

## New Jersey Transit Increases Customer Safety and Security with NiceVision Systems

### New Jersey Transit – Overview

Created by the Public Transportation Act of 1979, New Jersey Transit (NJT) was established to "acquire, operate and contract for transportation service in the public interest." In 1980, NJT purchased Transport of New Jersey, the State's largest private bus company at that time. On January 1, 1980, the New Jersey Transit Corporation was formed as the "operating arm" of the New Jersey Department of Transportation. Conrail continued to operate Commuter rail service under contract from NJT until January 1, 1983 when New Jersey Transit Rail Operations assumed operation of all commuter rail service in New Jersey.

### The Main Challenges

Covering a service area of 5,325 square miles and managing over 752,000 daily trips on 236 bus routes, two light rail lines and 12 commuter rail lines linking major points in New Jersey, New York and Philadelphia makes NJT the nation's largest statewide public transportation system and requires exemplary organization and management skills to operate efficiently and safely.

Securing an operation of this magnitude requires endurance and determination as well as the right equipment.

### The Solution

NJT uses digital CCTV surveillance as an information asset. In other words, information that is useable by everyone; can be shared with anyone with access to the NJT network. This is accomplished in part by utilizing NiceVision digital products.

Michael K. Slack, Deputy Chief Information Officer for NJT explains, “NiceVision has changed the profile of how we use video; calling it CCTV doesn’t do it justice – we’re using it for security, insurance claims; police department; jails; cash handling – almost every element of our enterprise benefits from the system.”

### Main Benefits

The surveillance system is unique in that it can be programmed for a variety of uses via its content analysis capabilities. One such content analysis feature is used to eliminate illegally parked cars from sensitive areas and can be utilized for things like verifying “slip and fall” claims, detecting overcrowding or other safety hazards as well as actually spotting criminal activities or using video for evidence after the fact.

“It is an honor for NICE Systems to be a part of this landmark installation,” says Doron Eidelman, President of NiceVision. “NJ Transit’s *Back to Basics Customer Service Initiative* is clearly a model for success and one we are proud to be a part of in our home state of New Jersey.”

NJT’s “back to basics customer service initiative” focuses on safety, reliability and state-of-good-repair. NiceVision helps NJT to make its customer services goals a reality. For example, by linking video with the customer assistance telephones, NJT staff can see and talk to a customer using the customer assistance phones located throughout the stations.

Located midway between New York and Newark’s Penn Stations, the Secaucus Transfer Station is a multilevel rail station built on 28 acres in Secaucus, N.J. The opening of the new state-of-the-art Secaucus Transfer Station, renamed in honor of U.S. Senator Frank R. Lautenberg includes NiceVision digital video and audio recording solutions.

The 300,000-sq.-ft., four-level structure is built at the intersection of the northeast corridor and main line and features five train platforms with air-conditioned waiting rooms, a concourse level with public rotunda, ticketing area, management offices and mechanical spaces. The \$450 million project will link 10 of the New Jersey Transit's 11 train lines, providing expanded access to many destinations in New Jersey and reducing commuter time by 15 minutes or more.

The northeast corridor platform is located on the second level and provides access to the northeast corridor tracks. There are three 1,200-ft.-long platforms serving four tracks at this level. Finally, there are two mezzanines on the third and fourth levels that connect passengers to other locations and have ancillary mechanical spaces, offices and storage areas. A combination of 31 escalators, 11 elevators and 36 stairways provide vertical transportation throughout the station.

The Secaucus Transfer Station has been the most complex construction project in NJT history. The station and supporting infrastructure are built above three active rail lines, including the electrified Northeast Corridor -- one of the busiest rail corridors in the world.

New Jersey Transit selected the NiceVision digital video and audio recording solution for the new station with more than 200 cameras currently integrated with 16 digital video recorders, providing security throughout the passenger terminal.

"I can honestly say that the NiceVision system allows us to revolutionize the way we do business by providing information never before possible in areas involving security, scheduling and operations," stated Mr. Slack. "This is important to us because wherever the future goes that's where NJT is going."

Future plans call for the deployment of NiceVision's intelligent video content analysis capabilities, which will enhance both business performance and resource allocation for rail and bus services.