Real-Time Innovation: Orange County's Technology-Driven Crime Center

Introduction

Orange County's Real Time Operations Center (RTOC) is pioneering new advancements in public safety through the innovative use of technology. At the helm of this transformation is Dave Fontneau, Chief Information Officer for the Orange County Sheriff's Department. They partnered with RGB Spectrum to bring cutting-edge video processing and control systems to their operations.

The Story

In 2020, the Orange County Sheriff's Department established the Technology Division as part of a major department reorganization. The re-org combined the resources of two disparate divisions and allowed the Department to centralize all technology and communication resources.

The division, led by CIO Dave Fontneau, consists of 150 personnel organized into a wide array of specialized technical teams, including Dispatch Systems, Mobile Systems, Sound/Video/Security, Radio Microwave, Emergency Communications, Infrastructure, Applications, Cyber-Security, Business Solutions, Desktop Support, Customer Service, Warehouse, and Financial Services.

Fontneau's team began planning to consolidate operations spread across multiple locations into a single new facility that would act as a technology incubator, focusing on continuous innovation and multi-jurisdictional collaboration. The Orange County Sheriff's Department Technology Center aims to co-locate various divisions and resources, to include local, state and federal agencies, fostering unprecedented cooperation and collaboration, and information sharing.
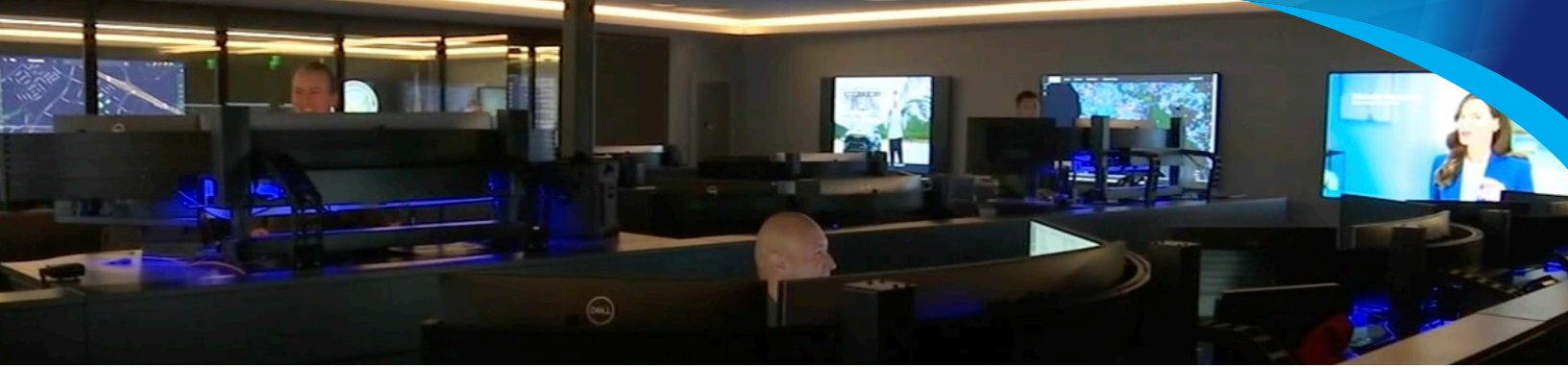
The Opportunity of a Unified, Innovative Crime Center

Before partnering with RGB Spectrum, the Orange County Sheriff's Department faced significant challenges in managing disparate resources across multiple locations. The need for a unified system that could support real-time operations, and continuous technological innovation was evident. Fontneau and his team sought a solution that could integrate various applications, support high-level collaboration, and facilitate quick, effective response to incidents.

"We sought out specific partners that could help us drive innovation. RGB Spectrum is one of those partners."

DAVE FONTNEAU, CHIEF INFORMATION OFFICER OF THE TECHNOLOGY DIVISION, ORANGE COUNTY SHERIFF'S DEPARTMENT

Why Orange County RTOC Chose RGB Spectrum

The decision to partner with RGB Spectrum stemmed from the need for a flexible, high-performance video processing and control system. Fontneau emphasized, "We sought out specific partners that could help us drive innovation. RGB Spectrum is one of those partners." The team evaluated various solutions and found that RGB Spectrum consistently stood out due to its flexibility and ability to cater to the unique needs of the RTOC.

How Orange County Uses RGB Spectrum's *XtendPoint* KVM-over-IP Solution

The Orange County RTOC utilizes RGB Spectrum's *XtendPoint* to manage and distribute video and data across the facility. This system allows for seamless integration and real-time sharing of information, crucial for effective incident management.

