



## Transportation Hub: Queue Management, Crowd Flow and Traffic Analytics



### THE CHALLENGE:

One of the highest-rated transportation hubs in the US was undergoing a major terminal renovation. As part of this process, the operator embarked on a large-scale modernization and future-proofing initiative for its video surveillance system.

With public safety and security as top priorities, several operational challenges had to be addressed:

- Zero-latency alerts for security events
- Reliable, uninterrupted connectivity
- Flexible and adaptive systems
- Prevention of security threats
- Minimized response times
- Optimal operational efficiency
- Discreet digital infrastructure

### OUR SOLUTION:

After reviewing several project constraints, including budget considerations, a Monitoreal solution stood out as a ready-to-deploy option that met all technical and security requirements, while providing Transportation Security Officers with simple, effective tools for on-site management and response. Integrating new technology into the existing infrastructure delivered immediate benefits:

- On-premises, localized event detection
- Edge AI removing network dependency
- Customizable environments per feed
- Automated security system triggers
- Proactive alerts for security personnel
- Reduced false-positive alerts
- Stackable, out-of-sight deployment



*Our installation also introduced advanced analytics to identify patterns, trends, and actionable insights across the video surveillance network.*

*"Data is looking phenomenal.  
{The Traffic Analyzer} dialed in really well."*



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- **Crowd Density, Event Counting, and People Counting** ensure contingency staff are deployed to high-demand areas when predefined thresholds are reached within specific zones. **Heat Mapping** enables long-term operational adaptability
- Faster awareness enables faster responses, allowing personnel to adapt proactively rather than reacting after capacity thresholds are exceeded

- **Counterflow Detection** provides instant alerts when foot traffic moves toward restricted or sensitive areas, or is moving against the expected directional flow, providing early detection of potential security breaches.
- **Non-Movement and Loitering Detection** highlight suspicious behavior around sensitive access points, enabling security teams to intervene before incidents occur.



## SUMMARY

Through a combination of Traffic Analyzer capabilities, this transportation hub is now able to enhance surveillance effectiveness, filter out non-events, receive early warnings of potential security or safety threats, and proactively respond using staff or automated systems ensuring optimal operational efficiency.



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