

# DIPLOMA PROGRAMME IN PUBLIC TRANSPORT SECURITY

ADVANCING TALENT IN PUBLIC TRANSPORT



UITP MENA is launching a Diploma Programme in Public Transport Security this September and October with Dubai Transport Police. The diploma programme will include 3 modules:

09-11 SEPTEMBER 2024 | MODULE 1: FUNDAMENTALS OF PUBLIC TRANSPORT SECURITY

11-13 SEPTEMBER 2024 | MODULE 2: PREVENTION AND PREPAREDNESS

22-24 OCTOBER 2024 | MODULE 3: INCIDENT RESPONSE AND CRISIS MANAGEMENT



Public transport networks are susceptible to a range of incidents, which can impact service and need to be prepared for and managed. From accidents to weather events to terrorist attacks, incidents can range from the relatively minor localised routine emergency to a full-scale crisis and everything in between.

## Reach your objectives

- Learn to construct a **comprehensive security concept**
- Build sound **emergency preparedness and response plans**
- Learn the basics of **crisis communication**
- Define **training needs** for relevant staff
- Practice emergency response with a **table-top exercise**



## A top level methodology

- Get inspired by our trainers, understand the **main concepts** and learn from successful **best practice**
- Participate in **interactive plenary sessions** with introductions by course leaders, presentations by trainers and open discussions with participants
- Challenge **your practical knowledge** on emergency preparedness and response
- Address the topic from an **international perspective**, enriched by different cultural approaches and points of view

## Inspiring trainers

- Our skillful trainers are composed of international experts and professionals with extensive experience and knowledge in safety, security and crisis management

## Who is it for?

- Professionals with a role and interest in protection of and emergency preparedness in public transport
- Police officers, Security managers, Operations managers
- Other public transport professionals engaged in emergency preparedness, security, crisis management, risk managers from public transport operators and authorities





## Certification and Accreditation

The Academy of Dubai Police will be assessed by UITP Academy and is certified to organise UITP Training Programmes on agreed topics in collaboration with UITP.

The Trainees will obtain:

- A **Participation Certificate**: Participants who attended 90% of the courses.
- A **Successful Completion Certificate (Professional Graduation Diploma)**: Participants who get an average score of 70% of the module exams and the final exam.
- A **Completion Certificate from Dubai Police**: Once the programme is completed, participants will obtain a 'Successful Completion Certificate' which is accredited by the Government Institution.



### Module 1

## Fundamentals of Public Transport Security

This module provides the basic foundation of public transport security know-how. It gives an overview of:

- Security concepts
- Relevant threats and assets in public transport
- Tools and safeguards available
- Risk assessment principles for crime and terrorism-related challenges

Participants will be familiarised with the basic plans and concepts that need to be set up and benefit from international best practice case studies illustrating robust approaches from public transport operators worldwide.

**MONDAY** | 9 SEPTEMBER

**Security concept, challenges, and responsibilities**

This session will set the scene for the training programme, explaining the basic terminology along with objectives and elements of security concepts that form the backbone of emergency preparedness and response plans.

- Public transport security objectives and elements of a security concept
- Potential threats to public transport
- Good practices

Case study - PTO security concept



## Risk assessment methodology

Risk assessment is a fundamental preparatory step in securing a PT network. This module introduces a security risk assessment methodology specifically developed for public transport security.

- Introduction of methodology
- Context analysis and calibration of risk assessment matrix
- Relevant assets and safeguards
- Risk assessment process and results

## Risk assessment workshop

Based on scenarios and through a practical exercise, participants conduct a security risk assessment of a selection of PT assets.

- Define the parameters of the RA matrix
- Run an initial assessment round
- Calibrate the RA matrix

## TUESDAY | 10 SEPTEMBER

### Building security

The layout and structure, furniture and used materials in public transport systems have a major impact on security and security perception of passengers and staff.

- Impact of design on security and security perception
- Design guidelines for new infrastructure
- Recommendations for rebuilding and retrofitting of existing structures, including low budget 'quick-fixes'

## Vehicle security

The protection of vehicles needs to consider preventing sabotage and theft as well as entering with dangerous items and substances. The session will look into:

- Technology options to be used for vehicle protection
- Staff and procedure aspects

### Case study – Security technology

## Organisational security

This session will delve into establishing and cultivating a robust security culture within public transport organisations. Participants will gain insight into:

- Fostering a collective awareness of security issues
- Understanding the significance of personnel security
- Principles of information and cybersecurity

### Case study – Security concept and organisation

## WEDNESDAY | 11 SEPTEMBER

### Security Plan

Security plans provide an overview of security requirements of public transport systems and their infrastructure and installations as well as the safeguards and procedures in place to protect them. This session will

- Provide guidance for the development of practical security plans for PT assets
- Engage participants in outlining a security plan for a metro station on site

# Prevention and Preparedness

This module provides operational know-how for common public transport security challenges. It gives an overview of:

- Security audits and available safeguards
- Principles of crowd management and the organisation of large events
- An available course on counter terrorism awareness for field staff

## WEDNESDAY | 11 SEPTEMBER

### Security staff management

Staff can combine security and customer service tasks they are very efficient and contribute substantially to customer friendliness in public transport.

