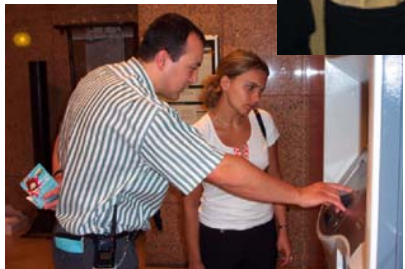


INCREASING THE TRANSPORT SAFETY

IN THE URBAN AREA OF
LILLE, France =

A JOINT PRODUCTION
APPROACH



THE CONTRACTUAL FRAMEWORK

➤ The contract **Contrat de Délégation de Service Public**

- ✓ The operating contract has a clause « Quality-Security »
- ✓ The chapter on 'Network Safety' defines the objectives on points such as:
 - the level of visibility of the personnel
 - the average time of intervention after an incident
 - actions against fraud
 - maintenance of the equipment
 - passenger information

➤ **Un Contrat Local de Sécurité spécifique aux Transports**

- ✓ Formalize the commitments bringing together public services, the regional authorities and the operators
- ✓ Put in place the required personnel and complementary technologies



ORGANISATION of SAFETY ISSUES

OPERATING PRINCIPLES

Safety on the network is based on 6 fundamental principles:

- **Anticipation** : to be able to adjust the operational capacity to any potential situations that arise by advance analysis and observations.
- **Reactions** : to be able to deal with any incident in the shortest possible delay, and with an appropriate level of action (proportional to the incident).
- **Visibility** : to reassure passengers and dissuade criminal activities with a visible presence of personnel from the operator



- **Co-production** : to rely on institutional and associated partners to address the complex and constantly changing problems of security, that often extend beyond the competence of the public transport operator.
- **Human and technical dimensions**: to achieve the best possible articulation between these two often dissociated elements and enable the most efficient service to be put in place. (système THO : techniques hommes / organisation).
- **Evaluation** : track results of measure put in place in terms of security risks, fraud and passenger satisfaction (Baromètre Sécurité, Enquête Satisfaction...); and adapt these measures as required.



COORDINATION OF TECHNICAL AND HUMAN MEASURES

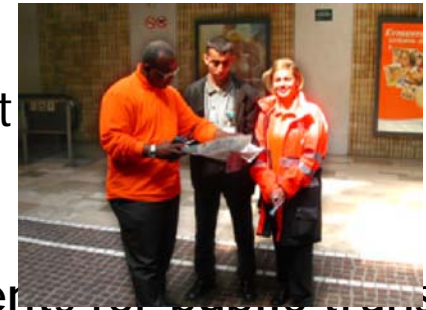
Technical actions

- 2 identical safety control centres jointly managed by Transpole and the Police force.
- Centralised information for video surveillance, and for GPS location and radio contact with the vehicles.
- Connection to operations computer terminals for bus, metro and tramway and to the public safety services
- **This enables rapid and appropriate intervention**
- « Environment (location)/ Security » **Database** allowing adjustment and timing of actions



Human actions

- A unit entirely dedicated to security prevention and control:
 - +/- 300 agents
- Two service providers under contract to Transpole that employ +/- 400 prevention agents with the mission of :
 - assist and inform the passengers (customer service)
 - to act as early warning agents for incidents and alert
 - to enforce the law and to mediate situations
- The Surveillance Unit of the Police force has 110 agents for public transport security



Organisational measures

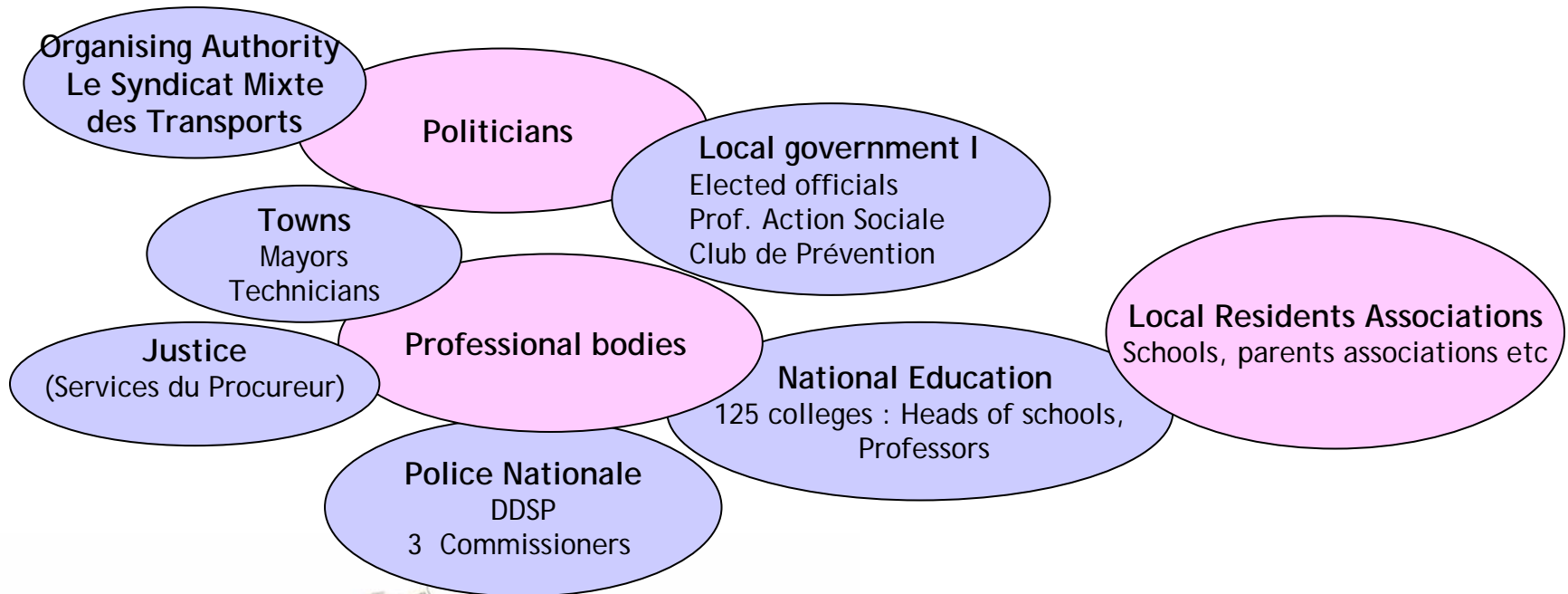
Coordination of internal measures of CLST: analyse of data on fraud and surrounding information collected by the Security data base (Base de Donnée Sécurité Environnement (BDSE)); mapping; weekly meetings and coordination with other operational players; daily police briefings.....

Coordination with other partners (the municipality, associations...) in the context of CLS Communaux...



Joint production for Safety with all competent partners

- Local transport safety contrat interfacing wiht the local contracts for public safety
- Partners



Areas of collaboration

Education =

- Information & awareness programmes

Partnerships =

- Exchange information and analyses
- Shared plans of action /reactions



Cité Mobile



Conditions for success

Specific competence developed by the operators =

- Manage the professional interfaces
- Analyse safety requirements/problems

Started in 1983 with the approach Transpole and its Social Environment

The complementary role of each partner in the whole approach = prevention / dissuasion / repression



