

Ethical Transient Interdiction



Advertising Agency | Integrated Guarding

Sullivan, Higdon & Sink (SHS), an advertising agency with a diverse profile of clients, is located in commercial office space in downtown Kansas City, Missouri.

Challenge:

SHS experienced several instances with transients at entrances, creating potential danger for employees and unnecessary liability. The client sought to actively deter incidents without the necessity of a 24/7 physical presence. An added complexity was the need to document events for liability purposes.

Solution:

This solution bridged three of Securitas' Pillars of Protective Services and included:

- A video surveillance system, consisting of three high-definition cameras with intelligent behavioral analytics to alert Remote Guarding officers of loitering. This includes transients, but also addresses unauthorized persons attempting to gain access through piggy-backing.
- High-quality audio speakers, allowing for communication to address individuals in areas of interest. This has proven successful without the need for further escalation.
- In the event of a viable threat, Remote Guarding coordination and dispatching of Mobile Guarding to respond, minimizing disruption. Mobile Guarding officers arrive in highly visible vehicles, which act as a strong deterrent.
- Ethical transient interdiction, in which Mobile Guarding partners with many Corporate Social Responsibility programs to provide principled engagement of vagrant and homeless persons on client property. Mobile officers provide these individuals with the appropriate information on local resources in efforts to address and mitigate the problem instead of merely relocating the individuals.

Result:

The partnership between Mobile and Remote Guarding provides an effective and affordable solution, especially for clients that don't require 24/7 On-site Guarding. Leveraging intelligent technology provides constant oversight of the critical areas, identifying potential threats and involving additional resources only as needed. On several occasions, Remote Guarding officers have addressed individuals on the premises, engaging Mobile officers to help respond to the site and provide interdiction. The proactive situation management during the overnight hours allows for increased efficiency with improved oversight and reporting functionality through video incident playback.