



HOLBROOK FIRE DISTRICT SOUNDS THE ALARM; DIGITAL PROVISIONS ANSWERS THE CALL!



**DIGITAL
PROVISIONS**
Watching Out For You



“For fire districts, response time and situational awareness mean everything. Migrating from our analog system to a cutting-edge surveillance system was essential to our mission -- our promise to the community -- to be “Always Ready.”

-Tom Pelio, District Manager, Holbrook Fire District



A WAY OF LIFE THAT SAVES LIVES

For fire districts, crisis is a way of life, from vehicular crashes to house fires, victim injuries to hazardous chemical spills, and from weather-related emergencies to plane crashes. But in order to serve others, every fire department has to first be secure itself.

FRIGHTENING SCENARIO

What happens when the very equipment intended to protect people and property – millions of dollars in vehicles and equipment – is also an opportunity for unspeakable acts of harm? This is every fire district’s nightmare: a bad actor intent on malice steals a fire truck or an ambulance equipped with sensitive paraphernalia and drugs. No one is going to question a vehicle with official fire department license plates.

Simply put, it’s a catastrophe in the making.



BACKGROUND OF SUCCESS

Since its founding in 1927, the Holbrook Fire District – comprised of a main fire house and two satellite locations – has been a respected and honored community presence. In fact, in 2005, members of the Holbrook Fire Department were honored with both the New York State Firefighter of the Year award and the Advanced Life Support Provider of the Year award.

THE SITUATION: SECURING THE HOLBROOK FIRE DISTRICT

The post-9/11 world has become a more dangerous place, requiring greater vigilance and oversight.

Operating on the premise that the better their assets were protected, the better they would be able to serve and protect the community, District leadership evaluated all systems in all facilities. Evidence proved that the existing analog security system was compromising both situational awareness and response time, and so the District leaders and commissioners did what they do best: They jumped into action.



