

Central Station and City Terminal – security and safety.

With Axis network cameras, Jernhusen is able to keep a watchful eye over one of Sweden's most visited properties.



Organization:
Stockholm Central
Station and City Terminal

Location:
Stockholm, Sweden

Industry segment:
Transportation

Application:
Safety and security,
loss prevention,
merchandising/operations

Axis partners:
Insupport, EET Nordics,
Milestone

Mission

Jernhusen is a state-owned property company that owns and manages around a hundred properties along the Swedish railways. The biggest and by far the most visited properties are Central Station and City Terminal in Stockholm. In 2009, Jernhusen started the 'Safe Station' project, a combined initiative involving technology, surveillance and social activities. One component was to review camera surveillance. Jernhusen realized that the camera installation in the properties needed to be modernized to produce better image quality and more efficient surveillance. A decision was made to invest in IP-based cameras and a thorough procurement process was implemented.

Solution

The contract at City Terminal was awarded to Axis partner, Insupport. So far, 33 cameras have been installed in City Terminal and Central Station; 15 AXIS Q6034, ten AXIS P3364 and eight AXIS P8514 Network Cameras, together with six AXIS P7210 Video Encoders for the existing analog cameras. The software that handles viewing/recording is Milestone XProtect® Corporate 5.0.

Result

The most important benefit of the new IP camera system is that Jernhusen now has a user-friendly, flexible system with better image quality and higher efficiency.

Using the high-resolution camera images, it has been possible to help the police solve more crimes in a more efficient manner. The new system can easily be extended in terms of both cameras and functions as it is based on open technical platforms.

Markus Sedenberg, Safety Manager at Central Station and City Terminal has the following comments on the new IP camera system: "As I am trained in analog systems, I was a little worried, but my reservations soon disappeared. All of the operators are extremely satisfied. There is no difficulty and the system is easy to use."

"As I am trained in analog systems, I was a little worried, but my reservations soon disappeared. All of the operators are extremely satisfied. There is no difficulty and the system is easy to use."

Markus Sedenberg, Safety Manager at Central Station and City Terminal.

250,000 reasons for a secure environment

On a normal working day, 250,000 people pass through Central Station in Stockholm. It is served by intercity trains, regional trains, local trains, the Arlanda Express, freight trains and many bus routes. A pedestrian tunnel leads to the hub of the underground railway, T-centralen.

Jernhusen is responsible both for everyone who passes through the stations and for the many tenants. If the environment does not feel safe and pleasant, people will not stay longer than necessary, and Jernhusen has had to work hard and with determination to enhance security and safety.

Image quality that stands up in court

Axis cameras play an important role here. The high-resolution, mobile cameras allow the operators to have a constant overview of the premises and examine suspected incidents. This means, for example, that the gangs of pickpockets, who are rife in Stockholm, prefer to avoid Central Station.

"We can also see that more and more people are choosing to come here to shop or eat even if they are not passengers. This is proof that we have made great advances," says Markus Sedenberg.

Cameras that can count

However, it is by no means time to rest on laurels. The vision is for more people to decide to use public transport. The target is to double the number of passengers on public transport in the Stockholm region by 2020. This means that roughly half a million people will pass through the hubs in central Stockholm every day. Therefore, Jernhusen is now installing a system that is able to measure the number of visitors and analyse the flows in the properties. This system is also based on Axis cameras.

Security means better shops

Jernhusen estimates that a commuter spends between 30 to 60 seconds in the buildings, while intercity train passengers stay 25-30 minutes. This explains the mix of shops in the properties, from shoe repairs to restaurants offering full meals.

Every 24 hours, 100 incidents are reported at Central Station and City Terminal. These range from illness and pickpocketing to public disorder offenses. As Jernhusen is the landlord for a wide range of shops, cafés and restaurants, it bears a heavy responsibility for ensuring that the properties feel secure and pleasant for people to spend time in. If people do not stop and only pass through the station as quickly as possible, the shops will disappear.

