



# New York State Police

## Troop G Headquarters

**Flexible, secure, and scalable  
Crestron AV platform plays key role  
in enabling the force to serve and  
protect New York state residents**

### Introduction

New York State (NYS) Police, also known as "State Troopers," work to ensure the safety of the state's roadways, prevent and investigate crime, prepare for and respond to emergencies and disasters, and provide support to other law enforcement agencies. They've grown to rely on a myriad of advanced technologies to assist them in achieving these goals, including Crestron AV solutions.

### Laying the Groundwork

Once NYS Police Troop G became aware they were relocating their headquarters to a new facility, they set about building state-of-the-art systems to create a more efficient workspace for state troopers, administrative officers, and other state agencies that would all be housed under one roof for the first time: the Departments of Transportation, Environmental Protection, and Traffic and Park Police.

The New York State Office of General Services, who represented all the people that would use the facility, turned to Shen Milsom and Wilke, LLC (SM&W) to design and deploy a fully-featured, easy-to-use and secure AV platform based on Crestron technology that would meet the specific objectives and expectations of the diverse group of departments.

SM&W's Project Team, led by Steve Emspak, consulted at length with a representative from each group and created a comprehensive functionality wish list.



## The Challenge

The initial challenge for SM&W was to design a system that was inexpensive, could grow with the changing needs of the facility, and provide each unit with an optimal level of flexibility, ease of use, and customization. The team prioritized the requests from each department and developed a plan that would specify the proper technology to facilitate each function. They focused on designing practical applications that were scalable, flexible, easy-to-use and manage, while staying within budget.

The NYS Police use a wide variety of maps that are vertical in orientation. However, displays are typically horizontal in orientation. As a result, SM&W needed to find a solution that could automatically adjust to display the maps in proper orientation. The solution also needed to provide administrators and state officers the ability to view the video feed from cameras located throughout their region and monitor the traffic directly from their command center.

With so many diverse groups under one roof sharing one system, it was vital to have a powerful and secure system in place.





## The Solutions

SM&W's expertise in command and control environments, as well as networking and communication systems, was critical in providing the design team with the input the project demanded. By choosing Crestron DigitalMedia™ as the AV platform, they were able to design systems that are scalable, easy to deploy, and can be integrated with a variety of additional systems. Traffic cameras throughout the region were seamlessly integrated with the Crestron control system to provide real-time surveillance from one centralized location, the command center. To ensure maps display in the correct orientation, SM&W programmed multiple presets that are easily accessible through Crestron touch screens.

SM&W also considered how each aspect of its design would affect the overall construction, such as how the placement of the primary display array would affect the position of structural elements. Detailed analysis of options, including impact on cost and usability, were presented to key decision makers. The design team was then able to move forward towards a successful completion of the project.

## Results

Thanks to innovative Crestron technology and SM&W's expertise, the new facility is modern, bright, and open. It provides the perfect meeting space for the NYS Police and multiple agencies to carry out their missions and focus on serving the people of New York State. By choosing Crestron to meet their AV needs, they were able to create an interactive workspace that provides everyone with the tools they need to be successful.

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