Fontneau highlighted the benefits, saying, "One of the reasons we selected RGB Spectrum was to have that flexibility. We can push and pull content anywhere across the country." The technology enables the RTOC to share information internally and externally, ensuring that all necessary parties have access to critical data during emergencies.

A key feature is the ability to replicate and display content across different devices and locations. This flexibility ensures that the RTOC can adapt to various scenarios, providing robust support for emergency responses.

Benefits of Using *XtendPoint* for Public Safety Organizations

RGB Spectrum's *XtendPoint* KVM-over-IP solution offers several key benefits for public safety organizations, particularly in enhancing operational efficiency and response times:

Elevated User Experience

XtendPoint replaces multiple displays, keyboards, and mice with one or two large-format multiviewers operated by a single keyboard and mouse. This setup provides an impression of operating a single computer, simplifying navigation across displays and reducing clutter.

Reduced Workspace Noise, Clutter, and Heat

By transferring computers from the desk to the IT closet, *XtendPoint* reduces clutter, heat, and noise at the operator's console, making it easier to manage operations and enhance security.

Failure Mitigation

In the event of a computer failure, users can switch to a spare PC imaged identically, ensuring continuous operations without disruptions.

Remote, Back-Up, and Home Use

With *XtendPoint,* all source computers can be accessed via a LAN, WAN, or VPN from remote sites, including home offices. This flexibility is crucial for ensuring that operators can continue to work effectively during emergencies or special events.

System Integration and Scalability

XtendPoint easily integrates with other users and systems, including video walls, and is scalable to include other stakeholders, both local and remote.

Sharing and Collaboration

XtendPoint allows all inputs to be viewed and controlled simultaneously by operators, supervisors, and trainers. This capability is essential for effective collaboration and incident management.
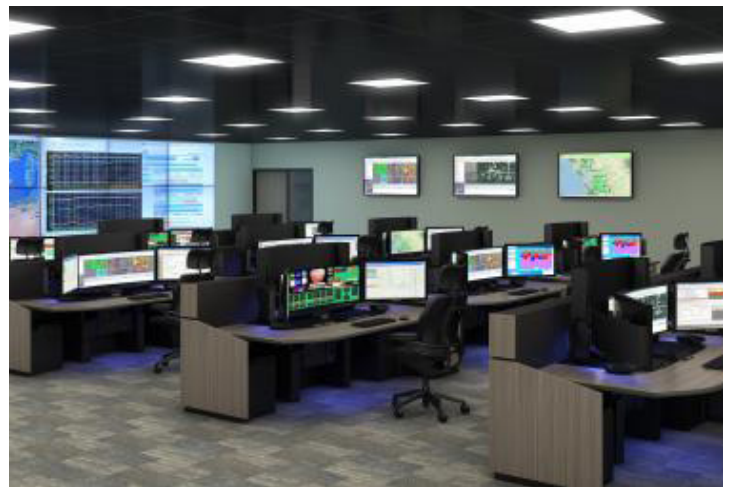
The Results

The implementation of RGB Spectrum's solutions has transformed the Orange County RTOC into a state-of-the-art facility. The ability to share real-time data across multiple platforms has significantly improved operational efficiency and incident management. Fontneau noted, "We're very excited about where things are going. This is going to change the way we do policing."

The new facility's design, inspired by tech giants like Google, Apple and others, aims to attract and retain top talent by creating an engaging and dynamic work environment. This forward-thinking approach ensures the RTOC remains at the forefront of technological innovation in public safety."

Conclusion

The Orange County Real Time Operations Center's success with RGB Spectrum's *XtendPoint* KVM-over-IP highlights the potential for other public safety agencies to enhance their operations through innovative technology. The XtendPoint solution significantly improves ease of navigation by allowing operators to control all applications using a single keyboard and mouse, seamlessly integrating multiple displays into one cohesive interface. This streamlined control setup reduces operator fatigue and reduces response times during critical incidents.

If you're looking to revolutionize your real-time crime center with cutting-edge video processing and control systems, contact our sales team to learn more about how RGB Spectrum can help

Our motto: *Better Decisions. Faster™.*

About RGB Spectrum

RGB Spectrum is a leading designer and manufacturer of mission-critical, real-time audio-visual solutions for civilian, government, and military client bases. The company offers integrated hardware, software, and control systems to satisfy the most demanding requirements. Since 1987, RGB Spectrum has been dedicated to helping our customers achieve *Better Decisions. Faster.*™ Learn more at www.rgb.com.