

Welcome to the February 2009 edition of UPDATE, a monthly e-newsletter produced by Rail Safety and Standards Board (RSSB), in support of the rail industry's efforts to address rail related community safety issues.

This month's issue highlights some of the initiatives that Network Rail and British Transport Police (BTP) are undertaking to tackle community safety issues such as cable theft. Also included is an update from Nexus addressing revenue protection. Success for Southern, crime figures are down for the second year running.

UPDATE is a tool for promoting awareness of current initiatives and encouraging the adoption of good practice. If you have any stories to share about initiatives or events in your area, or would like to provide feedback on this issue, please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or **020 7904 7674**

I hope you enjoy this issue of UPDATE.

Marina Kilcoyne, Editor.

## **Merseyrail now 'fully secure'**

Merseyrail Electrics has become the first company to have all stations on its route formally recognised as being "fully secure" in the UK.

All 66 stations have been awarded the coveted "Secure Station" status after visits by the BTP on behalf of the Department for Transport in association with Crime Concern.

Councillor Mark Dowd, Chair of Merseytravel and a Member of the TravelSafe Board, said: "This is a unique achievement which will be welcomed by the growing number of passengers who use the network every year.

"They can do so in the knowledge that they are travelling on one of the UK's safest rail networks."

Having gained secure station status the network will be regularly re-assessed to ensure that high standards are maintained.

Merseytravel and Merseyrail worked with BTP and Carlisle Security in order to meet the tough industry standards evaluating safety measures including CCTV, design standards of both buildings and facilities and the quality of customer service.

The task of accrediting all stations on the Merseyrail network began in July 2004, when Ormskirk was the first to receive a "Secure Station" award.

In addition, 95 per cent of Merseyrail's car parks, 34 out of 36, have achieved "Secure Car Park" status.

For more information, please visit: <http://www.merseytravel.gov.uk>



## **New measures to help visually impaired customers**

ScotRail works with a number of organisations to improve accessibility at its stations. One of the most successful partnerships is with the RNIB, the leading charity working with blind and partially sighted people. As a result, they are introducing more RNIB REACT systems at stations.

They include strategically placed speakers which broadcast messages. By using a special key fob device customers are then able to confirm their location and orientate themselves. RNIB REACT is already in place at Camelon, Lenzie, Brunstane, Kirkcaldy, Larbert and Glasgow Queen Street and has proved a great success.

Systems will be installed at Inverness and Linlithgow by the end of April.

For more information, please visit: <http://www.scotrail.co.uk/news>

**got a story...?**

*please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or **020 7904 7674***

## Metro fare evaders encouraged to pay on the spot fines



Metro ticket examiners are being more pro-active in offering Metro fare cheats the chance to pay their £20 penalty fare on the spot.

Anyone who gets caught without a ticket on the Metro system gets issued with a standard £20 penalty fare notice for which they have 21 days to pay – but offenders are now being reminded they have the option of paying there and then. Metro has enabled Metro Ticket Examiners (MTEs) and Travel Support Officers (TSOs) to take payment of fines on the spot and provide a receipt, rather than passengers returning to pay the fine at a later date at a Nexus travel centre.

The aim of the initiative is to reduce the amount of paper work and costs that are required as a result of processing Metro penalty fares and their payment as well as cutting down on the number of people who fail to pay the penalty fare within 21 days and then face legal proceedings against them.

Metro Director, Mick Carbo said: “It clearly makes more sense to pay the £20 on the spot rather than letting the situation result in a court appearance, a conviction and a fine of up £500.”

Fare evasion on Metro costs an estimated £1m in lost revenue every year. Metro has a pro-active fraud strategy in place to combat the problem which involves targeted inspections at stations and on board trains.

New Government sentencing guidelines, issued to magistrates at the start of August, mean that the courts now have the power to hit fare dodgers with harsher financial penalties. Where an offender supplies insufficient information to the court fines are now based around an assumed weekly income of £350.

In September last year Nexus secured £13m from the Government to pay for 249 new ticket machines and electronic barriers. The barriers, similar to the ones on the London Underground, will be installed at 13 key stations next year and will provide an even bigger boost to protect revenue.

For more information, please visit: <http://www.nexus.org.uk>

## Crime busting Video Cameras unveiled by Welsh Transport Police

Police officers patrolling the rail network in South Wales are being equipped with a new high-tech crime-fighting tool to combat anti-social behaviour and improve safety.

Funded by the Welsh Assembly Government Local Environmental Quality Fund, 20 Body Worn Camera Devices (BWCDs) are being issued to officers at BTP Neighbourhood Policing Teams based in Swansea, Pontypridd and Newport.

The devices will also be used by specially trained security officers employed by Arriva Trains Wales.



Pocket sized, lightweight and hands-free, the cameras are attached to the officer's jacket and shoulder. Footage of an incident captured by the officer is recorded and stored on a small digital hard drive.

