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Jacksonville Transportation Authority partners with Apollo Video Technology to stream real-time digital video to state-of-the-art command center

Jacksonville Transportation Authority (JTA) Skyway trains travel over two miles through eight stations, all of which are unmanned. Kenneth Williams, manager of Skyway operations, was tasked with finding a solution that would provide surveillance for these broad areas to increase rider safety and security while protecting the agency from frivolous lawsuits, liability issues and fare-skippers.

Williams partnered with Apollo Video Technology to implement a solution to meet the needs of transit managers, while also providing surveillance access and coordination abilities to first responders and law enforcement.

The solution is a state-of-the-art command center for viewing and monitoring live video feeds from all Skyway stations and trains. The control center provides transit officials with access to view video in real-time and provide playback of previously recorded video.

To make the command center vision a reality, Apollo Video Technology equipped each of the Skyway's 10 trains with Road-

Runner™ digital video recorders (DVR) and four cameras strategically placed in the interior of each train. These cameras provide video of riders on-board, entering and exiting the trains. In addition, each Skyway station is equipped with Apollo Video Technology's RoadRunner™ facility-based DVRs and four to eight cameras strategically positioned to provide full surveillance of each station.

Display monitors located in the command center provide a comprehensive view of the entire Skyway operation and enable transit managers to dispatch police immediately if safety or security concerns arise, including: pedestrians crossing illegally into to Skyway stations, jumping over gates, skipping fares, vandalism and violence. The command center also provides access for instantly investigating passenger-reported incidents.

"Real-time video feeds have allowed us to not only prevent potential security and vandalism incidents, but also review any complaints that arise from commuters," Williams said. "Safety and security remain our number one priority."



Skyway Statistics:

Average Daily Ridership: 2,000

Length of Skyway Track: 2.5 Miles

Number of Skyway Stations: 8

Number of Skyway Trains: 10

Hours of Operation:

Weekdays: 6am-11pm

Saturday: 10am-11pm

Sunday: Special Event Service

Train Frequency:

Peak hours: Every 3 minutes

Off Peak Hours: Every 3-6 minutes

Williams recalls a time before digital video was available when transit managers had to use transmit-receive video feeds to monitor both skyway stations and trains. JTA is among a growing number of transit operations nationwide to convert to digital video and high-performance mobile video surveillance systems in recent years.

Now, video feeds from the Skyway station and trains are sent digitally to the command center's ViSS (Video Streaming Software) system - designed by Apollo Video Technology - which caches and stores video for up to two weeks. Each station is also equipped with a digital video recorder (DVR), which has a 30-day retention period. The ViSS server provides redundant storage with increased flexibility and access to recorded video.

"A key component of our video surveillance system is its flexibility," Williams said. "Flexibility that will allow us to add additional cameras and continually adapt the system to best suit our organization's needs."

The system allows law enforcement agencies to view real-time and playback video from remote locations to ensure that security incidents are handled as quickly and safely as possible.

"Video surveillance solutions are key to addressing our safety and security concerns," Williams said. "By partnering with Apollo Video Technology, we've been able to address day-to-day concerns while exceeding our long-term goals."



The command center provides simultaneous viewing of all Skyway stations and trains, allowing transit officials to easily monitor unmanned areas and dispatch law enforcement in the event of an emergency.



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