Designed specifically for the unique needs of mass transit, the NICE transport solution combines a powerful set of tools and technology that secures the entire transportation infrastructure. In the process, Public Transport Agencies gain real insight into everyday operational issues that can result in measurable and valuable improvements. By utilizing the ubiquitous nature of CCTV, coupled with NICE’s field-proven technology, Public Transport Agencies can confidently provide the high level of security necessary, in the most efficient and reliable manner available. By partnering with the world’s largest transportation operators, NICE has garnered the experience and insight necessary to design a comprehensive and effective solution for Public Transportation.
The challenge of securing public transportation

Public Transit Systems throughout the world face the very tough challenge of providing a safe and secure environment for a growing number of passengers. Addressing this challenge is not only a fundamental responsibility of Public Transportation Agencies, but the prohibitive cost of security breaches — financial and otherwise — makes it absolutely necessary.

- Tens of millions of dollars are spent annually to repair vandalism
- Antisocial behavior, perpetrated against both staff and passengers, creates insecurity and affects productivity levels
- Metal theft costs millions of dollars annually and poses a very significant safety threat when signaling cables are tampered with
- Level crossing accidents account for 25% of train accidents and have severe consequences due to the high speed of travel
- In recent times, the risk and fear of terrorism has become a reality for Public Transportation
- Negative public perception about the safety of mass transit drastically affects ridership

An environment as demanding as the task

Adding to the complexity of securing public transportation is an incredibly challenging environment. The safety and security measures that are commonly used in airports or buildings are non-transferable because of mass transit’s unique characteristics. Nevertheless, Public Transport operators must be able to secure passengers and assets while maintaining high levels of operational efficiency. In order for a security solution to be effective, it must respond efficiently to the considerations of its particular environment.

- Fast moving and densely populated
- Vast, open spaces
- Coverage required for tremendous geographical span
- Complex jurisdiction and collaboration, both internally and externally

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Complete coverage
Gaining control over it all
The non-intrusive and ubiquitous nature of CCTV provides the fundamental basis for the NICE transport solution. Holistic in its coverage of both the fixed and mobile infrastructure, NICE’s transport solution secures your system without disturbing operational integrity; in fact it works to optimize it. In an environment as large and fragmented as mass transit, NICE’s transport solution provides the best coverage possible.

- Complete coverage of all Public Transport facilities including rolling stock
- Open architecture enables full integration into all existing systems; operational, security, external sensors, IP cameras
- Reliability ensured by adherence to the most stringent durability and performance standards — 24x7
- Evolutionary compatibility with analog deployment guarantees full investment protection
- Built for durability, NICE equipment is specifically designed to withstand the heat and vibration of Public Transport vehicles as well as the harshest outdoor environmental conditions
- System delivers evident quality images under the most extreme conditions
- NICE’s transport solutions are fully scalable for future growth and developments

Protecting more than just stations and platforms
Only a solution that provides coverage for every component of your infrastructure can be truly effective. Stations and platforms are continuously monitored for potential and ongoing incidents as is each and every area along the way. In addition, this monitoring provides insight about functional and operational aspects. From bridges and level crossings to power stations and warehouses, you can monitor and secure them all with NICE’s transport solution.

“The integrated surveillance system helps us keep our rails safe for passengers. If our system isn’t perceived as safe then passengers won’t utilize our system and we lose money. In the first year alone with the NICE fully integrated surveillance system, we have reduced crime by 60%.”

Michael Sinclair, Security Systems Administrator, Denver Regional Transportation District
The beneficial ripple effect of NICE’s transport solution

Ultimate durability and performance for uninterrupted availability

- A comprehensive portfolio of indoor/outdoor encoders and NVRs allows for a smooth migration path from analog to digital — ensuring full investment protection.
- Smart outdoor extended temperature encoders with unique water- and dust-proof enclosures are powered with field proven Video Content Analytics (VCA). This allows for the monitoring of rail tracks and level crossings even in the harshest conditions.
- Fully resilient architecture guarantees high availability of all major components and their continuous operation.
- Built for durability, NICE equipment is specifically designed to withstand the heat and vibrations of public transport vehicles as well as harshest outdoor environmental conditions.
- The solution is fully scalable for future growth and advancements.

“NICE is providing Transnet Freight Rail with a solution that encompasses all of our requirements. It is essential for our surveillance teams to be able to monitor and seamlessly record images from the thousands of IP-based video cameras installed throughout the country, ensuring the safe passage of all assets being transported across our rail infrastructure. NICE’s IP-based security solution provides us with the tools to do this.”
Kay Nayager, National Manager of Security Technology, Transnet Freight Rail

Early event detection and verification leads to prevention

With the extraordinary amount of information and data that CCTV can capture, additional tools to effectively analyze and prioritize are needed to make it both efficient and relevant. That is where NICE’s field-proven and highly accurate VCA applications come in. With customized algorithms specifically designed for mass transit environments, NICE’s VCA alert security personnel to situations that might otherwise be easily missed.

- Trespassing onto rail tracks, into tunnels and depots
- Platform overcrowding
- Obstructions at level crossings
- Suspicious loitering
- Illegal parking

The open architecture of NICE’s transport solution allows for the integration of additional methods of event detection.

