How active scene intelligence and remote cabinets secure cluster mailboxes

"Sage Valley neighborhood's mailboxes were robbed several times a week, to a point where people were scared to have anything delivered for fear of not getting it. Since working with ElectricEye and Eagle Eye, my neighborhood has had safe mail delivery for months!"

Brittany Corley, Sage Valley HOA Board Member

INDUSTRY:

Multifamily housing

LOCATIONS:

4 Mailbox Clusters and 3 community entrances (total of 7 Anywhere Cabinets) in San Antonio, Texas

SOLUTION:

Eagle Eye Anywhere Cabinet System

RESELLER:

Gardient

TECH PARTNER:

ElectricEye delivers Active Scene Intelligence to classify specific Behavior of Interest from live video to deter crime before it happens.

San Antonio's Sage Valley HOA was facing numerous break-ins at its cluster mailbox units, resulting in stolen mail, check fraud, resident frustration, and potential identity-theft exposure.

Fighting mail theft is a serious challenge. Traditional camera systems can record activity but lack the contextual and behavioral intelligence to distinguish everyday mail pickup from criminal tampering. And they have no ability to deter crime in real time.

By deploying the Eagle Eye Anywhere Cabinet System integrated with ElectricEye's Active Scene Intelligence security platform, Sage Valley HOA gained 24/7 eyes-on-scene, proactive alerts, and automated deterrence. Within days, suspicious activity was intercepted before damage occurred, and residents regained confidence in their community's security.

The Challenge: Stopping mail theft in real time without a power source

- **Recurring mailbox burglaries:** Organized crews targeted the community's outdoor cluster mailbox units, prying open doors and stealing mail multiple times per month.

- **No power or network nearby:** The mailbox clusters are curbside structures with no readily available AC power or network connectivity, making cameras difficult and cost-prohibitive to install.

- **Need for real-time intervention:** Simply capturing video evidence was not enough. The HOA wanted to stop crimes as they happened.

The Solution: Solar-powered cabinet systems for proactive mailbox monitoring

To combat mailbox burglaries and ensure real-time intervention in a remote location, the HOA deployed a robust, integrated solution consisting of a video management system (VMS) with an open API, rugged, cellular-equipped cabinet systems, and ElectricEye's Active Scene Intelligence. Together, these components create a comprehensive and proactive surveillance strategy.

KEY SOLUTION COMPONENTS:

- **Eagle Eye Networks Cloud VMS:** The Eagle Eye Cloud Video Management System uses a comprehensive RESTful API for recording, indexing, and storing camera video footage, making it available for use by applications such as ElectricEye Active Scene Intelligence.

- **ElectricEye Active Scene Intelligence:** ElectricEye provides context and classification based upon a specified Behavior of Interest (e.g. classifying normal mail retrieval vs. suspicious tampering).

- **Eagle Eye Anywhere Cabinet:** Self-contained unit with solar panel, battery pack, cellular gateway, and high-resolution bullet camera. The Eagle Eye Anywhere Cabinet System includes a cellular plan, and comes with a 10-year hardware warranty.

Implementation highlights: From installation to intelligent monitoring

- **Rapid deployment:** Seven Eagle Eye Anywhere Cabinet Systems were mounted on poles near mailbox clusters and entrances. Installation to live streaming took under an hour per location.

- **Edge-to-cloud integration:** Eagle Eye's person classification analytic feeds events to ElectricEye's cloud via secure API.

- **Fine-tuned AI alerts:** ElectricEye's rule engine was trained to ignore daytime mail pickup while flagging after-hours presence longer than 30 seconds, motions that indicated crowbar use, or multiple mailboxes being opened at once by anyone other than a USPS delivery driver.

- **Resident communication:** Sage Valley HOA posted signage and sent email to residents explaining the new deterrent system, further reducing attempted thefts.

"Eagle Eye Anywhere Cabinets with ElectricEye Active Scene Intelligence saved our community... Our residents rave about how much of a game changer the cameras have been for Sage Valley, and we love the quality and ease of use."

- Brittany Corley, Sage Valley HOA Board Member

Key success factors of the implementation:

- **Power and connectivity anywhere:** Video surveillance without power or network.

- **Contextual and behavioral intelligence:** ElectricEye's Active Scene Intelligence understands the difference between a resident checking mail and a thief forcing a lock.

- **Scalable & maintainable:** Cloud management through Eagle Eye keeps firmware, health checks, and video retrieval updated and simple for the HOA.

Results (first 60 days): 100% decrease in mail break-ins

- **No successful mailbox break-ins after installation** (down from 4 in the previous 60 days)

- **License-plate evidence captured and provided** to San Antonio Police Department for an unrelated investigation.

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