



Securing the Hollywood Bowl – Los Angeles, CA

Introduction

Since 1922, the Hollywood Bowl has been the premier destination for live music in Southern California. Legends, such as Billie Holiday, The Beatles, Ella Fitzgerald, Judy Garland have performed in this iconic venue, and Miles Davis gave his final performance in 1991, all under the signature arch nestled in the Hollywood Hills. This legendary amphitheater is also the home base of the Los Angeles Philharmonic, an internationally renowned orchestra that presents over 250 concerts in The Hollywood Bowl, Walt Disney Concert Hall and The Ford.

CASE SUMMARY

Location:

Los Angeles

Equipment and Features:

- 120 Illustra Cameras
- victor VideoEdge NVR
- victor Unified Video Application
- Video Wall & Monitors
- Access Cameras from map
- Location License Plate Recognition (LPR)
- Track vehicles at all entry/exit points
- Fully Remote Operations System
- Robust Levels of Clearance
- Hilltop Cameras - aerial view
- Video Analytics to Manage Occupancy

Throughout world wars and economic, social and cultural shifts, the Hollywood Bowl has seen new eras ushered in time and time again, and has steadily evolved itself - slowly transforming into the musical and architectural landmark it is today.

At maximum capacity, the Bowl can seat 17,500 people, but like many venues worldwide, had to temporarily close its doors in 2020 due to the COVID-19 pandemic, the first time in 100 years. The Bowl resumed its concerts in June at a lower capacity of approximately 4,000 people.

Challenges

The Hollywood Bowl is not only a music venue that attracts thousands each year, but an integral part of Los Angeles culture. Like many arenas, stadiums and entertainment venues across the globe, the Hollywood Bowl requires a state-of-the-art security system that allows them to ensure safety and security of visitors, as well as performers.

Due to the size of the facility, at 88 acres, the theater has multiple monitoring stations, requiring a video solution accessible from multiple workstations, as well as the ability to easily share important security details and feature remote monitoring. To cover all areas of the venue, the Bowl has a video security operations and emergency operations center, which is utilized on a nightly basis to monitor all critical areas. These areas include ticket gates, parking lots and VIP areas.

Hollywood Bowl also needed a solution that would enable law enforcement to access the video system during events at their dedicated monitoring station and for activities in conjunction with onsite staff.

In addition to the actual stage area, the Hollywood Bowl provides security assistance to the surrounding park areas and surveillance of Highland Avenue, which runs adjacent to the Bowl. All these factors - size, popularity and location - highlight a need for a comprehensive

system that easily integrates with video surveillance, can be monitored for any location, provide support to third-party security or law enforcement and offer the necessary features for overall safety.

Solution

In 2018, the Hollywood Bowl updated their surveillance system from analog to the victor Unified Video Management Application for enterprise businesses. Victor is instrumental in allowing the facility to quickly look up and extract video stored on the VideoEdge network video recorders. Both devices work together to provide a cohesive and collaborative video management solution that offers IP video on the edge that produces high quality images and remains easy to manage. Part of this upgrade also included the installation of 120 Illustra cameras.

If an incident requires information to be shared with local law enforcement, the Bowl has several monitors that security officials can view to ensure there is a clear recording. Users can also access the system remotely on a smartphone or any mobile device, but they do have a fully remote operations system that also allows the Los Angeles Police Department and Los Angeles Fire Department to gain access, in case of a lockdown at the venue. victor's robust levels of clearances allow these permissions to be given out. victor includes a map feature, which allows Bowl staff to access cameras based on map location.

Todd Bermann, chief executive officer of TAB Technical Services, based in Newbury Park, Calif., has been the system integrator for the Hollywood Bowl for 30 years, where in addition to security, they integrate audio, video, IT and digital signage. Prior to starting his own company, Berman was the stage manager for the Bowl for 15 years. Today, he continues to assist the Bowl as emergency operations manager, as well as providing them with systems and equipment.

“For a project of this magnitude, the Hollywood Bowl needed a variety of cameras, remote monitoring solutions and just a comprehensive solution that allows them to work with external security teams,” said Bermann. “There is a lot of value in victor features, such as video wall and license plate recognition (LPR) for a facility of this size.”

Of the 120 cameras installed, approximately 80 percent are PTZ, with a few fixed security cameras with audio for possible detection of visitors and some fixed fisheye. They also have deployed several cameras with LPR analytics, which are used when vehicles are entering the parking areas.

Using LPR from victor and VideoEdge, the Bowl can effectively identify and track vehicles at all entry and exit points, while automatically capturing license plates. This is crucial for cases when a performer might have a list of people they have restraining orders against, using LPR, security at the Bowl can crosscheck plates with others existing in the database and coordinate a plan with law enforcement.

If a performer does have specific security concerns or requirements, the Bowl is able to support those in a number of ways - with both personnel and surveillance, LPR being one of them. Other methods of support include access to a monitoring station with the Bowl staff, who work closely with the performers' private security. In such cases, private security isn't given login access, but can sit in the designated emergency monitoring station.

The Hollywood Bowl is a major element to the Hollywood Hills landscape and, as it's surrounded by Highland Avenue and a state park, they do work in conjunction with LAPD to provide surveillance clips as requested. victor's clip management features help them provide vital details, as the Bowl surveillance provides a 360

degree view of the surrounding area. Though it is a state park, after a certain time, Bowl security takes over. In addition, several cameras are placed on some of the surrounding hilltops, which are fed with fiber into the monitoring stations to offer a full aerial view of the venue. The Bowl has also started a drone program which surveys surrounding hillsides every day, monitoring for people illegally hiking into the area, attempting to camp out in the hills, or even lost hikers. As this is a high-risk area for fires, monitoring for potential campers is of utmost importance. Bowl staff can also notify paramedics and emergency services for hikers who are injured, or have suffered from snake bites. While the surrounding hills are public lands, the Hollywood Bowl commonly assists in monitoring for safety and security of the area - this video is stored in the victor system for easy access.

The future

The Hollywood Bowl is hoping for a limited 2022 season, but in lieu of a full 2020 season, it was even more vital to implement a robust surveillance system to ensure the continued security of the empty facility. Once the Bowl begins hosting events again, security personnel fully intend on using victor's robust video analytics to manage occupancy, and other pandemic related restrictions that will be in place.

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