



Integrated Guarding Solution Property Management

Property Management

Faced with safety concerns regarding a large homeless population and unsecured access points, a Real Estate Investment Trust company with multiple commercial properties in the District of Columbia (D.C.) area turned to Securitas for a personalized, comprehensive security solution incorporating multiple Pillars of Protective Services.

Challenge:

The specific pilot location in which this program was initially implemented encountered issues with vagrancy, due to close proximity to D.C.'s largest homeless shelter. In addition to their presence, the transients would roll the dumpster down the alleyway and into the street, causing several incidents in which parked cars were damaged.

Solution:

After conducting a detailed Securitas Risk Assessment, Securitas worked hand-in-hand with the client to develop a Request For Proposal (RFP) tailored to avoid unnecessary labor costs while addressing the specific security needs of this site. Working with the Securitas Technology Solutions Support Team in Charlotte, North Carolina, a customized video surveillance system was designed to provide Remote Perimeter Protection to be monitored by Securitas Remote Guarding officers during the overnight hours with tiers of escalating response. The specific cameras chosen for this site utilize onboard analytics, which were programmed for loitering behavior in order to address the vagrancy issue. This out-of-the-box solution features an audio call-down feature that allows the Remote Guarding officer to make real-time announcements to deter unwanted activity.

The full solution features the following:

- Exterior high-definition cameras with behavioral analytic technology in selected locations to monitor the main areas of concern.
- High-quality audio speakers allowing for remote, real-time communication to address individuals in areas of interest.
- On-site officers during daylight hours to address interior administration and security needs with SecuritasVision.
- Coordination with Securitas Mobile Guarding for response to events requiring a physical presence after hours and on holidays.

Result:

This unique, custom-designed solution has not only shifted the vagrancy population and reduced the associated incidents, but has also led to decreased labor costs and increased efficiency for the Onsite Guarding officers. The coordination between multiple pillars of Securitas' protective services is pivotal to the success of this program.

Proactive situation management during those overnight hours allows for better safety of Onsite and Mobile Officers as they are handled through Remote Guarding. SecuritasConnect allows the client to experience immediate updates and incident reports, while SecuritasVision allows the onsite officers improved situational awareness.

This combination of tools and resources implemented through the Securitas solution has yielded noticeable results, including:

- Increased visible security presence utilizing Mobile patrols.
- Improved responsiveness using Remote Guarding with various levels of response.
- Enhanced overall security while controlling total security spend through the use of Integrated Guarding.
- Strengthened ability to address situations proactively by incorporating SecuritasVision and SecuritasConnect.