- Safe and secure operating environment
- Balancing security and customer service
- Insider threats

### Security and customer service

Security is often considered a cost factor only, but surveys show that passengers consider feeling safe an important precondition to use public transport.

- Vulnerability of public transport systems
- Safe and secure operating environment
- Balancing security and customer service

### Case study - Security and customer service

The session will illustrate the public transport security concept of a major PTO and the focus on customer service.

## THURSDAY | 12 SEPTEMBER

### Crowd Management in large events

Large events represent special security challenges, also in public transport.

- The objectives of crowd management and stakeholders involved
- Cultural differences affecting passenger behaviour
- Passenger routing and channelling inside the PT system
- Passengers guiding and filtering around PT stations

### Managing pandemic situations

Travel restrictions and lockdowns imposed by governments worldwide also seriously impact urban mobility and public transport. This module looks into:

- Special challenges of crisis management in a pandemic
- Counter measures focusing on health and safety
- Business continuity
- Exit strategies and lessons learned so far

### Case study – Pandemic management

The session will illustrate the measures and policies taken by a major PTO to handle a pandemic situation.



## Climate Change and Public Transport Resilience

Natural disasters are major events that affect human life. Earthquakes and water floods are two events that impact public transport operations.

### Case study - Event Management

The session will outline plans and concepts put in place by a major PTO to handle higher numbers of passengers before, during and after events.

## THURSDAY | 12 SEPTEMBER

### Counter terrorism awareness

Terrorist activity has targeted public transport systems as vulnerable assets in the recent past and needs to be considered a serious threat. It cannot be addressed by governments alone - it is a collective responsibility, where all stakeholders play a role to support authorities and police. This training programme outlines the role operational staff can play and how to encourage their cooperation by:

- Understanding the differences between activism and extremism
- Recognising vulnerabilities and suspicious behaviour
- Actions to take regarding concerns or potential security situations



## Module 3

# Incident response and crisis management

This module focusses on plans and strategies responding to disturbances and incidents.

- Crisis organisation set-up and management
- Crisis communication
- Incident response and business continuity
- The module will be concluded by a table-top exercise

## TUESDAY | 22 OCTOBER

### Crisis Management and Response Planning

Prevention is key to avoiding security problems in PT systems, but when prevention fails - a clear plan needs to be in place to deal with any emergency or crisis.

- Crisis typology
- Crisis management organisation
- Stakeholder roles and cooperation

### Case study - Response planning and stakeholder cooperation

The session will outline response concepts and stakeholder cooperation put in place by a major PTO.

### Case study - Technology use

The session will outline projects, tests and experience of a major PTO in applying technology to assist in transport security

### Case study - Incident response

## OUR TRAINERS

### WEDNESDAY | 23 OCTOBER

Case study - Data and evidence-based decision taking

#### Managing a crisis cell meeting

When the crisis cell gets activated, time is of the essence. The team has to assemble, monitor the situation, understand the challenge, take decisions and protocol them. A clear understanding of everybody's role and responsibility is key an efficient incident response. The session will present a set-up and moderation process for crisis cell meetings that is based on good practice and previous experience of PT organisations.

#### Crisis Communication

The news about incidents is now spreading faster than ever. A speedy and well-prepared communication policy has to be in place to avoid rumors, speculations and reputational damages of any company.

- Reputational management
- Communication strategies (role of staff, messages to be prepared)
- Roleplay, informing the press and answering questions

Case study - Crisis organisation and management

### THURSDAY | 24 OCTOBER

#### Incident Day Management Exercise-Workshop

This module is a table-top exercise, which can complement the programme of modules 7 and 8 -Response planning and crisis management.

Participants learn to understand their role within a crisis response organisation, to take decisions under stress and to continuously re-evaluate the situation as the events unfold. The exercise involves:

- Simulation of realistic incident scenario
- Real-time escalation of events
- Re-establishing of operations
- Lessons learned



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## Interested?

Registration fees (3 modules)

	Until 30 June	From 1 July
Member	3,450€	4,620€
For non-member	4,500€	6,200€

Registration deadline

▶ 09 AUGUST 2024

Find more information  
and to register online:



*For group and developing nations pricing - please visit our website.*

UITP is certified for ISO 29990:2010, the standard for learning services for non-formal education and training.



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