

Malmö Central Station – a modern and secure station via the use of Axis surveillance cameras.

With the renovation of Malmö Central Station, 110 surveillance cameras were installed, with the objective of improving passenger security.



Organization:
Malmö Central Station
(Jernhusen)

Location:
Malmö, Sweden

Industry segment:
Transportation

Application:
Safety and security

Axis partners:
El-kompaniet Svenska,
Niscayah, Anixter,
Milestone

Mission

Malmö Central Station, which is owned and managed by Jernhusen, is Sweden's third largest station. Each year, approximately 17 million people visit the station, and each day 350 trains arrive and depart. In December 2010, the new city tunnel in Malmö was opened, incorporating a 17-km-long connection, of which 6 km is underground. At the same time, the central station's main building was rebuilt and new sections were added. The glass-covered concourse was opened and the central hall was transformed into an attractive marketplace. A large number of surveillance cameras were installed in connection with the renovation work. The cameras were installed to increase the safety and security of passengers and visitors to the station.

Solution

A total of 110 network cameras monitor all activities in the central hall, the glass concourse, some parts of the station's hall and the car parks at Malmö Central Station. Models used include AXIS P5534-E and AXIS P3344-VE Network Cameras. The cameras are monitored from a security center in the station and the images are also sent to Malmö city surveillance center.

The software that manages the display and the recording of the images comes from Axis partner Milestone, called Milestone XProtect® Corporate video management software.

Result

Jernhusen does not tolerate a lack of security or damage. Passengers and visitors should be able to enjoy their visit to Jernhusen's stations and feel safe, regardless of what time of the day. Jernhusen has a concept called "safe station", which is all about increasing safety through a variety of measures, ranging from better lighting to station assistants. "Safe station" also means increasing the use of camera surveillance. In addition to increasing passenger and visitor safety, the installation of security cameras also provides security for the security guards, who often must intervene to defuse a situation or remove people from the station. Sometimes the security guards must use physical force, and the cameras provide legal protection for both the guard and the person involved if a report of excessive use of force is submitted. The cameras have thus become an important addition to the patrolling security guard force.

"If you have decided to invest in a camera surveillance system, it is better to choose a really good system that is future ready, as you will profit from this in the long term."

Martin Andersen, Quality Manager at Jernhusen.

Security, design and installation

Jernhusen has stated that its ambition is to provide people with a safe and secure environment and to provide exactly the service they require. The reconstruction of Malmö Central Station has been an important project for Jernhusen, as its intention has been to preserve and renovate the old time-honored station. Design was an important consideration, and in October 2011, Malmö Central Station received an international award for the best project in railway architecture and industrial design, a Brunel Award, one of the finest distinctions awarded in the railway industry.

Axis partners Niscayah Ltd and El-kompaniet AB have carried out all of the installation work at Malmö Central Station, and they have recently signed a long-term contract with Jernhusen covering the existing operational and maintenance responsibilities for electronic, telecommunications, data and CCTV. In total, there are 110 network cameras, AXIS P5534-E and AXIS P3344-VE models, in use in the surveillance system. The cameras were a good match and fitted in very well with the design requirements. Sandor Haizer, supervisor at El-kompaniet, describes the installation as simple: "It saves both time and money when you can adjust the focus and zoom on the cameras from your computer and you do not have to climb up and down ladders."

Surveillance and identification

One of the requirements Jernhusen had when choosing the camera models for its surveillance system was the ability to identify people, and for that reason Jernhusen invested in quality cameras with HDTV resolution. The police, and even Customs and Excise, often contact Jernhusen to access images when incidents have occurred or there is a suspicion that a crime has taken place. The police contact the security center several times a week with image requests. One example of an incident that took place in February 2012 happened when a shop in Copenhagen was robbed. The robbers left behind a train ticket which was time stamped at Malmö Central Station. With the help of precision camera images from the security center and eyewitness reports, the police were able to identify and apprehend the perpetrators.

Image quality is extremely important, and the security team at Malmö Central Station rely on the surveillance system. "Many camera systems are poor; however, with the new cameras, you can easily identify people and objects," says Jonas at Bevakningstjänst (the Surveillance service), who is one of the people in charge of surveillance at Jernhusen.

Jernhusen is interested in installing more cameras in the future. There is also an interest in intelligent video applications. Counting people and also studying the flow of movement can easily be achieved using network camera applications. There is also interest in a portable system, where video footage can be viewed on iPads or smartphones.



 Jernhusen

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