



PROTECTING PEDESTRIANS IN PALO ALTO

G4S TO DESIGN & INSTALL VIDEO MANAGEMENT SYSTEM TO PREVENT SUICIDES

Following a cluster of youth suicides in 1999 along the Caltrain rail corridor that bisects Palo Alto, California, the city took action. It created a Track Watch program, posting security guards to spot suicidal individuals at key locations. Over the years, the program grew into 24-hour guard coverage at all four of the city's rail crossings.

At a cost of about \$1.7 million a year, private security guards currently monitor the crossings and adjacent areas along the four-mile stretch running through the city. Their job is not to intervene. Instead, they observe and report to law enforcement when they see suspicious activity on or near the tracks.

When the Track Watch Program became inefficient and expensive to operate, Palo Alto decided to transition to a technological solution that promises to be better and less-expensive than human observers. Following a pilot program of an Intrusion Detection System (IDS) that consisted of visible light and thermal imagers, city officials found the IDS to be "superior to human monitors."

G4S Secure Integration is contracted to design and install the \$1.4 million IDS and expects to provide monitoring and maintenance services once the system is up and running. Here are the details:

CHALLENGE

- Multiple youth suicides using Caltrain tracks from 2009-2015
- Track Watch personnel have limited vision at night and are prone to fatigue and stress
- High cost of human monitoring at \$1.7 million a year

SOLUTION

- Thermal cameras with analytics monitor 1,000-ft. up and down tracks
- Multisensor visible light cameras view intersections
- Pan-Tilt-Zoom cameras enable operator view along route
- Motion detection triggers live connection with monitoring center
- Speaker system allows operator to address individuals and broadcast a pre-recorded message
- System integrates into existing fiber network

PROJECTED RESULTS

- Video analytics improves situational awareness during day and night
- Quick alerting of potential suicidal situations
- Faster notification of law enforcement and Caltrain officials
- Lower fatigue and stress for monitoring personnel
- Periodic analytics reports with video
- Monitoring and maintenance costs reduced to \$325,000 a year vs. \$1.7 million a year on security guards

While it may or may not be true that a "human presence" at the tracks would provide a deterrent to someone contemplating suicide, it is absolutely clear that the IDS provides a more effective means of notifying law enforcement and Caltrain, especially in darkness.

— Palo Alto Community Services Department Report

Once installed, the system will provide video feeds to the G4S Secure Integration Monitoring Center in Burlington, Massachusetts. When video analytics trigger events, monitoring center operators will follow the same protocols as current Track Watch personnel by assessing situations and contacting law enforcement and Caltrain personnel as appropriate.

Palo Alto's Intrusion Detection System is designed first and foremost to save lives and address a serious public health issue. By embracing a technological solution, the city will get a more efficient and cost-effective system.



INTEGRATED SECURITY SOLUTIONS

G4S has a 100-year legacy of innovation in the security business. We never stop evolving and perfecting our people, products, and services. We've developed new processes to assess and mitigate security risks. We've created new technologies to help our security personnel execute their jobs more efficiently.

G4S has developed a new approach to address today's security challenges. Our process is based around four components: **Assess. Design. Deliver. Optimize.** The goal is to work together to understand your risks and threats, and design a security program that meets your needs in the most efficient way possible.

We will **ASSESS** and evaluate your risks.

We will **DESIGN** solutions to create the most secure environment possible in the most efficient way possible.

We will **DELIVER** an integrated methodology, combining the best people, processes and technology with your stakeholders and environment.

We will **OPTIMIZE** your program utilizing meaningful data analytics and performance measurements to continuously protect your people, customers, resources, and reputation.

