

A Case Study by NICE

Denver Regional Transportation District



CUSTOMER NAME:

Denver Regional Transportation District

INDUSTRY:

Public transportation

LOCATION:

Denver, Colorado

BUSINESS NEED:

Video security to thwart crime and ensure public safety

SOLUTION:

NiceVision Digital product family (NiceVision PRO, NiceVision ALTO Digital Video Recorders)

RESULTS:

Reduced crime rate by 60% in first year; cleared more than 60 felonies

“The integrated surveillance system helps us keep our rails safe for passengers,” said Michael Sinclair, security systems administrator for Denver Regional Transportation District. “If our system isn’t perceived as safe then passengers won’t utilize our system and we lose money. With the CCTV system and the NICE recording solution we are able to catch perpetrators who are involved in car jackings, armed robberies, thefts, assaults and more. The video resolution is so high that we can make out VIN numbers on vehicles and support prosecution of criminals with high quality facial capture.”

ABOUT THE CLIENT

The Regional Transportation District in Denver, Colorado is a public agency created in 1969 by the Colorado General Assembly to develop, operate, and maintain a mass transportation system for the benefit of 2.5 million people in RTD’s District. The 2,327 square mile District includes all or parts of eight counties: the City and County of Denver, the City and County of Broomfield, the counties of Boulder and Jefferson, the western portions of Adams and Arapahoe Counties, the northeastern portion of Douglas County, and small portions of Weld County annexed by Longmont and Erie.

Additional details:

- Over 2,500 employees
- Over 70 trains
- 23 rail stations
- 1,071 buses
- 66 park-n-ride facilities

THE CHALLENGE

The Denver Regional Transportation District (RTD) manages a massive transportation system covering over 2,300 square miles and servicing over 2.5 million people. With dozens of facilities and thousands of vehicles, RTD relies heavily on video surveillance to keep its system safe for passengers and workers by thwarting crime and supporting criminal prosecution. With such a large area to control, the RTD security team monitors over 1,000 cameras around the clock across its transportation network. Prior to the NICE surveillance system the district relied on a distributed non-networked surveillance system. When a malfunction occurred, security team personnel had to physically go to the location of the equipment and manually repair it. This wasted time, money and valuable resources that could have been allocated to more proactive security roles.

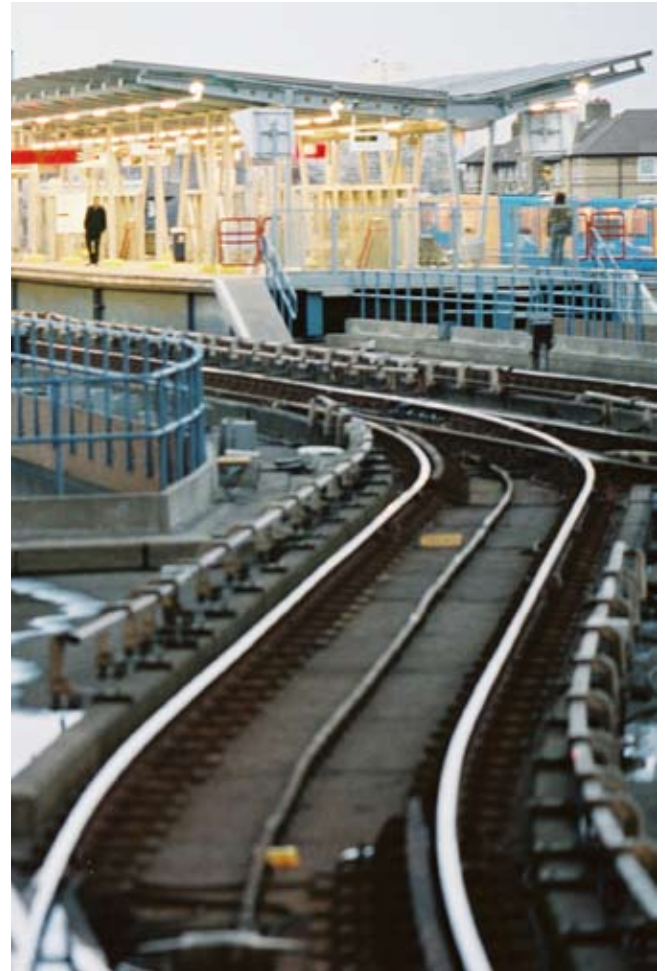
THE SOLUTION

RTD began deploying the NICE video recording and management solution in select locations and quickly realized its utility and value. Soon after, the district began installing the NICE video solution across its entire transportation system, which had to support over 575 cameras. By leveraging its IP network, RTD now has a fully networked and integrated video surveillance system with quick and easy retrieval of high-quality video.

“With our networked NICE security system, we consider the central server sitting in our security command center to be the mother ship,” added Sinclair. “I can sit at my desk and access the entire video system without leaving my office. We now have our own tightly integrated security network that protects our passengers and our entire transportation system 24x7.”

“When we submit our surveillance recordings to the courts, they must be of a certain quality in order to be admissible or they will simply be tossed out,” said Sinclair. “The NICE recording system plays back our recordings at a very high resolution. In the recent past, recordings we’ve pulled from the system have enabled us to clear better than 60 felonies throughout our transportation system.”

He added, “We have used all the big manufacturers of DVRs in the past, but NICE is system that has performed for us the best. In the first year alone with the full integrated surveillance system we have reduced crime by 60%. In fact, the CCTV and recording system helped us thwart a motorcycle theft just last night.”



NICE Systems Inc.

The expert in intelligent digital video management, NiceVision maximizes the effectiveness of your security operations by enabling proactive security strategies. NiceVision products integrate real-time analysis, IP networking, recording and management to enable automatic threat detection, instant verification, event resolution and incident investigation. NICE's comprehensive pure or hybrid IP solutions leverage sophisticated video analytics, Level of Service bandwidth management and unified management capabilities and include smart encoders, network video recording (NVR) solutions, decoders, virtual matrix (VMX) solutions, central storage servers (CSS) and video over wireless network solutions. Scalable up to thousands of cameras, NiceVision IP solutions are ideal for large distributed sites, such as transportation systems, high-risk industrial sites and utilities.

In business for over 20 years, NICE has over 23,000 customers in 100 countries, including over 75 of the Fortune 100. NiceVision offers the world's most advanced intelligent digital video solutions, which protect some of the world's most critical assets, including international airports, central transportation hubs, critical facilities, casinos and high-security government facilities. We understand customer pain points and deliver solutions in every vertical market with our broad portfolio of scalable, cutting edge solutions. Our 24/7-support team delivers first-class service to end users and integrators. Our aggressive product roadmaps document our drive for cutting edge, innovative technology solutions, featuring open architectures for easy integration to 3rd-party products.