Before founding Awaait, he spent seven years as a civil engineering consultant and twelve years at General Electric, where he held managerial positions that required him to live in five different European countries and speak six languages.



BEATSE, Delphine

Senior Security Policy Expert, National Railway Company of Belgium (SNCB)

Delphine Beatse holds a Master's in Law and a Master's in criminology from Louvain-la-Neuve, Belgium. Her began her career as Security Expert at the cabinet of the Minister of Interior, and then spent subsequent years as Vice Director at the Direction of Private Security, Ministry of Interior. She has been with SNCB since 2007, and holds the title of Senior Expert Security Policy, with Corporate Security Service. She is Chairwoman of the UIC Strategy, Procedures and Regulations Working Group, and is a member of the UE Expert Group of Land Transport Security.



SECURITY IN MOBILITY



BERNARD, Sandra

Security Manager, Sytral

For nearly fifteen years, Sandra Bernard has worked in the field of public communication and political collaboration. After having been a parliamentary attaché and then a cabinet director, she was recruited in 2014 to the position of “security and anti-fraud” technical advisor to the president of SYTRAL. Given the global dimension of the security mission in the networks and in the overall public transport environment, especially since 2015, SYTRAL Mobilités has chosen to create a position of security officer within general management.



BERNIER, Chantal

Co-chair, Global Privacy and Cybersecurity Group, Dentons (MC)

Chantal Bernier is Co-Leader of the Global Privacy and Cybersecurity Group, as well as a member of Dentons' Canadian Privacy and Cybersecurity Group and Government Affairs and Policy Group. A former Assistant and Acting Privacy Commissioner of Canada for nearly six years, Chantal has led a number of national and international privacy investigations in the public and private sectors. She advises businesses and public organizations on how to achieve their objectives in a manner consistent with privacy rights. In addition, Chantal was the president of the ICPC Board of Directors from 2010 to 2019.



BERTON, François

Project Director of Safety and Fraud Prevention, Transdev

François Berton has been a part of the Transdev group for 25 years. He was first in charge of digital and technical projects, then moved to management of subsidiaries, and now directs the “fight against fraud” sector. His role is to lead the fight against fraud in France, to document the subject in the responses to calls for tenders for public transport or rail networks (TER in France) and to capitalize on the know-how of the Transdev group. His current topics include the modeling of the problem, the innovation driven by data sciences, as well as the behavioral aspects of fraud.



SECURITY IN MOBILITY



BOISMARTEL, Valérie

Safety Manager, Société nationale des chemins de fer français (SNCF)

SNCF Voyageurs is the SNCF Group company responsible for rail passenger transport in France and Europe, offering end-to-end green mobility solutions for everyday trips as well as for long-distance trips. After a 30-year career in Human Resources, Valérie Boismartel is now Head of the Pedestrian Cameras for SNCF Voyageurs Security Division. She oversees security and the prevention of attacks on customer relations personnel.



BOISVERT, Michèle

Delegate general of Quebec in Paris

Michèle Boisvert has been Québec's Delegate General in Paris since May 13, 2019. On May 22, 2020, the Premier of Quebec, François Legault, also appointed her as the Personal Representative of the Premier of Quebec for La Francophonie. Until her appointment, Ms. Boisvert was Senior Vice-President, Business Extension at the Caisse de dépôt et placement du Québec (CDPQ). An economist by training, Ms. Boisvert also had a prolific career in journalism for nearly 30 years.



BONNEAU, Marie-Hélène

Head of the Security Division, UIC

Ms. Marie-Hélène Bonneau is head of the Security Division at UIC, the worldwide professional association representing the railway sector and promoting rail transport. She holds a master's degree in Business Informatics and she's auditor of the 22nd National session on Security and Justice at INHESJ. For over 10 years, she has worked on the organization and animation of cooperation activities within the UIC security platform which brings together security experts from the railway companies. She has been involved in several EU projects addressing rail security and safety issues.