Speaking at the announcement at Cardiff Central train station, Jane Davidson AM, Minister for Environment, Sustainability and Housing said: “This investment is about making the trains and stations thousands of people use everyday safer, cleaner, and more pleasant places. The quality of our local environment plays a crucial role in our quality of life and can significantly improve people's health and well-being. These cameras will equip officers with the ability to provide quality evidence and boost their efforts to tackle anti-social behaviour. The equipment will act as a deterrent and help make enforcement cases stronger.”

Chris Didio, head of safety for Arriva Trains Wales, said, “We are working with partner agencies to address the symptoms of anti-social behaviour which affect the rail network and surrounding communities. The deployment of these cameras is one of a number of measures being introduced as part of our response to the problem.”

Speaking on behalf of BTP, Inspector Mike Edwards said: “Our objective is to deter and detect crime, which will then create a better and safer environment for passengers and traincrew. They are visible cameras and people will be aware that they are being filmed.”

He continued: “The real benefit of these cameras is that they record the actions and words of offenders and can be produced in court as a record of an incident. The clear evidence provided by the camera means that offenders have less opportunity to deny their involvement, which should see an increase in convictions.”

A similar initiative recently undertaken in Plymouth by Devon and Cornwall Constabulary, demonstrated that the use of Body Worn Video devices led to an increase in the proportion of crimes where the offender was brought to justice, compared with incidents where the cameras were not used.

For more information, please visit: <http://www.arrivatrainswales.co.uk>

got a story...?

please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or 020 7904 7674

## Public asked: Help us stop thieves disrupting North East and Yorkshire train services



Since April 2008 thieves have targeted vital railway equipment in the north east more than four times a week, north and west Yorkshire almost five times a week and south Yorkshire a similar number of times. The figures were released in January by Network Rail as it joined forces with train operators, BTP and the charity Crimestoppers to ask for help from the public to prevent more delays.

David Pape, route director for Network Rail, explained: "Despite the falling price of scrap metal and additional security measures in place, the theft of cables used in signalling systems on the railway remains a major source of delay to passengers and cost to the industry. We are determined to do all we can to stop these thieves - including building a new depot to help us respond more quickly when a theft does occur.

"However this is a battle we cannot win on our own and today we have announced a new partnership with the charity Crimestoppers which will allow us to offer up to £1,000 reward to anyone who helps bring about the conviction of these selfish thieves who are bringing misery to many hundreds of rail travellers in the north east."

Detective Inspector Brian Buddo leads the British Transport Police (BTP) dedicated team of officers charged with tackling metal theft in Yorkshire and the North East. He said: "In 2008 BTP made almost 600 arrests across the country in relation to metal theft and we are continuing to use a wide range of tactics to prevent, deter and detect this type of crime.

Steve Butcher, Area Director, Northern Rail said: "Cable theft had a big impact on our services in 2008, frustrating customers who were affected by the resulting delays.

For more information, please visit: <http://www.networkrail.co.uk>

## Southwest Trains station improvements update

**New ticket gates** – have been installed in Southampton Central Station. The upgrade means greater reliability and will be a bigger deterrent for fare evaders, helping to secure better revenue protection.

Portsmouth & Southsea station will also benefit from new tickets gates. Work is currently under way to install them to be up and running early 2009.

For more information, please visit: <http://www.southwesttrains.co.uk/SWTrains>



## News from Overseas – Australia

How safe are the railways crossings in the Murraylands?

The level of safety at railway crossings in the Murraylands region of South Australia is set to be improved after an announcement by the Australasian Railway Association (ARA) and the Australian Trucking Association (ATA) that they will unite to promote the issue.

ARA chief executive officer Bryan Nye and ATA chairman Trevor Martyn recently announced the move, which would see a travelling state-of-the-art semi trailer filled with interactive displays about road safety and the trucking industry.

The trailer was launched in May 2008 and has since attracted more than 18,000 visitors, touring school and communities across Australia.

Mr Martyn said the ATA and ARA saw the promotion of level crossing safety as a crucial message that needed to be heard by all road users and pedestrians.

"The display will highlight the simple rules that motorists and truck drivers can follow to protect their safety at level crossings," he said.

Mr Martyn said in addition to driver education, the road and rail sectors would continue to press governments to upgrade thousands of levels crossings.

ARA chief executive officer Bryan Nye thanked the ATA for the opportunity to work collaboratively on improving level crossing education.

got a story...?

please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or 020 7904 7674

## Southern's crime figures are down again

For the second year in succession, crime figures on the Southern rail network have shown a significant reduction.

The BTP has just released its 2008 crime figures for the rail network and on Southern, crime levels show a 4% decrease on 2007 figures. The 2008 recorded crime figure is 56% less than it was on the Southern network in 2003.

Robbery offences have almost halved, while vehicle crime has seen a 37% reduction. This is now 62% lower than it was in 2003. More good news is that detection of public order offences and drugs offences is on the increase following proactive work undertaken by Southern in partnership with the BTP.

