New Zealand Police
Case study – Policing

Challenge

To support New Zealand Police District Command Centres (DCC) and the National Command and Coordination Centre (NCCC) with technology that enables the management, distribution and monitoring of large scale policing activity around the country.

Solution

Implement a tailored Crestron solution that enables the routing and control of all video and audio through a customised multi-platform digital media matrix and processor.

New Zealand Police District Command Centres

Police employs approximately 12,000 staff, including around 9,000 Police officers, across 12 policing districts.

In 2012, as part of its Prevention First Strategy, Police recognised a need to ensure that high risk individuals were prioritised to reduce risk, with a greater emphasis on assurance and well-directed deployment. Central to these activities was enhancing the way in which officers were able to receive, view and share essential information within each district and nationally in a secure and reliable manner.

Prevention First Strategy

Saving time, improving safety

Crestron and technology reseller, VideoPro NZ, were tasked by Police to assist in helping create many of the DCCs – essentially an information 'coordination and control room' where information could be easily received and monitored, and where decisions can be made that prioritise deployment across a district. The DCCs are intended to be the information hub of the district in terms of actioning intelligence and making well-informed deployment decisions. Centres also provided central point where CCTV feeds can be observed, and large-scale events, both planned and unplanned can be managed.

"It was vital for the success of the Command Centres for us to have the right tools available in order to properly assess situations," says Inspector Neil Macrae, Deployment Manager, National Prevention Centre.

"It is valuable to see information displayed in an efficient format, with separate data sources and databases sitting side by side – information such as CCTV footage, geospatial analytics, activity logs, national applications and intelligence products for example," Mr Macrae says. "This is crucial for the effective deployment of resources, the safety of our staff and reducing harm within the community. The creation of DCCs and subsequently the NCCC has proved hugely effective."

Crestron and VideoPro then assisted Police in creating the NCCC, a multi-agency centre working with the 12 districts and the Police Executive to provide a national overview of activity, deployment and risk. The NCCC also provides coordination of major planned operations and responses to unplanned events, including those that span more than one policing district.

Enforcing a flexible solution

Policing requires 24/7 visibility, so the solution needed to be reliable and easy to use.

Most DCCs and the NCCC both use digital media matrix frames with scalers and receivers to provide fast and seamless switching between sources, displays and configurations. This technology is coupled with the Crestron CP3 Processor, allowing for storage of the necessary codes, as well as the ability to design an intuitive graphics user interface.

Using tech to tackle crime

The practical benefits of the system and the innovative ways in which police are utilising the technology is enhancing the way policing is approached.

One such example is a bank robbery that had taken place. CCTV footage of the alleged offender was captured and displayed in the local DCC. From there a snapshot was taken and formatted to be sent out via the multiple signage screens (using VideoPro ONELAN Digital Signage) and mobile devices. An officer was able to identify the offender and their details, and from there a frontline officer received the information and located the man, leading to an arrest within a matter of hours.

Each year, major sporting and entertainment events occur – such as the Cricket World Cup and the FIFA U-20 Football World Cup. These events require a coordinated police presence across the country to help ensure security and public safety. Now, all CCTV footage available to Police is brought into the local DCC as well as the NCCC. With the streaming ability, content can then be distributed to the appropriate regions without having any major impact on the police network.