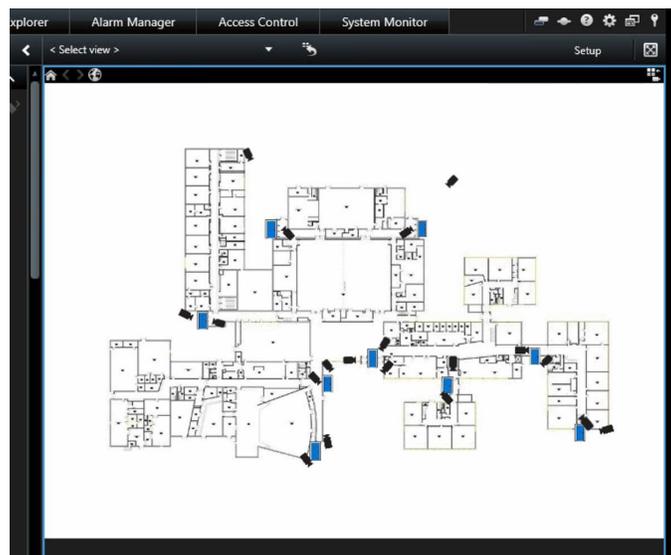


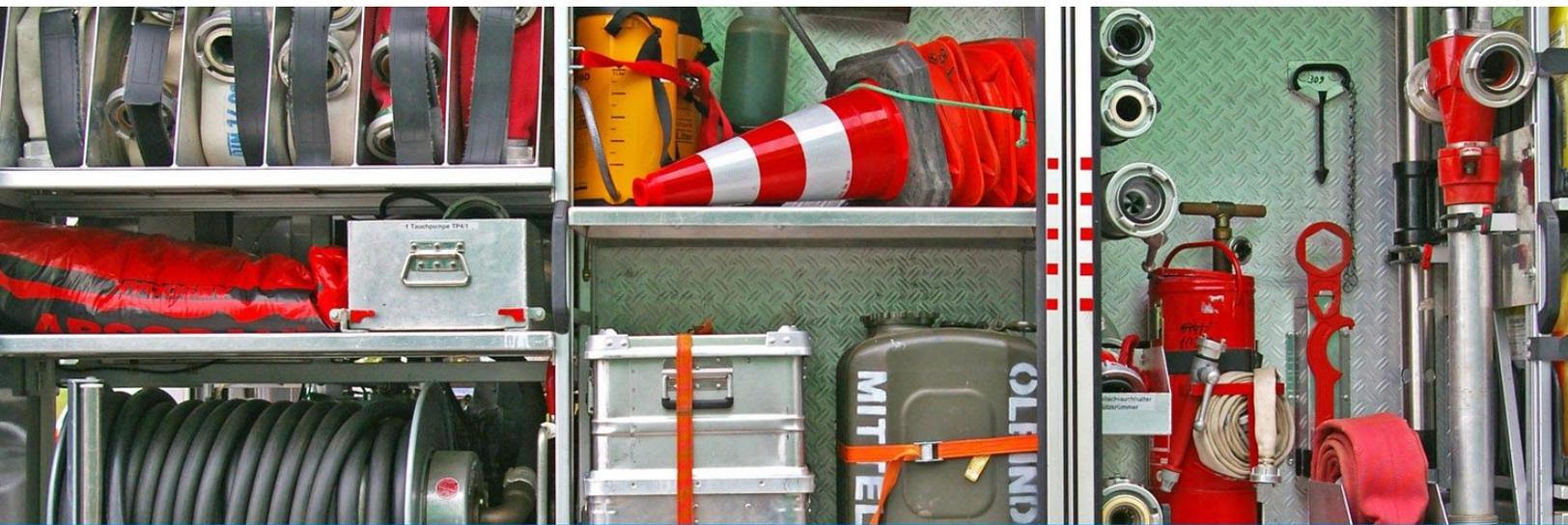
THE STRATEGY

District Manager Tom Pelio led the charge, working in conjunction with the Holbrook dispatch supervisor and the Board of Fire Commissioners. The scope of security had changed with the times. Overhauling the District's aging surveillance security system meant not only protecting the interior of the buildings, but also all the equipment within.

"We were talking about no less than 35 pieces of vital apparatus," Tom stated, "as well as advanced perimeter protection. People are constantly coming and going and they need protection too."

Moreover, powerful narcotics and other medications kept on premises and used during life-saving procedures were a potential draw for lawbreakers. There was a lot at stake.





THE PROCESS

A detailed review and in-person interviews of potential solutions providers surfaced a clear winner: **Digital Provisions of Ronkonkoma**. What tipped the scales in their favor? Pelio capsulized that in five key factors:

1. Track record of broad experience
2. Reputation for customer service
3. Innovative surveillance solutions
4. Strong after-sale support
5. Complete training services

Pelio noted, “We knew we needed a complete solution, no half-way measures, not just a vendor, but a trusted partner for the long term. Digital Provisions delivered all five factors.”

As an industry leader for some 20 years, Digital Provisions offered several advantages. Their best-of-breed philosophy did not lock in end users like Holbrook into expensive, proprietary systems. Their in-depth knowledge of security apparatus meant that Digital Provisions could fine-tune their capabilities for maximum effectiveness. And the company’s policy is to match after-sale training to the knowledge level of the trainees, in-person or remotely. Best of all, that is unlimited. Should troubleshooting be needed post-installation, Digital Provisions prides itself on its “same day/next day” response time, considered the best in the business.



SECURITY PLANNING AND IMPLEMENTATION

After thorough walkthroughs of the main fire house and two substations, Digital Provisions did a needs assessment, proposing a comprehensive, customized design. This eliminated blind spots, stitched camera views together, utilized wireless components where necessary, offered enhanced zoom capabilities (even license plates were clear and crisp), and archiving of video footage for forensic needs.

Utilizing Milestone's open architecture and AXIS cameras, the upgraded system maximized coverage and deployed clean views from interior stairwells to the parking lot perimeters. System features include evidence lock (memorializing video footage), bookmarking and smart search.

With the old technology, Holbrook personnel found images to be grainy and hard to see. Now, Holbrook's dispatch room features a large live-feed screen, with rotating images monitored by a staff member in real-time. Camera images are accessible via PC, web browser and mobile devices.



Updating from Analog cameras (right camera pictured) to new, state-of-the-art AXIS cameras (left camera pictured) makes a world of a difference with high-resolution, crisp and clear, usable footage.



Double-stitched cameras are customized based upon individual needs, to ensure hard-to-view areas, such as parking areas, are viewable in its entirety.

While planning is important, implementation can be another matter. “The process was seamless,” said Pelio. “Digital Provisions’ technicians were efficient and professional, with no disruption to operations.”

One of the most impressive aspects of the installation, Pelio pointed out, was the team’s ability to improvise and fine tune the design while in the midst of implementation. “Design is our strength,” commented Peter Noonan, Digital Provisions’ VP of Sales. “If during installation we see a better way, we recommend it. Nothing is cookie-cutter. We are committed to giving every customer exactly the right surveillance solution for their needs.”



By customizing unique features, such as corridor mode, entire stairwells are captured rather than a small portion.



Proper camera placement is key to maximum coverage of important, high-traffic areas.



RESOLUTION AND THE FUTURE

The new system has quickly paid off in several ways, saving taxpayers tens of thousands of dollars in loss recovery and theft prevention, according to Pelio. On more than one occasion, the system has provided crucial evidence related to property damage, potential prosecutions, safety issues, and individuals attempting to gain entry to department vehicles.

The system has also helped in unexpected ways. One of the Department members took ill suddenly, losing consciousness. A staff member monitoring the video feed observed the emergency and dispatched paramedics and an ambulance to address the life-or-death situation.

Holbrook Fire Department is now in discussions with Digital Provisions on a future surveillance project related to augmented public safety, intended to improve response time during emergencies. Because the original design anticipated future needs, the surveillance system can be easily upgraded to accommodate expanded capabilities.



Carousel mode enables customized camera views, enlargements and rotations based upon priority and specific needs.