



Waste Management, Inc. Employs Honeywell's Intelligent Video Analytics to Reduce Costs, Save Time and Increase Employee Safety

The Client:

Waste Management, Inc. is the leading provider of comprehensive waste and environmental services in North America. Waste Management (WM) offers a full range of environmental services to nearly 21 million residential, industrial, municipal and commercial customers. Headquartered in Houston, TX, the company's network includes 413 collection operations, 370 transfer stations, 283 active landfill disposal sites, 17 waste-to-energy plants, 131 recycling plants, 95 beneficial-use landfill gas projects and six independent power production plants.

The Situation:

WM had little or no security at their sites. Facilities that had alarm systems were antiquated and didn't respond back to one centralized location. They wanted to create a cost-effective system to provide better reporting and keep their employees safe and secure.

“Not only does this provide confidence for our security team, knowing that we can count on a particular system to actually work, but it also provides safety to our employees. And our employees know that there's always someone looking out for them.”

*Alex Aguilar, Technology and Project Manager –
Corporate Security for Waste Management*

The Solution:

Waste Management created a Life Safety Control Center to protect their physical assets. There they monitor video, intrusion, fire, access control and environmental alarms from one central location. The UL-listed central station is staffed 24/7, 365 days a year. As part of their security solution, Waste Management was also looking for an analytical package that would provide smart video for their 2,200 locations in the field. They wanted to save the operator time and allow him or her to focus on alarmed events only. After looking at a number of analytical packages, they decided to implement Honeywell's Active Alert® intelligent video analytics as standard practice for all their locations.

Video analytics is a software tool that lets security systems manage a large number of video cameras with a small number of staff. It automates the process of looking for security events in video. "If you're worried about someone climbing fences around your perimeter, you can program your system to watch the fence and let you know the moment an intruder approaches and starts to climb,



instead of having someone in a control room watching for everything," explains Carolyn Ramsey, director of program management, Honeywell Systems Group.

Before Waste Management installed Honeywell's video analytics, it was a very complicated process to protect their facilities. "If we had an event go off, we would get a call from the field and they would say that a situation happened on a particular night. We would end up having to review hours of video from multiple cameras and it was very labor intensive. A lot of times, we would go through the entire process and realize that we didn't have a video clip of the incident at all," says Douglas Crawford, Vice President of Waste Management Security Services, Inc.

"Now with video analytics, the alarm goes off, and we are notified. Personnel can go back and look at the individual events that are recorded and look through just the active monitoring or active events that go off. It saves a tremendous amount of time," adds Crawford.

The training time for the video analytics is also very simple. Honeywell designed a product that could work

the same way for every single system in the field. "The ability to do all of the programming from here is a tremendous cost savings for us. We don't have to count on technicians in the field. We don't have to count on the site managers understanding and

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knowing the analytics program. We can get them online in our central monitoring facility and have them review the software as we customize the package so that it fits their needs," says Crawford.

The Benefits:

Waste Management had particular security concerns that the video analytics helped solve. They have a number of sites in remote locations with high value assets – equipment, machinery – that are very vulnerable to potential intrusion. They also have a cash-based business with trucks

bringing waste materials in and out and having to pay Waste Management for these services.

Waste Management was able to address these issues with Honeywell's video analytics program. "One of the issues we had were vehicles bypassing our scales. It's an audit issue that we've identified and we've been able



to utilize Active Alert to assist with that particular issue. Whenever a vehicle enters our facilities, it is supposed to be weighed in. If anyone bypasses that scale, it's an alarmed event. With Active Alert, we were able to set an event where if an object bypasses a scale, it will notify us either via e-mail or on the actual facility itself," says Alex Aguilar, Technology and Project Manager – Corporate Security for Waste Management.

In addition, the system can be used to check the integrity of personnel. WM is one of the largest landfill providers in the entire world. Each one of these landfills has lone workers and usually there's not much supervision. In some situations, those solitary workers have been able to make arrangements with some of the customers to get a kickback. "Using Active Alert we can set parameters to count each vehicle that enters the scale and we cross reference that with how many tickets were actually entered during that day. We can also set other parameters so if anyone bypasses the scale, we get notified," says Aquilar.

WM operates an airport hangar that houses planes for executives and critical customers. With Honeywell's



video analytics technology, they will be notified if unauthorized personnel approach the hanger. In addition, they use the software in the hangar facility to watch their fuel island. "We can actually monitor the traffic up and down a public street, and as long as that traffic is flowing, everything is fine. If someone stops by our fuel island, it brings up a flag and an indication that someone is there with no motion, so we know we need to take a look at that," explains Crawford.

WM has also been able to use the analytics to increase employee safety. "One of the ways we've been able to

use Active Alert is to determine if people are in areas that they shouldn't be. A lot of people could get injured using our heavy equipment. We set events based on where this particular machinery is located. If anyone enters an area where they're not supposed to be, an alarm gets triggered at our central station and we're able to contact local authorities or the site personnel and let them determine whether or not we can pursue it with authorities," explains Aguilar.

At the corporate facility, they've been able to use the software on a daily basis to provide safety for employees.



If employees are entering the garage late at night, there's usually no security except for cameras. "We've been able to use analytics on those particular cameras and set restricted zones during specific times. If a certain event is triggered within that timeframe, our guards are notified and they're able to determine if someone is entering a restricted area," explains Aguilar.

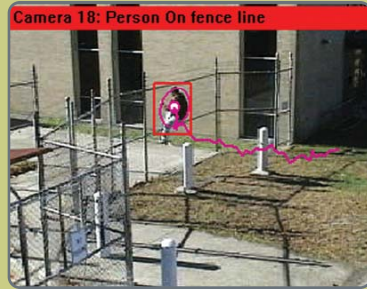
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WM is very pleased with the benefits and solutions of Honeywell's video analytics. "It provides confidence not only for our security team knowing that we can count on a particular system to actually work, but it also provides peace of mind for our employees, knowing that there's always someone looking out for them," concludes Alex Aguilar.

The Product:

Honeywell's Active Alert® Intelligent Video Analytics



Perimeter Protection



Restricted Area



Loitering



Abandoned Object



Honeywell Security

Honeywell Systems Group
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