



CUYAHOGA COMMUNITY COLLEGE

SYMMETRY SECURES BUILDINGS STUDENTS AND VIP'S

Cuyahoga Community College (Tri-C) in Cleveland, Ohio opened in 1963 as Ohio's first community college and provides high quality, affordable education and programs. Tri-C offers courses in over 140 career and technical programs and liberal arts curricula. The college serves more than 55,000 credit and non-credit students annually and ranks first in Ohio in conferring associate degrees-all disciplines. Tri-C's campuses in Parma, Highland Hills, Westlake, as well as Tri-C sites in Brunswick, downtown Cleveland, and two Corporate College locations -- in Warrensville Heights and Westlake -- provide state of the art facilities and equipment.

Tri-C needed to replace its existing security system and migrate to an updated security management system that could expand as the college's needs changed. Tri-C desired a system that could tightly integrate access control and digital video, as well as integrate with its intrusion detection system. Several systems were evaluated and a committee selected G4S Technology's Symmetry Enterprise Security Management System with Symmetry Video.

Symmetry is installed at most of Tri-C's campuses and sites: Brunswick University Center; the District Facility, which is the headquarter location for the president and senior management staff; the Eastern Campus; the Hospitality Management Center in downtown; the Metro Campus and its Center for Creative Arts facility; and at the West Shore Campus in Westlake, a suburb of Cleveland.

Security for all campuses is managed by the Campus Police and Security Services department, which consists of police officers, security officers, dispatchers and command personnel. General monitoring is performed at the Metro Campus 365

days a year where the Symmetry Security Management System is installed in the Dispatch Center. Dispatchers and security officers man the Dispatch Center and monitor incoming alarms and video. They have the ability to coordinate and control the system for regular day-to-day activity and for special events.

The administration of the Symmetry Security Management System is managed by the Director of Fire Prevention and Security Systems, Richard Frank. He and his staff coordinate the programming, and approval of requests for access. They program the time schedules, trigger commands and system design and manage all system functionality provided for the users of the system.

"Symmetry is intuitive and easy to learn, which we found very important because so many people help manage the college's security in one way or another," said Frank.

All faculty and students receive a "My Tri-C ID" card, which can be used as an access card. While everyone receives an ID card, access cards are distributed based on need.

"If you need access to an area that is electronically secured with the G4S Technology Symmetry system, then your ID card becomes your access control card," said Frank. "The card can also be used for vending and other purchasing services."

For example, students who utilize the recording arts studio in the Center for Creative Arts building must have access control added onto their student ID card for them to gain access to the studio. The studio contains expensive computer and recording equipment. The ID allows the student into the



recording arts technology area for their scheduled class and additional lab time needed to complete assignments.

The laboratory's general operating hours are determined by the Operations Department for that particular curriculum, for example, from 7 a.m. – 10 p.m. Monday through Friday. Available lab hours are revisited every semester to ensure the security settings are in alignment with the Operations Department's needs.

Symmetry manages the automatic locking and unlocking, and approximately 121 HID readers that control access to exterior and critical interior doors. Being a public college, the doors must be unlocked for faculty and students early in the day to accommodate work, class and laboratory schedules. The reverse occurs at the end of the day when lab, classroom and exterior doors are locked for the night.

Symmetry secures areas of the buildings where students are not allowed access, such as private offices, server rooms and custodial areas. Only faculty and staff with authorized access are allowed into those areas.

Symmetry Video provides a critical component to the overall security management system. When an alarm sounds, the camera associated with the area in alarm begins recording. A live picture is displayed on the monitor in the video matrix for the dispatcher to review. Security officers and dispatchers can customize the video matrix to view windows in their preferred sizes. When an alarm comes in, the window automatically pops up into a large window if customized to do so. In some cases, a flagged recording of that event occurs. A flagged recording makes it easy to go back and view the alarm later.

"The Symmetry system makes it very easy to view events because it tags them," said Frank. "If you want to go back to see what caused an alarm that occurred this morning at 7 a.m., it's easy to do that by pointing and clicking on that green flag. This is a nice value added feature of the system."

On each remaining campus where the Data Center is not located, a member of the Command staff oversees security. A Symmetry client is installed on the staff member's computer. The Staff member can log into Symmetry and view the Symmetry Video matrix to look at live or recorded video on their individual campus anytime.

"The video used at the individual campuses by local Command staff to view local activity and to review recorded events at their desktop is a valuable tool," said Frank.

Close to 216 AXIS and Panasonic cameras monitor exterior and interior areas around the campuses. Exterior cameras monitor parking lots and entry points into the buildings. Inside, hallways, break rooms and business offices are monitored.

"The cameras record public business areas on the various campuses where students register for classes or pay bills," said Frank. "We've also placed cameras in more high critical interior spaces where there is a concentration of sensitive equipment such as the recording arts technology area or server rooms."

Cameras are placed at the emergency phones that are peppered throughout the campuses. When a call is made, video comes up immediately so dispatchers can view the person making the call as well as the address of the emergency.

Remote Monitoring

Frank finds the remote monitoring feature convenient and helpful. As the primary administrator of the Symmetry SMS, he manages the administration and structure of the system. If something needs to be adjusted, unlocked or disarmed, he can dial in remotely from his home anytime to make changes.

"I find it's easier to look at what the security officers or dispatchers are seeing while we discuss it, rather than have them describe it to me," said Frank. "The remote monitoring makes it simple for me to log in and view exactly what they are seeing. From my standpoint, this is useful in expanding my system knowledge and allows us to react quickly to security issues."

Special Events

Tri-C has had a number of VIP visits the past few years including visits from President Obama, former President Clinton and former Prime Minister Tony Blair. The visits from President Obama and President Clinton were within a 10 day period. The Symmetry System provided a comprehensive view of the campus, and allowed the police and security staff



"Symmetry is intuitive and easy to learn"

to readjust the system to perform more live monitoring of the event. Campus Police and Security Services worked closely with the Secret Service to monitor the areas where the Presidents were entering and departing, and the areas where they spoke. The crowd was monitored closely as well.

"We have some very talented people working on our Command staff who are comfortable working with additional private security detail or with entities like the Secret Service or British Secret Service," said Frank. "They used the Symmetry system to enhance the security the group effort was providing to ensure a safe visit."

Intrusion Integration

Symmetry integrates with Tri-C's intrusion detection system, the DMP XR500N panel. Access readers arm and disarm the intrusion system and notify the Symmetry software when that has occurred.

Support and the Future

"We feel it is a very good and easy-to-use system with a lot of features. It gives us the ability to remotely monitor and control our system, access our buildings and to adjust those things on a special needs basis. Those are all extremely valuable tools for us," said Frank.

In the future, Richard Frank and his administration team want to better utilize the motion detection capability that is built into their cameras to implement trigger recording based on motion rather than recording 24/7.

"G4S Technology is much more flexible and provides the integration capabilities we need," said Frank. "It provides a useful tool for us in our security mission in offering a safe and secure college for our students and faculty."



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