Case Study

San Diego
International Airport

Challenges

// Increasing passenger and employee safety and reducing passenger frustration

// Reducing personnel load

// Providing situational awareness and reducing time for incident resolution

Why Surveillint™

// Offers a single-click total situational awareness of incidents

// View and correlate data between systems to better respond to incidents

// EZ Track™ allows subject tracking across camera views to help prevent terminal evacuations

Results

// Tracked and apprehended suspects quickly to avoid terminal evacuations

// Drastically reduced operator response time and training requirements by using one system

// Leveraged existing security investments while choosing best-in-breed systems

The company

Established in 2003, the San Diego County Regional Airport Authority was created as an independent agency to manage the day-to-day operations of San Diego International Airport ("Airport") and address the region's long-term air transportation needs. The Authority's mission is to plan for and provide air transportation services to the region with safe, effective facilities that exceed customer expectations.

Security incidents influence revenue, safety

To meet objectives, the Authority continually looks for ways to improve its operations to best protect passengers and employees as well as avoid poor publicity and lost revenue from security incidents. One area of concern was the need to ground airplanes due to security incidents. Security breaches at passenger security check points have a domino effect on the passenger safety and revenue cost associated with each grounding incident. Since landing fees are the largest revenue generator for airports, any security event that prohibits airplanes from taking off and landing results in significant lost revenue, especially if the security incident requires a terminal evacuation. One grounding and evacuation incident may cost an airport in excess of $1M not including the additional time and effort to get passengers to their desti-nations.

As a result the Authority challenged the Airport to install and implement numerous security systems to help increase passenger and employee safety, reduce personnel load and provide situational awareness in order to reduce the time taken for incident resolution.

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Too many systems = too much data

The initial plans were well-thought out and several individual security systems evaluated and chosen. However, each new security system also brought with it individual consoles and more data that required monitoring by security officers. To weed through the massive amounts of data, the Airport wanted a powerful and sophisticated command and control centre solution that would integrate existing security systems and technologies as well as adapt to new ones. Six individual systems and technologies were originally required for integration, including video analytics, intrusion detection, access control, and event/incident analysis.

"The management practice of traditional security is evolving from one of deploying tactical solutions to respond to issues, to one of strategic solutions to proactively protect business operations under any conceivable threat."

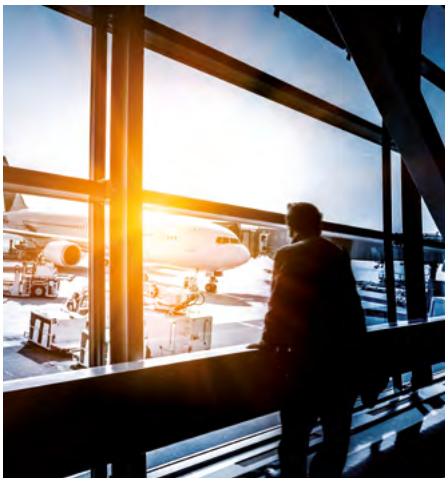
Clint Welch,
Manager, Aviation Security and Public Safety for San Diego County Regional Airport Authority

Choosing Surveillint delivers results
The Airport selected Surveillint with EZ Track as the command and control centre solution. Surveillint integrated all the required systems and technologies into a common user interface offering total situational awareness of incidents with a single-click.

EZ Track makes tracking subjects across camera views as easy as the click of an arrow. In one situation, a man with a knife in his carry-on luggage disappeared with his bag before authorities could claim the blade. Using EZ Track, the Airport security personnel quickly located and tracked the man across several camera views, giving authorities his exact whereabouts to confiscate the knife. This procedure prevented a terminal evacuation, thereby, saving the Airport approximately $1M in revenue, hours of personnel time and lots of passenger frustration.

Today, Surveillint allows the security operations team to view and correlate data between systems, respond to incidents in a timely fashion and create reports within seconds. The implementation of Surveillint drastically reduces operator response time and training requirements since operators are no longer required to be trained on several different systems. As an added benefit, the Airport now uses Surveillint to monitor the health of each system on the network to be sure every device is online and functioning.

After several years, the airport continues to use Surveillint as its core platform while upgrading and adding systems and technologies as time and budget allow.



The airport plans to install a PID (perimeter intrusion detection) system to monitor individuals entering the perimeter of the airport illegally. Surveillint allows the San Diego International Airport to leverage its existing security investments while choosing best-in-breed systems as appropriate.

24/7 information presents proactive situational awareness

In order to be better prepared for these incidents, we utilize an alarm management system that provides situational awareness of all connected video, access control and other systems; allowing us to track and follow suspicious individuals across cameras, if required. It's equally important that we monitor the health and functionality of every security device and system 24/7 to ensure they are online and functioning: this central management system aids in that effort so that information is available when we need it.

For further information please contact: ce.communications@tycoint.com or visit our website: www.tyco.eu

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