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First Annual Golden Eagle Awards

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Integrators who execute security projects in sporting venues now have an award for the work they do — the Golden Eagle Award. The award, sponsored by SDM, is from the National Center for Spectator Sports Safety and Security (NCS4).

The University of Southern Mississippi is home to the National Center for Spectator Sports Safety and Security and the Golden Eagles. This new award recognizes excellence in the safety and security aspects of sports venues by their designers, builders and installers. The award will honor the best project among all nominees each year. The naming of the Golden Eagle Award also recognizes the commitment and work that the University of Southern Mississippi does in contributing to safety and security in the global spectator sports industry.

“A critical aspect of sports venue design is the forethought of the safety and security of all stakeholders including employees, fans and guests. The application of best practices and technology is a core element of successful security programs in our market. The Golden Eagle Award is a logical and exciting extension of our educational and recognition programs,” says Dr. Lou Marciani, executive director, NCS4.

The case studies from the five applicants are presented on these pages. A panel of subject matter experts reviewed the case studies and selected two finalists: Stanley Security Solutions and ISS 24/7. Their case studies will be presented to attendees of the 2013 National Sports Safety and Security Conference and Exhibition, during a morning session on July 16. The audience then will select one of them as the first annual Golden Eagle Award winner. See “More Online” on page 92 to learn the winner. Learn more at www.ncs4.com/conference/awards.

NCS4 Golden Eagle Award Nominee – Avigilon ***Sports venue: Target Field, Minneapolis***

Rated the best sports stadium in North America by ESPN The Magazine, Target Field, home to the Minnesota Twins, opened its doors in downtown Minneapolis in April 2010. The outdoor stadium, spanning 1 million square feet, seats 39,500 fans and hosts 300 events each year including ball games, conferences, and weddings.

To protect more than 3.3 million visitors annually and ensure efficient business operations, Target Field deployed the Avigilon high-definition surveillance system, achieving complete coverage of the facility and gaining immediate access to clear video footage of fan disturbances, medical emergencies, and customer service levels to enhance the fan experience. The Avigilon high-definition surveillance system was selected for its impressive image clarity, advanced search and playback capabilities, and intuitive user interface, which have helped Target Field dramatically improve response times, ensure employee safety compliance, and reduce the incidence of false liability claims.

With 2,200 employees, regular deliveries, and contractors onsite, Target Field has mandated that anyone entering the building from any point pass by a camera and swipe a badge or check in with a security guard to keep a close eye on traffic at all times. Like all baseball stadiums, Target Field must be prepared to handle fan disturbances, accidents, customer service complaints, and other issues such as foul balls and broken bats as efficiently and effectively as possible.

Working within a set budget, Target Field had two key requirements for its new high-definition surveillance system: to integrate with the stadium’s chosen access control system and IT network, and to deliver at least 45 days of video storage capacity. Running off the stadium’s main switches, the new surveillance system provides three times the image resolution, integrates easily with the stadium’s access control and IT infrastructure, and delivers 65 days of storage capacity while staying within budget.

Security personnel manage the high-definition surveillance solution in the Ballpark Operations Center and Event Command Center using the Avigilon Control Center (ACC) network video management software (NVMS) with High-Definition Stream Management™ (HDSM) technology. Target Field installed a combination of 170 cameras ranging from 1 MP to 16 MP throughout the facility, at all entrances, exits, concourses, gates, back-of-house areas, parking lots, and on the exterior of the building for complete coverage. The stadium also relies on several Avigilon analog video encoders to improve the performance of its older surveillance cameras and eight Avigilon Network Video Recorders (NVRs) to store up to 65 days of continuous surveillance footage.

The stadium benefits from Avigilon’s outstanding image resolution, user interface, and thumbnail-, pixel-, and

event-search capabilities. These features helped the team cut investigation times from hours down to minutes. As an added benefit, Target Field has noticed a marked reduction in the number of employee-related incidents.

The Avigilon high-definition surveillance system also has become a critical business tool used by Target Field to enhance customer service. With the clear image detail provided, management can now monitor line-ups, identify traffic, and open new concessions or staff more terminals as necessary to better serve customers.

NCS4 Golden Eagle Award Nominee – Comvox Systems, LLC *Sports venue: Peabody Hotel, Orlando, Fla.*

As a 350,000-square-foot multi-use convention, spectator, show and banquet center connected to a four-star-rated 1,641-luxury-room hotel — the Peabody, in Orlando, Fla. — the spectator areas of the property operate on a 24/7 basis. High-quality surveillance and 24/7 recording were required for sporting events, trade shows, and spectator events.

