

Tennessee YMCA protects its customers, employees and business with Milestone IP video surveillance installed by Dynamark Security.

“The system reduces the need to have additional staff because it gives us the extra eyes to see what’s happening and keep track of people where we can’t physically be. That saves a staff cost for us.” Abigail Simmons, Membership/Marketing Director at Greater Kingsport Family YMCA



Challenges

This busy community center has people constantly coming and going, and many rooms the staff cannot always keep an eye on when they are helping someone at the front desk. There are two gyms, adult workout rooms, a youth workout area, a game room, meeting room, and children’s nursery.

Solution

Dynamark Security has installed Axis 206 network cameras inside and with environmental housings for the ones outside, all managed by XProtect Enterprise IP video surveillance software for viewing live or recorded images and exporting evidence.

Advantages

The personnel are able to monitor the whereabouts and activities of everyone in the building, as well as the parking lots. Safety and theft issues can be resolved, as well as management matters like keeping track of employees and cleaning services. The networked approach means it is easy to add new cameras in future.

The Greater Kingsport Family YMCA has close to 2,500 members, and it gets very busy in the evenings. There are about 20-25 staff employed at this location, after-school programs with about 30 part-time employees, and summer camp programs. The facilities are open 5 a.m. Monday – Friday and close at 9:30 p.m. The hours on Saturday and Sunday are 7 a.m. – 6 p.m. and 1 - 5. The Nursery is for members to use at certain times when they are working out.



“There can be a lot of kids after school, during spring breaks or other holidays, and we increase the staff then. The daycare is a service for the members,” explains Abigail Simmons, Membership & Marketing Director of the Greater Kingsport Family YMCA in Tennessee.

The surveillance cameras cover the Wellness Area where they have all the cardio and work-out equipment, the front door and front desk, the Nursery, the upstairs balcony where there is the Youth Fitness Arcade with special equipment for

younger people's bodies, the Zone room where they have a TV, foosball and hockey games, a meeting room, the gym ball courts, and all doorways.

Improved customer service

"We've had incidences in the parking lot, where we used the Milestone system to check video on some damage to vehicles. This was a good service to help our customers resolve those problems. We can burn evidence on a CD to give to the police or insurance company," says Abigail.



There are areas upstairs that are closed-off to members, where no staff members are on duty. A maximum of two people are at the front desk all the time, who are very busy. The Milestone system allows them to keep an eye on everything without having to leave their station.

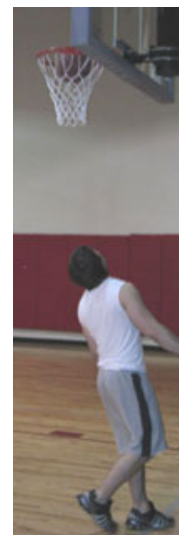
Protecting employees



"We've had several instances where we needed to go back in the system and see what happened, like in Child Watch, our nursery. For example, we had a child get sick and needed to make sure the situation was handled properly. That's when the Milestone system is good for the protection of our employees and business," relates Abigail.

She also remembers another incident: "We had a girl get hit in the face with a basketball, who accused one of our members of the injury, but we could see in the video that it was in fact her friend."

Abigail reports that some funny things have happened, too, like one teenager who snuck upstairs and made himself a sandwich with employees' food. He was surprised to learn they had seen him do it on video: "When he came back downstairs, we asked him if he enjoyed his snack! This points out how the surveillance can work as a preventive measure once people know it's there."



Surveillance as a management tool

"We are able to use the surveillance to make sure our organization is running properly at all times. It's a great tool for managing things better and being more efficient," confirms Abigail. "The system has been so beneficial; it's very helpful. We are very pleased with it. And we've found more places we want to put up cameras, which will be easy to add with this Milestone networked approach."

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