

# Amtrak Security Measures

## PROTECTING AMERICA'S RAILROAD®

Amtrak is working hard to protect America's Railroad® and improve resiliency of passenger rail across the country. Through a multi-layered approach, Amtrak uses enhanced security measures to make it harder for those who seek to do harm to our passengers, employees, equipment and facilities and ensure an efficient response to potential threats. This multi-layered approach includes deployment of Amtrak Police Department officers and intelligence gathering activities; protection of critical rail assets through targeted access control and infrastructure protection measures; security awareness, training and exercises; consistent engagement with first responders and transit partners; and security program planning rooted in risk management principles to ensure effective implementation of mitigation strategies. These efforts are led collaboratively by the Amtrak Emergency Management and Corporate Security (EMCS) department and the Amtrak Police Department (APD) with involvement of leadership and each department across Amtrak.

## AMTRAK OPERATES IN AN OPEN ENVIRONMENT

Like rail transportation systems worldwide and mass transit systems in the United States, Amtrak operates in a very "open" and therefore porous transportation environment. Because of advantages such as easy access, convenient locations and intermodal connections, rail and mass transit systems are completely different from the structure and organization of the airline transportation and airport industry. As a result, the security framework that works in the airport setting is not easily transferable to the rail station system.

Additionally the vastness of the Amtrak passenger rail system, spanning the entire country, adds another layer of openness not seen in other passenger systems. To mitigate the vulnerabilities associated with this unique type of an open environment, Amtrak consistently evaluates its security measures, as well as industry standards and best practices, to employ security solutions that are effective in mitigating these vulnerabilities.

## AMTRAK POLICE SPECIAL OPERATIONS DIVISION

- [Special Operations Unit](#) supports patrol operations by providing rapid response and enhanced capabilities to assist in keeping Amtrak passengers and employees safe. The unit is prepared at any time to deploy personnel and equipment for tactical response, to support warrant service, conduct low visibility counter-surveillance, investigations, and provide enhanced support for special events. In addition, the unit also conducts training on railroad-specific tactical response and procedures for fellow Amtrak Police Department members and our external law enforcement partner agencies, random passenger baggage screening, and highly visible sweeps of stations and trains.
- [K-9 explosive detection teams](#) are a psychological and physical deterrent to potential threats from those who seek to deploy explosives. These teams are part of a collaborative interagency initiative that includes the Transportation Security Administration, federal and state Departments of Homeland Security, and state and local law enforcement agencies. Amtrak explosives detection teams are divided between standard explosives detection and vapor wake detection. Vapor wake detection dogs are trained to alert on a passing individual. Amtrak currently has the most K-9 units in the railroad industry with vapor wake capabilities. Additionally, The Amtrak Police Department currently has two working narcotics detection K-9 teams.
- [Intelligence & Counter-Terrorism Unit](#) serves as a support element for the different patrol divisions, which serve as the front-line of the Amtrak Police Department and seeks to increase the safety and security of our passengers and personnel by increasing the department's insight into ongoing threats and potential terrorist acts by the analysis and dissemination of intelligence information.

- [The Amtrak Intelligence team \(AIT\)](#) consists of Detectives and Analysts assigned to the Special Operations Division that enhance the security and safety of the Amtrak system, passengers and personnel through the real-time exchange of intelligence, investigative, and threat information across the country. Two full-time Intelligence Analysts with Top Secret security clearances support these operations and routinely receive classified briefings from federal agencies as well as prepare reports and conduct analysis on threats, special events and VIP movements. AIT reports are often re-disseminated by other federal agencies and within the greater Intelligence Community by TSA, DHS and the FBI. The unit also has five detectives deployed full-time to FBI Joint Terrorism Task Forces in Washington, D.C., Baltimore, Philadelphia, New York and Chicago. One detective is full-time at the National Joint Terrorism Task Force (NJTTF), and one splits his time between the DVIC in Philadelphia, the NJ ROIC and Delaware Fusion Center. One detective is part-time in Boston.

