



Challenge

To reduce the number of crowd outbursts, improve public safety, and secure cash handling procedures, Canberra Stadium needed to upgrade to an advanced HD surveillance system to efficiently monitor and secure entry and exit points.

Solution

Canberra Stadium installed the Avigilon HD surveillance system including 11 Avigilon cameras ranging from four to 16 megapixels, running 365 days a year, 24 hours a day. The cameras are located at all Stadium entrances to monitor patrons and vehicles as they enter and exit the stadium. One of the 16 megapixel cameras exclusively monitors the tunnel where players and referees enter and exit the field. The Stadium manages the system using Avigilon Control Center software and stores 30 days of continuous footage with the Avigilon HD Network Video Recorder.



Benefits

With exceptional usability, image clarity, and scope, the Avigilon HD surveillance system delivers a 110 percent performance improvement over the previous system. The Stadium has achieved cost-savings as well, including a 10 to 15 percent reduction in personnel or \$22,500 cost savings each year to monitor protected areas on event days. With just one Avigilon 16 megapixel camera, Canberra has achieved the performance of at least 50 analog cameras, a savings of between \$20,000 - \$40,000. With improved surveillance, Canberra Stadium can also reduce the cost of damages associated with patron outbursts.

- *110% performance increase*
- *15% reduction in personnel*
- *Reduced cost of damages*

Canberra Stadium Boosts Security and Public Safety with Avigilon HD Surveillance System

In a post 9/11 world, in which people may think twice before attending large-scale entertainment events, security at public venues has become a paramount concern. The changing nature of security threats has placed additional pressure on facility managers around the world, whose primary goal is to reassure patrons of their safety and, at the same time, deliver an enjoyable experience. Recognizing the need to be proactive, management at Canberra Stadium in Australia's capital city has deployed an Avigilon HD surveillance system to monitor patrons as they enter and exit the building.



Reducing Crowd Outbursts with HD Surveillance

Built in 1977 for the Pacific Conference Games, Canberra Stadium has been twice renovated in an ongoing effort to become a leading international venue. The Stadium currently hosts more than 30 sporting events each year and has the capacity to seat between 25,000 to 28,000 spectators. Facing the same escalating security risk that has plagued the worldwide sporting scene in recent years, Canberra Stadium is vigilant in ensuring public safety. "Our goal is to provide a safe, secure, enjoyable experience for our patrons," explains James Kiwi, events and operations manager for the Territory Venues and Events Enterprises Services Division of the Australian Department of Territory and Municipal Services. "To stem the growing security risk, we upgraded our surveillance from an antiquated and ineffective analog system to Avigilon's performance-driven HD surveillance system to monitor all venue entrance and exit points."

Canberra Stadium's previous surveillance system was comprised of four Panasonic PTZ cameras and one console. "The system was simply not doing its job – it wasn't functional and it was very difficult to maintain," says Kiwi. For example, on one occasion when surveillance footage was required for criminal investigation, the system failed to record the required images. In another case, image clarity was so poor that security personnel could not make out any detail. "Because we host major international events, we pushed hard to get an upgrade to the system and Avigilon was our vendor of choice."

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A More Powerful Security Solution

Canberra Stadium must have security measures in place to address two different scenarios – event days and non-event days. “During events, we operate a command center where we closely monitor the cameras and deploy a security team to tackle issues on the ground,” explains Kiwi. “On non-event days, our receptionist monitors the surveillance cameras from her desk.”

To fulfill its security requirements, Canberra Stadium installed 11 Avigilon cameras ranging from four to 16 megapixels, running 365 days a year, 24 hours a day. The cameras are located at all Stadium entrances to monitor patrons and vehicles as they enter and exit the area. One of the 16 megapixel cameras is located inside the venue to exclusively monitor the tunnel where players and referees enter and exit the field. Kiwi manages the system using Avigilon Control Center software with HD Stream Management and stores 30 days of continuous footage using an Avigilon Network Video Recorder.



Delivering the Best Evidence

“We have had some issues in which patrons have thrown cans or spat on players or referees as they enter or exit the field through the tunnel,” explains Kiwi. The Avigilon 16 megapixel camera gives Canberra Stadium a fixed lock on the tunnel, with 20 additional meters on either side and above. “If we do have an incident, we can now see the entire area and easily identify the culprits.” According to Kiwi, the Avigilon cameras also come with powerful zooming capabilities to capture the most precise image details. Using Avigilon Control Center software with HD Stream Management, the first open performance platform designed to manage HD video, security personnel can instantly identify details necessary for positive identification, leading to faster response times and better overall protection.



The second Avigilon16 megapixel camera is located at the Stadium's main entrance and Stadium officials have been very pleased with its image clarity and scope. "The 16 megapixel camera boasts a fantastic arc of 180 meters from left to right and 150 meters from back to front, delivering exceptional coverage," notes Kiwi.

