

CASE STUDY

Strategic Camera Investment Supports
Loss Prevention



Shaping Tomorrow Today

Challenge

The size and varied components of ConRAC facilities make it challenging to know what's happening in every part of the building at all times. Blind spots and obscure areas can lead to unproductive work environments and criminal activity.

Solution

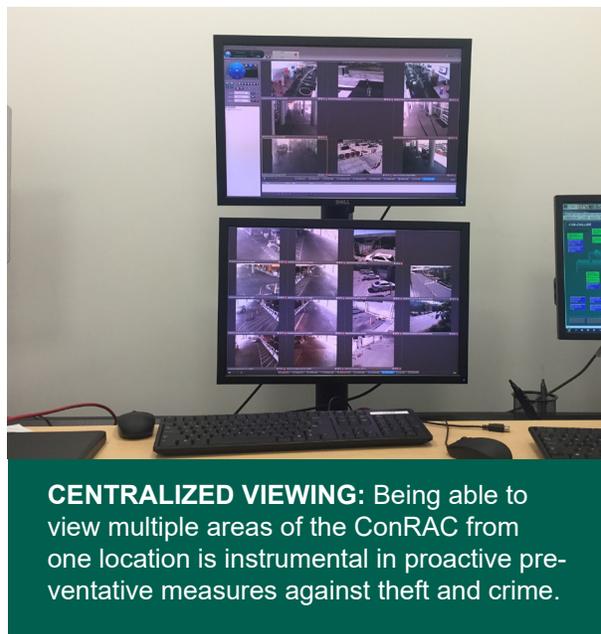
Because CS Operators sees the facilities and its overall operations through the eyes of the RACs and their customers, we are continuously identifying ways to save money and time. Strategically placed cameras provide “eyes,” for RAC supervisors and law enforcement to record activities throughout the building in order to better protect people and property.

Purchase and installation of security cameras can be an investment, but strategic installation in combination with proper lighting and appropriate viewing access is worth the investment in preventing crime and associated events. The CS Operators team in Anchorage, AK have used cameras to address a number of concerns at the Anchorage facility:

1. Facility Damage
2. Trespassing
3. Employee Productivity
4. Vehicle Theft

Facility Damage

The CS Operators Anchorage team realized a “slip and fall,” lawsuit was a prominent risk to ConRAC stakeholders due the high amount of user traffic throughout the building in combination with the abundance of automated equipment such as escalators. Before an incident had even occurred, they advocated for additional cameras in the customer service lobby, to reduce the risk of fraudulent insurance claims.



Safeguarding the facility through cameras for damage caused internally is important as well. Through video recordings, the team in Anchorage was able to identify the employee-induced reason for a car wash blower replacement. Video footage showed a RAC employee overriding the blower's shutoff, which led to equipment malfunction and breakdown. Replacing this equipment cost approximately \$4,500. Thanks to camera footage, the problem cause was identified, alleviating future problems of this nature.

Trespassing

It is important that only authorized personnel are allowed in many areas of the ConRAC and that staff are not on the premises when not working. Cameras can be used to notify RACs when employees are using a QTA to clean personal vehicles or engaging in other unauthorized activities.

Employee Productivity

If a RAC is concerned that employees are not reporting hours honestly or fulfilling all job responsibilities, such as carefully inspecting vehicles to determine when damage has

“Conrac Solutions continues to work to find solutions before problems arise. Applying smart business principles to its decision making, Conrac Solutions has demonstrated its ability to find solutions that save money.”

- Bridget Long, Enterprise Holdings

occurred, cameras can be used to verify concerns. Thanks to CS Operators, RACs at the Anchorage ConRAC have the ability to login remotely and access footage so supervisors can monitor activity anytime and anywhere ensuring a productive work environment and allowing for assessment of potential disciplinary action.

Vehicle Theft

CS Operators have used cameras to reduce vehicle theft and identify criminals, including the documentation of RAC employees. In one case, a RAC supervisor was taking vehicles for “weekend joyrides,” enabling them to

personally rent to friends and family. In another incident, carefully placed security cameras verified six vehicles missing from one RAC left the building with the same individual. Theft verification allowed for activation of Onstar vehicle tracking and recovery of all six cars. The estimated cost saving by identifying the offender and locating the six vehicles was \$25K per vehicle/\$150K in total.

Cost Savings

By reducing loss of employee time, theft and property damage, RACs benefit from significant cost savings as displayed by direct examples from the Anchorage ConRAC displayed above.

Background

The consolidated rent-a-car facility in Anchorage, AK houses the operations of eight Rent-A-Car brands. Open to the public for full operations on July, 18 2007, the facility measures 504,845 square feet, and includes four Quick Turn Around areas outfitted with 16 prep and fueling stations and 12 car wash bays. It is a working environment for more than 220 employees.

About Conrac Solutions

Headquartered in Renton, WA, the Conrac Solutions family of companies is the only entity in the United States to have privately developed, on-airport, consolidated rent-a-car facilities (ConRACs). As developer, financial sponsor and operator of ConRACs, the company has experience in pre-development and feasibility, financing strategies, design and construction, activation, operations, asset management and capital project management. Completed projects include Ted Stevens Anchorage International Airport, Austin-Bergstrom International Airport, and Bismarck Airport. ConRACs currently under contract for planning and delivery include Bradley International Airport (Hartford, CT), Newark Liberty International Airport and Reno Tahoe International Airport. For more information go to: <https://www.conracsolutions.com>.

Disclaimer

Any patented processes and content are proprietary. Unauthorized use or reproduction of processes or equipment without express written consent is prohibited.