## **PATROL OFFICERS**

[Patrol Officers](#), fulfill traditional policing functions. Their job is to act as a deterrent to crime in the stations, on trains, in and around Amtrak facilities, and out on the railroad right-of-way by enforcing laws, conducting follow-up investigations and providing support at stations, on board trains, and during special events such as the Republican and Democratic National Conventions, NATO / G-8 Summits, presidential inaugural events, large scale sporting events, and most recently the 2015 Papal Visit to the United States. The Amtrak Police Department has also provided humanitarian aid in the aftermath of major weather events such as hurricanes, tornadoes and snowstorms.

There are more than 30 regional Amtrak Police Department Detectives in over 25 different locations throughout the United States. These detectives provide coverage to areas generally not served by major Amtrak Police field offices and may individually cover as many as five states. One detective is assigned as a dedicated Operation Lifesaver representative for the department. Operation Lifesaver's mission is to end collisions, deaths and injuries at highway-rail grade crossings and on rail property through a nationwide network of volunteers who work to educate people about rail safety.

## **STRONG PARTNERSHIPS**

Amtrak has developed strong partnerships with local, state, federal, tribal and private sector organizations and international emergency management and law enforcement agencies as well as with transit and commuter rail agencies and the host freight railroads on whose tracks many Amtrak trains operate. The Amtrak Police Department actively participates in FBI Joint Terrorism Task Forces to share intelligence and conduct joint security exercises. The Amtrak Emergency Management and Corporate Security department focuses on how to mitigate the impact of natural, man-made and technological hazards through planning, public awareness, training, and exercise activities on how to respond safely to an incident involving passenger rail. These programs are implemented through partnership with first responders across the United States and Canada. EMCS continues to improve the internal Amtrak response to an emergency through management of the Amtrak Interdepartmental Collaboration Team and maintenance of the Amtrak Emergency Operations Plan.

Through the Amtrak EMCS Situation Unit, Amtrak maintains a real time exchange of valuable information with Federal, state, local, tribal, international and private sector organizations pertaining to activities that may impact the safe and effective operation of trains across the Amtrak system. The information is shared with Amtrak operations to maximize the safety and security of our passengers and employees.

Other coordinated efforts include [Operation RAILS SAFE](#) (Regional Alliance Including Local, State and Federal Efforts), a nationwide effort involving activities such as heightened station patrols, increased security presence onboard trains, in stations and along the right-of-way, explosives detection K-9 sweeps, random passenger baggage inspections, and marine and air patrols at unannounced locations to exercise counterterrorism and incident response capabilities. Operation RAILS SAFE was developed in partnership by the Amtrak Police Department, New York City Police Department and the Transportation Security Administration (TSA) and began in May 2010. Fifty-

eight operations have been conducted to date with over 300 agencies participating in 46 states, Washington, D.C. and in Vancouver, Montreal and Toronto.

The goal of Operation RAILSAFE's training component is to strengthen coordination and integration between and among Amtrak's stakeholders (e.g., emergency responders, host railroads, transit agencies, law enforcement officials, municipalities, etc.) and improve the security of passengers, employees, and infrastructure from acts of terrorism. By enhancing response, information sharing and collaboration capabilities, the training is also consistent with the National Infrastructure Protection Plan, Transportation Sector Specific Plan, and the National Response Framework. It is also aligned with the planning, prevention, protection and community resilience core capabilities outlined in the National Preparedness Goal.

The Amtrak Regional Emergency Manager, 11 managers located across the country, ensure that Amtrak adheres to the Federal Railroad Administration Code 49 CFR 239, Passenger Train Emergency Preparedness by training Amtrak employees, passengers, stakeholders and the Nation's first responders to prevent an emergency from happening, to respond to an emergency involving a passenger train, and to recover from an emergency.

### **SECURITY TRAINING FOR FRONTLINE EMPLOYEES**

Safety and security within Amtrak is enhanced by a comprehensive training program for its employees. Security training of frontline employees who work at stations, on trains, and maintain the tracks and other infrastructure is extremely robust as they are often the first to encounter potential threats and lead initial response efforts. Thousands of Amtrak employees have received security training and their extra eyes and ears form an additional line of defense.

The Amtrak Police Department also conducts active shooter threat response training for employees and patrons at station locations and facilities across the country.

The Amtrak Police Department, in coordination with the Amtrak EMCS and Safety Departments, created the Emerging Incident Procedures video for front line employees to provide techniques to diffuse challenging passenger situations. This video also discusses the use of the L.A.S.T (Listen, Apologize, Solve and Thank) process to improve customer service.

