

Education Case Story: Anaheim Union High School District

California School District Scores High Against Crime and Reports Greater Safety with Advanced Video





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One of the largest school districts in California, the Anaheim Union High School District, has installed IP video surveillance across all locations. Connected to five Orange County Police Departments, the system is designed to prevent costly petty crime and protect lives during an active shooter scenario.



Customer

Anaheim Union High School District



Milestone products

XProtect® Expert video management software (VMS)



Integrations

DDN storage servers



Location

5 cities in Orange County



Camera count

1,400+ Hanwha Techwin America



Partner

HCI Systems Inc. Velasea

Challenge: Help to safeguard students

Located south of L.A., Anaheim Union High School District (AUHSD) had a shooting in 1989 at Loara High School, where one student was injured. Since then, the security issues were mainly theft and vandalism, graffiti and property destruction.

These activities were financially impacting the district. Parents and staff were also concerned about more

shooter incidents happening, as they were at other schools across the country.

AUHSD lacked a centralized video system to prevent, monitor and investigate incidents. They only had a few surveillance cameras set up with DVRs at a handful of campuses. So, in 2014 they actively began planning to harden their security infrastructure.

Solution: Consolidated district-wide monitoring

“Some of our schools have a layout where the campus is fairly open to the public. This led us to explore ways to make our sites safer.” - Erik Greenwood, chief technology officer at AUHSD

Funding came from the voter-approved Measure H bond passed in 2014, for facility improvements on school campuses. The physical installation began in 2019 and completed in 2020 just as the COVID-19 pandemic hit the U.S.

AUHSD expanded and upgraded its security infrastructure using Hanwha Techwin IP cameras, DDN storage servers, and fencing with strategically placed perimeter sensors — all integrated with Milestone XProtect Expert VMS for easy monitoring, prevention, and incident investigation. Local law enforcement and Orange County Public Safety have direct access to all the video during emergencies.

- HCI Systems implemented Milestone XProtect software to consolidate the video management at the district’s IT site.
- Velasea installed a 1.4 petabyte DDN data storage solution with 12 pre-racked and pre-loaded servers. XProtect has been set to retain video data for a 30-day period.
- The Sobel Group’s TSG 360° cameras provide digital mapping.
- 1,450 QNV-7080R 4MP Network IR vandal-resistant network video cameras from Hanwha Techwin America were set up in the district.

The district set up cameras in school entrances, exits, exterior restroom doors, staff work spaces, and general meeting areas. They can capture sharp images in dimly lit areas, improving campus security at night.

With vandal resistant features, the domes can easily be cleaned or swapped without having to replace the entire camera.

To help first responders during a potential active shooter incident, AUHSD also uses The Sobel Group’s TSG 360° cameras at Anaheim High School, Katella High School, and the North Orange Continuing Education Campus. This legacy digital-campus mapping system stitches up to 16,000 individual images into high resolution 360-degree visuals, giving the Anaheim Police Department virtual eyes on the campus, including layouts of classrooms, types of doors, entry and exit points.



“As we installed cameras, the schools were getting video of vandalism and even golf carts being stolen. It was phenomenal to see how many issues the system recorded, which helped the district to combat them.”

- Jason Beardsley, VP Security Division of HCI Systems



Result: Delinquent dips dry up with video alerts

The video surveillance system was installed ahead of schedule and on budget, even with design iterations to expand camera coverage and eliminate blind spots. It immediately began capturing incidents at the 20 campuses. One area of unwelcome activity was occurring at the Anaheim High School pool.



“Once the brand new, beautiful pool was put in, we had alerts that people were jumping the fence to go swimming after hours.”

– Erik Greenwood, CTO at AUHSD.

Now school authorities can respond quickly to wrongful access when no lifeguards are present.

Based on concerns from the school community, fencing was added to all campuses with strategically placed perimeter sensors, including a boundary device at the new pool. For future expansions, AUHSD will continue to identify high traffic areas that require more camera coverage, as well as perimeter sensors for assets such as the maintenance yard.

Thwarting theft and vandalism

The consolidated XProtect view of all the video across the district improved response time to threats and incidents — administrators can precisely locate trouble

spots and security breaches on campuses. Interactive, multilayered maps give a comprehensive overview of cameras and layouts of the entire surveillance installation, for quick detection of trouble areas.