Keeping tabs on every movement are cutting-edge Panasonic i-Pro network cameras installed and supported by Comvox Systems, Jacksonville Fla. Comvox Systems installed and programmed 489 Panasonic IP cameras and converted 35 Panasonic analog cameras to IP output. The cameras were individually matched to their specific locations, taking into account lighting, recording and viewing characteristics, variations in subject matter and what category the cameras operational requirements fell into.

Camera recording and video analytics were achieved by upgrading existing systems to Microsoft-based servers running Aimetis Symphony Enterprise Analytics and Basic recording and viewing software. Aimetis' mobile client allows key security and management personnel to view alarms and cameras on Panasonic ToughPads via the hotel's Wi-Fi network.

The use of Panasonic ToughPads with access to all of the cameras has resulted in a flexible, mobile solution. Alarms are sent to the appropriate internal personnel for immediate follow-up and action. This has allowed management to identify recurring problems and issues related to pedestrian and vehicular traffic. The system also allows Peabody personnel to concentrate on protecting guests and employees; reduce liability; help deter criminal activity; and apprehend and prosecute offenders.

A combination of a dozen different Panasonic i-Pro PTZ, dome and fixed camera models were strategically positioned in and around the convention center to provide comprehensive coverage of the facility. Now security can track individuals and events, quickly dispatching guards and police as soon as they believe questionable activity has taken place. This has reduced costs, increased coverage and allowed management to deploy personnel where and when they are most needed.

NCS4 Golden Eagle Award Nominee – Telos ID *Sports venue: Fed-Ex Redskins Stadium, Prince George's County, Md.*

TelosID's Management and Authentication Control (MAAC) is a biometrics-based identity enrollment and verification system, used at FedExField, home of the Washington Redskins. TelosID manages the ID and remote credentialing for the many diverse parties involved in providing the labor pool at public events, including any required background checks and HR issues credentialing.

Validating personnel for major events is a difficult task. Venues such as stadiums, concert halls and convention centers are often staffed by contractor personnel and temporary employees whose schedules frequently change. These venues need to ensure that only scheduled, authorized personnel are on site during their scheduled shifts. But how can they accomplish this when their facility may have dozens of vendors sending thousands of employees through their doors every day?

The Management and Authentication Control (MAAC) system from TelosID is an integrated, versatile enrollment and verification system that supports a broad range of biometric devices to ensure the effective identity management of employed personnel, as well as contractor and temporary staff. Highly scalable and capable of exchanging data with multiple ID management, scheduling and payroll systems, MAAC provides a stable and reliable platform for personnel credentialing and management.

MAAC always authenticates each employee every time they enter the facility. Unlike a flash pass, it continuously checks to validate the individual and card digitally — unscheduled employees and lost/stolen cards are reported immediately. Through precise matching of fingerprint or other biometrics, MAAC ensures that personnel are who they say they are.

MAAC generates real-time reports that let the user know which personnel haven't reported, total employees on site, individuals failing identification, and other critical information — improving security and situational awareness. It also generates after-action reports for future resource planning and scheduling. When an intrusion or other security emergency arises, MAAC can generate instant alerts over PDAs, smartphones, pagers and other remote devices.

NCS4 Golden Eagle Award Nominee – ISS 24/7

Sports venue: Cowboys Stadium, Dallas

Since opening in June 2009, Cowboys Stadium has earned the reputation of being one of the world's finest sports and entertainment venues. With 3 million square feet, a capacity of nearly 100,000 people, and hosting marquee events such as Super Bowl XLV, the NBA All Star Game, and NCAA Final Four, Cowboys Stadium is a busy and complex operating environment. To support events, Cowboys Stadium utilizes two command centers to coordinate the communications and activities of more than 6,000 stadium personnel.

It was vital to Cowboys Stadium management that they use leading-edge technology to aid in the operation of their facility and events. ISS 24/7 provides both text messaging services and an Incident Management System (IMS) to help the Cowboys Stadium staff communicate, coordinate and document their operations.

On event days, Cowboys Stadium utilizes at least 16 operators handling calls for service from all stadium departments and public safety services. Operators monitor incoming text messages and can quickly converse with guests via text message and input items into the IMS.