### **RANDOM PASSENGER AND BAGGAGE SCREENING**

With due respect to passengers' privacy, the random and unannounced screening and inspection of passengers and their personal items is completed as quickly as possible - usually in less than a minute. Passengers failing to consent to security procedures will be denied access to trains and refused carriage, and a refund will be offered.

### **INFRASTRUCTURE PROTECTION**

Amtrak protects rail infrastructure with traditional solutions such as high security fencing, lighting, access control and video surveillance systems, it is also exploring and evaluating emerging technologies to improve security levels. Amtrak is currently working with the Transportation Security Administration to test, integrate and implement trespasser intrusion detection devices and technologies to more effectively protect the right of way. Other technologies being evaluated will improve upon existing security measures and operations, enhance interagency information sharing and local agency response to Amtrak incidents.

### **PUBLIC AWARENESS AND ENGAGEMENT**

- Amtrak recognizes the value of our passengers as an extra set of eyes and ears and asks for your help in identifying possible safety or security concerns.

- The Amtrak Security Awareness Program is focused on developing and distributing campaign driven print and multimedia tools that educate passengers and employees on how they can play an important role in identifying suspicious activity or behavior. Print materials are developed and distributed throughout Amtrak stations. Additional materials are produced and broadcast on the Amtrak Security Awareness Network. A network of 59 monitors placed at more than 20 Amtrak stations broadcasting safety and security messaging 24/7 year-round.
- Campaigns that are distributed across the Amtrak system include *"If you see Something, Say Something...Hopefully, it's Nothing."* In this campaign, individuals are encouraged to report behaviors or activities that are unusual or out of the ordinary such as trespassers and suspicious packages by calling Amtrak Police at 1-800- 331- 0008 or 911. In 2013, APD launched ["Txt-a-Tip,"](#) where passengers can report suspected criminal or suspicious activity by sending a text to APD11 from a smartphone or to 27311 from a standard cellphone. When a text is received, the sender will receive a message acknowledging the report, and will then be connected to a live Amtrak Police Communications Officer who will correspond directly via text message with the person to learn more about the situation and determine the appropriate action. The "Tag Your Bag" campaign was developed to raise customer awareness of the importance of attaching a name tag to each piece of checked and carry-on luggage when traveling through a series of station posters and videos. "I'm Nosey" cards, posters and videos were distributed to educate passengers of the role of the Amtrak Police Department K-9 teams in protecting the traveling public.
- [Partners for Amtrak Safety and Security \(PASS\)](#) is based on the neighborhood watch philosophy. People instantly recognize when something is unusual in areas they are familiar with. The public's awareness and reporting of suspicious events or people could be critical in protecting the passenger railroad.

#### **AMTRAK RECEIVES INDUSTRY RECOGNITION**

- [TSA Gold Standard](#) In 2015, through a collaborative effort with Amtrak EMCS and APD, Amtrak received the Transportation Security Administration's highest rating of Gold Standard for its most recent Baseline Assessment for Security Enhancements (BASE). This designation recognizes Amtrak's dedication to building a strong security program. This voluntary comprehensive review of rail and mass transit agency security programs focuses on multiple categories identified by the rail and transit community as fundamentals for a sound security program. It includes a review of topics such as an agency's security plans, security training, drills/exercise programs, public outreach efforts and background check programs.
- [CALEA Accreditation](#) In December 2015, the Amtrak Police Department was awarded law enforcement re-accreditation by the Commission on Accreditation for Law Enforcement Agencies. Amtrak Police had to show compliance with several hundred professional standards measured by the commission and were evaluated on all aspects of the department's policies and procedures, management, operations and support services.
- [The Telly Awards](#) named the Amtrak Police Department as a Bronze winner in the 37th Annual Telly Awards for the Amtrak Police Department Recruitment video. The APD Recruitment video was chosen for recognition from over 13,000 entries from all 50 states and numerous countries. The Telly Awards was founded in 1979 and is the premier award honoring outstanding local, regional, and cable TV commercials and programs, the finest video and film productions, and online commercials, video and films. Winners represent the best work of the most respected advertising agencies, production companies, television stations, cable operators, and corporate video departments in the world.

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