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## Safety and Security of Passenger Terminal: the Case Study of Riga International Coach Terminal

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### Abstract

This paper presents the Riga International Coach Terminal safety and security management system. Authors analyse European documents and tendency to ensure adequate security in the operation of Passenger Terminal and present RICT security risk-based decision-making approach. It is based on the security organization setup, which includes interfaces with internal and external bodies and strategy based on risk management, implemented through a structured security, risk management process. These results and initiatives in Riga International Coach Terminal are important steps to create safeguard of the "sustainability" perspective, which implementation in whole redefine the RICT reliable node of public transport.

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### 1. Introduction

The concept of safety and security plays an important role in the European transport policy and significant aspect of the service quality provided to passengers. Peek and Van Hagen (2002) prioritized the quality factors in public transport and introduced the "pyramid of Maslow" for public transport. We suggest adding the security in the lower part, as shown in Fig. 1. Quality components: safety, security, reliability and speed form the base of the pyramid,

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representing most important requirements set by the public transport customers. The lower part of this pyramid shows the components that must be sufficient without doubt. Passengers will be dissatisfied, if it not, and they do not travel or change their travel mode. The two upper parts (comfort and experience) show the satisfiers which are additional quality aspects.

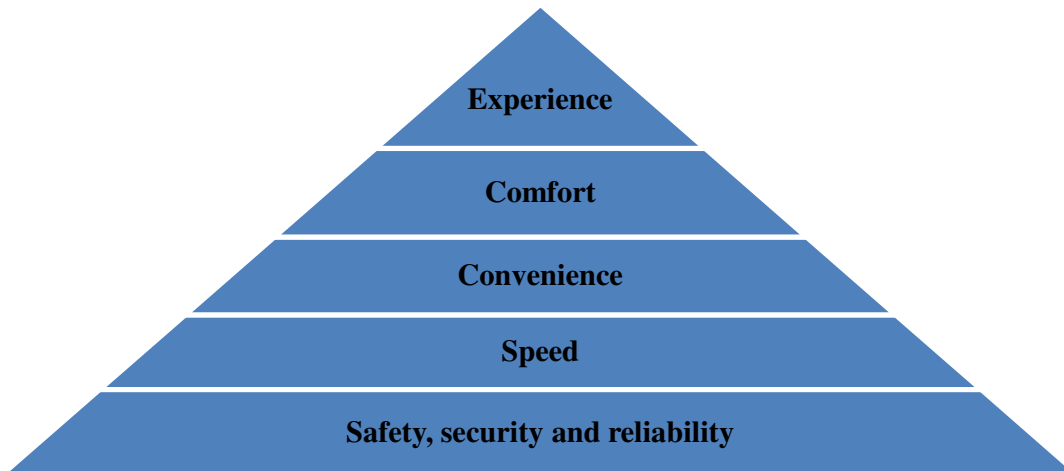


Fig. 1. Maslow Pyramid of quality factors in public transport (adapted by authors from Peek and Van Hagen, 2002).

Transport safety and security are different issues, because safety is associated with risk while security is associated with uncertainty or they focus on very different types of risks. “Safety risks” originate from unintended failures, errors or misfortunes whereas “security risks” originate from deliberate or malicious attempts to disrupt, disable or destroy (Ranger, 2010). The term “security” is the prevention of unlawful interference with passengers and transport infrastructure and must give users confidence in the use of transport, while term “safety” refers to the methods and measures to protect people from the risks directly related to and arising from transport (Safety and Security, 2014). Security – sense of personal protection experienced by customers, derived from the actual measures implemented and from the activity designed to ensure that customers are aware of those measures (European Union, 2002). Safety measures reflect the likelihood that one will be involved in an accident, but security measures-become a victim of a crime.

The analysis of security problems in transport are often based on transport safety. In OECD report (2010) Louis Ranger mentioned that transport “safety” can rely on well-established legislative frameworks, a long history of practices, sophisticated data bases, targeted education programs and long-term action plans, otherwise, the security problem is less well quantified or recognized. EU transport research needs to focus on establishing integrated security and safety systems and common requirements and standards for all transport modes in Europe (Safety and security, 2014).

For passenger terminals with the concentration of vehicles and passengers’ accumulation the problem of increasing the level of safety and security becomes more significant. Passenger terminals often operate 24-hours a day and are placed where people congregate, especially during peak hours. As node of regional and international transportation networks, terminal generates a number of routes, flow throughputs and attract different activities to it surrounding area. It is expanded risk landscape terrorism, criminal activities and extreme weather.

A lot of research projects consider safety and security as a substitute for quality services assessment, in FP6 Framework Programme: COUNTERACT, and FP7: DECOTESS, SECUR-ED, SECURESTATION etc. SECUR-ED and SECURESTATION projects consider the risk main issues, assessment methodology and innovative security solutions. The SECURESTATION project is particularly focussed on station and terminal security.

Transport research and innovation should support development and deployment of technologies and solutions for better and effective use of transport networks, and safer and more secure operations through information and communication systems (European Commission, 2011). These solutions should be innovative, based on new

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