

## **CHAPTER 10**

### **SECURITY**

#### **10.0 Introduction**

Securing the transportation system from threats and disruptions is an overarching concern for all transportation providers. Traditionally, the greatest threats to the safety of these networks were the vehicles operating within the transportation systems themselves. Intricate infrastructure systems and standards have been adopted to prevent accidents, mitigate unsafe weather conditions, allow for safe handling of hazardous materials and otherwise provide a safe, efficient transportation network that is available to all.

According to the Federal Transit Administration, transit security refers to measures taken to protect a recipient's employees and the public against any intentional act or threat of violence or personal harm, either from a criminal or terrorist act. These actions include, but are not limited to, deploying surveillance technology and security personnel along routes and at stations, implementing security training programs for employees and security awareness programs for the public, and conducting inspections of facilities and passengers. Decisions to provide a greater level of security at some but not all of a recipient's fixed guideway stations in its area or along some but not all of a recipient's transit routes should be based on neutral criteria such as an assessment of security threats to facilities, data showing higher levels of criminal activity at certain facilities or in vehicles traveling along certain routes, or objective information that leads officials to believe that certain facilities or routes are more likely to be at risk. Policies associated with observing suspicious activity should ensure that suspicious activity is observed without regard to race, color, or national origin.

Safety and security are concerns that affect everyone on the region. Vukan R Vuchic in his book *Urban Transit: Operations, Planning and Economics* outlines some concerns about safety and security that are applicable to the region. Items to consider in the safe operation of fixed route transit are: Vehicle performance, bus body design and strength, fire prevention and resistance, driver training and performance, conditions along the routes, bus stop design and operations, communication with control center, and the utilization of ITS. Fixed route transit providers keep many of these topics in mind when planning for the safety and security of their operations.

Vuchic also outlines guidelines for security of transit operations, which can be summarized as passenger security, employee security and the protection of revenues, which includes external theft, internal theft and fare evasion. BAT's has a philosophy similar to Vuchic, believing safety and security is to protect employees, passengers, assets and revenues. BAT carries this philosophy out through various mechanisms such as employee training, participation in emergency and pandemic drills, the development of continuity of operations plans; uniformed and plain-clothes transit patrols, and, the review of trends on complaints and physical damage so they can be informed and up to date on trends in the system.

#### **10.1 Security Practices at the Regional Transit Authorities**

The Regional Transit Authorities (RTAs) have moved forward with their security planning, developing both preemptive and prescriptive programs. Ranging from active discussions at security roundtables to applications for federally funded grant programs, the RTAs have taken an active role in the joint effort by transportation providers to protect the Commonwealth. Key areas that Brockton Area Transit focuses on include the protection and security of passengers, employees, assets, and revenues. National Incident

Management (NIM) training been undertaken by several employee in an approach to prepare for emergency situation where coordination among multiple agencies and departments will be essential.

In 2007, the RTAs continued the “See Something, Say Something” program. This statewide program, which is consistent with the MBTA’s Transit Watch described above, distributed 120,000 educational brochures explaining procedures that passengers should undertake if they see suspicious activities. Agencies also performed driver awareness exercises and broadcast messages to improve passenger responsiveness should an incident occur.

Another important element of the security integration involves the help that can be provided by its customers through such programs as Transit Watch. Through a broad-based public outreach effort, Transit Watch seeks to increase the security awareness of the public and includes regular station announcements, advertisements on buses and trains, and pamphlets distributed to riders that inform the public how they can work with transit employees to contribute to a safer transportation system.

In addition, through a federal grant each RTA received a “Go Kit” containing emergency equipment to be used in case a safety or security event occurs. Each of the RTAs also developed a Continuity of Operations Plan for reactive procedures should a safety and security event occur. The plans included procedures for RTAs to implement their administrative offices are deemed unusable, including communication chains to ensure coordination of efforts.

## **10.2 Human Resource Protection and Safety**

BAT and GATRA provide extensive service in the Old Colony Region. BAT and GATRA both operate with human resources to include employees and passengers. For these agencies, the protection and safety of their passengers is their first priority.

BAT and GATRA have contingency plans and local interagency agreements to coordinate emergency and disaster response plans. Examples include evacuation requirements for local elderly populations and blood dialysis operations. The agencies also plan an important safety role for the Pilgrim Nuclear Power Plant emergency response plan.

BAT’s Intermodal Centre represents a confluence of transportation resources at a single location. The safety and security of the passengers at the Intermodal Centre and along BAT routes in the communities of Avon, Abington, Brockton, Easton, and Stoughton is a great responsibility. This responsibility is passed to the employees and riders of BAT through an active passenger education program. Programs such as Transit Watch encourage both passengers and employees to become aware of their surroundings and report suspicious behavior or activity. Additional employee-training programs are updated annually through the BAT safety and training manager.

## **10.3 Education**

BAT’s education efforts primarily focus on employee training. Efforts include the distribution of emergency preparedness training materials, safety education classes and classes on the handling of passengers during an emergency or disturbance.

## **10.4 Local Community Training**

BAT provides evacuation services to the local communities in its service area as well as services to the Pilgrim Power Plant in Plymouth. Training on equipment familiarity is conducted with local fire

departments within the fixed route service area. Fire department personnel are trained in responding to bus accidents and medical emergencies aboard fixed route and paratransit vehicles.

