



# **Salience and Acceptance of Security Measures: Case Study of Public Transport (TMB)**

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## Structure:

1. Introduction
2. General Background
  - a. Security Issues in Spain
  - b. Security in the Time of Crisis
3. Media Analysis 2010-2013
  - 3.1. Analysis of Media Coverage of CCTV (2010-2013)
  - 3.2. Comparative Overview of Security Issues
4. Analysis of the TMB data
  - 4.1. Salience Index selected Security Issues 2011-2013 (TMB Complaints data)
  - 4.2. Comparison of Selected Complaints 2011-2013
5. Summary and Conclusion

## Introduction

In order to gain better understanding of salience and acceptance of security measures related to public transport ISASCR and TMB in collaboration analyzed following data:

- (1.) media articles from two Spanish newspapers from 2010-2013 (focusing on three security issues - 3D body scanner, **CCTV cameras** and Stuxnet);
- (2.) security data of TMB on incidents in metro (2011-2013, categorized by security issues);
- (3.) passenger complaints data (2011-2013), categorized by security issues.

## Defining Salience

→ For the purpose of this study, salience is defined as public perception and reception of security issues and more particularly of security measures; for this purpose salience signifies the degree of acceptance (positive salience) and the degree of rejection (negative salience).

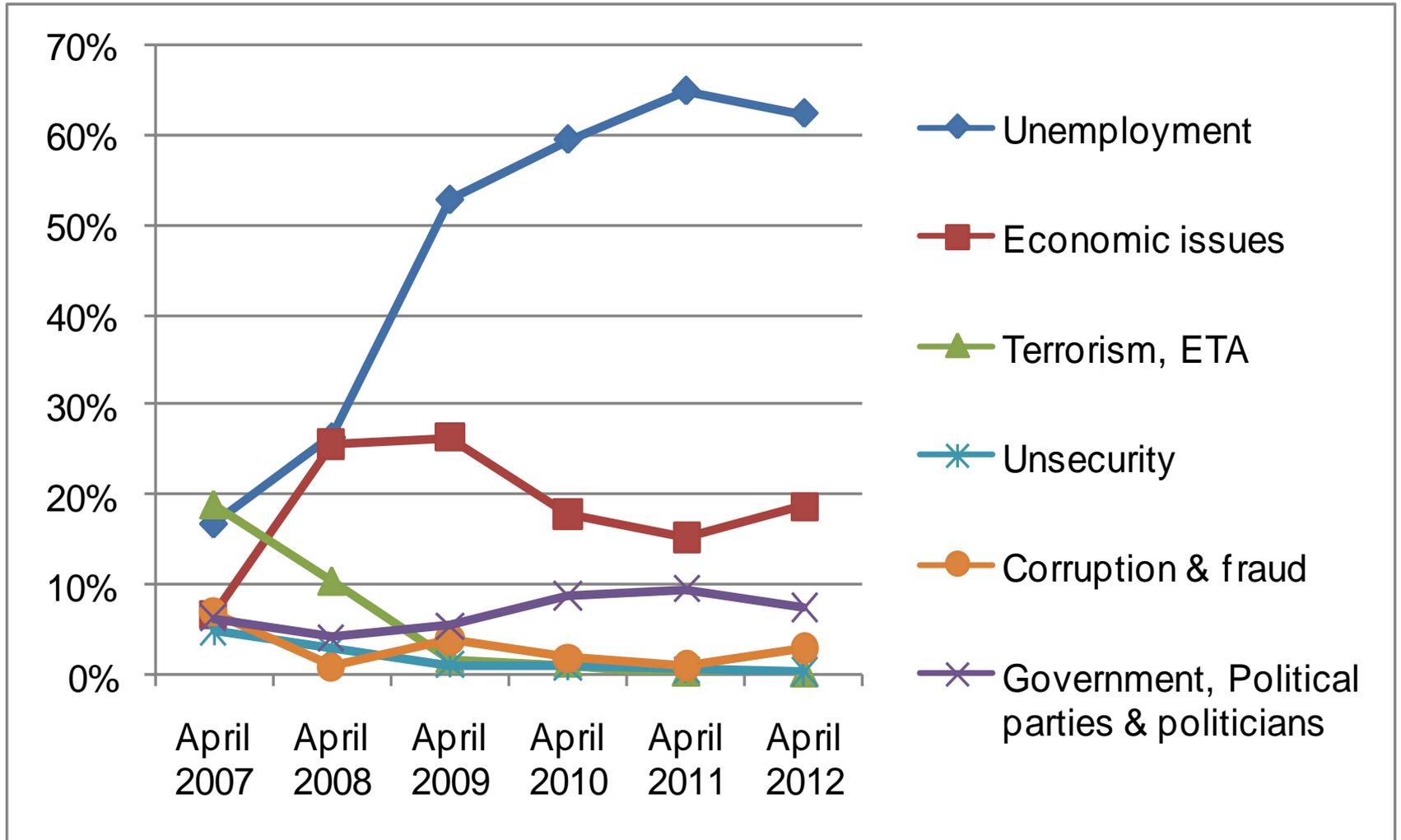
## 2. General Background

- Plagued by a long history of violence and terrorism, Spanish governments have always placed security on top of their political agendas.

