

EXECUTIVE SUMMARY

Prior to the implementation of Facility Management's program, *Security Solutions for the 21st Century*, security at the North Dakota State Capitol fell short of the requirements needed to protect people and property on the campus. *Security Solutions for the 21st Century* combines many technological enhancements with a unique model of security staffing to create a security system that meets the needs of the 21st Century.

Security Solutions for the 21st Century includes the following:

Electronic card access system. Electronic cards or key tags replaced metal keys previously issued to state employees. In addition the system generates numerous reports to enhance security.

Capitol Security Command Center. A command center monitors 18 cameras and is strategically located for unobtrusive entry and security. High-end fiber optics infrastructure provides the performance and reliability necessary to maintain a highly efficient security system.

Interactive Speakers. Visual surveillance is complemented through two-way voice communications.

Staffing. To provide the most efficient use of personnel, Facility Management teamed up with the North Dakota Highway Patrol and a private security firm to create an effective team of security professionals. Privatization works hand in hand with law enforcement and state security personnel to enhance security operations.

The success of the program can be attributed to the cooperation and communication among the three different security groups. In addition, the program is extremely cost effective as the result of using non-proprietary and readily available equipment with fiber optics infrastructure.

SECURITY SOLUTIONS FOR THE 21st CENTURY

Description of the program

Protecting people and property on the North Dakota State Capitol Complex presents Facility Management with a formidable, unceasing challenge. The 132-acre State Capitol campus in Bismarck contains eight buildings including the Governor's residence, totaling more than 800,000 square feet. Some 1,200 employees work on the campus. The campus buildings have nearly continuous activity and traffic, especially during the biennial legislative sessions.

Prior to November 1999, Facility Management provided campus security using a metal key ingress system, black/white surveillance cameras and a 1970s-era manually controlled monitoring system. Camera coverage of the campus was sporadic, at best. In fact, many key locations, such as the entryways to the State Capitol and Transportation Department buildings, were without any type of surveillance. A manual device was used to switch from one camera view to another. The only recording capability resulted when an officer occasionally captured a particular event using a standard VHS recorder.

Using a metal key ingress system was a liability as well. It meant the loss of one key compromised building security. Furthermore, security staffing consisted of an employee functioning as a doorman/night watchman. His duties included locking and unlocking doors, maintaining the after hours sign-in log and contacting law enforcement agencies in case of an unusual event. The officer's effectiveness in protecting and monitoring the campus after normal business hours was limited.

In summary, this cumbersome, unreliable arrangement clearly fell short of meeting the heightened security requirements of the 21st Century. Facility Management needed an innovative, cost effective replacement — one that not only protected people and property, but also provided nearly complete campus coverage and real-time data retrieval. With funding from the 56th Legislative Assembly, an effective campus security system was put in place by implementing the following program elements.

Electronic Card Access

An electronic card access system was installed in November 1999. Metal keys formerly issued to state employees were replaced with cards or key tags. The new system provides easy access with accountability for state employees who need after hours access to the buildings. If a card is lost or stolen, it can easily be deactivated thereby maintaining building security. The system generates routine reporting which helps identify who is in the building. Building access violations and inconsistencies can also be readily detected.

Capitol Security Command Center

The Capitol Security Command Center began operating on August 23, 2000, from an isolated location that had been part of the senate locker room. It allows for an unobstructed view of the official parking lot and main north entrance to the Capitol Building. The Center is equipped with a dedicated HVAC (heating, ventilation, air conditioning) system and special lighting. Windows are glazed with bullet-proof glass. Easy access allows the Highway Patrol and other support staff to enter and leave the Center with little notice to the public.

The Center's most important role is to monitor activity across the campus by means of a new closed circuit television system. The system monitors the buildings and campus using 18 strategically positioned cameras. The system is capable of monitoring up to 32 cameras. The cameras are connected to the Center through fiber optic cables, which are, in turn, connected to the Center's digital multiplexer. This configuration allows Command Center officials to program electronic "tours" of the campus as they wish. The surveillance system records imagery in digital format for later review. Cameras can be adjusted from color to black/white as the ambient light levels change.

The Command Center also monitors building systems and fire alarms. This capability is invaluable in an emergency situation where Facility Management engineers and maintenance staff become involved.

Interactive Speakers

Visual surveillance of the campus is complemented through two-way voice communications to unmanned locations. Using the existing telephone network, Command Center officials can activate an outside speaker and begin immediate interaction with someone in a restricted area of the campus. Visitors and employees have similar voice communication capability at all outside card access entry points.

Staffing

Blending public and private sector expertise is a unique element of the security program. Day-to-day responsibility including budgeting, operations and maintenance, scheduling and general program oversight lies with Facility Management. However, specialized surveillance expertise is provided by a private security firm through a contractual arrangement and Facility Management security staff. In addition, the North Dakota Highway Patrol provides two full-time officers for capitol complex security. This cooperation established among the North Dakota Highway Patrol, the security

staff of Facility Management, and the contracted security firm is one of the keys to the success of this program.

Actual savings in the short and long term

Since the previous security arrangement provided limited “security”, when compared to today’s system, the cost/benefit and savings has little relevancy. That said, the use of electronic surveillance equipment and card access provides enhanced security without substantial increases in personnel. The initial cost of the Command Center and the new closed circuit television system was \$100,000. Monthly contract security services and related Facility Management staff costs are approximately \$16,000 per month. In short, compared to pre-1999 security, the present system is very cost effective when weighed against the value of life and property on the campus. The low crime rate on the campus bears out this contention.

Benefits realized by service recipients, taxpayers and state agencies

Unquestionably, the most compelling realized benefit is a security system that is literally light years ahead of the inadequate, obsolete arrangement it replaced. People working at and visiting the campus are safer and the assets taxpayers have bought and entrusted to state officials are better protected.

More specifically, the card-controlled access system provides very “tight” control of who is gaining access to state buildings. Moreover, the combined visual and voice interaction with anyone on the campus allows officials to monitor activity on a 24/7 basis.

The staff hours formerly used to monitor the main entrance and information desk are now used to accomplish regularly scheduled, full campus security tours. Officers conducting walk-through inspections are in constant contact with the Command Center where visual and voice communication controls are at the operator’s fingertips. The capability to retrieve and transfer digital recordings of security events to VHS tape for review has proven to be a valuable tool for law enforcement officials. Furthermore, those events can be distributed statewide in real time via an electronic network.

The North Dakota First Family feels assured the continuous security provided by the Command Center meets their needs. Also, state employees now have efficient access to state buildings through the card access system. Additionally, parking lots are monitored day and night.

Relevancy of use by other state, local and federal governments

The security solution used for the North Dakota capitol complex can be used by all

public entities. The success of this program is the result of the combination of oversight provided by Facility Management, the expertise brought by Facility Management security staff, the private security entity, and the law enforcement expertise provided by the Highway Patrol. This program is a good example of the public and private sectors working well together within state government.

Another program aspect that makes it relevant for use by other entities is that the security system components and procedures are common and affordable. All of the technology components used in the system are non-proprietary items available from local vendors.

The key to a successful security program is to invest the time up front to create a clear plan of action and a realistic budget. Finally, encourage participation from all parties who will have a vested interest in the successful outcome of the program.