

NYPD Emergency Operations Center New York, New York

Immediately upon entering the room, it is evident that the NYPD Emergency Operations Center (EOC) is an extraordinary workspace. "Big Brother" isn't just watching; he's controlling equipment to gather intelligence, analyzing data, deploying response teams, and managing resources to ensure the safety of the "Greatest City in World".



The plans for this space were realized when New York City was selected as the site for the 2004 Republican National Convention. The NYPD needed to build a Multi Agency Command Center (now known as the Emergency Operations Center/EOC) to implement the necessary security requirements for safeguarding against terrorism, managing traffic and ensuring safety and quality of life of residents and visitors of the Big Apple during the RNC. The Federal funds to support the much needed upgrade were in place, but the project was on a tight schedule.

At its inception in 1989, the NYPD Command Center was simply a large room with phone banks and very few AV components. It was used as a think tank for several agencies. In 1999, Excel Media in New York City, outfitted the Situation Room, located at the back of the Command Center with its first Crestron control system. The Situation Room was used to carry out command decisions by executive level staff. Today, an Executive Command Center is on another floor of the New York Police Headquarters. This supple-

mental command and control center is still controlled by Crestron and receives a direct feed from the new Emergency Operations Center.

Detective Ray Blaize, who has been with the Command Center since its infancy in 1989, was ready for the challenge. He carefully identified the needs of a variety of police agencies, and translated those requirements into the computer, video and security technology necessary to transform the EOC into the state-of-the-art nerve center needed to safeguard the city and facilitate command decisions.

The job was awarded to Excel Media in June and the dates for the Republican National Convention were set for August 30 through September 2. All the on-site installation, programming and testing needed to be completed in just two weeks.

Executing much of the integration, cabling and installation, Blaize and his staff worked closely with Michael Assael from Excel Media Systems to design the space and plan the job. Assael, Director of Technical Sales and a veteran of the Network Operations Center, was familiar with the space and



had the expertise to execute the installation in a very short timeframe. Assael interpreted and executed all of the Crestron programming needs, and with John Campenella of MDCl, played an integral role in the massive undertaking. The control interface was critical because functionality of the room hinged on explicit programming needs.

The Emergency Operation Center located at 1 Police Plaza – New York City's Police Headquarters, served as the central monitoring location for security operations consisting of 66 separate agencies, including the NYPD Intelligence Unit, Secret Service, FBI, National Guard, Federal Aviation Administration, State Police and Fire Department among others, for the 2004 Republican National Convention. The room is equipped with state-of-the-art computer equipment, communication links, dispatch capabilities, and live video feeds from 86 cameras, including 4 helicopter feeds and 200 D.O.T cameras via RF - presented in **96 different display configurations and controlled via Crestron.**



The touchpanels, two **TPS-6000 tilt models** and a **TPS-6000L rack mounted touchpanel** make control and switching look easy. MDCI's touchpanel designs break the complex system into easy to navigate screens with a variety of GUI's that let Detective Blaize and his 6-person staff easily manage the selection, control and display of 96 sources and 96 outputs. "I like to control the room using the room layout screen mode," say Detective Blaize. "The icons John created make it easy to choose which plasma or screen you are sending the signal to". Each screen utilizes Preview Window capabilities for viewing video that is being sent to the source.

The 20 miles of cable run back to the brains of the systems housed in two equipment racks. Nearly every card slot of the **two Crestron RACK2 control systems** is filled to accommodate the massive number of feeds.

The EOC has managed many crises, including a blackout and a controversial political convention, earning international recognition as a premier emergency Command Center. The EOC truly represents a revolution in police agency management, and it serves as a model for many other law enforcement agencies throughout the nation and overseas. Although the system is revolutionary, it is not static. The New York City Police Department will continue to adjust, refine and enhance the facility to respond swiftly and effectively to the changing demands encountered in the "Greatest City in the World".

Dealer/Installer: Michael Assael Excel Media
Programmer: John Campanella MDCI/Millennium Design Concepts