

PACE SUBURBAN BUS SECURITY AWARENESS PROGRAM



pace



if you
SEE | **SAY**
something | something™

Introduction

Pace Suburban Transit Agency was created in 1983 to consolidate numerous bus agencies throughout Northeastern Illinois and its collar counties. This decision by the Illinois General Assembly at that time saved public transit in those areas and made for consistent fares, branding and management throughout the regions served. Currently Pace serves parts of the city of Chicago, as well as Cook, DuPage, Kane, Lake, McHenry and Will counties. Pace provides service from 12 operating facilities to approximately 284 municipalities. In 2018, Pace transported more than 31 million riders. On any given day, Pace has over 2,500 vehicles on the streets when providing fixed route, paratransit and vanpool services.

Safety and Security Awareness

Pace has partnered with the Department of Homeland Security's Transportation Security Administration (TSA) to conduct the Security Enhancement Through Assessment Program (SETA). This program measures risk mitigation by using the American Public Transportation Authority (APTA) revenue inspection guidelines and works by covertly placing unattended bags on multiple transit vehicles prior to the vehicles pulling out of the garage at the start of the day. The objective was for unaware bus operators to complete their bus pre-trip inspection, locate the bag, and immediately inform their supervisor or dispatcher of the unattended bag.

Training Exercise

Phase 1

In May 2018, three teams of TSA inspectors and one Pace representative went to three Pace garages, arriving well before the first bus operators were scheduled to take the buses out into service. The placement of the bags was pre-determined between the TSA inspectors and Pace. A total of 30 bags were placed on the buses that were pre-determined TSA and Pace staff and recorded the placement of the bags using the vehicle numbers.

When bus pullout began, the TSA inspectors and Pace representative identified vehicles on which bags had been placed and signaled the operator to safely pull over. The TSA inspectors and Pace representative proceeded to board the bus and the Pace representative informed the operator of a safety/seatbelt check. Operators were then asked if each had recovered a bag during the pre-trip inspection. Operators were then allowed to continue in service, and the exercise continued until all bags were recovered.



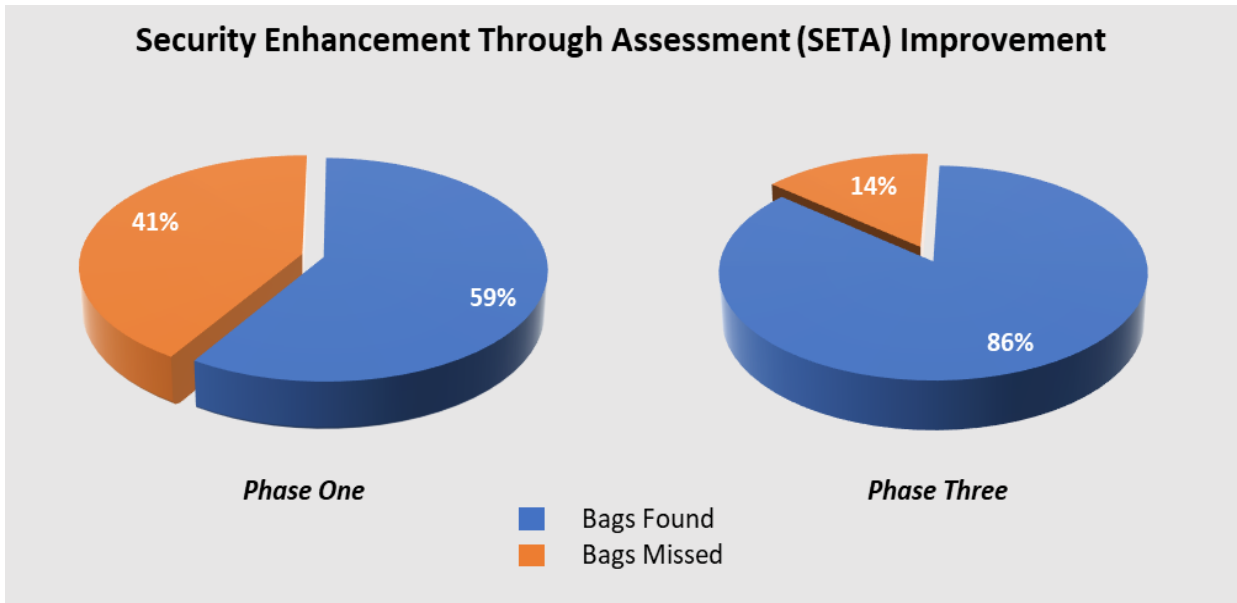
Bag covertly placed on bus prior to operator's pre-trip inspection

Phase 2

Subsequent to the initial exercise, TSA provided Pace with security awareness bulletins that were posted in the operator's breakroom and placed on the bulletin boards. These bulletins reinforced the importance of performing pre-trip inspections on all buses and served to confirm that the pre-trip inspections promote safety as well as a heightened security awareness.

Phase 3

On November 7, 2018, the team of TSA inspectors and one Pace representative returned to the same three Pace garages. The parameters of the exercise remained the same: the inspectors and Pace representative arrived well before the first scheduled bus pullout and placed 30 bags on pre-determined vehicles. As buses began pullout, those which were identified as having a bag placed on board were stopped, boarded by the TSA inspectors and Pace representative, and the Pace representative checked to ensure the operator was wearing a seatbelt. They also asked if the operator had discovered a bag while performing their pre-trip inspection. Following questioning about the operators' pre-trip inspection, the operator was allowed to continue in service, and the exercise continued until all bags were recovered.



Summary

Pace always promotes security awareness, by performing quarterly refresher classes, bulletin disbursement and safety signage throughout the garages and buses. Many signs are a constant reminder to operators to remain diligent about security and safety. The recurring theme for employees reminds them to remain vigilant and “if you see something say something.”

The SETA program helps illuminate the importance of being part of a community aware of its surroundings and shows the importance of operators fully performing pre-trip inspections. Additionally, all employees are trained and provided guidelines to follow when suspicious packages are identified. This commitment increases the security and safety for employees, passengers and the communities we serve, as Pace is able to ensure that the refresher training and bulletins are utilized in real life scenarios. Pace will continue our partnership with the TSA and continue focusing on improved security and safety awareness.