### **10.5 Physical Resource Protection and Safety**

BAT's physical resources include over one hundred vehicles, three buildings, one parking structure and several bus shelters along fixed transit routes in Brockton. The safety of passengers at these facilities requires vigilance and protective actions to reduce the likelihood of incidents harming passengers and employees alike. The BAT Intermodal Centre is patrolled regularly by a police detail hired to protect the Centre. The detail also provides onboard route protection based on the conditions.

BAT has also hosted the National Transit Institutes Terrorist Activity and Recognition and the Workplace Safety and Security classes for its employees.

#### Massachusetts Bay Transportation Authority

Last year, the MBTA and the Kingston Fire Department conducted an emergency response training exercise at the Kingston Commuter Rail Station. This full scale emergency response exercise involved a simulated collision causing a derailment and injuries to customers. The simulated collision also caused a diesel fuel tank to rupture thus presenting a hazardous materials condition. Such exercises are conducted to ensure an efficient and professional operational response to an emergency.

The MBTA, in its Fiscal Years 2007-2012 Capital Investment Program, states, "Transit security is an essential aspect of ensuring a safe environment throughout the transit system."

Transit system security is a regional concern. Issues to be addressed in planning for transit security are the age of the system, the types of structures comprising the system, the vulnerability of those structures, the lack of redundant and/or alternate system components and/or capacity, and the increased requirements (over and above personal safety requirements) to provide for anti-terrorism security.

The Secure Stations Initiative is one of the MBTA's programs to enhance its system wide operational security by improving its communications and security systems. This is a requirement of both the Massachusetts State Homeland Security Strategy and the Regional Transit Security Strategy. The Regional Transit Security Strategy was developed by the Regional Transit Security Working Group and is discussed below.

Any new construction, reconstruction, enhancement, or modernization project will include installation or upgrades to the following communications systems:

- closed-circuit television
- public address
- variable message sign
- security intrusion detection
- burglar alarm
- fire alarm
- police call box

One of the issues facing the MBTA in its security emergency response planning is that of interoperability. Interoperability is defined as the ability of radio equipment belonging to one department's emergency first responders to communicate with that of another department's first responders.

#### Massachusetts Emergency Management Agency

The Massachusetts Emergency Management Agency's Operations Division manages and coordinates emergency response efforts for the Commonwealth. It also operates the state Emergency Operations Center (EOC), where it monitors emergencies statewide on a twenty-four hour per day, seven-day per week basis. The EOC serves as the command and control center for the Commonwealth during an emergency.

#### Massachusetts Statewide Anti-Terrorism Unified Response Network

The Massachusetts Statewide Anti-Terrorism Unified Response Network (SATURN) is an information-sharing and first-responder network that enhances existing public security delivery systems. SATURN is a first-of-its kind initiative that brings together fire, emergency management, and police officers from every Massachusetts community, and provides them with a process for receiving and exchanging information in the face of a terrorist threat.

#### Commonwealth Fusion Center

The Commonwealth of Massachusetts maintains a fusion center inside of the State Police General Headquarters located in the Town of Framingham. A fusion center is defined by the Global Justice Information Sharing Initiative as "a collaborative effort of two or more agencies who provide resources, expertise and /or information to the center with the goal of maximizing the ability to detect, prevent, apprehend and respond to criminal and terrorist activity." The Commonwealth Fusion Center (CFC) operates 24 hours per day, seven days per week providing terrorist-related intelligence and public safety and security-related information among the state's local, state, and federal public safety agencies and private organizations involved with safety and security.

### **10.6 Evaluation Criteria**

An evaluation process to prioritize transportation projects included in the Transportation Improvement Program (TIP) was implemented several years ago. Among the criteria utilized as part of the effort are safety and security.

### **10.7 Intelligent Transportation Systems (ITS)**

Intelligent Transportation Systems (ITS) technologies are applied to vehicles and roadways that perform communications, data processing, traffic control, surveillance, navigation, sensing, and various other functions that aid in the management of the security process. ITS elements, such as traffic cameras, signal preemption devices and variable message signs (VMS), would provide timely responses for emergency vehicles and the ability to monitor evacuations during times of natural, or other disasters.

The MassHighway's Statewide Traffic Operations Center (STOC) is located in South Boston. The STOC's primary mission is traffic incident management on state-controlled roadways throughout the Commonwealth of Massachusetts. The STOC is the headquarters for the application of ITS around the state. From the STOC, reports on traffic incidents are relayed to the involved MassHighway district office, which assigns the necessary personnel and equipment, required to abate the incident.

### **10.8 Recommendations**

**Foster communication and cooperation between federal, state, regional, and local agencies for the planning, practice, and implementation of emergency scenario plans.**

**Support the forum for cooperation between the different transportation agencies in the state on security concerns through the Regional Homeland Security Councils.**

**Incorporate intelligent transportation systems, such as variable message signs, into the emergency response system.**

**Increase surveillance and security efforts at transportation facilities throughout the region.**

**Continue other security improvements at the public use airports, such as the installation of security fencing, gates, and access control and video monitoring systems.**

**Facilitate comprehensive evacuation planning and coordination procedures between state and local agencies.**

**Designate and indicate, through road signs, emergency evacuation routes, and shelters**

**Support enforcement of state and local traffic laws.**

**Continue to implement “Transit Watch” and the station improvement program of the MBTA, including station monitors and the new communications system.**