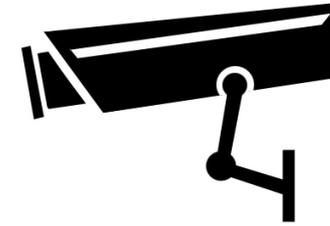
### The 2004 Madrid Attack -

- (1) In 2004, it took the Spanish authorities nearly three weeks to track down the terrorists behind the 191 deaths and hundreds of injured people at the Madrid station Atocha - a lack of footage from the day (and time-consuming & limited identification resources) substantially slowed down the Spanish investigation;
  - (2) The Spanish case a good example of how surveillance can be used as an important source of securing safety in public spaces and especially in public transport.
- ➔ It is important to investigate the salience of security and safety in people's lives in Spain and how they perceive the growing number of technological inventions.

**Graph 1. Publically perceived major problems in Spain (2007-2012)**



Source: *Centro de Investigaciones Sociológicas (CIS)*



### 3. Media Analysis 2010-2013

- State institutions including the Catalanian data protection agency, the Madrid-based commission of surveillance, as well as city councils are quoted many times by journalists to provide information on the installation of new CCTV cameras in public places;
- citizens support CCTV systems as a good measure to fight against petty crimes and daily criminality, nevertheless, it could be suspected that Spanish media try to hide citizen critics towards this technology;
- most of the actors quoted support the implementation of video-surveillance;
- stakeholders consider that video-surveillance can be a good strategy to face threats such as burglary or vandalism; however, they hardly mention terrorism as one of the potential risks.

