

Law Enforcement

Increased Situational Awareness Through Real-Time Video Surveillance

Location:

United States

Challenges:

- Secure real time video surveillance of unfolding events in order to make better strategic response decisions

- Needed a portable, lightweight solution to be carried by officers and used in moving vehicles

Benefits:

- Untethered, lightweight and mobile

- Simple to use

- Store and forward capabilities enables the Agency to archive all video

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Challenge:

In 2012, a major law enforcement agency in a large American city was searching for a solution to augment its surveillance capabilities in order to better respond to incidents. Although video was becoming an increasingly important tool for the Agency, they had limited capabilities to deliver surveillance video in real time.

“We were interested in finding a way to capture and transmit live video surveillance for both large-scale incidents and day-to-day operations,” said a tactical commander with the Agency. “We had an old analog downlink that we’d put on a helicopter, but because the link required line of sight to function, its usefulness was limited. We wanted a solution that was not only digital, but flexible and scalable as well.”

Solution:

In order to meet its needs, the Agency turned to TVUPack cellular uplink solutions to deliver live real-time video surveillance to its Emergency Operations Center (EOC) as well as to tactical commanders in the field. The Agency deployed multiple TVUPack backpack transmitters as well as TVUPack Mini camera-mountable transmitters in the field to capture and transmit live video of events as they unfolded.

During large-scale incidents such as protests, the Agency would use a team of 12 specially trained officers that would move through crowds and transmit video to the EOC. Tactical commanders in the field could access the video stream via a mobile device, enabling them to make quicker and better-informed decisions for how to respond as events unfolded.

Benefits:

The Agency was able to see immediate benefits from the TVUPack in 2012, as they were faced with keeping the peace during a series of large demonstrations in the city center. TVUPack was an integral part of the Agency’s response, enabling decision makers in the EOC to monitor the crowd and officer response in real time.

“We used four simultaneous video feeds, three from officers that were either set up on rooftops or moving on foot through the crowd, and one from a helicopter monitoring the crowd movements from the air and displayed the video on a 20 foot video screen in our EOC,” the commander said. “With the help of the TVUPack, we were able to get a complete picture of what was happening in real-time and effectively manage our response to keep a potentially volatile situation from getting out of hand.”

During day-to-day use, the Agency also cited TVUPack’s ease of use, flexibility and storage capabilities as major benefits they have received from the solution.

“TVUPack is easy to use. All our officers had to do was plug in the camera, push the button and we had live video. The fact that it was so easy to operate has been a big plus for our video surveillance units,” the commander said. “The system’s flexibility was another big selling point for us. We can have officers carry the pack on foot because it’s lightweight, but we can also use it in moving vehicles, including our helicopters. Each transmitter feeds video into a centrally located receiver that can deliver the video to our EOC or to a Web stream for our tactical commanders in the field to monitor the video.”

“Another added benefit is the storage capability on the TVUPack transmitter. Even if we lose a network connection, the TVUPack records all of the footage and enables us to easily retrieve it later for evidence.”