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Police department raises situational awareness

The Challenge

A coastal community that is home for approximately 315,000 people also draws millions of visitors to the area because of its miles of beaches, top-notch fishing, and tourist attractions.

The city's police chief relies on resident's involvement and technology to maintain a community policing organization where officers and the public operate as one to reduce crime, the fear of crime, and improve quality of life in the community.

The department's aging video surveillance system had been updated to Cisco Video Surveillance Manager (VSOM). But, the IT manager had some bad experiences with the partner he originally used to deploy the solution. The solution was not meeting expectations, and the city's IT manager was considering removing the entire system.

Knowing the situation, the Cisco account manager reached out to his Zones colleague, a Cisco Internet of Things (IoT) practice solution specialist.

Zones and Cisco met with the city's IT manager, which gave them an opportunity to shed light on the issues around the implementation. The city's IT manager and police chief also visited Pennzoil Place in Houston, Texas. The Pennzoil Place project is similar to the city's plan since it features Cisco VSOM. During the visit, the city's IT manager realized that whenproperly deployed VSOM provides scalability and security capabilities that can be leveraged by the police department and other city business units.

Challenges:

Update and optimize video surveillance system.

Solution:

Use Cisco systems and advanced video surveillance equipment to heighten city security and safety.
Hardware Used:
- Cisco UCS C Series and B Series
- Cisco 6930 SD PTZ Camera
- Cisco 6030 Dome HD Camera
- Cisco 6010 Dome Indoor/Outdoor Camera
- Cisco 6020 Indoor HD Camera
- Cisco 3520 Outdoor SD Camera
- Cisco 3530 Outdoor SD Camera
- Cisco Video Encoder Cards 8 channel and 4 channel

Results:

- Increased situational awareness
- Higher rate of incident detection
- More effective operations
- Optimized budget
- Safer streets and neighborhoods

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The Solution

Initially, the police department's video surveillance system was deployed on an end of life (EOL) platform. The system sat on two networks, the police department used one system and the other city's business units used a separate system.

The first step was to move the multi-service platform (MSP) to a more scalable and robust Cisco Unified Computing System (UCS) platform. The UCS is designed to power IoT technologies such as city-wide surveillance. It also brings the capabilities the IT manager was looking for – scalability, bandwidth, speed, and resources – in an easy-to-manage solution.

After the Cisco UCS deployment, the Zones team:

> Resolved network issues that were preventing the systems from sharing information

> Leveraged the original MSPs for intelligent video archiving

Once the new platform was in place, Zones engineers were able to use the same platform city wide and provide intelligent access to various parts of the city. For example: the water department is given access to only the cameras they are allowed to view; but, the police and IT departments can see cameras specific to each users access.

While the project started with the installation of 450 Cisco video surveillance cameras, it will continue to expand. All the technology is in place to complete the next deployment phase which will increase the total to 2,000 video surveillance cameras in stages as defined by the city's growth.

The Results

The Cisco VSOM server resides at the city's data center, giving the police department the technology tools that help them do their jobs successfully.

Authorized personnel can view video from any camera at the police station, as well as outdoor video surveillance cameras that monitor streets in the city.

Additionally, the police department is offering surveillance-as-a-service to local businesses to elevate security around their properties and to increase safety of their customers.

The increased video surveillance is helping the policy department monitor public areas, analyze patterns, and track incidents and suspects, enabling quicker response.

The project generated other positive results including:

> **Enhanced public safety:** Monitor more areas with the same number of officers

> **Simplified use:** Real-time and archived video access for authorized personnel

> **Cost savings:** Repurpose existing MSP platform for intelligent video archiving

> **Open platform:** Use of existing and new IP, analog, Cisco, and non-Cisco equipment

> **Scalability:** Easy expansion of the system as cameras are added, approx. 5,000 in 2-5 years

This final solution demonstrates how Zones is helping the city integrate technologies across the IT infrastructure to permit better situational awareness and command-and-control in a complex city-wide environment.

The Next Steps

The IT manager will continue to leverage the scalability of the new system to expand video surveillance to a projected 5,000 cameras within the next 2-3 years.

Zones IoT solution specialist and engineers are designing the implementation of CityMind from AGT. AGT is a leader in analytics and prediction software solutions that integrate with Cisco's City Safety and Security Solution.

The integrated, validated AGT and Cisco platform will use data fusion and machine learning to help the city manage events and resources across multiple agencies. For example, the platform applies analytics to data from other sources such as license-plate readers, video- and facial-recognition cameras, audio sensors, smartphones, and public databases.

By combining information from video surveillance cameras, city agency reports, and community resources, the Cisco solution helps law enforcement monitor public areas, analyze patterns, and track incidents and suspects, enabling quicker response.

Explore all the possibilities of Cisco Video Surveillance Manager (VSOM), video surveillance cameras, and the AGT and Cisco City Safety Solution with a Zones IoT solution practice specialist. Get started by contacting your Zones account executive.

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