

# ▶ Polycom® Public Safety Solutions

Training and Field Solutions for  
Emergency Service Organizations



## Improving Training and Communication in Public Safety

▶ With the rising complexity of natural and man-made disasters, increasing the training levels and expertise of public safety professionals is a top priority in municipal governments. Polycom solutions meet that challenge by reducing the time required to deliver new training mandates and escalating emergency response times through high quality, life-like video interactions that bridge distance and voice solutions that keep people seamlessly connected.

In a dispersed work environment such as Public Safety, Polycom video conferencing solutions also optimize time and resources by eliminating the need for training participants to travel to a central training center. And when responders return from an emergency, they can catch up on missed training using Polycom's recording and playback video solutions.

Many fire, police, and emergency services organizations also use Polycom voice and video conferencing solutions to:

- Allow command and control to see and hear first hand in the field
- Record field response for later analysis
- Eliminate extra costs for transportation that is incurred driving between station locations for meetings and training
- Enable mobile wireless voice communications in the field or station

Why? Polycom video conferencing solutions effectively streamline the training process since participants throughout a district can receive remote training simultaneously. Public safety organizations can also leverage their investment in video conferencing solutions to support inter-agency collaboration. For example, the chief can provide interactive daily briefings for multiple stations, enhancing response effectiveness and improving district-wide team coordination.



### **Complete Portfolio of Specialized Public Safety Solutions**

Polycom offers turnkey and customized public safety solutions, a full range of field-tested emergency service applications, and ARENA ecosystem partners to deliver the right solution for you.



### **Established Leadership**

Polycom delivers the broadest set of products to all levels of government. These products lead the industry in quality, reliability and innovation.



### **Innovator & Driver of Standards**

Polycom has over 600 patents issued and pending and over 20 million lines of active code across our product portfolio.



### **Embedded Security**

Polycom offers the highest level of embedded encryption available for video conferencing, H.235 security using 128-bit AES encryption, as well as FIPS 140-2 Validation.



### **Polycom UltimateHD™ Voice, Video, and Content**

Polycom delivers a complete and integrated portfolio of HD conferencing solutions, with the highest level of quality across any environment.



### **Multipoint Bridging Platforms, Management and Scheduling**

Polycom offers the most widely-deployed multipoint conferencing platform, with voice and video conferencing capabilities on a single platform.



### **Video Recording, Streaming and Content Management**

Polycom delivers video conferences and content when and where it is needed most, in real-time or on demand, to conference rooms or desktops.



### **Broad Strategic Alliances**

Extensive partner alliances enable fast integration of Polycom solutions into workflows and unified communication implementations.



### **Global Service & Professional Services**

Polycom provides worldwide support, with 50 offices in 22 countries, an extensive network of training facilities and technical support centers, ensuring the fastest possible response times.

Around the world, public safety organizations choose Polycom for secure, innovative collaboration and training solutions.

Polycom unified collaboration and communication solutions provide on demand access to people and resources with the optimum experience – at anytime, from anywhere.

## Polycom Collaborative Solutions

### **Public Safety Solutions Maximize Productivity**

Polycom audio and video conferencing solutions enable fire, police, rescue and other emergency services professionals to use their time most effectively, implement best-practices in training, and foster improved coordination and planning between agencies. The life-like video experience exceeds expectations with up to four times the quality of what they may be using today and up to nine times better quality when higher bandwidth is available. Similarly, with Polycom desktop and conference phones, the audio experience can be near CD quality. As the market leader in voice, video, content and Web solutions, Polycom conferencing solutions make it easy for public safety employees to interact and maximize productivity – over any network and in any type environment.

