

Zaragoza Delicias Central Station.

Video surveillance and support in the management of an intermodal passenger transport station.



Organization:
Delicias Central Station

Location:
Zaragoza Spain

Industry segment:
Transportation

Application:
Safety, security and
traffic management

Axis partner:
Chubb Iberia

Mission

The International Expo Zaragoza 2008, "Water and Sustainable Development," held in the summer of 2008, transformed the image of the city of Zaragoza dramatically. The high level of commitment involved in this event was evidenced by a large injection of financing aimed at creating and improving its infrastructure, with special importance given to that related to water, and the provision of full services to the visitors of the International Expo, who numbered more than 5 million people over 93 days.

A clear example of this image transformation is the Delicias Central Station, an impressively modern facility located opposite the International Expo and connected to the Expo by a cable railway. It was inaugurated as a train station in 2003 to coincide with the arrival of the high-speed train (AVE) in Zaragoza. The end of 2006 saw the opening of the bus station, which provides the basis of this case study.

The station currently has a daily transit volume of around 36,000 people, and its facilities combine train and bus services for Zaragoza, both for long-distance services (national and international) and short-distance services (regional and local).

Zaragoza-Delicias provides all essential services for travelers, such as shops, cafés and restaurants, as well as automatic teller machines, a baggage check, etc., and includes two parking lots with a combined capacity of around 2,000 vehicles. It houses two hotels and the building also offers a business center and a gymnasium. In view of the security requirements for this station as a public transport hub, the former general manager Antonio González began to search for an advanced video surveillance system that would allow all the processes associated with the station's operation to be made secure, while serving as the basis for future needs and expansions.

"I'm pleased to confirm that the Axis network cameras have proven to be a very useful tool in resolving incidents within the perimeter of the Station. The images, in which we can clearly identify the individuals concerned, have been a great help to us and the national law enforcement and security forces."

Iñigo Lain, General Manager of Delicias Bus Station.

Solution

The former general manager of the Station embarked on this search together with a consulting and engineering firm, and extended an invitation for tender proposals at the national level. For this tender, Chubb Iberia proposed a video surveillance system over an IP network infrastructure based on the OnGuard video management software platform from LENEL, and integrated this system with Axis network cameras.

The appeal of this proposal, and the reason for its ultimate selection, was primarily due to the fact that it was a completely open, flexible and easily scalable system based on existing standards. The ease of installation and use of this system, as well as its reliance on Power over Ethernet (PoE) technology, were additional features favoring its selection.

The preference of Chubb Iberia for Axis network cameras was based on their ability to be integrated with the selected video management platform (LENEL OnGuard), the excellent image quality of the cameras and the manufacturer's wide range of products. This perfect match between station management and providers proved to be a great advantage in finding solutions to the minor problems occurring during the installation and startup phases of the system. Chubb Iberia had previously conducted a study of similar installations in other countries based on the OnGuard platform.

Result

The current video surveillance system consists of 55 network cameras, 14 of which are AXIS 231D+ Network Dome Cameras, plus 41 AXIS 221 Network Cameras. The cameras are distributed through the areas of the station considered "potentially at risk": ticket sale areas, parking lots and waiting areas, staircases and transit control areas for passengers exiting the train station. All of the cameras are controlled from a client workstation consisting of one PC connected to 4 TFT screens.

The interface of the video management software shows a tree of devices that permit the easy management of different applications, monitoring of events activated by alarms, creation of event histories, scheduling of surveillance patrols, monitoring of checkpoints, preparation of reports, etc. The camera recordings are stored on a server for 15 days, although there is capacity to store them for up to 30 days, and after this period, the system is capable of deleting the oldest images automatically and storing the new ones.

The installed system includes a high level of redundancy and scalability. The effectiveness of the system was confirmed during the International Expo, a demanding test which successfully proved that the system serves as a useful security and prevention tool.

The versatility of the system was shown by the fact that it was initially designed as a prevention tool and yet, with the passage of time, it was also converted into a useful management tool capable of checking, for example, whether buses enter and leave the station at the scheduled time, and studying the flow of passengers through the parking lots.

Future expansions

The aim of Iñigo Lain, the current general manager of the station, is to continue learning how best to use the video system. This will involve continuing to evaluate the risks facing the station and, as appropriate, incorporating intelligent video technologies, new cameras and other possible technological advances into the system.

About Chubb Iberia

Chubb Iberia, a company belonging to the United Technologies Corporation (UTC) group, offers solutions that help to protect people and their most valuable property and assets. It combines more than 185 years of experience in security with the latest technological advances and highly trained personnel, with the aim of inspiring customer confidence in its systems. The company's wide range of security and fire prevention services include electronic security and monitoring, fire detection and extinguishing, and security personnel. At this facility, Chubb Iberia also provides maintenance services, security personnel training and software updating.

