

Polk County Sheriff's Department Winter Haven, FL

When the image of a vehicle-pedestrian accident appeared on-screen as it was happening, enabling first responders to deploy even before the 911 telephone came in, Polk County Sheriff Grady Judd knew he'd struck gold with his new collaboration wall. "If it saves only one life, it's been well worth every penny," commented Sheriff Judd, leader of the Sheriff's Office supporting the fourth largest in the state of Florida. Fortunately, not every day in the Office's Emergency Communications Center (ECC) brings such dire circumstances, but Polk



County knows it will be well-prepared for any emergency, thanks to its new Barco networked visualization platform.

Realizing a vision

It all began with Sheriff Judd's vision based on his personal mission to elevate public safety by connecting all law enforcement, fire and emergency medical service, and transportation agencies via a single, integrated system to facilitate faster response to incidents. Traveling the country in search of the ultimate "collaboration wall," Sheriff Judd and his team, working closely with system integrator Critical Space Solutions, selected a Barco video wall and Control Room Management Suite (CMS) software as the ideal visualization solution for its ECC.

"Several centers we visited boasted some of the latest innovations in communications technology, but only Barco and CriticalSpace Solutions could tie it all together with the right infrastructure design, functionality, and technical capabilities," commented Kurt Lockwood, Captain, Bureau of Support Services, Polk County Sheriff's Office.

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Collaboration at every level

From the outset, the Sheriff's Office benefitted from the close collaboration between CriticalSpace Solutions and Barco. "Working in lockstep with Barco, we were able to quickly demonstrate how our team could plan, design and implement a world-class ECC to significantly enhance their collective decision-making abilities in a crisis. Our relationship with Barco is a testament to how manufacturers and integration partners can collaborate to satisfy a customer's needs in the most comprehensive and cost-effective way," commented Robert Cameron, Market Development Manager for CriticalSpace Solutions.



"We were able to not only provide the Sheriff's Office with a robust, integrated common operating picture, but also the tools to collaborate far and wide with other public safety agencies to improve responses and outcomes to crises," commented Hans Dekeyser, VP Sales for Control Rooms and Simulation for Barco North America.

Command and control

With the ability to display up to 28 images on the 10-wide by 3-high 80-inch displays from 50 video camera feeds located throughout the county, the ECC constantly monitors activities via AVL GPS tracking systems and video cameras in call-take and dispatch areas of the center. "With the collaboration wall, we can quickly hone-in on a suspicious incident or crime in-progress, locate cars using GPS, view interstate pile-ups, and isolate hostage situations, immediately assessing a situation and responding with the appropriate action when seconds count," commented Captain Lockwood.

The ECC can facilitate interagency cooperation during a crisis by using the collaboration wall as a command post, displaying data, incident maps and video – including live cable and satellite feeds – both on the wall as well to live remote

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stations. While only supervisors control what's displayed on the wall, individual operators can pull down any image for closer analysis, sharing actions in real-time with a supervisor.

Quality, flexibility and growth

The Polk County ECC is leveraging the full benefits of the video wall and CMS software as their proficiency with the system grows. "We can do anything with this wall. Regardless of how many windows, how small or large the images, or how we configure them on the wall, the quality and resolution is outstanding.



The view is great from any angle, even close-up, so images are always clear and precise," commented Captain Lockwood.

With plans to add another 100 video camera feeds, expand visualization capabilities to capture 911 calls, and leverage the video wall for training, news conferences and

live demos, Polk County is making the most of its investment. "Even with a large law enforcement staff, we can't be everywhere – but with the collaboration wall, we feel like we are," concluded Captain Lockwood.

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