SECURITY IN MOBILITY



BRADY, Nicola

Senior Operational Policy, Insight and Analysis Manager Compliance, Policing, Operations & Security, TfL

Nicola Brady's team within Transport for London provides analytical insight, systems, and tools to support Compliance, Policing, Enforcement and Security priorities on the transport system. They develop and deliver evidence-based policy to support operational activity and undertake problem-solving to address key issues. The team's main areas of focus include safeguarding, women's safety, unwanted sexual behaviour, revenue control/ fare evasion, antisocial behavior and workplace violence.

Nicola has 10 years experience working for Transport for London. She worked in a number of areas across the business, always with an aim to improve customer satisfaction, safety and security. She enjoys the challenge that comes with managing a large and broad team to continue to improve our ways of working and deliver great results in a budget restricted and political environment.



CANONICO, Carmela

Safety and Security Manager at UITP

Carmela Canonico holds a master's in Research and Innovation Management from UNICAL and a certificate in European Studies from VUB. She has extensive experience in project management, with a special focus on research project, and has gained insights in transport automation, start up and the social aspects of transport. Passionate about transport and the challenges that it brings to society, she is currently the Safety and Security Manager at UITP, where she manages the Security Committee and several EU project on public transport security and cybersecurity.



CARLES, Isabelle

Project Manager at the French National Passenger Transport Federation (FNTV)

After studying law and a career as a lawyer, Isabelle Carles joined the National Federation of Passenger Transport (FNTV) in 2012. She leads an FNTV/Department 13 Convention and deals with the subject of safety in the transport of the Aix-Marseille-Provence Metropolis, via the School Accompanists system.



SECURITY IN MOBILITY



CASTELLI, Vincenzo

Adviser, On the Road

Vincenzo Castelli is a philosopher, pedagogue, and Doctor of social ethics. He is a member of the ICPC Board since 2008. He is also the founder and leader of many Italian civil society organisations (National Coordination of Host Communities, Nova Consortium, On The Road...). He is also an expert on urban marginalisation, migration, human trafficking. He has been working for 40 years in Italy (consultant for the Italian Government, for many regions, municipalities and civil society organisations) in the field of research, planning, training and evaluation of social practices. In Europe, he works for projects of the European Union and in Latin America for international organisations and governments.



CECCATO, Vania

Professor, Department of Urban Planning and Environment, KTH Institute of Technology

Vania Ceccato is a Professor at the Department of Urban Planning and Environment, KTH Royal Institute of Technology, in Stockholm, Sweden. She is the author of several books, including *Moving Safely, Crime and perceived safety in Stockholm's subways stations*, and is co-editor of the following: *Transit Crime and Sexual Violence in Cities: International Evidence and Prevention* with Anastasia Loukaitou-Sideris; *Crime, and fear in public places: Towards safe, inclusive, and sustainable cities* with Mahesh Nalla; and *Safety and Security in Transit Environments: An Interdisciplinary Approach* with Andrew Newton.



CHAMPOUX, Ann

Director General, International Centre for the Prevention of Crime (ICPC)

With over 30 years of management experience in both the private sector and in government agencies, public corporations and federal and provincial Ministries of Culture, Ann Champoux has been the Director General of the ICPC since 2018. Previously Assistant Deputy Minister at the Ministry of Culture and Communications and President of the Régie du Cinéma in Quebec, Ann brings public relations expertise to the ICPC to support missions and programs aimed at reducing crime and delinquency as well as fostering international partnerships in crime prevention.



SECURITY IN MOBILITY



CHANDER, Sanjay

Director General, Railway Protection Force (RPF) and Chairman of the Security Platform, International Union of Railways (UIC)

Mr. Sanjay Chander has been heading the Railway Protection Force of Indian Railways as Director General since September 2021. He advises the central government, provincial governments and railway zones of the Indian Railways on matters relating to security and passenger protection. As Chairman of the UIC Security Platform, Mr. Sanjay Chander will strive to transfer the benefits of technology to the Third World countries, especially those in Africa, Southeast Asia and South Asia, for the overall benefit of the railway users in these countries, for whom the railway network is their lifeline.



