Emergency Communications Center

POLICE HEADQUARTERS BUILDING | *Durham, NC*

THE CHALLENGE

When the City of Durham undertook the design and construction of its new $71.3 million police headquarters, the 911 emergency center quickly emerged as a technological centerpiece. The center, which coordinates police, fire and other emergency services to 280,000 residents spread over a nearly 300 square mile area, needed to accommodate the technical challenges posed by incoming calls and text messages from modern mobile devices, and the operational demands of coordinating many different emergency responders in the face of increasing call volume from a rapidly-growing metropolitan area.

OUR SOLUTION

Developed in close collaboration with Durham's emergency managers and their consultants, KONTEK delivered a video monitoring system that allows the on-duty emergency center operators and supervisors to continuously track 911 call workflow, weather forecasting, and live video streaming from traffic and security cameras across the service area. Live video links to conference, training and press briefing rooms in the Police Headquarters building provide flexibility during larger severe weather or public safety emergencies. The result is a working environment that maximizes staff effectiveness and delivers emergency resources to Durham citizens faster than ever before.

> "KONTEK's craftsmanship has been outstanding. Their team sweated the details, so we didn't have to."
>
> — **David Gay**
> *Computer Systems Engineer*
> *City of Durham, NC*

HIGHLIGHTS

- **Dual 3x4 video walls** with a variety of pre-programmed window layouts (13'-9" overall size)

- **Additional 15 wall mounted 55" dedicated video displays**

- Fully digital **64x64 video switching matrix** for flexible routing of any source to any destination

- Displayable sources include 911 workflow management, live streaming traffic and security cameras, weather forecasts & radar, local & national news broadcasts, wireless laptops and mobile devices

- **27" touch monitor at supervisor's console** controls all audio & video routing and videowall configuration

- **Networked keyboard/mouse switching system** to allow a single control station to operate multiple computer sources

- **Sound masking system** to protect caller privacy

- **Remote video viewing** in departmental administrative offices, conference and training rooms

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Turnkey **Audio/Video** System Design and Integration