



CASE STUDY

HARRISBURG, PA

Multi-Use Commercial Property



Public Safety and security services that exceeded the client's expectations.

A mixed-use commercial property featuring shopping and dining, a transit hub, and community center partnered with TSE to protect and safeguard their employees, visitors, and property.

The Situation:

The property stakeholders were previously working with off-duty local police officers, and a national security guard company for retail security. Despite this, there continued to be incidents on the property including armed robberies, thefts, assaults, vandalism, and other criminal and unwanted activities.

The Solution:

After assessing their property and operations, TSE Harrisburg personnel met with stakeholders to discuss objectives, goals, and discuss challenges. A public safety and security services solution was then engineered to meet their specific budgetary requirements, without sacrificing effectiveness. TSE began providing public safety and security services via a combination of dedicated and roving and mobile patrol.

Highlights from this specific solution include:

- Strong implementation, including saturation patrol and dedicated officers,
- Posting of specific, high-visibility signage in select areas,
- High visibility patrol of property by patrol car, bicycle, and/or foot,
- Focused and increased patrols based on certain days and times (e.g. when nearby schools dismiss students),
- Implementation and enforcement of criminal trespass incidents and policy as detailed and permitted under the PA Crimes Code,
- Dedicated and assigned personnel on certain days, or when select events are scheduled,
- Increased high-visibility presence during opening, closing, and other client priority times,
- Inspection and patrol of property after business hours, and
- Response to alarm activations and calls for service on property.

The Result:

After approximately one month of focused efforts, the incident frequency dropped by over 90%, and the retailers and restaurants saw an increase of approximately 20% in sales. The trend has continued over the last two years, and this client plans on a continued partnership with TSE for years to come.



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