CHARNOZ, Sandrine

Project manager for the Plan to combat sexual harassment in transport, Régie autonome des transports parisiens (RATP)

Sandrine Charnoz is project manager for the Plan to Combat sexual harassment in transport with RATP. RATP adopted a plan in 2020 to combat gender-based and sexual violence on its network, which is based on two main axes: prevention and assistance to victims. Sandrine Charnoz holds a master's degree in Management of Local Authorities and a DESS in Urban Planning from Paris IV Sorbonne. She began her career as an urban planner in a large design office and then was director of the urban subsidiary. She joined RATP in 2005 as a project manager for the project owners of major RATP projects. She then became head of a change management team in RATP's Development and Territorial Action department.



CORNIER, Florilène

Analyst and Project Officer, ICPC

Florilène Cornier is passionate about the analysis of social and urban issues that impact territories. She has acquired 8 years of experience in the field of public policy consulting and management of development projects. She holds a double master's degree in political science (Sciences Po Aix) and in urban planning (University of Montreal) and is actively interested in issues related to the improvement of the living environment and the right to the city. She joined the ICPC in 2021, as an analyst and project manager. Her work centers issues of mobility safety, situational prevention through design and citizen participation.



SECURITY IN MOBILITY



CÔTÉ, Michelle

Director of Research, ICPC

Michelle Côté, Director of Research, joined the ICPC team in December 2019. She is also a researcher at the Philippe-Pinel National Institute of Legal Psychiatry. Previously, Michelle was part of the research and planning team of the Service de police de la Ville de Montréal for 20 years, a team she led from 2006. Her doctoral thesis, completed between 1985 and 1988 at the University of Montreal, focused on street youth in Montreal. Throughout her career, she has devoted herself to the study of intersectoral intervention practices with marginalized people or people in vulnerable situations.



DIBARTOLOMEO, Charlotte

Chief Executive Officer and Founder, Red Kite Project

Charlotte DiBartolomeo, C.E.O. of Red Kite Project, earned a Master's in Conflict Transformation from the School for International Training Graduate Institute. She studied civil society initiatives in peacebuilding in post-war Sarajevo, Bosnia. Charlotte has been a trainer and facilitator for twenty-eight years working in corporate, government, and academic sectors. She's worked in public transportation for twelve years and published numerous articles in Metro Magazine. She has trained EMS responders in de-escalating conflict and crisis. In addition, Charlotte was a crisis interventionist to youth with mental illness and drug addictions. She also developed and taught a course in Trauma-Informed Care for Drexel University.



DOUIDI, Mourad

Director of operational activities of network security and ticket control, STIB-MIVB

Mourad Douidi started his career at STIB in 1996 as a tram driver. After having been controller, dispatcher, and entity manager, he was appointed Senior Manager District at the Tram Business Unit. Since May 2019, he has been Director of Operational activities. Responsible for 700 employees in contact with the customer in several departments, he supervises the prevention, security, and security of dispatching agents. The works priorities are to support customers as best as possible during changes on the network or during large-scale events, and to guarantee their safety as well as that of staff and infrastructure, and to fight against fraud.



SECURITY IN MOBILITY



ENGLEBERT, Nastasia

Training and Awareness Officer, Diogènes Bruxelles

Nastasia is a Training and Outreach Officer for DIOGENES. Since 1995, DIOGENES has been supporting homeless people in the Brussels region by building bridges between the street and the rest of society. Nastasia relies on her experience in accompanying people living on the street, on her perspective as a trainer as well as on the expertise developed by DIOGENES to create educational tools that work towards the creation of these relations between the residents of the street and other citizens. So that everyone can find their place in our society.



