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WALDEN GALLERIA

ENHANCED SAFETY &  
SECURITY MEASURES  
2026



# SAFETY & SECURITY OUR #1 PRIORITY

Over the past year, Walden Galleria has enhanced safety by implementing the same model pioneered by Destiny USA, employing more qualified officers, strengthening third-party security, increasing police patrols, implementing community programs, utilizing advanced cameras, and expanding the Parental Escort Policy.



# CORPORATE SECURITY DIRECTOR - TIMOTHY BRAGAN



Tim Bragan is a seasoned security professional with over 18 years of experience spanning military, corporate, and executive protection environments. A veteran of the United States Air Force, Timothy rose to the rank of Master Sergeant, leading security forces in both domestic operations and high-stakes international missions. His career includes leadership roles at Gavin de Becker & Associates and Crisis24, where he provided strategic oversight for protective operations, estate security, and risk mitigation efforts for Fortune 100 clients and high-profile public figures. With expertise in physical security, threat assessment, emergency response planning, and personnel management, Timothy has consistently delivered operational excellence in complex, high-risk settings. He holds a BA in Criminal Justice Administration and has completed advanced training through the United States Air Force and the Gavin de Becker Institute. Timothy now serves as the Corporate Director of Security for Pyramid Management Group, overseeing security operations across a portfolio of major retail destinations.

# ON-SITE SECURITY

Added highly trained officers for specialized roles and improved recruitment standards.

Increased exterior patrols for enhanced coverage.

Implemented advanced training in defensive tactics, aggression management, physical restraint, gang recognition, hazardous materials, incident command, and crowd control.

24/7 monitoring of the CCTV Command Center.

Constant communication with our local law enforcement partners to improve the overall tenant and customer experience.



**NEW**

## **K-9 YEDI**



**Walden Galleria has recently welcomed three-year-old German Shepard, Yedi, and his handler, Linda Sherry, on-site patrolling the center as part of its enhanced Security program.**

**Yedi is proudly certified in Crime Scene K9 Detection through the International Police Work Dog Association. In addition to this specialized training, Yedi holds a Canine Good Citizen certification, underscoring his obedience and temperament. As an active working search and rescue dog for New York State, Yedi plays a vital role in public safety operations, and his skills are also regularly utilized for K9 services with the Buffalo Bills, where he helps ensure the safety and security of fans and staff alike.**

**Linda Sherry brings more than 20 years of experience as a K9 handler, with expertise spanning all K9 disciplines. She is an active member of both the International Police Work Dog Association and the U.S. Police Canine Association, where she continues to uphold the highest standards in training and deployment. In addition to her extensive K9 work, Linda also serves as a Security Administrator, combining her deep knowledge of canine operations with a strong background in safety and security management.**



# ON-SITE LAW ENFORCEMENT

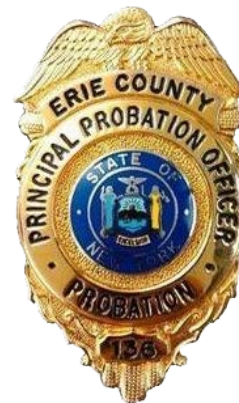
**Multi-Agency Approach:** In collaboration with the Cheektowaga Police Department and Erie County Probation.

**Community Engagement:** Improved public relations and officer involvement.

**Emergency Response Team:** Expanded presence for rapid incident response.

**County Probation Officers:** Integrated into patrol schedules for added oversight.

**Increased Patrols & Enforcement:** Regular sweeps ensuring a safer environment.



# THE WALDEN GALLERIA SECURITY MODEL

Walden Galleria's commitment to creating a safe, welcoming space has made us a leader in mall security across the nation.

**Innovative Approach:** Walden Galleria has implemented a unique, proactive security model that combines advanced technology, strategic partnerships, and community engagement.

**Recognized Nationwide:** We have met with organizations both locally and nationally, sharing our innovative security strategies.

**Industry Attention:** Companies from across the country are eager to learn from our model, recognizing the significant impact it has had on safety and retail operations.

**Leading the Way:** No other shopping center has implemented a security model quite like ours, setting the standard for safety in retail environments.



# ADVANCED TECHNOLOGY

## CCTV System

Identifying suspicious behavior and potential threats in real time

99 cameras strategically placed throughout the center

Flock License Plate Readers  
7 Flock cameras at every drivable entrance

Scanning over 440,000+ license plates monthly

Real-time analytics for crime prevention

Use of “hot lists” to track license plates to ban shoplifters



If a known stolen vehicle or wanted person enters the property, local police will instantly be alerted.