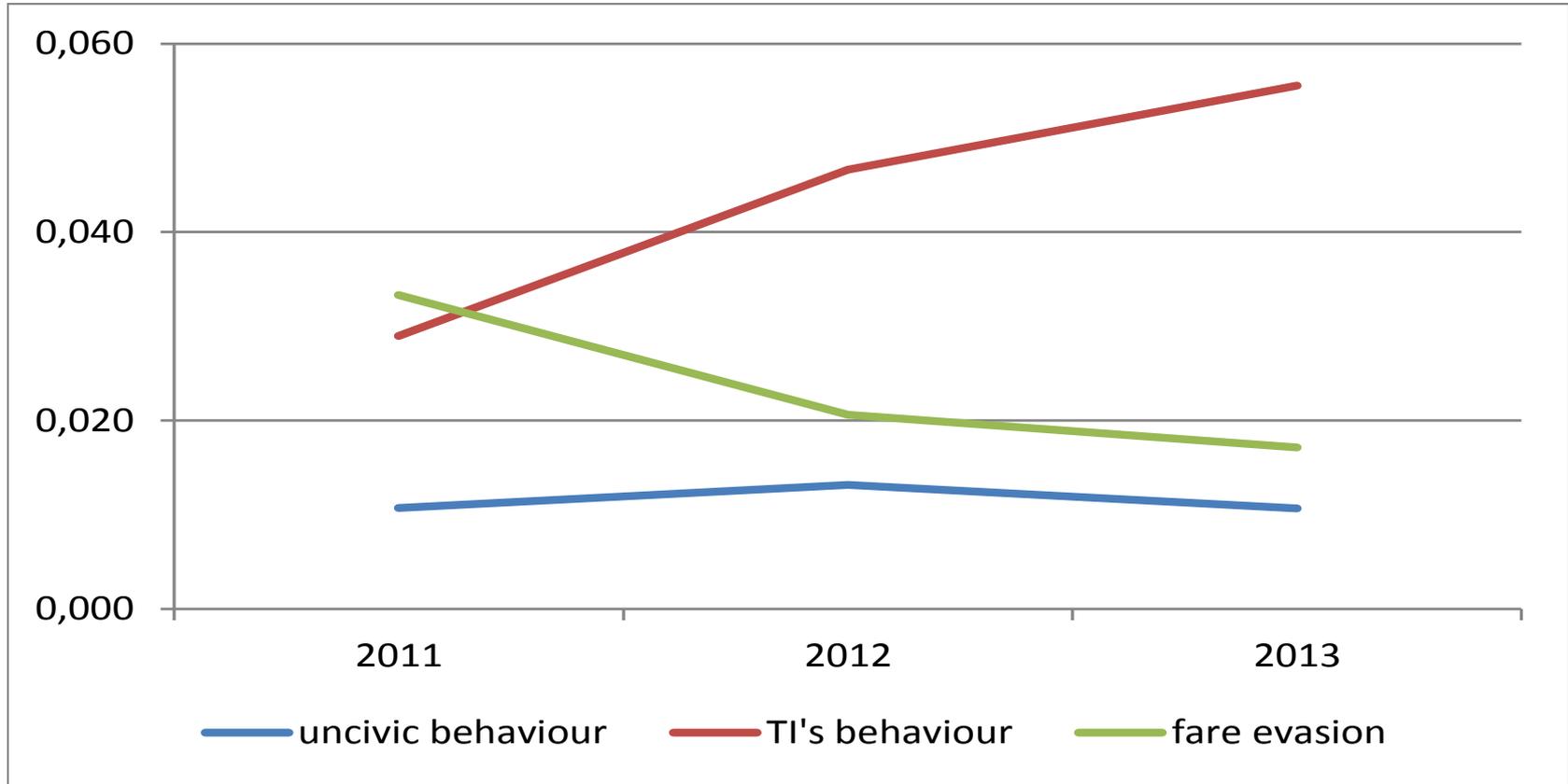
**Graph 2. Comparative Assessment of Salience of Security Measures**

<b>Salience / Measure</b>	<b>3D Body scanner</b>	<b>Stuxnet</b>	<b>CCTV cameras</b>
<b>Low salience</b>	Turkey Poland Mexico	Italy Poland Slovakia	US Italy Poland UK Expert blogs
<b>Medium Salience</b>	Czech Republic Slovakia Spain Italy Expert blogs	Czech Republic Spain Turkey	Mexico Spain
<b>High Salience</b>	US UK Germany	US Germany Mexico UK Expert blogs	Turkey Slovakia Czech Republic Germany