FREYSSELINARD, Eric

Prefect, Director, Institute of High Studies of the Ministry of the Interior (IHEMI)

Mr. Eric Freysselinard is a Prefect and Director of the Institute of High Studies of the Ministry of the Interior (IHEMI) since October 2020. Prior to that, he was Director of internships at NAE, Prefect of Aude, Prefect of Meurthe-et-Moselle, Prefect Delegate for Equal Opportunity to the Prefect of Essonne Jacques Reiller, Director of the cabinet of the Minister in charge of relations with Parliament, Roger Karoutchi, Director of the cabinet of the Prefect of the Ile-de-France region, Bertrand Landrieu, Deputy Director and then Director of the cabinet of the Minister Delegate for Local Liberties, Patrick Davedjian, and advisor to the Minister of the Interior, Nicolas Sarkozy. He is a graduate of Sciences Po Paris and of the Institut des Hautes études d'aménagement des Territoires.



GAURAT, Fabien

Deputy Director of Security and Fraud Prevention, Keolis Lyon

Fabien Gaurat is Deputy Director of Security and Fraud Prevention of KEOLIS Group Lyon. He holds a master's degree in Security Policy from the Institut d'Etudes Politiques de Toulouse and is an auditor of the 28th national session of the Institut National des Hautes Etudes de la Sécurité et de la Justice (INHESJ). He has 14 years of experience in the field of public transport security, working for several networks in France. He oversaw the Security Command Post, video protection and private security on the Lyon network for 10 years. In 2022, he joined the Keolis Group headquarters as Deputy Director of Security and Fraud Prevention.



SECURITY IN MOBILITY



GINEFRI, Pierre

Deputy Director of Railway and Guided Systems, Ministère de la Transition écologique

An officer of the French Navy from 1992 to 2007, Pierre Ginefri embarked twice and was assigned to the Staffs and the Minister's Office. He began his new career as a civil administrator in the Marne department where he headed the department of Security, Risk prevention and Crisis management. He returned to Paris in 2010 as part of the road safety delegation where he held three positions as Deputy Director of road education and driving license. He finally joined the Ministry of Transport in 2019 as Deputy Director in charge of rail safety, interoperability, and security.



GOFFIN, Olivia

Project Officer for Prevention and Security Policies, Safe.brussels

Olivia Goffin is a Project Manager at Safe.brussels and Brussels-Capital Region. She works on several themes and transversal missions of the Global Safety and Prevention Plan, including mobility and road safety, environment and incivility, security by design, and cyber. She is currently leading a guide project on security by design focused on preventing and acting against sexual and sexist harassment in public spaces. Olivia Goffin holds a master's degree in Political Science from the Université libre de Bruxelles. She graduated in International Relations from Lomonosov Moscow State University and studied at the Higher Institute of Translators and Interpreters in Brussels.



GONZALEZ-DEMICHEL, Christine

Inspector General, INSEE & Head of the Ministerial Statistical Service for Internal Security (SSMSI), Ministry of the Interior, France

Christine Gonzalez-Demichel is Inspector General of the Institut National de la Statistique et des Études Économiques, Paris (INSEE). A graduate of the École nationale de la statistique et de l'administration économique (ENSAE Paris), she began her career in 1981 at the Ministry of Justice and then held various positions at INSEE and in several ministries. Since September 2018, she has been Head of the Ministerial Statistical Service for Internal Security (SSMSI). The SSMSI, created at the end of 2014 within the Ministry of the Interior, belongs to the official statistical service within the meaning of Law No. 51-711 of June 7, 1951, which is coordinated by INSEE and evaluated by the Official Statistics Authority.



SECURITY IN MOBILITY



GUITARD, Bénédicte

Regional delegate for transport security, Île-de-France Mobilités

Bénédicte Guitard was posted to the Ministry of Defence, interior and justice and notably headed the communication service of the national police. During these years in sovereign ministries, she was able to specialize in security issues and have a detailed knowledge of the organization of security in France. In 2020, she joined Ile-de-France mobility and the security mission to occupy the position of Regional Safety Delegate.