### **Video Solutions for All Facets of Response**

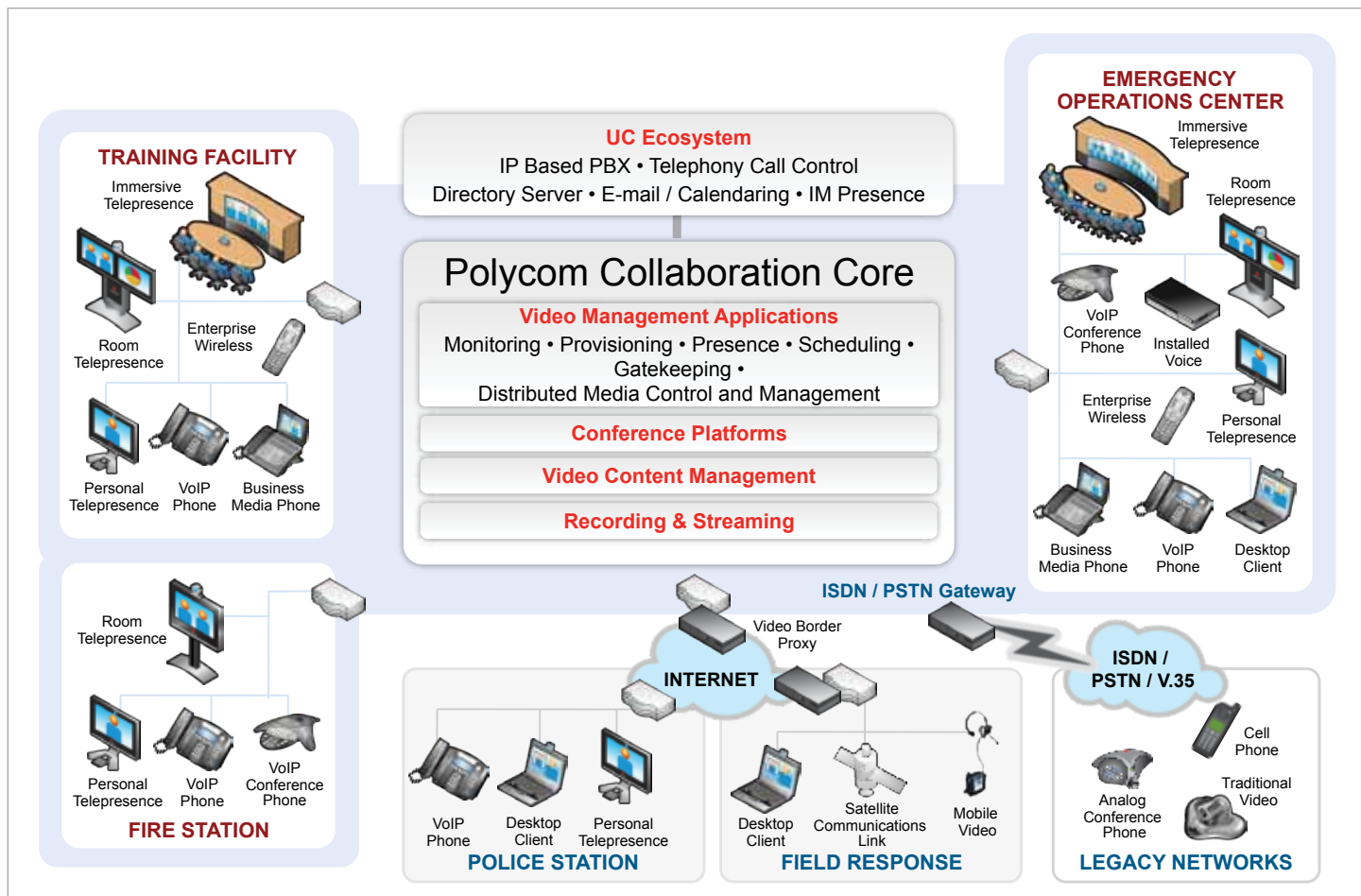
Public safety professionals trust Polycom video conferencing solutions to remain closely attuned to new mandatory training requirements. Beyond training, experts in the Emergency Operation Center (EOC) or within the department can be remotely consulted, while “eyes and ears” in the field provide video of what's happening in the field – whether it's a chemical spill, a large traffic accident or a office fire. Plus, Polycom's ARENA program provides access to an ecosystem of partners that provide adjunct services ranging from satellite remote IP connectivity to wearable video equipment for relaying field conditions.

### **Polycom Grant Assistance Program**

For organizations in the United States who need assistance funding their initiatives, The Polycom Grant Assistance Program (PGAP) helps identify funding sources for technology investments in voice, video and infrastructure conferencing solutions. Using the Polycom® 7-Step Grant Assistance Process™, Polycom's team of grant experts helps agencies navigate through the maze of funding sources so they can identify and apply for those that best align with their program needs. Dedicated grant managers supervise and expedite the entire process, while Polycom's experienced grant writers assist in the preparation of the official application. Find out more and enroll online at [www.polycom.com/grants](http://www.polycom.com/grants).