Cowboys Stadium has configured their command and control operations so that staff can easily report issues and the appropriate response can be sent. Each department has its own radio operator who is receiving calls and inputting items into the IMS. Each operator is also responsible for managing the calls for their department — including dispatching a responder, tracking when the responder is on location, and closing out the call when the responder reports that the issue is resolved. All calls can be monitored by the command staff to ensure that calls are being handled in a timely manner. However, each dispatcher needs only to input the calls they receive and manage the calls that appear on their dispatch queue. In a very busy environment like Cowboys Stadium, the 400 to 600 calls logged in a single event can be handled effectively and efficiently without overwhelming the dispatchers.

Cowboys Stadium found the ISS 24/7 IMS to be especially helpful because it addressed some of their key requirements. First, the system had to be very easy to use. The event day dispatchers work infrequently, so the system had to be intuitive in its function. Second, data entry had to be fast with minimal keystrokes and mouse clicks. This has been achieved through the user interface and an input screen that makes it possible to input a call for service in as few as three seconds. Third, the system had to be integrated with text messaging

and staff notification capabilities. The ISS 24/7 IMS has a flexible design that allows for various methods of text and email notifications.

Since implementing the ISS 24/7 Text Messaging platform and the IMS, Cowboys Stadium management reports that they are achieving the operations' effectiveness and efficiency that they desired. Cowboys Stadium is utilizing the IMS on a daily basis by logging all building activities and digitally managing incident reports and building inspections. Currently the stadium is expanding its wireless communications networks and expects to deploy the ISS 24/7 handheld units to more than 400 event-day personnel.

NCS4 Golden Eagle Award Nominee – Stanley Security Solutions ***Sports venue: Bankers Life Fieldhouse, Indianapolis***

A fixture in Indianapolis' downtown area, Bankers Life Fieldhouse has served as an elite sporting arena — home to the NBA's Indiana Pacers — for nearly 15 years. This state-of-the-art 750,000-square-foot venue has seen millions of patrons pass through its entryways for countless sports and entertainment events.

The Bankers Life management team had set its sights to ensuring the safety and security of its many performers, players, fans, visitors and staff. "We need to always look into managing event security and building operations more efficiently and more effectively," said John Ball, director of Building Safety and Security for Pacers at Bankers Life. "We need to be able to monitor hidden areas in the building and know who is coming and going."

With the safety of its guests and staff members always in the foreground, the management has and continues to maintain significant attention to every aspect of keeping the venue's security systems up-to-date with the latest advancements and capabilities. In response to a Department of Homeland Security audit, the facility was in need of a compliance upgrade from its existing systems in order to provide more efficient operation. When faced with this distinct challenge, the Fieldhouse turned to Stanley Security Solutions for its expertise.

Stanley was contracted with a budget of \$300,000 and a 90-day completion schedule with the primary goal of utilizing past security investments, while integrating new advanced technology to maximize the overall security effectiveness. Stanley Security provided a consultative approach, bringing in application engineer consultants to work with the customer on risk assessment, site survey, design, workflow and project expectations.

Stanley met the project's deadline within the specified budget, employing a select group of systems and products to form a comprehensive, customized solution, including Axis Communications IP video, Genetec NVRs, Lenel access control, Harding Instruments intercoms and Stanley's own Wi-Q wireless access solution. Each of these elements was seamlessly integrated with Stanley's Corporate Commander physical security information management (PSIM) platform — encompassing 53 door readers, 128 cameras, three wall-mounted LCD monitors (to replace the 41 standard CRT monitor), controlled from the Commander platform integrated with a video wall — and installed while adeptly working around the constant flux of events being hosted at the location. Stanley also seamlessly integrated the customer's existing analog video, new IP-based video, access control, intrusion detection and intercom systems, and the control of six elevators into the Commander interface, while providing an open architecture to further enhance the solution in the future with planned expansion calling for fire/life-safety, building management, paging and notification and other enterprise systems.

"From the consulting and design phase, all the way through delivery and installation, Stanley Security Solutions was flawless in their execution of providing a complete security package to meet our needs," Ball

said. “We know this will further enhance our ability to provide a safe and secure venue. We look forward to our continued partnership with Stanley, assured they will be there with the solutions to meet our complete security system needs.”

MORE ONLINE

On July 16 at the National Sports Safety and Security Conference & Exhibition, the case studies of the two finalists will be presented to conference attendees during a morning session. The audience then will select one of them as the first annual Golden Eagle Award winner. SDM will announce the winner on its facebook page at www.facebook.com/SDMmagazine. If you like SDM in print, please “like” us on facebook, too, and learn which company — Stanley Security Solutions or ISS 24/7 — was chosen as the very first Golden Eagle Award from NCS4, the National Center for Spectator Sports Safety and Security.