

# Ohio Correctional Facility Video Management & Security System Upgrade

## Background

Since 1822, the Shelby County Sheriff's Office located in southern Sidney, Ohio has been the primary agency committed to serving and protecting the citizens of Shelby County. The current sheriff's office campus – built in 1994 – operates a full-service correctional facility and serves as the center for court security and chief civil service offices. The correctional facility has the ability to accommodate 188 inmates, with a daily average population of approximately 110 inmates, monitored by 72 staff members and jail administrators, 24 hours a day.

## Challenge

The Shelby County Sheriff's Office in Sidney, Ohio required an extensive security overhaul of both its video surveillance and overarching enterprise security platform solution in its jail facilities. With a number of disparate systems, equipment and outdated software competing against one another, Shelby County needed a total security upgrade that would ensure security and functionality throughout the law enforcement agency

## Opportunity

Since completing construction over 20 years ago, the Shelby County Sheriff's Office and adjacent correctional facility had only upgraded its security system once – in 2002 – when the agency elected to replace the original installation's graphic control panels with touchscreen technology. The facility selected a local security company in the bidding process for the project, but shortly after the installation was completed, the system stopped fully functioning properly and the installation company went out of business and was unable to provide critical system support to the Shelby County Sheriff's Office facilities.

"We finally had to face the fact that we had our hands on an outdated system that desperately needed to be upgraded," said Karla Pleiman, Jail Administrator for Shelby County Sheriff's Office. "And we were focused on finding an integrator partner that we knew would have the ability to offer long-term support to our system and facilities."



## Solution

“What Shelby County [Sheriff’s Office] needed was a complete, comprehensive security upgrade at their facilities,” said Dustin Hackleman, Senior Sales Engineer for Securitas Technology. “They had major issues with the existing system, where certain functions were not operating as they should; doors weren’t showing correctly if they were secure or unsecure, and certain intercom systems were touch-and-go as to whether or not they would function. They also weren’t able to record on all of their CCTV cameras in the facility, which proved problematic when incidents within the jail facilities occurred.”

Securitas Technology designed a comprehensive security solution that would catapult the Shelby County Sheriff’s Office into the 21st century. The jail facility’s video surveillance system was fully upgraded from analog devices to IP-based, megapixel cameras and a Genetec Video Management Software Solution, and the overall enterprise platform streamlined through Securitas Technology’s premier Commander solution for a more user-friendly and effective system.

Not only was Securitas Technology focused on ensuring that all elements of the Shelby County Sheriff’s Office’s security system worked properly, they recognized the facility’s need for an all-around software solution update, and major improvement to the video surveillance and management systems. All of the existing touchscreens at the control stations would need to be replaced with new panels to be used 24/7/365 by the jail’s corrections officers – with very little downtime.

Securitas Technology installed fully up-to-date touchscreen panels at five workstations within the jail portion of the building, with two in the central control center, one in the male cell pod, one in the female cell pod and one in the booking area.

“We made sure that the central control touchscreens would have the ability to overtake control of any of the other touchscreens at any time, and that all control and functionality for any particular area is transferred back to central control,” Hackleman said. “So, if for some reason, say the male pod control room gets taken over by an inmate or another unauthorized individual, central control can take over the male pod’s control station so that the intruder can’t unlock doors or disarm the system in any way. For more administrative purposes, if the facility is short on staff one day and someone isn’t available to man one of the control rooms, central control can operate that touchscreen from its interface.”

Securitas Technology’s system design also unified the once disparate video surveillance equipment, migrating all CCTV components from analog to the latest in digital, IP-based technology. All coax cable was replaced with Cat6 cable, and approximately 20-30 new megapixel cameras were installed to augment coverage and diminish blind spots in monitoring the jail. Securitas Technology installed the Genetec Video Management Software Solution for each of the client stations throughout the facility, so corrections officers have the ability to call up video right on the Commander touchscreens themselves. During the installation, Securitas Technology even provided the facility with a loaner DVR with which to record video as the facility transitioned to the new system, so that there was no interruption in the agency’s ability to monitor all pods and areas of the jail.

BEFORE



AFTER





## Results

Securitas Technology has proven to be a flexible partner and expert for the Shelby County Sheriff's Office, before, throughout and well beyond the completion of the installation. Securitas Technology remained attentive to the needs and expectations of all stakeholders involved throughout the process, providing a solution that would fit their budget and ultimately offer a more thorough level of protection and total facility coverage that is so crucial within the correctional facility space. With enhanced technologies and a truly unified system poised to meet their needs and unique challenges, the Shelby County Sheriff's Office knows it can count on Securitas Technology – now and for years to come – to provide the support and expertise necessary to keep its corrections officers, staff and inmate population secure.

“I think the entire system is excellent and incredibly user-friendly – but even beyond that, [Securitas Technology] was so responsive throughout the entire process. They made everything that much easier on us and our staff. Overall, I am very pleased with all that [Securitas Technology] has done for us.”

Karla Pleiman | Jail Administrator, Shelby County Sheriff's Office



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