With the primary goal to monitor patrons and vehicles, the Avigilon HD surveillance system also boast superior facial and license plate recognition capabilities. "We have been able to achieve positive identification, even at night, since deploying the Avigilon surveillance system." If the Stadium is in a lock-down situation, security personnel can rely on the Avigilon surveillance system to capture clear images of license plates and vehicle registration numbers to permit or deny access to specific vehicles, further enhancing overall venue security.

Superior Usability and Manageability

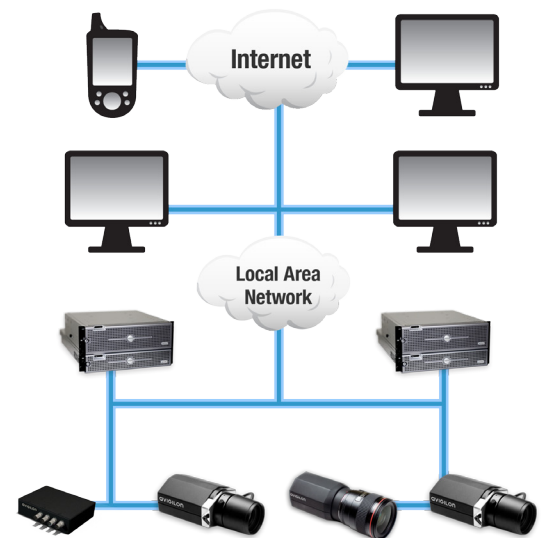
Canberra Stadium has also been impressed with the Avigilon HD surveillance system's ease-of-use. "We don't have full time security staff managing our surveillance, so usability and manageability were key selling features," states Kiwi. Because the Stadium is not a controlled venue and allows individuals to enter the Stadium at any time, ease-of-use was a particularly important consideration. "Because Avigilon's system is so easy to use and navigate, our receptionist can monitor our surveillance cameras throughout the day and quickly alert us to any potential problems."

The Avigilon HD Network Video Recorder has also proven to be an asset, storing between three to four months of surveillance footage. According to Kiwi, accessing stored data is very easy and has been invaluable in two particular cases. "In the first incident, we were able to copy footage of a fight onto CD and hand over to the police, leading to prosecution," recalls Kiwi. "In a second case, a bus crashed into our building and the driver denied responsibility, but we were able to quickly identify the driver and prove he was at fault."

Dramatically Reducing Security Risks and Costs

With the Avigilon HD surveillance system in place at Canberra Stadium to track individuals from the time they enter the building, Kiwi is confident that the \$105 million venue is completely safe. "I have total faith that the Avigilon HD surveillance system can deliver the image quality and facial and license plate recognition capabilities required to assist police with criminal investigations if necessary," notes Kiwi. "Before, we simply could not guarantee this level of security." According to Kiwi, the Avigilon HD surveillance system is 110 percent better than the previous system.

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While improving security is the top priority, Canberra Stadium has also achieved significant cost-savings since deploying the Avigilon HD surveillance system. “With Avigilon HD surveillance cameras located at all entry points throughout the Stadium, we require 10 to 15 percent less personnel to monitor protected areas – a cost savings of about \$22, 500 each year,” explains Kiwi “Now, if a camera sees something in an area without a security guard, we can dispatch someone within a matter of seconds.” Canberra Stadium has also been able to deploy fewer cameras because of the power, image clarity, and performance of its two Avigilon 16 megapixel cameras. “It would require as many as 50 analog cameras to achieve the same performance and functionality as just one Avigilon 16 megapixel camera,” adds Kiwi. “This translates into a cost savings of between \$20, 000 - \$40, 000.”

With improved overall venue security, Canberra Stadium can also reduce the costs associated with patron outbursts. For example, the Stadium experienced a break-in last year in which someone vandalized the tunnel and playing field to the tune of \$20,000 in damages. The same individual also crashed a medical cart – another \$20,000 expense. “The break-in occurred at 3:00 pm on a Friday and no one saw the perpetrator enter the building,” explains Kiwi. “Now, with continuous surveillance of our entrances – even on non-event days – we can prevent this type of intrusion by deploying a security staff member to the scene before it even occurs, saving the cost of damages.”

A Safer Future

To provide a secure and entertaining experience, venue facility managers around the world have realized the need to be proactive in their efforts to curb the mounting security threat. “By deploying the Avigilon HD surveillance system, we have effectively addressed the security concern at Canberra Stadium and are now considering Avigilon for one of Australia’s larger venues,” concludes Kiwi. “With Avigilon in place, we are confident we can ensure our patron’s safety.”

“Around-the-clock surveillance encourages honesty and good behavior, and allows us to stay focused on learning.”



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