

ADPRO by Xtralis

Protecting Rail Passengers and Staff



Security—a big issue for railway asset owners

Following the Madrid and London bombings, rail companies were reminded of their obligation to ensure staff and passenger safety at all times. Rail authorities are faced with a decreasing use of public transport due to safety fears and increasing vandalism and graffiti problems. They recognised the need for a dependable security solution.

ADPRO video security products are ranked number one in the category of “remote video transmission” solutions in the world, according to IMS Research’s World CCTV Market 2004 market study. With solutions in over 40,000 customer sites and 400 Central Monitoring Stations worldwide, ADPRO is the safe and reliable choice.

CCTV footage must be easily accessible

ADPRO solutions enable quick and easy access to video data – regardless of where the video footage, or the people who need access to it are located.

Whether it’s investigating an assault that happened at a station yesterday or responding to a police request for footage of an offender that travelled by train last week – CCTV footage is the key. But travelling to each site to physically extract footage from a VCR or a DVR is time-consuming. You need a solution that enables you to access, export and save video data from the most convenient location.

ADPRO VideoCentral software enables single or multiple operator(s) to manage CCTV footage from hundreds of sites. It means you can manage your entire network from a single location and be pro-active in response to crime.

Security should be interactive—not reactive

Detector-activated CCTV solutions ensure that an immediate response is made when a detector such as a customer video assistance button or a staff duress button is activated.

The powerful alarm management capability of an ADPRO system ensures that the optimum amount of video data is captured from the camera associated with the detector activation – and sent immediately to a trained operator located in a Central Monitoring Station (CMS).

The ability for an operator to immediately connect to cameras, view live footage, and control gates, lights, cameras etc means the operator is interacting with the site in real time to manage an incident while it’s occurring or take action before it escalates.

“In addition to monitoring aspects of high- risk security, ADPRO FastTrace acts as a useful management tool, allowing us to monitor our 77 train stations across South Wales—24/7 from one central location”

Catherine Casey-Thomas
IT Project Manager
Arriva Trains

ADPRO[®]
by  **xtralis**[™]



Flexible communications options are critical

Given the widely distributed nature of rail networks it's likely that stations may be connected through a wide range of communications paths – from high speed network connections to low-speed PSTN or even cellular.

ADPRO solutions deliver optimum performance regardless of how large or small the available communications bandwidth.

Audio intervention can even prevent damage and violence occurring in the first place

Experience shows that using rail platform Public Address systems to issue general announcements or specific warnings diffuses many volatile situations.

Once a trained operator has assessed a detector activated event an audio intervention proves extremely effective. A statement such as :

“This station is under constant video surveillance and all activity is being recorded”

is likely to dissuade an opportunist from vandalising a platform. Equally a challenge such as “you in the blue coat – your actions have been recorded and the police have been called” will often break-up an otherwise violent situation.

When audio intervention is not appropriate however (e.g. an armed hold-up) then the police can be called.

“We consider ADPRO to be the most powerful remote site surveillance management system available, and the majority of key rail companies are also recognising how important it is to provide effective site management across their network.”

Philip Owen
Managing Manager
TrackSafe Telecom

Additional benefits

As well as protecting passengers and staff, a remotely monitored ADPRO video security system can offer the following benefits:

- Protection of critical infrastructure and high-value assets by enabling trained operators to manage security breaches.
- Cost-effective access control to multiple remote locations by allowing operators to visually identify and enable entry to staff and contractors.
- Occupational Health & Safety compliance by actively monitoring lone workers and providing assistance when required.

Contact your local Xtralis office on the phone numbers below for more information about protecting rail staff & passengers

Or visit www.xtralis.com.

Examples

Protecting passengers - Help Point

It's late at night and a young woman is alone at a suburban train station. A group of youths appear at the other end of the platform. Feeling uncomfortable and knowing that the train is still 10 minutes away – the woman moves to the video assistance button and pushes it. Within seconds the Central Monitoring Station operator is viewing live images from the platform. The operator issues an announcement over the platform Public Address system. The youths disappear as soon as they hear the authoritative voice booming-out over the loud speaker. The woman boards her train, reassured that the train system is safe.

Protecting staff

The lone worker at the ticket counter only has another hour to go until he finishes his shift at 11 pm. He often feels uneasy in these late hours. Suddenly, a figure bursts towards the counter and demands that he hand over cash. As he has been trained to do, he discretely activates a hold-up button while reaching for the cash drawer. The Central Monitoring Station operator immediately assesses the situation and contacts the Police with a detailed description of the offender. Armed with such specific and timely information, the Police despatch a car immediately. Moments after the offender bursts out of the station, he is apprehended. The Police officers identified him from the detailed description they received.

www.xtralis.com

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