HALLIDAY, Holger

Executive Officer, German Federal Ministry for Digital and Transport

Holger Halliday, Executive Officer with the German Federal Ministry for Digital and Transport since April 2020, holds a Master's in International Politics and International Law from the University of Kiel, Germany. Prior to joining the Ministry, he worked for a news agency and start-up. In the division of EU Security Policy, Security and NATO Affairs in Transport and Logistics, Holger Halliday has worked on various dossiers related to security at national, European, and international level, and most recently hosted the 15th Annual Meeting of the International Working Group on Land Transport Security.



KUJACINSKA, Magdalena

Project Director, Security Office, Polish State Railways (PKP)

Magdalena joined Polish State Railways (PKP) in 2013 and is now Project Director with the Security Office. She has been responsible for ensuring and improving physical security on the company's train stations. She is also deeply experienced with day-to-day cooperation with police, emergency services, and other law enforcement forces with regard to rail security issues. Since 2014 she has been a Secretary of The Central Team of the security and safety in the railway areas and on the trains established in Poland by an agreement between service representatives, railway carries and infrastructure managers.



SECURITY IN MOBILITY



KURSHITASHVILI, Nato

Gender Specialist, Transport Global Practice, World Bank

Nato Kurshitashvili is a Gender Specialist with the Transport Global Practice at the World Bank covering Europe and Central Asia operations in transport and selected projects in the Middle East and North Africa and leads some of the global and regional analytical work and policy dialogue with the governments related to gender in the sector. Previously she worked as a Principal Gender Adviser at the European Bank for Reconstruction and Development (EBRD) covering projects in a wide range of sectors, primarily in infrastructure. Nato holds a MSc in Social Policy and Development from the London School of Economics and Political Science, and an MA in Public Policy from the Central European University.



LATULIPPE, Jocelyn

Director, Security and Control, STM

Mr. Jocelyn Latulippe began his police career in 1988 with the Sûreté du Québec. He will reach the title of Assistant Director General of the Sûreté du Québec in 2013. Mr. Latulippe then specialized in transportation security by taking on the role of Assistant Director of Operations for the Canadian National Police Service for North America. He is now responsible for the Security and Control of the Société de transport de Montréal, which has the mandate to ensure the safety of customers, personnel and infrastructure of the STM bus and metro systems and the application of various regulations, including fare regulations.



LAVAUX Sophie

Director General, Safe.brussels & Senior civil servant, Brussels-Capital Region

Ms. Sophie Lavaux has a degree in Criminology, a master's degree in European Studies and a master's degree in Public Administration Management. She also holds a university certificate in Terrorism and Radicalization Studies and a master's degree in Crisis Management and Emergency Planning.

Ms. Lavaux was a political analyst at the State Security. She then spent a large part of her career at the National Crisis Center where she was the Operational Director. Since 2021, she has been the Managing Director of Safe.brussels, and at the same time she is a Senior civil servant of the Brussels-Capital Region.



SECURITY IN MOBILITY



LOUKAITOU-SIDERIS, Anastasia

Distinguished Professor of Urban Planning and Associate Dean, Luskin School of Public Affairs, UCLA

Anastasia Loukaitou-Sideris is a Distinguished Professor of Urban Planning and the Associate Dean of the Luskin School of Public Affairs at UCLA. She is the author of 13 books and over 100 articles on topics related to mobility and safety, women's travel, transit homelessness, transit security, transit-oriented development, high-speed rail development, inner-city revitalization, gentrification and displacement. She has served as a consultant to the Southern California Association of Governments, LA Metro, LA DOT, California Air Resources Board, American, Fehr and Peers, STV Incorporated, Kounkuey Design Initiative, Project for Public Spaces, Los Angeles Neighborhood Initiative, and a number of municipal governments.

