

case study



How Technology is Helping Dover Stay Ahead of Crime

Dover, the capital of Delaware, is a small city with just over 34,000 permanent citizens. But, since it's also home to Delaware State University, Dover Air Force Base, Dover International Speedway and Wesley College, its population fluctuates continuously. When the economic downturn in 2009 led to budget cuts, the City of Dover Police Department reduced its operating budget and put hiring on hold. But, Dover's law enforcement agencies were still tasked with the job of keeping the city's communities safe and that responsibility never goes away.

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The Situation:

The city was experiencing a growing number of complaints from businesses and residents in the downtown area about the loitering, fighting and disruptive behavior that occurs after the bars close.

To address those concerns, Mayor Carleton Carey, Sr. and Chief of Police James Hosfelt felt it was essential that the Dover Police Department implement the latest technologies to help increase safety. They turned to Dover-based security system integrator Advantech, and after inspecting the city's needs, Advantech recommended installing a video surveillance system from Honeywell in the downtown area.

The Solution:

"To keep an eye on the most troublesome areas, we recommended installing six pan/tilt and zoom IP cameras," said Eric Schaeffer, president of Advantech. "We aimed the cameras at the streets and parking lots outside the downtown bars, and they were positioned to allow the department's emergency dispatchers to monitor known trouble areas in real-time." Advantech set up a long-range wireless network to transmit video back to the dispatch center, addressing the large geographic area the cameras covered. The system allows the police department to store video electronically via the Honeywell Enterprise® NVR, and investigators

can access stored footage from Honeywell's MAXPRO® VMS graphical user interface.

The department quickly recognized tangible benefits of the new cameras. "After we recognized how this technology enhanced our ability to proactively police areas of need, we began to look at how to expand the video surveillance program," said Dover Chief of Police James Hosfelt. "Our first expansion was to an eight block area east of downtown, in a neighborhood that suffers from criminal activity caused by a growing gang presence," he said. Working with Advantech, the city installed eight more IP-based cameras throughout the high crime neighborhood.

The Benefits:

Live, streaming video enable dispatchers to monitor certain events that 9-1-1 callers were reporting.

They can also share specific detail about an incident with responding officers – increasing officer safety by making them more aware of a situation. The system also enables officers to respond to crowds developing on the streets following bar close and actively control those gatherings, while continuing to deliver emergency and safety services to other parts of the community.

Soon after installation, dispatchers and the on-duty house sergeants used the video cameras to identify and alert officers about a violent crime in progress. The cameras captured a group of masked men driving up to a house and beginning to unload firearms and ammunition. The footage captured allowed dispatchers to share

vital event details with responding officers, so they knew to wait for backup before approaching the scene. Because officers had enough warning as the event unfolded, they were able to establish a perimeter around the scene without tipping off the suspects. With the help of the knowledge gained by the video cameras, the situation was neutralized before it turned into a serious incident.

In a separate case, the police department used stored video to help solve a homicide. In that incident, a desk sergeant analyzed pre-recorded footage from the scene of a murder. The system enabled him to easily locate footage of the murder occurring, as well as identify a witness at the crime scene. Using a still from the footage, officers located the witness and brought her in for questioning. Details of that eyewitness account helped the department solve the case.

In addition to solving and mitigating major crimes, Chief Hosfelt says that the City of Dover has experienced meaningful differences in how it's conducting day-to-day police work, in large part due to the Honeywell video system. "Issues such as prostitution, illegal drug use, and rowdy late night bar crowds are easier to stay ahead of or prevent," he said.

“Because this system has been so successful, we’re planning to add 21 new cameras downtown, and in the future we hope to extend the system to the transit station and the local library.”

Those are two areas where traffic is growing—likely because of the growing sense of safety our citizens feel in this community.”



The Products:

- MAXPRO® VMS
- Enterprise NVR
- PTZ IP Cameras

For more information:

www.honeywell.com/security

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