



CUSTOMER INDUSTRY

Public Transport

WEBSITE

www.soundtransit.org

LOCATION

Seattle, USA

BUSINESS NEED

Flexible deployment with all call types

Efficient call search and retrieval

Effectively handle/route calls that come into the control room

SOLUTIONS

NiceVision

THE IMPACT

Expansion and centralized control

Real-time alerting, monitoring and postincident

reconstruction Improved video quality

Enhanced redundancy and improved video

management with local and centralized storage

SOUND TRANSIT

ABOUT THE CUSTOMER

Sound Transit operates a network of express buses and commuter trains, shuttling some 61,000 passengers each day in the tri-county area of Snohomish County, King County and Pierce County, on Seattle's Puget Sound.

THE CHALLENGE

Back in 2005, Sound Transit embarked on a multi-year project to retrofit its downtown Seattle transit tunnels and stations. The primary goal was to provide a facelift to infrastructure and passenger service, but the project called for safety and security improvements, too. At that time, Sound Transit used video surveillance cameras in its transit stations, but the video recordings were only captured locally on VCR like machines. The video quality needed improvement; tapes had to be changed daily; and there was no easy way to transmit recorded video back to the surveillance control center, short of making a trip to a station to retrieve a tape. At the same time the retrofit was underway, the agency was also updating its long-range expansion plans to accommodate an anticipated surge in

THE SOLUTION

With NiceVision, Sound Transit's security team has been able to keep pace with growing ridership and security challenges, no small feat given doubledigit passenger growth. Since first installing NiceVision, Sound Transit has quadrupled the number of surveillance cameras while still maintaining centralized control. Sound Transit employs DVRs at each of five transit stations to record 4CIF video from fifty cameras dispersed among the sites. But the video isn't just stored locally. NiceVision's level of service algorithms adapt to Sound Transit's network bandwidth, enabling video to be streamed from DVRs over the network back to a Central Storage Server at Sound Transit's control center. This approach simplifies and centralizes video management while ensuring that video is always available for investigations. Staff have the ability, if an event occurs, to access four days worth of high resolution 4CIF video off the DVRs over the network. If an event is outside of that fourday window, stored video can be retrieved from the server.



That's because Sound Transit's video surveillance system also transmits a 1CIF signal from the cameras to the control center's Central Storage Server where video is stored for 30 days.

Sound Transit's NiceVision system will be expanding in the near future. A new light rail service line between downtown Seattle and Sea-Tac International Airport is scheduled to open in summer 2009. At that time Sound Transit will add 9 more stations and 125 more cameras. All will be recorded and monitored using NiceVision. Through NiceVision's user interface, Sound Transit will be able to add DVRs and program cameras by entering the names of the cameras, a description of their locations, and other preset values. Sound Transit is using NiceVision's real-time alerting, monitoring and scenario reconstruction capabilities in a variety of ways, to enhance passenger service, safety and security. Included among these are:

- Monitoring pedestrian flow to see how many people are entering which stations at what times, to determine how to accommodate additional capacity.
- Monitoring cameras in the tunnel bores between the stations to keep watch for potential fires or other conditions. Tunnel cameras equipped with motion detection can also trigger alerts in the control center if they detect any suspicious activity. Staff have the ability, if an event occurs, to access four days worth of high resolution 4CIF video off the DVRs over the network. If an event is outside of that fourday window, stored video can be retrieved from the server.

NiceVision also allows Sound Transit to see what's going on on the platforms. If a disturbance or medical emergency is seen or reported, the camera enables the control center to immediately assess the situation while assistance is sent, helping Sound Transit respond rapidly in such situations.

ABOUT

Qognify helps organizations mitigate risk, maintain business continuity, and optimize operations. The Qognify portfolio includes video management, video and data analytics, and PSIM/Situation Management solutions that are deployed in financial institutions, transportation agencies, airports, seaports, utility companies, city centers, and to secure many of the world's highest-profile public events. www.Qognify.com

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