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- Kenneth Williams, manager of
Skyway operations, JTA



Apollo Video Technology provides immediate access to live video feeds from Jacksonville Transportation Authority's buses and Skyway trains.

Every day, transit managers nationwide investigate thousands of incidents involving transit vehicles, property, commuters and/or personnel. New technology provides a method to reduce time and costs associated with investigating these events, with decisive video evidence.

To improve incident investigation, Jacksonville Transportation Authority (JTA) has installed video surveillance cameras with cellular or Wi-Fi capabilities on buses, community shuttles and Jacksonville's Skyway. Video cameras coupled with wireless routers enable transit managers to log on remotely to view cameras on-board and quickly investigate rider and employee concerns.

Kenneth Williams, manager of Skyway operations for JTA, worked with Apollo Video Technology following the initial bid process to equip Jacksonville's Skyway with video surveillance capabilities and quickly identified the need for similar solutions on buses, and the community shuttle fleet.

“In the past, transit managers have had to travel out to the respective bus, pull the hard drives and review countless hours of video footage” Williams said. “We can now log on instantaneously and view incidents as they occur, or soon thereafter.”

With cellular capabilities, transit managers can investigate every incident and provide hard evidence that can be acted upon quickly and effectively.

Each bus, community shuttle and Skyway train is equipped with an Apollo Video system, designed specifically for mass transit applications. Wireless capabilities allow real-time viewing of each bus, while providing transit managers with up-to-date health notifications of the entire fleet.

“In a city the size of Jacksonville it is crucial that we have real-time viewing capabilities,” Williams said. “When an incident occurs, or a bus operator is in need of assistance, we can now respond immediately and provide the necessary assistance to both operators and commuters.”

JTA Statistics:

Bus Service: 180 vehicles for 56

Routes traveling 8.5 million
revenue miles yearly

Trolley: Three Lines with
connections to the Skyway

Skyway: 10 Trains
serving eight Stations

Paratransit Service

Jacksonville Transportation
Authority serves the largest city
in the continental U.S. in
terms of land mass.

Cellular Connectivity Improves Transit Incident Investigation (continued)

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In addition to video surveillance capabilities, JTA's control center is using Apollo Video systems to view real-time graphical route information and GPS data, helping transit managers not only see what's happening in real-time, but also know exactly where each bus is located.

Video is uploaded to the command center system which caches and stores video. Transit managers are able to view real-time or historical video feeds from either the command center or other agency computers within their secure network.

"Video feeds are a crucial component of the investigation process," Williams said. "The ability to log on remotely from either the command center or an off-site computer gives us the necessary capabilities to ensure that all commuters and transit personnel reach their destinations safely and on-time."

In case of an emergency, the system provides bus operators with an incident switch that tags the event and provides instant access to live video of the incident.

"With Apollo Video Technology we renew our commitment to the safety and security of our fleet and all JTA commuters," Williams said. "Cellular capabilities are a key component of any effective video surveillance solution."

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All agency computers granted access within JTA's secured network have live viewing capabilities through a web browser.