

City of Seattle



CITY OF SEATTLE

"We have regained control of the access to our cabinets. We have already experienced instances where we were able to track down what happened during certain incidents by using the records from the system."

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CHALLENGE: SECURING TRAFFIC CABINETS

Security of Intelligent Transportation System (ITS) and other roadside cabinets is a growing concern for municipalities. When operational challenges impacted the security of 1,100 traffic cabinets, the City of Seattle recognized a pressing need to upgrade its access control system. The mechanical locks and easy-to-duplicate keys protecting Seattle's critical transportation equipment were no longer meeting the City's security needs. Like many municipalities, a wide range of metro-region personnel require daily access to Seattle's traffic cabinets to support their various operations. Unfortunately, mechanical keys issued to contractors, police, engineers, electricians, and others were providing access to multiple cabinets for indefinite periods of time. Additionally, Seattle was left with no record of who made modifications to equipment, or when they were performed. Finally, the City of Seattle discovered that an unmanageable number of mechanical keys had been distributed, meaning the City could no longer track who was entering their roadside cabinets. The lack of accountability inherent in its mechanical system motivated Seattle to look for alternatives.

SOLUTION: CYBERLOCK

A City executive learned about CyberLock at a business fair and relayed the information to colleagues. After research and dialogue with leadership, the City decided to pilot a CyberLock system. The pilot provided City of Seattle with the evidence needed to approve installation of CyberLock on a large scale. The electronic access control features of CyberLock give Seattle the power to efficiently control access to its 1,100 traffic cabinets. In addition, Seattle now has the tools needed to investigate incidents using the detailed audit capabilities in CyberAudit-Web software. CyberLock also delivered an unexpected benefit. During the pilot program, some of the City's cabinets, still equipped with mechanical locks, were vandalized. The vandals stuck nails in the mechanical keyway, rendering the locks inoperable. Fortunately, CyberLock cylinders have a fully sealed keyway, meaning this easy method of vandalism is no longer a cause for concern.

Following a successful pilot, City of Seattle installed CyberLock on all 1,100 roadside cabinets throughout the city. With CyberLock, the City of Seattle grants access to traffic cabinets by issuing CyberKey smart keys with personalized schedules, allowing its workforce to open specific locks for limited periods. Additionally, the CyberLock system easily retrofits into traffic cabinets without hardwiring, making installation simple and affordable. CyberLock has weathered the wet, salty climate in Seattle and has performed well among the various personnel that require access to the region's roadside cabinets.

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