# Polycom Solution Architecture for Public Safety



The Polycom Open Collaboration Network provides an open and interoperable collaboration solution that provides customers greater flexibility and investment protection for their Unified Communications (UC) environment. This collective solution provides governments with best in class choice, flexibility and investment protection.

From fire to police to emergency preparedness, Polycom solutions are used for countless applications every day, in virtually every municipality.

## ► Application Story

### **Springfield-Greene County Office of Emergency Management (OEM)**

The mission of Missouri's Springfield-Greene County Office of Emergency Management (OEM) is to prepare the community for disastrous events and minimize loss of life and property—ranging from an ice storm or flood to a terrorist attack.

“Emergency response is a collaborative effort; video conferencing enables multiple people, wherever they are, to come together on the same page. That's crucial in a disaster,” explains Ty Davisson, training and exercise specialist for the Springfield-Greene County OEM.

A US Homeland Security grant administered by the state allowed the region to equip 18 counties with Polycom telepresence capabilities to be used in response to disasters and for emergency preparedness planning.

The Springfield-Greene County OEM has widely deployed Polycom® HDX® telepresence solutions, the Polycom RMX® 2000 multipoint conference platform, and the Polycom Converged Management Application™ (CMA™) 4000 solution for management. To enable connections with outside organizations, the Polycom Video Border Proxy™ (VBP™) solution is used for firewall traversal and the Polycom RSS™ 2000 server provides on-demand recording and streaming.

“When we decided to deploy a video network, we set out with the goal of equipping all counties at once. We were impressed with Polycom's ability to deliver a complete end-to-end, cost-effective solution for the entire 18-county roll-out,” says Ryan Nicholls, Springfield-

Greene County OEM director. “And once we saw the Polycom HDX demo—how clear the video was—we were sold.”

“The video conferencing network ties us together seamlessly as one agency,” says Davisson. “You just step out of your office, have your meeting over video, step back in and you're back to work. It's saving us time and money.” Davisson also feels that being able to look at people you are interacting with makes meetings significantly more productive.

The Polycom HD video network is also boosting the Springfield-Greene County OEM's connectivity with outside private and government agencies critical to its mission such as FEMA, the Red Cross, and the National Weather Service—all over video. “Recently, FEMA held a four-state video conference for input on improving its recovery process. Because we have the video systems in place, we were able to participate and provide our feedback,” explains Nicholls.

In addition, the agency's mobile communications vehicle has been equipped with Polycom HD video systems that transmit a live feed directly to the emergency operations center from the vehicle's 60-foot pan-tilt-zoom camera. “Whether we're covering a disaster or an event, we now have real-time video footage of what is happening on the scene,” says Davisson. “The real-time field imaging is becoming a very powerful application as we are able to make it available to more and more of the key decision makers.”

## ► Application Story

### **City of Milpitas Boosts Public Safety through Technology**

Milpitas' battalion chief had a problem simultaneously meeting training and

responsiveness objectives. "Whenever the fire department had to hold training, fire and emergency personnel from all four engine companies in Milpitas were required to meet in person at one location," explains Bill Marion, information services director for the City of Milpitas. "This was not good for public safety.

If there was a fire or a medical emergency call in an engine company's assigned district, response time was affected. We were in the process of upgrading our network at the time so we piped fiber to the stations and have been able to easily support the department's video needs."

Marion's team equipped the fire training room at the department headquarters with a rack mounted Polycom video system, and each fire station has a set top Polycom video appliance. The interactivity of video conferencing is what really sold the solution. Even though they are miles apart, the fire fighters can ask questions during a class and the instructor can see and hear all of the attendees.

The Milpitas Fire Department plays an important role in the safety of the San Francisco Bay Area. Milpitas has an extremely high concentration of technology companies, evidenced by the fact that its daytime population rises from 65,000 to more than 100,000 due to the influx of workers each week day. It is common for the fire department to assist in hazardous materials spills and respond to industrial accidents. The department also has to contend with a large volume of traffic accidents due to the congestion during peak commute times.

