

Bodycams de-escalate and prevent incidents for Public Transport officials

[HTM](#), the public transport provider for the city of the Hague and surrounding areas, has officially launched their own ZEPCAM bodycam solution. After one month frontline professionals working in public transport already found that the bodycams de-escalate and prevent incidents. The bodycams are seen as needed tool to increase the safety of staff, as well as to increase the amount and quality of evidence for prosecution when necessary.



The challenge: safety for frontline professionals working in public transport

With over 400 incidents of aggressive or violent behaviour in a year, HTM employees are no strangers to the dangers of interacting with the public. Frontline professionals working in public transport are often engaging with tense, angry or aggressive passengers during their daily duties. The difficult job of maintaining order and safety in public transport is exacerbated by having limited defensive tools available. Furthermore, cameras installed in trams and busses oftentimes fail to capture the complete interaction, resulting in limited usable evidence for prosecution.

As frontline professionals in many sectors, from police, to fire brigades, to private security and local law enforcement found was that bodycam solutions help address these issues. Through preventive and de-escalatory factors, as well as the clear

evidence they gather the safety of frontline professionals can be addressed. HTM officials decided that it was necessary to use modern tools to improve the working conditions of their staff, as well as provide extra measures for their safety. They furthermore wanted to increase the feelings of safety for all passengers, leading them to implement a bodycam solution. The public transportation company also needed a tool that was secure and GDPR compliant. They have now been in use for more than a month, and have already had positive results in the field.

The solution: bodycams to de-escalate and prevent incidents

The implementation of a ZEPCAM T2+ bodycam solution has already resulted in clear benefits, for both the organisation and frontline staff. The bodycams provide:

- Provide excellent video footage with clear audio
- Footage quality that is good even in darker areas and with reflections from bus and tram windows
- Footage that includes a minute of pre-recording, allowing for better and more evidence collection
- A tool that can help protect frontline staff by de-escalating and preventing incidents, which already occurred several times in the first month
- An authority tool with which public transport officials can record evidence whenever necessary

In training and in the field HTM employees use the ZEPCAM T2+ bodycam as a tool alongside the tactics of de-escalation that they know very well. The bodycams offer frontline professionals the chance to influence an escalating situation in a positive way. They do this by:

- Clearly mentioning the presence of the ZEPCAM T2+ bodycam
- Warning members of the public of activation when they feel unsafe, or when they see the need to activate the bodycam
- Mentioning that the bodycam is now recording, and has recorded the past minute of the interaction through its prerecording function
- Stopping the recording and clearly stating this when a situation returns to a civilised interaction in order to show that the return to civilised interaction is appreciated by frontline staff

By having bodycams the frontline professionals working for HTM as public transport officials can improve interactions with the public. When people know they are being filmed, or if they are warned that a bodycam is about to start recording, they tend to be more respectful and calm towards staff. This, alongside the various warnings, allow HTM public transport officials to influence an escalating situation in a positive way. They have already experienced the additional feelings of safety with the ZEPCAM T2+ bodycam, and have furthermore already seen results in the field after only one month.



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