Source: ISASCR

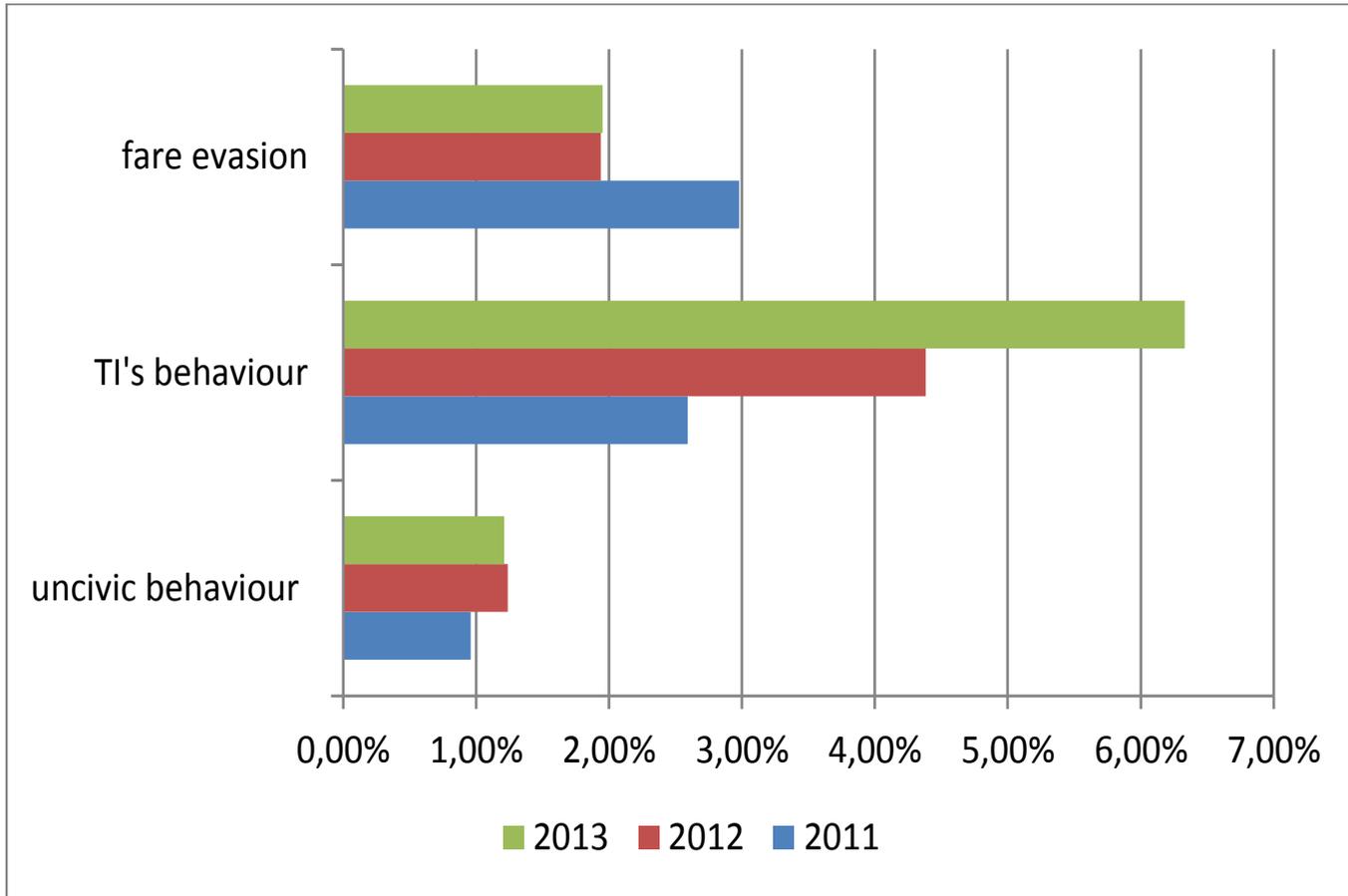
## 4. Analysis of TMB Data

**Graf 3. Critical Salience of selected security issues over time (TMB)**



**Source: data TMB, analysis IS AS CR**

**Graf 4. Comparing passenger complaints (negative salience) 2011-2013**



**Source: data TMB, analysis IS AS CR**

## 5. Summarizing Findings

- (1.) CCTV salient in positive way, especially in Catalonia, highly accepted crime-prevention measure;
- (2.) Overall we find low negative salience (complains) - especially of the uncivic behaviour and fare evasion, and medium negative salience of the TI's behaviour;
- (3.) Over time the importance of the negative salience of the uncivic behaviour and of the TI's behaviour is growing;
- (4.) In order to decrease passenger satisfaction & reduce negative salience among the issues analyzed, TI training is a possible issue;
- (5.) High level of correlation between incidents and complains over time, hints to the fact that in-depth qualitative analysis of complaints can provide an important insights into issues of passenger's (security-related) concerns.