David Hynes, Southern's head of security said: "I am delighted, but not surprised to see a further reduction in the figures. The increase in the detection of public order offences and drugs detections comes about from the work done by the Neighbourhood Policing Team at Victoria, the Southern Task Force and combined police operations such as operations Chicago, Preston, Shield and Sheba."

This follows news that Southern is to get additional BTP officers at 10 of its stations in the Croydon area as part of the Mayor of London's initiative to fund an additional 50 BTP officers at suburban London stations.

The additional BTP officers allocated to Southern will be operating at the following stations, East Croydon, Selhurst, Thornton Heath, Norbury, Streatham Common, Streatham, Waddon, Wallington, Sutton and Carshalton Beeches.

Southern will be dedicating six revenue protection officers to work closely with the additional BTP officers that will be allocated to the Croydon area as part of the initiative.

The additional support is on top of major investment made by Southern to boost personal security including the installation of CCTV on trains and stations and increased numbers of security staff as well as increased funding to BTP. Of Southern's 167 stations, 113 have Secure Station accreditation.

For more information, please visit: <http://www.southernrailway.com/index.php>

## Disused Gwan-Cae-Gurwen branch line gets ready for freight

The scheme to bring the disused Gwan-Cae-Gurwen railway line back into use as a working freight line has entered a vital stage with the line coming into operation, starting with test trains running 12 January 2009.

Although the line has never formally closed, Network Rail is concerned that local residents and dog walkers have got used to not having trains on the line after several years, so it is warning them to stay safe and keep away from the railway.

Network Rail has also started an awareness campaign by visiting schools and writing to local residents, reminding them to obey level crossings signs and urging them not to trespass on the railway line. As well as putting themselves in danger, it is also an offence to trespass on the railway and is punishable by a fine of up to £1,000.

The operation of the line began on 12 January 2009, with drivers receiving their training on the route and the operation of the infrastructure being tested.

Mark Langman, area general manager for Network Rail said: "No trains have run on this route for several years and local residents may think the line is still out of use. My concern is that they may well carry on as before, not realising that they could have a train carrying up to 1,300 tonnes of coal bearing down on them. So we need to get the message across for them to stay away as well as obey level crossings signs and warnings."

For more information, please visit: <http://www.networkrail.co.uk>



got a story...?

please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or 020 7904 7674

## News in Brief

**Transport for London** - is strengthening its measures to combat fare evasion, which costs Londoners millions of pounds a year and is an issue the Mayor is determined to tackle. From 11 January 2009, TfL's penalty fare for non payment on its Bus, Tube, DLR and London Overground services increased to £50 from the current level of £20. The increase in penalty fare aims to deter more people from failing to pay for their journey. After a public consultation the Penalty Fare on Tramlink will also rise to £50, from the current level of £30.

**South West Trains** - is working closely with the BTP to reduce cycle crime at its stations. To find out what they are doing and for more information, please visit: [www.southwesttrains.co.uk/SWTrains/News/\\_reducecyclecrime.htm](http://www.southwesttrains.co.uk/SWTrains/News/_reducecyclecrime.htm)

**BTP Rail Crime from the North East Area** - a 42 year old man has had what was probably the most expensive cigarette of his life after being ordered to pay £250 for smoking on board a train. The man was caught with a lit cigarette on the Kings Cross to Hull train in July. When the conductor asked him to put it out he refused. He has been fined £175 and ordered to pay £60 costs and a £15 victim surcharge for the offence of 'Smoking Where Prohibited'

## An expensive 'ticket'



Passengers must not pass this point or cross the line

A person who ran across a busy railway line to escape Tyne and Wear Metro ticket inspectors has been ordered to pay £1,085 in fines and costs.

The trespasser was found guilty of fare evasion, trespass and using offensive language.

Fined £600 for trespass, £350 for fare evasion and £50 for using offensive language the trespasser was further ordered to pay costs and a victim surcharge totalling £85.

For more information, please visit: <http://www.nexus.org.uk>

## Future Events:

Event Name	Date	Event Details
The Railway Community Safety Forum 2009 organised by RSSB	<i>Wednesday 18 March 2009</i>	<b>Venue:</b> National Motorcycle Museum, Solihull, West Midlands For further information: E-mail: <a href="mailto:community.safety@rssb.co.uk">community.safety@rssb.co.uk</a>
'Governing through anti-social behaviour' – ESRC Seminar Series Programme	<i>Wednesday 22 April 2009</i>	<b>Venue:</b> Kings College, London For further information: <a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a>
ACORP Community Rail Awards – Carlisle	<i>Friday 25 September 2009</i>	<b>Venue:</b> Carlisle For further information: <a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a>

**National Railway Crime Hotline**  
**0800 40 50 40**

got a story...?

please contact: [community.safety@rssb.co.uk](mailto:community.safety@rssb.co.uk) or 020 7904 7674