

INTER-AMERICAN COMMITTEE AGAINST TERRORISM (CICTE)

MEETING OF EXPERTS TO EVALUATE THE
RESULTS OF THE PILOT PROJECT ON SECURITY
OF TOURISM AND RECREATIONAL FACILITIES
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PRESENTATION OF CICTE REPORT ON THE PILOT PROJECT ON THE
SECURITY OF TOURISM AND RECREATIONAL FACILITIES

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You have before you the Secretariat's Report on the Pilot Project (CICTE/RESITUR/doc.2/08 corr.1. **Sections 1.0** and **2.0** provide the background for why the Pilot Project was developed and how it fits into global counter terrorism concepts on Protection of Vulnerable Targets.

Section 3.0 describes the methodology of how the Secretariat developed the Pilot Project through a series of consultations with industry stakeholders. In selection of the project participants, the Secretariat used the opportunity of the Pilot Project to give support to Member States in the Caribbean sub-region who were initiating overall preparations for the Cricket World Cup 2007. As such, the project had a dual purpose: to test the concept and applicability of specialized tourism and recreational facility security training; and to provide technical assistance and build the capacity of Member States who were preparing a major event.

There were three target groups: Front Line Security Officers (Level I), Security Supervisors (Level II) and Security Managers (Level III). A training course was designed for each group covering the fundamentals of: understanding security in the tourism industry, threat analysis, communication, health and safety, emergency management, and facility security.

Section 4.0 of the report describes the activities of the Pilot Project which were conducted in two phases. Six training courses were conducted for a total of 246 private and public security officers. One course targeted Front-Line Security Officers (Level I), three courses focused on Security Supervisors (Level II), and one course focused on the strategic and policy level of security management (Level III). In addition to these, the Secretariat provided an advanced training course in Security Surveys and Risk Assessments to complement this training.

The specific results of the pilot are described at length in **Section 5.0** of the report. I wish to highlight just a few aspects of the evaluation process and the results.

Two types of analysis were undertaken to evaluate the training. The first was **quantitative**: an examination was administered before and after each course to measure the direct impact of the training. The test results demonstrate the increased knowledge of the participants. Closer examination reveals that the participants who received the Level II Security Supervisor training showed the greatest overall improvement in knowledge. These results suggest that the greatest gaps in expertise and skill may exist in this target group and should be further addressed in subsequent training.

The second means of evaluation was **qualitative** through the use of questionnaires following the training. These questionnaires were designed to obtain participants' overall impression of the quality and relevance of the training; their assessment about the performance of the various instructors contracted to provide the training; and their suggestions for improvement of the courses. One hundred and eighty-two participants (74%) responded to the survey. Overall, participants and independent observers from the public and private sectors underscored the positive impact of the project and the need for more of this type of specialized training.

A few highlighted results:

- Two participants reported that the training had helped them deal with specific security incidents.
- At least eleven establishments have revised their in-house training programs based on the training received under the Pilot Project.
- Modifications to surveillance and counter-surveillance techniques and procedures have been made based on the results of the self- assessments conducted during the Pilot Project.
- Efficiency in incident management and bomb threat response has increased. Greater importance is being given to on-going training for security officers.
- There is an increased awareness of the need to balance security and aesthetics.
- There has been increased attention to details previously overlooked during routine security inspections.
- Meaningful relationships were created between public and private sector security officers who participated in the Pilot Project and subsequently created an inter-island network to share information, experiences, and best practices.
- The training in security surveys and risk assessments had an immediate impact on security preparations for the Cricket World Cup tournament since the participants were required to conduct these kinds of surveys and assessments upon return to their countries as part of the training exercise. As a result, at least eight tourism sites and recreational facilities were surveyed and assessed prior to the CWC competition.
- Of particular note, the Government of Grenada used the assessment tools to develop its overall Security Operational Plan for the CWC.

The CICTE Pilot Project is unique to the Hemisphere, in that it covers the often ignored security peculiarities and vulnerabilities of the tourism and recreational sector. Other conclusions are highlighted in **Section 6.0** of the report.

The lessons learned from this feedback, together with the Secretariat's evaluation, have indicated how this kind of training could be enhanced. In any future training in this field, the Secretariat will include a pre-training evaluation component to determine the specific realities and needs of different countries and sub-regions. The Secretariat will also continue to consult with experts in the United Nations and individual countries and promote international cooperation in this important area.