

Protecting isolated train stations

Remote videoguarding

Chubb visiON+ provides confidence around-the-clock that your people, property and assets are well protected, because you're connected to Chubb at all times through one or more of our remote protection services.

Chubb's remote video guarding enables a more informed and rapid alternative to traditional guards and patrol manpower.

Canada has over 30,000 miles of total trackage, with a railway system that supports the transportation of both freight and commuters. Operating across such a large coverage and diverse terrain, some stations are less frequented and are located in isolated environments.

Chubb's customer required services that extended beyond traditional maintenance of security systems to provide a cost-effective, remote and proactive monitoring solution to ensure the safety of commuters and to enhance site security across a number of sites.

Customer Needs

- To protect ~45 isolated railway stations across Canada
- To establish a cost-effective, remote and proactive monitoring solution for the added safety of commuters
- To maintain level of operational service, minimising risks of delays to departure and arrival times.

Approach

In addition to maintaining and servicing a security system that includes approximately 850 cameras across over 45 stations, Chubb operators connect to each of the sites at an agreed time before the arrival of a train.

Using remote access control systems, Chubb's operators open the station and conduct a video patrol to ensure that there are no issues on site. The video patrol continues after the train leaves to ensure no one remains on the platforms or the station. If any trouble arises or if people loiter after a train departs, Chubb operators call the local police for on-site intervention.

Chubb's remote video guard tours has allowed the isolated stations to maintain an efficient level of security and service, minimising risks of operational delays. Chubb's solution has also provided a cost-saving alternative to manned on-site guarding at each of the stations.

Project Summary

- Maintenance and servicing of integrated security system across various sites to optimise protection.
- Remote video guard tours to support the efficient arrival and departures of each train to the station.
- Agreed protocol for managing risks and the need for on-site interventions, including calling local police.
- Cost savings for the customer when compared with on-site guarding solutions with efficient levels of service and security.
- Chubb continues to work collaboratively and proactively with the client to identify new risks and solutions.