

Southwest Tennessee Community College reports drastic drop in crime with Milestone IP video surveillance installed by Dynamark Security.

"I couldn't put a price tag on this system - it's just invaluable to us in our work to serve and protect our campus."

- Chief Leo F. Brown, Sr., Chief of Police,
Southwest Tennessee Community College



- ◆ **The Challenges:** destruction of property through vandalism and gang graffiti, false fire alarms, disorderly conduct, theft from the buildings and auto theft, stolen books and computers, community vagrants.
- ◆ **The Solution:** Dynamark Security designed and installed a video surveillance system utilizing Milestone XProtect IP video surveillance software that manages 105 cameras: 75 of them SONY SNC-CS3N cameras with Pan Tilt Zoom functionality and the rest are Panasonic KX HCM 280s. 87 more cameras will be added at another location, and new campus sites are planned for further expansion.
- ◆ **The Advantages:** drastically reduced crime, improved safety for faculty, staff, students and property, more efficient use of police resources, faster response to incidences, plus better monitoring of Occupational Health and Safety issues.

Chief Leo Brown manages the Campus Police energetically and professionally, coupled with a warmth that's earned him a 'Best Boss' award, hanging on his wall. In addition to running his force of 42 officers over 7 campus locations around Memphis, he is very active in local and state youth crime initiatives. This is documented with framed degrees and community awards, including a photo of him at the White House receiving one from the National Institute of Public Service.

Chief Brown got his staff trained and accredited as State Certified Police Officers several years ago, so they are able to handle response to security incidences with direct intervention, including access to police criminal databases. Unless it is a serious felony like rape or robbery with personal injury, all the Memphis Police Department has to do is transport anyone arrested by his officers to the city jail.



"If we have a suspicious person, we can do a warrant check, driver license check, anything the police can do. If someone has a record anywhere, we can see it. We're hooked into the FBI, too," states Chief Brown.

"Every student has an ID and if we can't identify a perpetrator in our database, we work with the police, exporting evidence from the Milestone system," explains the Chief. "One kid set a bulletin board on fire! We zoomed in on his picture and saw that he was one of our students, so we checked his schedule and waited for him at his next class to arrest him. Boy, was he surprised to see himself looking dead into the camera!"

Two schools and their locations merged in recent years: One of the schools had the old videotape surveillance that degraded badly over time. "You go broke buying tape!" remembers the Chief. He had wanted a networked solution since 1991, but couldn't get financial approval until 2004.

Safe and secure in the heart of the city

“The current President and Vice President of Southwest Tennessee Community College are totally security conscious. They supported this IP video surveillance installation, so they deserve all the credit for making this happen,” praises Chief Brown. “It’s important for the community to know what we are doing for safety’s sake. Parents are concerned about where they’re sending their children.”

The school currently has a total of 14,000 students in 7 campuses throughout Memphis. Over 3,500 of them are foreign students (with 1,500 of those from Iraq and Iran).

One of the school locations is integrated with a high school that has over 300 students. Chief Brown remarks that the younger students are responsible for more vandalism than the older ones. The school also experiences some criminal elements coming in from outside the school. No matter whether the security problems are internal or external, Chief Brown’s police force has total control and fast response with their new Milestone XProtect IP video surveillance system.



“We’re located in the heart of the city with a medical district on one side of us and apartment complexes on the other side, intersected by public streets. We have big problems with vagrancy and occasional outpatients from a local mental illness hospital who forget to take their medicine. They wander onto campus and may be harmless but are nevertheless disturbing to students and employees. Some of them are real wild when they’re off their medication, but not violent. When anyone calls us, we usually have an officer already dispatched from seeing in the surveillance system that there’s a strange person wandering the halls. This makes the employees and students feel safe - to know we’re in control and on top of the situation,” confirms the Chief.



He has only acclaim for the Milestone IP video surveillance installed last summer by Dynamark Security in several campus locations at a cost of 1/4 million dollars with 105 cameras in a mix of Panasonic and SONY PTZ models. The cameras are installed in parking lots, isolated areas, corridors and stairwells, the bursar’s office, the student lounge areas, vending machine rooms, gymnasium, supply warehouse and delivery area - and the daycare center!

IP Surveillance reduces crime

The 42 police on his force work in 3 shifts round the clock at all the campus locations, on foot, in police vehicles and on bicycles. One officer is always monitoring the central surveillance camera images, and acts as a dispatcher. She or he sees if something happens and calls another officer to get to the scene right away.

“We prevent a lot of fights from escalating that way, and keep the stairwells from turning into lover’s lane,” remarks the Chief, smiling. “I can also look at it from home. I have very seldom had the need for that, thank goodness, but it’s nice to know I can do that in emergencies, like if we had a hostage situation.”