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LOVISA Patrice

Director of the BUS and Tramway Department of the Régie Autonome des Transports Parisiens (RATP), UTP

In 1990, Patrice Lovisa joined RATP as Assistant Maintenance Manager at the Croix-Nivert depot, in the Rolling Stock Bus Department. He was also Maintenance Manager at the Les Lilas bus center and Transport Manager at the Pleyel center. He then held various positions, such as Director of the Malakoff Bus Center, Head of the Operator Skills Development unit, within the Social Management and Innovation Department. He also held the position of Head of Human Resources for the Equipment and Space Systems Maintenance Department, after which he became Director. He is currently Director of the Bus and Tramway Department, a role he assumed in June 2011.



MEYER, Christian

Comptroller General & Deputy Director of Regional Transport Police, Ministry of the Interior, France

Christian Meyer received his degree in Security Law and Policy from Université Lyon III and holds a diploma from Centre des Hautes Etudes de Ministère de l'interieur (CHEMI). He is currently Comptroller General and Deputy Director of Regional Transport Police with the Ministry of the Interior in France, and before that, was Deputy Director of DTSP 93. He previously worked as Head of State-major and Director of Deputy Cabinet to the DGPN. Prior to that, he worked as Commissioner General of several communes in France, including Paris XV, Paris VI, Neuilly-sur-Seine, and Trappes. He served as Deputy Commissioner General of Paris XVI as well as Commission General and Head of District of Saint-Denis. His fields of professional excellence include management of large structures, management of crises and major events, and training of senior management officers.



SECURITY IN MOBILITY



JENKINS, Brian Michael

Director, National Transportation Security Center, Mineta Transportation Institute

Brian Michael Jenkins is the Director of the Mineta Transportation Institute's National Transportation Security Center and, since 1997, has directed the Institute's research on protecting surface transportation against terrorism and other serious forms of crime. Mr. Jenkins has a B.A. and an M.A. in History, both from UCLA. He studied at the University of Guanajuato in Mexico and at the University of San Carlos in Guatemala where he was a Fulbright Fellow. In 1996, President Clinton appointed Mr. Jenkins to be a member of the White House Commission on Aviation Safety and Security. From 1999-2000, he served as an advisor to the National Commission on Terrorism.



MOTTET, Patricia

Head of the transport security department, Aix-Marseille-Provence Metropolis

Patricia Mottet, Head of Security at the DGA Mobility of the Aix Marseille Provence Metropolis since 2017, has been responsible for the strategic and operational management of the objectives contract with the Bouches-du-Rhône Prefecture of Police for the entire metropolitan transport network. Previously responsible for the departmental interurban network, she has been working for 28 years in public passenger transport where she has held various positions, in the private and then public sector, in the fields of security, collective bargaining and transport organization.



ORTEGA, Ricardo

Security and Civil Protection Manager, Ferrocarril Metropolità de Barcelona (TMB)

Ricardo Ortega has 20 years of experience as head of the Security and Protection Unit of the Barcelona Metro, having previously served for 18 years in the Civil Guard, where he was responsible for different Citizen Security and Research Units. Additionally, he has been trained in the fields of risk prevention, in the sociology of police organizations, and more recently, in the field of cybersecurity. His work centers the consolidation of public-private collaboration in the field of security and promotes active citizen participation in many of the initiatives and projects in progress.



SECURITY IN MOBILITY



PALACIOS, Angie

Senior Specialist, Urban Development Coordination, Development Bank of Latin America (CAF)

Angie Palacios is a Senior Specialist in the Urban Development and Creative Economy Unit of CAF - Development Bank of Latin America. In her current position, she contributes to the development of strategies to reduce inequality in urban transport planning processes in Latin America, with a vision of intersectionality between gender and other dimensions of inequality. Her work has focused on the inclusion and integration of the gender perspective in urban transport projects and the promotion of the right of women and girls to access the city and its opportunities.