The XProtect camera navigator increases visual verification: whenever a school administrator views a camera feed, nearby cameras are automatically displayed on screen, making it easy to switch between images to follow movement in different directions. The video helps to authenticate evidence of vandalism, theft or other actions.

“The features are robust, so it’s fairly easy to review footage, playback and export. It’s a straightforward, reliable system. It’s definitely an additional tool in our belt to be able to resolve issues where we have video footage.”

– Erik Greenwood, CTO at AUHSD

School administrators can quickly see video of incidents by using XProtect’s instant playback to view recorded video for one or more cameras. SmartSearch finds video by time or motion and creates thumbnail images for speedy delivery of evidence to authorities. Deploy fast, control access

Milestone XProtect uses Microsoft Active Directory™, making it simple to manage user rights for many aspects of the system, including control of privileges and camera actions, which helps protect students’ and teachers’ privacy.



“The VMS also lets us better manage camera access, giving the appropriate people permissions to only the cameras they need to see.”

– Erik Greenwood, CTO at AUHSD

In addition, Greenwood found that Milestone licensing was favorable compared to other companies, with its automatic online activation of system and camera licenses. The VMS gathers all camera information and automatically requests the corresponding licenses online, enabling faster deployment as newly added cameras are fully functional during a 30-day grace period.

Protecting lives in emergencies - from the cloud

Getting critical data to first responders is vital if it comes to prevention and saving lives during campus incidents. In terms of active shooter response, the hybrid on-premise VMS uses a cloud mobile server so police departments that serve the five cities in the district can access the system during an emergency situation. With video sharing, law enforcement can view live feeds.

Furthermore, AUHSD focused on establishing lock-down procedures and providing safety training with guidelines for a potential active shooter incident. The district also plans on integrating their ID badge and gate access control system with the VMS in future.

“We worked with the officers for each department. The knowledge from strategic camera locations makes their job safer and gives more investigation capability.” - Jason Beardsley, VP Security Division of HCI Systems

Managing multi-campus operations

An important component of the video solution involved Milestone’s ability to provide on-site user training for different roles. Milestone-certified instructors carried out detailed classes for about 100 school administrators, security professionals and IT personnel.

“Our goal was to make the district as effective and self-supportive as possible, right from the beginning. On the plus side, there was no need to hire additional staff to manage the video.”

– Erik Greenwood, CTO at AUHSD

On school campuses, site administration includes principals and assistants as the primary VMS users. At the district office, business directors have access to view facility operations.

For example, the transportation director has a view into the bus yard. The purchasing director manages the warehouse with views of the surrounding area. The food service director oversees delivery vehicles and the loading docks. The maintenance and operations director has access to monitor all sites to identify and manage building and landscape repairs. To ensure student safety, the student support services director also may access all campus views.

Down goes property loss, up goes crime prevention

The new video surveillance system has helped administrators monitor and address property damage and graffiti, thefts, student fights and other threats faster and with greater ease. When an incident occurs, they can quickly access and review the security footage to investigate the event. With proper evidence, restitutions can be possible.

Finally, the collaborative partnership that AUHSD has built with Milestone, Hanwha and HCI has received top marks, playing a critical role in the schools’ security system achievements.

“For me, the big takeaway is the human element. Now we have the partnership to help us continue using this system successfully.” - Erik Greenwood, CTO at AUHSD





About Anaheim Union High School District

Located just outside Los Angeles, the Anaheim Union High School District (AUHSD) is a public school district serving portions of the Orange County cities of Anaheim, Buena Park, Cypress, La Palma and Stanton.

- Size of facilities: AUHSD spans 46 square miles of 20 campuses
- Number of buildings: 21 learning entities include 10 high schools, 8 junior high schools, 2 alternative education schools and 1 virtual school
- Number of students: approx. 29,000 students fill grades 7 to 12
- AUHSD has almost 3,000 staff members and is a top-10 largest employer in the city of Anaheim.



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About Milestone Systems

Milestone Systems is a leading provider of open-platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open-platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. Visit www.milestonesys.com