"When the fire department is holding training over video and a station receives a call, the fire fighters are literally en route in 20 to 30 seconds, compared to having to drive all the way across town," says Marion.

## ► Application Story

### Thames Valley Police

Thames Valley Police is the largest non-metropolitan police force in the United Kingdom. It covers the three counties of Berkshire, Buckinghamshire and Oxfordshire – an area of approximately 2,200 square miles. Every year, Thames Valley Police respond to thousands of incidents which cover a broad spectrum of scenarios. These range from everyday incidents to major events that affect the general public. In order to be able to communicate quickly and effectively with all police stations within a Basic Command Unit (BCU), Thames Valley Police is using video conferencing technology to aid the management process of briefings for dealing with major incidents.

Thames Valley Police is seeing major benefits from using video conferencing for these applications:

- Enabling contact with colleagues across BCUs to strengthen relationships
- Inter-organizational or police area meetings regarding public safety incidents connecting command centers within different BCUs and the Home Office (UK national department responsible for protecting the public from terrorism, crime, etc.)
- Enabling specific information to be shared at short notice
- Sharing of data such as photographs, mapping information, spreadsheets and presentations
- Saving money by reducing traveling time to other stations for meetings
- Communicating updates with duty sergeants at other stations within the BCU

A number of Polycom audio and video conferencing systems were installed in stations, which has enabled these

stations to contact each other on a regular basis to share information and to discuss issues and events that may have happened within their area. The People+Content™ capability is used to share PC content during these video conference calls.

Area Commanders within Thames Valley Police have supported the use of video conferencing, which has saved them money and allowed them to host numerous meetings with colleagues across the BCU as well as meetings with the Home Office.

Covering such a large area means that the power of video conferencing saves a lot of time when contacting colleagues to discuss issues and events. The functionality of the Polycom video conferencing systems provides easy user controls that offer seamless communication over IP or ISDN protocols. The systems offer full encryption when needing to communicate through video conferencing over an IP network as well as offer multi-point connections during a video conference call to PC desktop systems.

### Public Safety Applications

Polycom Public Safety solutions can also be effectively used for the following:

- Training
- Playback of training missed due to emergency response call
- Administrative meetings
- Daily briefings with multiple stations
- Cross-agency emergency field communication and coordination
- Command and control on-scene coordination
- Public meetings overflow for city/town hall open meetings
- Remote triage by doctors and nurses prior to admittance



Polycom HDX 8000™



Polycom RSS™ 2000



Polycom HDX 4000™



Polycom SpectraLink® 8030



Polycom CMA Desktop

### Training and Distance Learning

For fire, police, rescue and other departments that provide ongoing training classes to meet rigorous certification requirements, the Polycom HDX series using People+Content provides remote video and content sharing for distance learning.

### Instant Playback

Emergency response cannot be scheduled and if it occurs during a training session then responders must do their duty and catch up on missed content at a later time. Traditionally, this might entail having to reschedule a course which delays course completion. With video conferencing based training the session can be recorded with the RSS™ 2000 in much the same way you would record a TV show on a DVR and played back anytime from the day room, a PC, or any other conference room.

### Desktop Collaboration

With Polycom desktop conferencing solutions such as the HDX 4000™, chiefs and training officers can remain connected, while maintaining lines of visual communication with officers, magistrates, and judges for off-hours, time-sensitive hearings, such as for arrest warrants.

### First Response

Understanding the impact and scope of a disaster site is critical to an organization's ability to respond to citizens needs. Designed for easy transport, set up and use during extreme situations, the Polycom Converged Management Application Desktop solution provides access to people and locations from a standard PC with a Webcam, enabling agencies to assess critical needs, make better informed decisions faster, and improve responsiveness.

### Briefings and Meetings

Whether its daily briefings or inter-department planning sessions, Polycom's HDX 8000™ video endpoint as part of the HDX portfolio enables you to communicate in the most life-like way between remote locations to facilitate coordination, planning, and build team unity.

### Wireless Communications

Public Safety responders have to be reachable at all times and spend very little time behind a desk, even when at the station. Polycom's rugged SpectraLink® wireless telephones allow for two-way push-to-talk support and traditional telephone dialing regardless of the location.

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