PERREAU, Samuel

Senior Analyst, Canadian Centre for Justice Statistics and Community Safety, Statistics Canada

Samuel Perreault is a Senior Analyst with the Canadian Centre for Justice and Community Safety Statistics at Statistics Canada. After studying sociology at the Université de Montréal and the Université de Provence, he completed graduate studies in criminological analysis at the Université de Montréal and in victimology at the Dubrovnik Inter-University Centre. For the past 15 years, he has worked as an analyst at Statistics Canada's Canadian Centre for Justice and Community Safety Statistics. During this period, he participated in the development of the content of many surveys, in addition to being the author of nearly thirty studies on the themes of crime, safety and victimization.



PETERSEN, Laura

Senior Security Research Advisor, Security Division, UIC

Laura Petersen has an MS in Engineering and Management of the Environment from the University of Technology in Troyes (UTT). She is a Senior Security Research Advisor at the International Union of Railways (UIC) Security Division. Her areas of expertise include crisis management, crisis and risk communication, accessibility, and critical infrastructure resilience. As part of her work with the UIC Covid-19 Task Force, she wrote several guidance documents which helped the railways respond to the crisis.



SECURITY IN MOBILITY



PONS, Henri

Vice-president of the Groupement des Autorités Responsables de Transport (GART). Safety and Security delegate

Mr. Henri Pons is Vice-President of the GART delegated to Safety & Security. Previously, beginning in 2020, He was Vice-President of the Metropolis delegated to Transport and Mobility. He was Departmental Councillor of Bouches-du-Rhône delegated to Soft Mobility beginning in 2014, and Mayor of Eyguières beginning in 2008. In 2015 he became President of RTD. Since then, he is very attached and sensitive to the issues of safety and quality of services in public transport.



PONSIOEN, Julien

Sergeant, Operational Planning, Metro Vancouver Transit Police

Julien joined the Metro Vancouver Transit Police in 2014 after a 21-year career as a paramedic. Julien spent the first few years as a patrol officer and neighborhood police officer with Metro Vancouver Transit Police. In February 2020, at the height of Covid-19, he started a Community Policing Center (CPC) in Waterfront Station, the first volunteer community policing center. Julien is now a Operational Planning Sergeant where he works with area cities and the transit system to plan police resources for large events.



POUZENC, Jean-Baptiste

Head of the Prevention coordination mission, RATP

Jean-Baptiste Pouzenc, head of the prevention coordination mission, RATP Sûreté Police Commander, seconded since October 2, 2017 within RATP security, Jean-Baptiste Pouzenc is in charge of coordinating the prevention of delinquency. Seconded to RATP Sûreté after having worked at the Prefecture of Police in several public security services, he is responsible for the coordination of prevention. As such, he is in charge of the delinquency prevention program and in charge of external relations with security actors within crime prevention bodies.



ROUFFIN, Christine

Director of the Brussels Observatory for Prevention and Security, Safe.brussels

Christine Rouffin is a graduate of the Faculty of Philosophy and Letters and specialised in urban security policy and public management at the Université Libre de Bruxelles. She has directed the Brussels Observatory for Prevention and Security since 2014. Christine Rouffin contributed to the development of the mechanism to fight against polarisation and violent radicalization for the Brussels-Capital Region, as well as the creation of Safe.brussels and the elaboration of the regional plan for Prevention and Security. She is also a member of the Board of Directors of the ICPC since October 2011.



SAUTEJEAU, Florence

General Delegate, Union des transports publics et ferroviaires (UTP)

Florence Sautejeau started her career in 1995 as a journalist at Liaisons Sociales before joining, four years later, the French Association of Private Enterprises (AFEP) as Director of Social Affairs. In 2006, she was appointed social advisor to Gérard Larcher, Minister of Labor, then President of the Senate. In 2012, Florence Sautejeau joined the Fédération Nationale des Travaux Publics (FNTP) as Director of Social Affairs, then became Deputy Director General. In July 2020, she was appointed "Labor and Employment" advisor in the Prime Minister's office. Since February 7, 2022, she has held the position of General Delegate of the Union des Transports Publics et ferroviaires (UTP).



