



CiViTAS
Cleaner and better transport in cities

Sustainable Mobility Highlights 2002-2012

CIVITAS is a European Initiative involving more than 200 cities across Europe in the testing and sharing of new technologies and innovative concepts to achieve sustainable and integrated strategies for urban transport.

SAFETY AND SECURITY

Quelling the fear factor

An urban transport system needs road infrastructure and transport means which are safe and secure for all users. CIVITAS looks into new ways to ensure the safety of urban travellers, including pedestrians and cyclists, in order to make sustainable transport options both feasible and attractive.

In the field of safety and security, CIVITAS cities worked on safer roads, bike and foot paths; and on enhancing passenger security. This highlight offers insights on the latter sub-category. These kinds of measures aim to reduce the risk of accidents on the one hand (safety) and prevent vandalism or aggression towards staff and passengers on the other (security). Sometimes special attention is given to well-defined target groups, such as youngsters, marginalised groups and senior citizens.

Several cities have considered both safety and security in comprehensive action plans for public transport or in safety and security audits. Other measures include video surveillance on vehicles and at public transport stops, increased personnel and enforcement.

In order to make public transport safer and more secure, the CIVITAS Initiative has realised 13 measures on enhancing passenger security in 12 different cities since 2002. This highlight features some of the most successful and eye-catching among these to inspire other EU cities.



Ljubljana

Focus on senior citizens

Ljubljana, Slovenia, is striving to improve safety and security on public transport, especially for senior citizens. The main innovation is the direct involvement and engagement of seniors' organisations in the project activities. The city carried out five training workshops for drivers and another five for elderly people and installed video surveillance systems on 109 buses. **Zagreb**, Croatia, gave seniors the opportunity to express their views, comments and recommendations in order to provide public transport operators with valuable information on improvements that are needed to remove barriers for older passengers. This led to a dedicated training scheme for drivers and front desk staff.



Zagreb



Integrated approaches to safety and security

CIVITAS presented several cities with the opportunity to design or implement comprehensive safety and security strategies. Before CIVITAS, 46 percent of women interviewed in **Stuttgart**, Germany, felt unsafe at stations at night. A new integrated transport security concept for the suburban railway was developed, assuring continuous monitoring of quality factors, the installation of video cameras at each station, and improvements to the technology that permits dialogue between passengers and public transport staff. Training workshops for passengers and bus drivers were held to increase the sense of security too. In **Ghent**, Belgium, a great number of measures were integrated in an action plan entitled "Safe on the road". The city identified the most urgent security "hotspots", invested in safe and secure infrastructure and increased the number of "bus spotters" who accompany bus drivers to limit incidents. The Trammelant bus visited schools to raise awareness on the consequences of vandalism and on evacuation procedures in an interactive and fun way. In **Gdansk**, Poland, the installation of 38 video cameras at bus and tram stops, interchanges and tunnels in the city centre was supported by complementary actions such as driver training on dealing with misbehaviour and vandalism, lessons for school children and a painting competition for an anti-vandalism sign.

Other inspiring cities in this field Malmö (Sweden) and Usti nad Labem (Czech Republic).

Surveillance cameras

Vandalism, robbery and physical or verbal violence can discourage people from taking public transport. In **Malmö**, Sweden, six percent of interviewed passengers said they had avoided travelling by bus due to safety concerns. After all 107 buses were equipped with security cameras, 17 percent said that they travelled more as a result of the cameras. In the main public transport interchange in **Rome**, Italy, the high number of manual closed circuit television made it impossible to control all illegal or dangerous activities. With the support of CIVITAS, the city successfully tested a new video surveillance system that automatically detects overcrowding, intrusions, unusual lingering and abandoned objects. In **Lille**, France, a GPS radio contact system was installed to allow for rapid intervention in the event of problems. This measure, together with higher numbers of personnel in the metro and on the buses, helped to improve passengers' sense of safety. In 2010, **Gdansk**, Poland, purchased 38 video cameras that were installed at bus and tram stops, interchanges and tunnels in the city centre. There were two types of cameras installed: long ones with a fixed image registration angle, and bubble-like ones that automatically detect and track an object in motion thanks to intelligent tracking.

CIVITAS also supported the introduction of surveillance cameras in Craiova (Romania).



Learn more at www.civitas.eu/safety-security/passenger-security

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