- Help phones and emergency buttons located in stations, parking lots and rolling stock provide immediate access to security personnel
- Integration of alerts from external sensors, such as access control and fire alarms, coupled with video, enables easy event verification
Successful resolution
For events requiring intervention, NICE’s transport solution provides collaborative event management. This allows for the immediate transmission of incident information, across all media types, and to all relevant stakeholders, including field security personnel and law enforcement agencies — facilitating rapid intervention and quick incident resolution.

Only NICE’s transport solution intelligently transmits incident information in the format most appropriate to the recipient’s handheld device, in real time.

- Complete access to incident information allows emergency forces to respond more effectively to unfolding security events
- Instant access to high quality incident video and audio communication
- Video transmission to field personnel over any infrastructure offering optimized viewing aligned with end-station resources
- Increased situational awareness helps mitigate potential risks

“The NICE solutions ensure real-time proactive protection from both human and animal interference, assuring safe operation and improved levels of safety and service.”

Yingzhang Shen, System Integrator, Qing Zang Rail Service

Thorough investigations
NICE’s comprehensive multimedia incident management solution helps Public Transport operators deal efficiently with incident investigation and reporting. Incident reconstruction can be used to aggressively fight crime, refute fraudulent insurance claims and take preventative measures to reduce safety risks and operational bottle-necks.

This unified solution enables the effective management of incident information from various sources: video, radio, phone and GIS, while streamlining information sharing for investigations and evidence delivery.

- Immediate, time-saving access to incident reports
- A single repository for all event-related data including video, radio and phone communication
- All incident files are digitally signed to detect evidence tampering
Beyond security — benefits that go straight to your bottom line

In addition to securing your organization, the NICE transport solution provides your organization with insights that go straight to your bottom line. Its flexible IP architecture allows other departments in your organization to leverage the benefits of having access to live and recorded video. For example, station announcers can accurately announce when trains arrive and depart since they can see what is happening in real time. Your operations team can identify crowd congestion and respond quickly with updated scheduling and the appropriate station announcement. Customer complaints are dealt with more effectively while fraudulent insurance claims can be refuted with recorded evidence. With NICE’s transport solution you not only secure your infrastructure, you gain control over it.

- Organize schedules around actual usage and optimize your service
- Identify irresponsible and reckless bus driving with on-board recording devices
- Refute fraudulent insurance claims with recorded evidence

“NICE has changed the way 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.”

Michael K. Slack, Deputy CIO, New Jersey Transit

Positive public perception — the most effective PR campaign there is

Just as the presence of CCTV cameras deters unlawful behaviour, it has an equally positive effect on passengers’ feeling of safety and security, as does the presence of security personnel. It has been well established that the perception of how safe an environment is, heavily influences an individual’s behaviour.

With NICE’s transport solution, the early detection of unfolding events helps place security staff where their presence is most needed. Being able to facilitate this immediate response can prevent or mitigate the damage caused by incidents while providing passengers with a sense of security.

Additionally, staff are also positively influenced by the perception of a more secure work environment. When employees feel safe at work and view their managing organizations as proactively taking steps to protect them, they’re simply more productive.

- Positive public perception about public transportation and security increases ridership
- Staff who enjoy a heightened sense of security are far more productive

NICE — securing the world’s transit systems

Securing public transportation is a primary concern of all mass transit operators. Video surveillance, based on NICE technologies, is one of the most effective tools available in reducing crime, preventing terror, and increasing the personal safety of passengers and staff—in stations, hubs, railway crossings, and anywhere you operate. NICE solutions are helping to secure the world’s transit systems with deployments by organizations such as the New Jersey Transit, Beijing Metro, the New York City MTA and the London Underground. Our insight is unparalleled—gained through the real experience of solution deployment at leading transit agencies around the globe. By partnering with NICE, you can provide the most comprehensive and field-proven solutions available in order to secure the most precious cargo there is: your passengers.
The NICE transport solution toolbox

**Control Room Management**
- Virtual Matrix

**Network Video Recording (NVR) and Storage Solutions**
- NVR 9000
  - Enterprise-class scalable solution
- DAS / SAN / iSCSI / NAS
  - Storage solutions

**Remote Viewing**
- PDA client
- Web Client

**SafeRoute**
- Mobile vandal-resistant camera
- NVR 1010

**Edge Devices**
- Third-party IP Cameras
  - IP cameras
  - Megapixel cameras
- Encoders
  - NVE 1002/ XT/CA
    - Smart outdoor encoder
  - NVE 1002
    - Smart indoor encoder
  - NVE 1008
    - Eight-channel encoders
- Analog cameras

**Network Video Recording (NVR) and Storage Solutions**
- NVR 9000
  - Enterprise-class scalable solution
- DAS / SAN / iSCSI / NAS
  - Storage solutions
ABOUT NICE
NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, offering comprehensive performance management and interaction analytics solutions for the enterprise and public safety and security markets. Advanced interaction analytics are performed on unstructured multimedia content — from telephony, web, radio and video communications. NICE brings the power of Insight from Interactions™ to IP contact centers, branches, and command and control centers. NICE’s solutions are changing the way organizations make decisions, enabling them to proactively improve business and operational performance and address security threats. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies. More information is available at www.nice.com.