Homeland Security

Science and Technology

Videos Deliver Security Training to Transit Workers

A DHS Science and Technology Center of Excellence Solution

Educating the Nation's Transit Workers

Transit workers must operate at a heightened sense of awareness to counter surface transportation threats to buses, subways and trains. They must be alert to a variety of threats — from bombs, to intentional derailments, to chemical releases — while enabling millions of people to safely travel. To assist, the Department of Homeland Security (DHS) Science and Technology (S&T) National Transportation Security Center of Excellence (NTSCOE) developed security training videos tailored to the unique needs of surface transportation workers.

Rail Sabotage Awareness and Reporting

On the Tracks: Rail Sabotage Awareness and Reporting is a 15-minute training video for track workers — such as track inspectors, maintenance workers, signal maintainers, and operators — that focuses on where and how to look for threats, types of targets, and possible signs that a derailment-focused terror attack may be in the works. Emphasis is placed on motivating viewers to report anything unusual to the proper authorities.

Communicating with Individuals Who Have Limited English Language Proficiency

Communications With Limited English Proficiency Riders: A Frontline Employee's Guide is a 15-minute video for transit workers to equip them with tools and strategies to better communicate with patrons who speak little-to-no English during routine operations and crises. In a series of vignettes, the viewer is presented with real-world situations and how to handle them. Accompanying this training package is a customizable pocket translation tool with contact numbers, prompts, pictograms and common phrases in Spanish and English.

Chemical Weapons Attack Recognition and Response

Chemical Weapons Recognition and Response: A Frontline Employee's Guide is a 20-minute training module for employees in the passenger rail industry. It provides a short history of chemical weapons, their characteristics, and how they could be used. Viewers learn what the possible signs are of a chemical release and how to respond in the event of a chemical attack. A version of this video provides information specific to the Washington Metropolitan Transit Authority (WMTA) system in Washington, D.C.

Security Awareness for Bus Operators

Safe and Secure: Security Awareness for Bus Operators is a new 15-minute training video that helps transit bus operators develop observation and response skills needed to prevent and mitigate security-related incidents on and around buses. The video features testimonials and demonstrations from bus operators of Dallas Area Rapid Transit, the major supporter of the project.

Benefits of NTSCOE Training Videos

- Videos can be integrated into existing training curricula, watched as a stand-alone module, or distributed for individual viewing online or by DVD
- Training materials are included; videos have accompanying pamphlets, pocket tools, or resource guides
- Video training packages:
  - Include testimonials from transit employees and interviews with industry experts
  - Demonstrate situations that are not easily replicable in the classroom
  - Convey technical information in an interesting, memorable format that is easy to understand

Real Uses of NTSCOE Training:

- The DHS Transportation Security Administration distributed more than 2,500 On the Tracks DVDs to 565 freight companies and 58 transit agencies.
- Security training personnel at AMTRAK integrated *On the Tracks* into their annual training schedule.

To learn more about Transportation Security Training, contact the DHS S&T Office of University Programs.