SCHERER, Sylvie

Director, Prevention and Security Mission, Institut Paris Région

Sylvie works as the Director of the Mission Prevention Security (MPS) at the Institut Paris Region. As a regional agency for urban planning and the environment, the Institut offers multidisciplinary expertise to address all issues of development of territories. The MPS works on the phenomena of insecurity and victimization, security and crime prevention policies and mechanisms, as well as on urban security practices and know-how. It positions itself as an observatory, a resource center and an exchange platform.



SECURITY IN MOBILITY



THILLAYE, Renaud

Public Affairs Director, Eurostar

Renaud Thillaye has been Head of public affairs at Eurostar since 2019. He is responsible for government and stakeholder relations in strategic areas such as transport and rail policy, border rules and management, passenger rights and EU affairs. He has a background in politics and policy analysis in France and the UK, having worked for local government, as well as for a think tank and for the business advisory Flint Global in London. He is a graduate of Sciences-Po Paris and the London School of Economics.



VAN DEN BROECK, Dennis

Business Data Coordinator, Brussels Intercommunal Transport Company (STIB-MIVB)

Dennis Van den Broeck is Business Data Coordinator at STIB-MIVB's Service Unit Field Support (SUFS), the local transport operator in Brussels. He is responsible for reporting on all activities of this entity, which includes services provided to the three modes of transport (metro, tram and bus) as well as security and control of transport tickets. He coordinates the provision of relevant indicators to measure the level of activity and performance to increase the satisfaction and experience of internal and external customers. His analyses contribute to the implementation of improvement paths aimed at optimizing processes and achieving objectives.



VERSMISSEN, Pierre

Head of Brussels Intercommunal Transport Company (STIB-MIVB) section, Bruxelles Mobilité

Pierre Versmissen studied electrical engineering at ECAM Brussels. He worked for 15 years in a specialised engineering office for infrastructure and buildings (Tractebel Engineering). He has been working for the STIB for 9 years now, and currently is Head of STIB-MIVB section under the umbrella of Brussels Mobility.



SECURITY IN MOBILITY



VERSTRAETEN, Quentin

Project Manager Engineer, Bruxelles Mobilités

Quentin Verstraeten is a Project Manager Engineer in the redevelopment of public spaces for Brussels Mobility. He oversees the management of road projects (study, preparation, follow-up and execution of development projects) as well as of the security of public spaces. These projects include the construction of a terminal worthy of an international capital for cruise ships (Realization of the Brussels Cruise Terminal); Development of the logistics artery into an urban boulevard (Vilvoorde Causeway); the development of the surface of the Pulsar Erasme project (depot site for the automated metro); and the transformation of the traffic circle into a real urban square, near the EU institutions (Schuman).



VILLEGAS, Daniel

Founder and Director General, LISA Institute

Daniel Villegas is the Founder and Director General of LISA Institute, a professional training and certification institute specialized in training in Intelligence Analysis, Criminology, Strategy, Foresight and Cybersecurity. Mr. Villegas advises critical infrastructures, as well as government agencies and international organizations such as NATO on matters of intelligence analysis and strategic analysis for security and defense. Previously, for almost 10 years, he was Head of Analysis and Investigation at the Barcelona Metro Security Unit.



VOSGIENS, Paul

National Cynophile Referent, Railway Security Department, SNCF voyageurs

Paul Vosgiens joined the Société nationale des chemins de fer français (SNCF) in 1998 as a General Surveillance agent. He then moved on to operational management positions, mainly in connection with the dog activity, and led projects such as the creation of the Explosive Detection Dog Unit and the setting up of 15 dog defence teams for the COP 21 and Euro 2016. He is currently the National Cynophile Referent of the SNCF Railway Security Department as well as an INRS Workplace First Aid Trainer and a Criminal Law and Doctrine Trainer at the SNCF Security University.

Thank you for your participation

Merci pour votre participation

Gracias por su participación

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