The Salt Lake City Police Department (SLCPD) recently built a brand new $125 million Public Safety Building to serve as its headquarters and house the police department, administration for the fire department, city emergency management group and the dispatch area. In its previous building, the access control system was difficult to use and didn’t cater to the police department’s needs. Reporting was hard to pull and analyze, changes in the system were cumbersome and the police department didn’t have the control it needed. Unauthorized guests walked the halls and access cards were not deactivated when employees were terminated or retired.

During construction of the new building, Salt Lake City Police Department, Lieutenant with Logistics Bureau, Scott Teerlink, along with his Deputy Chief researched security systems and discovered AMAG Technology’s Symmetry™ Professional access control system. They were so impressed with the features and functionality of Symmetry Professional, they specified the system when the job went out for bid.

The new building was designed with police security needs in mind. The Symmetry Professional access control system integrates with Milestone System’s XProtect video management platform, Stentofon’s Alphacom E audio system and Axis IP cameras. In addition to adding more card readers and cameras, it offered better security control and history reporting to help the SLCPD manage everything within their agency.

Once an employee or contractor is approved to receive an access control card by the Deputy Chief, they are issued a card by the SLCPD Quarter Master. For employees, the card expires every four years and every year for non-employees. Non-employees receive background checks every year, and are reissued a card once they pass the check. Employees automatically receive regular background checks, and cards are replaced every four years to update the photo and replace old, worn out cards.

During business hours, the front desk employees monitor Symmetry, and the Dispatch Center monitors after hours. The Salt Lake Information Center (SLIC), located in the same building, has access to monitoring it as well. The SLIC is part of the emergency operations center and live crime center.

Security Breakdown
The Symmetry system is separated into different levels of security throughout the building. In the public areas, Symmetry automatically opens and locks doors during business hours, and Axis IP cameras monitor people. In the general employee security areas which includes common hallways, restrooms, vending areas and lunch rooms, all employees have access. The third level includes the specialty areas, such as narcotics and vice units. Only authorized individuals can access specialty rooms such as armory, SWAT armory, fire department or medical supply room.

How Symmetry is Implemented
Symmetry offered many benefits the SLCPD needed to best secure its Public Safety Building.

"Symmetry is so customizable and easy to tweak to fit all of our different needs and uses," said SLCPD, Lieutenant with Logistics Bureau, Scott Teerlink.
“We are most happy with how user friendly the software is and how we can integrate all the different technologies into one system, which makes it easier with the GUI maps with integrated cameras and Stentofon audio,” said SLCPD, Lt. of Logistics Bureau, Scott Teerlink.

The SLCPD installed AMAG’s Symmetry Threat Level Manager. Threat Level Manager allows the security officer to change the threat level with one click. For example, in an active shooter situation, the entire building can go on lockdown. Or if there is a threat to the building, a higher level of security can be required for the duration of the threat. When the threat is over, security can resume to normal status.

The Graphical Maps screen permits customizable maps and shows all doors, cameras and hardware devices connected to Symmetry. Security officers view floor plans at a glance, and together with the streaming video make real-time decisions based on the type of alarm.

Visitors must provide an ID for scanning before they are issued a visitor badge. Long term contractors are issued a normal badge, however short term contractors and visitors will receive a visitor badge issued via AMAG’s Symmetry visitor management feature. The contractor’s work dates are entered into Symmetry along with the access codes of the areas where they will be working. The card will allow the contractor into the specified areas only and expire automatically.

“Symmetry’s visitor management feature makes it easy for us to track contractors and manage their access,” said Teerlink.

Cameras and proximity readers with Stentofon’s Alphacom E audio surround the perimeter of the building and parking garage. If someone forgets their access card, they can hit the Alphacom button. Dispatch will see it on the graphical map, pull the live video of the person, compare it to the photo stored in Symmetry and grant access right from the workstation. This provides another convenient layer of security.

**Access Codes: It's all In the Set-Up**

At SLCPD, people transfer from one department to another throughout their career. It’s normal for employees to transfer from homicide detective to patrol officer to working in the SLIC in span of a few years. Symmetry allows Teerlink to design access codes for each group, making it easy to change access requirements for a person switching departments. Before Symmetry, this change process was cumbersome and time consuming. Now when people transfer, a simple change of the access codes is all that is needed.

“When I started setting up access code groups, people were questioning me about it being complicated,” said Teerlink. “If I set it up this way, it actually makes it really easy in the future so I don’t have to reinvent the wheel each time. Symmetry allows an easy set-up and transfer of codes. It's perfect.”

Symmetry allows Teerlink to customize the police department’s specialty areas. The employee cross-over is great within the department – everyone needs to work with everyone else at some point, but restrictions were needed.

For example, employees who work in the 911 Dispatch Center need 24 hour a day access to all the doors to the dispatch center. These employees are assigned to the 911 access group within Symmetry, and their cards allow access through all the doors to that area. But if someone isn’t a Dispatch Center employee, yet needs to access the Dispatch Center, they are assigned to the Collaborate 911 access group where they have 24 hour access but they have to use the main door to enter so that the supervisors see them coming in to the area. Door and time restrictions provide increased access and an efficient method to allow collaboration between employees from different bureaus while maintaining security for those areas after hours.

“Symmetry is so customizable and easy to tweak to fit all of our different needs and uses,” said Teerlink.

**Visitor Elevators/Service Elevators/Interview Area**

When visitors arrive, they receive a card that only permits them to have access to the floor they are visiting. Each floor has a secure vestibule where visitors must remain until escorted to their destination within the building. Employee cards allow access from the visitor elevators to all floors.

All employees have access to the service elevator which isn’t restricted by floor. However, when an officer is bringing in someone to be interviewed, they park in the lower level parking area and enter through the service elevator. When the officer uses the card reader inside the elevator, the elevator will bypass all floors and take the officer and person of interest straight to the interview rooms. The elevator will be out of service for 20 seconds. When the card is swiped, indicator lights signify that a person of interest is inside the elevator. This warns people in the interview area to step away from the door or remove witnesses or other people of interest from the area. This eliminates suspects coming into contact with witnesses, which used to be a problem with their old system.
Fire codes will not allow the SLCPD to lock people inside interview rooms, so an officer guards the rooms during interviews. Card readers are located on the outside of each door. These readers simply arm and disarm an audible alarm for the interview room doors. If a suspect starts to open the door, an audible alarm will alert the officer so he/she isn't surprised by the suspect exiting the room.

Panic buttons inside the interview rooms are integrated with Symmetry in the event of an emergency. When activated, the panic alarm sets off an audible alarm and light while at the same time showing the location on the GUI map at the security desk and in dispatch.

“Symmetry is easy to use, intuitive and offers easy tracking for us,” said Teerlink. “It’s easy to monitor the mapping interface and see alarms as they occur with easy instructions for officers to follow.”

**Future**
AMAG’s Symmetry access control system is being installed in the Task Force and Patrol Precinct buildings, and will eventually be installed in the Crime Lab and Evidence Building. Symmetry Professional
- 1,600 card holders
- 85 AMAG card readers
- Stentofon Alphacom E
- Milestone XProtect video management platform
- Axis IP Cameras

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