

Increase safety and security at Rinkeby metro station

During 2018 there was a lot of disorder with an open drug scene as well as other gang related crime at Rinkeby metro station, a district in the outskirts of Stockholm. Both staff at the station and passengers felt unsafe.

To improve the situation at Rinkeby station the Station Manager started a WIT-activity (Work Improvement Team), a model used at MTR Nordic when working with improvements. In the WIT-activity "Increase safety and security at Rinkeby metro station" the problem was identified, "Staff and travelers feel insecure at Rinkeby station" and a root cause analysis was carried out. The local WIT team implemented a lot of solutions such as refresh and modernize the station with better lighting on several places, renovation of the staff rooms and service counters.

Although, there was a need for further actions to achieve real impact. Therefore, MTR initiated a collaboration project with the Police, Rinkeby-Kista District Administration, the property owner FastPartner, Securitas and the Public transport administration to widen the scope. The external work was based on Brå's collaboration model for local crime prevention work. The overall goal was for Rinkeby metro station to be like any other metro station, ie to be a safe station.

The methodological approach with shared responsibility and transparency was crucial for the success. Situational crime prevention has been central to the project, changes in staff presence with properly trained people on site and changes in the physical environment have been contributing factors to the positive changes.

The result is a clear change of scene in the ticket hall where the situation is calmer, the open drug sales disappeared, crimes reduced, the number of police reports decreased and security increased. The effects in the metro station became significant with an improved working environment for the employees who feel safer. Travelers experience that it is safer to travel on this route. The perception is also that it became calmer outside the metro station. In a larger perspective, crime generally tends to decrease if the criminality is constantly forced to move. Despite different circumstances in Rinkeby, we can today say that Rinkeby metro station is like any other station.

Several challenges for the future were identified such as resources and staff competence. These challenges together with a continued collaboration are important factors to manage for the positive change at Rinkeby metro station to be lasting but also to be considered at other stations to work preventively.

Finally, we can draw indirect effects from the project for example positive effects on the external environment since travelers keep choosing public transportation instead of cars. We can also see that the project has potential to affect several stakeholders in the society around Rinkeby in a positive way, such as entrepreneurs and property owners in the immediate area .

The learnings from the project and the used method (WIT and collaboration project) can be applied widely outside the Rinkeby station, at any location and organization with similar challenges.

The project has contributed positively to sustainability and has impacted on the UN sustainability goals.