The night shift uses the software’s motion detection and event alarms functionality to inform them about any incidences, so the officers on duty can respond immediately.

Since the summer installation of the new system, the school has seen a sharp decrease in vandalism, theft



from the offices, auto burglary, and computer thefts. Stealing of books is an ongoing problem, but they have now set up cameras near the bookstore to help address that.

Working with the FBI and Secret Service

“Southwest Tennessee Community College has a nationally ranked basketball team – we’re real proud of that. We had a big game week before last when a young man passed a bogus 100 dollar bill. But we got him! The concession stand worker called us right away. We had her look at the video live, panning around the crowds in the stands, and she pointed him out. We called one of the officers in the gymnasium and watched the whole arrest take place from our office,” says the Chief.



In this case, the Chief called their FBI liaison, who brought in the Secret Service to deal with the counterfeit money issue.

Saving on fire alarm expenses

Since the system installation, fire alarms have been pulled 7 times: high school students set them off, which calls the fire station at unnecessary cost. Thanks to the Milestone surveillance software, the campus police were able to catch all of the perpetrators.



“We went in the system and got them – you could see them looking around the hall to see if anyone was coming, then reach right up and pull the alarm. The parents were called in, most of them protesting ‘not my child!’ before being shown the evidence. I could hear them yelling at their kids on the way out of the meetings: ‘You lied to me!’” laughs the Chief.

More than an ounce of prevention

Word gets around. The new students coming in each year learn about the system quickly enough, and that they will be held responsible for their actions.

“A college atmosphere never stays the same, it automatically changes every semester. Usually fall is our largest registration and when we have our biggest problems. Since putting in the Milestone system this summer, however, we’ve seen a drastic drop in crime and can report that the surveillance is a huge deterrent,” states Chief Brown. “This saves a lot of money that the school can use in better ways to improve the educational environment.”

In addition, the campus police can watch the shipping docks when school supplies like computers are being loaded and unloaded, and in off-hours to monitor against theft. There’s a daycare facility with special low-light cameras that allow viewing in that location even during naptime!



With the Occupational Safety and Health Administration (OSHA) function under the Chief’s group, he reports that they see with the surveillance when there are problems like chemicals being stored improperly or lights that have gone out, and get it taken care of fast.

“It’s so easy. The officers think this system is so cool – they just love it. If someone says ‘It seems somebody parked too close, scratching the side of my car,’ they’ll ask ‘where were you parked, ma’am?’ then come running in here to look it up on the software and find the culprit! They are really excited about it. We’ve got the images viewing on the Carousel function, cycling through all the camera views so we can watch everything,” concludes Chief Brown.



Professional installation partner

The Chief has only the highest praise for the Dynamark Security installation: “I was shocked at the speed – they did the whole installation in just two weeks! They are some of the best people that I have ever worked with.”

Because the whole system is tied into the school’s fiber optics, there was not a lot of wiring that had to be run. However, there was no network connection to the buildings across the street for the physical plant, nursing school and three big parking lots, so Dynamark put in a wireless connection for the surveillance over there that saved the cost of installing new fiber optics. The IP approach furthermore ensures that more cameras can be added easily anytime, anywhere.

Chief Brown recalls: “A Dynamark representative was here recently, adjusting the PTZ on one of the hallway cameras near a window. We were with him, watching the system from our office. One of my officers panned the camera view, zooming in on guys in the parking lot two blocks away. You could clearly see a Marlboro pack one of them had – that’s how amazing the Sony PTZ cameras are, it’s unbelievable!”

With the campus police working 24 hours a day, Dynamark stayed around the clock after the implementation to be sure they trained all of the officers during each shift on how to use the XProtect surveillance software.

David M. Cassell, President and CEO of Dynamark Security, Inc., states: “It was a pleasure working with the entire staff at STCC. It was apparent that Chief Brown wants only the best for the students and staff of the college. STCC recognized the risks facing educational institutions and took action to address those risks. We were quite pleased with the Milestone product, particularly its flexibility through IP technology, its manageability and most importantly, the total visual access and control it gives. Now our clients don’t have to risk human lives to see what’s going on inside facilities where there is danger or the threat of hostage situations.”



The school once had a power failure that blew one of the cameras. Dynamark ordered a new one and had it shipped right away, then did that installation and re-programming in just 30 minutes. A battery back-up now prevents that problem from happening again.

“I am confident the Milestone solution provided by Dynamark will be a vital tool for many years as the college continues to offer a safe environment that promotes learning,” concludes David Cassell.

The Chief adds: “Dynamark put a lot of personal touches to this system that nobody else could beat. I’m especially impressed that they call me every morning to check in and make sure everything is running perfectly.”

Sure enough: the phone rang shortly thereafter, proving his point.

For more information see www.southwest.tn.edu, www.dynamarkteam.com, and www.milestonesys.com.