Number	State	Type	Color	Make	Type
CC0847	OR	REG	BLK	CHEV	REG
99 8674	OR	REG	BLK	CHEV	REG
99 8682	OR	REG	BLK	CHEV	REG
99 8683	OR	REG	BLK	CHEV	REG
99 8684	OR	REG	BLK	CHEV	REG
99 8685	OR	REG	BLK	CHEV	REG
99 8686	OR	REG	BLK	CHEV	REG
99 8687	OR	REG	BLK	CHEV	REG
99 8688	OR	REG	BLK	CHEV	REG
99 8689	OR	REG	BLK	CHEV	REG
99 8690	OR	REG	BLK	CHEV	REG

Choose Image

License Plate Recognition (LPR) Cameras

- Timestamp
- Number of times this vehicle has been seen in the last 30 days
- Associated vehicles



Last Visit  
3:15 PM EDT

Color / Make  
Black Chevrolet

License Plate  
OR 093LKD

Seen in past 30 days  
8 times



# TENANT COMMUNICATION & ALERT MEDIA

Walden Galleria has enhanced safety and security through strong communication and ongoing collaboration.

**Monthly Safety Meetings:** Regular discussions with tenants.

**Quarterly Lockdown Drills:** Ensuring preparedness for all safety protocols.

**Ongoing Communication:** With tenants, local Police, Homeland Security, the DA's office, and City Government.

**Modern Emergency Communication:** Alert Media

**Rapid Threat Detection:** Swift identification and communication during emergencies.

**Real-Time Updates:** Alerts issued every five minutes



# ALERT MEDIA SIGN-UP INSTRUCTIONS

Scan the QR Code to begin registration for a New User.



The QR Code will direct you to the site: Link:  
<https://pyramid.alertmedia.com/public/v2>

This site will ask you for contact information and communication preference – please use the drop-down menu to select your center.



Pyramid Malls

Sign up to receive important notifications from Pyramid Mall. Please provide contact details to receive emails and text notifications below.

Please confirm or edit the information below:

First Name

Last Name

Email\*

Email 2

Mobile Phone

Mobile Phone 2

Home Phone

Office Phone

Language Preference 

Mall Location\*

Store Name



# IMPORTANT CONTACTS

# MG WALDEN GALLERIA



## MALL SECURITY SERVICES

(716) 681-7600 x126 | Emergency Dispatch: (716) 681-3247

Security Director: Josh Keats | x114 | (716) 432-4829 | josh.keats@aus.com

Assistant Security Director: Michael Wozniak | michael.wozniak@aus.com



## MAINTENANCE & HOUSEKEEPING

Maintenance Dispatch: (716) 681-7600 x130

Housekeeping Dispatch: (716) 681-7600 x126

Housekeeping Director: Joy Burger | jburger@ug2.com



## MALL MANAGEMENT OFFICE

(716) 681-7600 | Monday - Friday: 8:00 AM - 5:00 PM

General Manager: Joel Cady | x131 | (716) 525-4980 | joelcady@pyramidmg.com

Operations Manager: Clay Hoffmann | x121 | clayhoffmann@pyramidmg.com

Marketing Director: Alex Corbelli | x117 | alexcorbelli@pyramidmg.com



## POLICE, FIRE & EMS DEPARTMENTS

Cheektowaga Police Dept: Dial 911 | Non-Emergency: (716) 686-3501

Forks Fire Dept: (716) 683-8688 | U-Crest Fire Dept: (716) 634-2633

American Medical Response WNY EMS: (716) 882-8400

# WHAT'S NEXT

**Walden Galleria will be implementing several new, unique to the industry security measures to ensure the safety of our customers and tenants.**

**Corporate Security Model:** Introduced in collaboration with Allied Universal, this model will introduce Assistant Directors (ADs) – seasoned professional drawing from ex-police and military backgrounds. This model is already delivering measurable results at our sister center, Destiny USA, and has positioned Pyramid as a leader in mall security innovation.

**Property Crimes Task Force:** A collaborative effort between Walden Galleria, Tenants, Cheektowaga Police Department, and the District Attorney's Office, focused on reducing theft.

**Onsite Investigative Team:** Targeting habitual and organized shoplifters.

**Plain-Clothes Personnel:** Implemented for counter-surveillance.

**Enhanced Prosecution:** Strengthened efforts by the District Attorney's Office.

**Tenant-Facing:** Highly accessible, with dedicated assignments to specific areas, ensuring consistent interaction and store support.



## RESULTS-DRIVEN APPROACH

Since implementing the Corporate Security Model at Destiny USA, we've seen...

**50% decrease in property crimes (including larceny, criminal mischief, and robbery) from November '23 to present.**