City of Hobart Brings Safety Down Under on Top with IP Video Technology

As the most populous city in the state of Tasmania, Hobart's imprint on the map of Australasia includes twenty suburbs. On weekdays, however, a large percentage of the greater island community of 218,000 can be found in the metropolitan area for work, shopping, business or leisure. Traffic management plays a major role in the quality of life, and the City Council takes a proactive approach with the tech tools they use to drive their vision of being a Smart and Safe City.

Customer City of Hobart	**Milestone Products** XProtect® Video Management Software (VMS)	**Integrations** Traffic system City lighting License Plate Recognition (LPR)
Location Tasmania, Australia	**Devices** 240 video cameras 370 streaming channels	**Partner** Jeanneret Electrical Technologies

Challenge: Upgrading scattered components, inefficient storage

When the City of Hobart conducted an audit of their video cameras in 2020, many of them were found to be non-functional, and they were not operating under any form of centralised management. Furthermore, there was no common storage for the networked camera streams, so data had to be downloaded manually in order to obtain video footage.

The City undertook the process of upgrading cameras, storage and associated network infrastructure.

"The system had come together over time, so it lacked cohesion and oversight. Some cameras weren't working, many had not been updated, and there was no real governance over the network." — Dylan Styles, City Security Project Officer, Hobart

Solution: Central governance rules data security and control

The Council's security team upgraded to fibre network backbone and links, as well as deploying Milestone's XProtect Video Management Software (VMS) platform. This allowed them to take controlled ownership of the entire network of 240+ cameras, plus sensors.

Citizen safety, city efficiency via IoT sensor intelligence

The City of Hobart Council chose Milestone XProtect software for the level of control it provides for all devices on the network, including a very wide variety of camera makes and models.

"Milestone allows us to integrate with other systems. The support we get from Milestone is great, and the team there are very engaged with our ideas and keen to help us innovate." — Robert Stevenson, Manager, Smart/Sustainable Hobart

Video tech steers city operations beyond security

Looking to the future and Hobart's objective of managing and running a modern, world-class capital city, the security team was moved within the Council's Smart Cities unit. This allows the existing and upgraded system infrastructure to be used for much more than security, spreading the capital expense of an improved camera network far beyond the act of city surveillance.

The placement of the security camera network under the Connected City banner makes the network exponentially more versatile and a powerful tool for citizen safety, efficiency and intelligence.

"By maximising the use of our security technology and adding sensors and analytics, we can effectively kill two birds with one stone. Our security network has become more than the sum of its parts and gives us real Smart City abilities." — Robert Stevenson, Manager

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There are now more than 370 streams feeding back into Milestone's platform, which lets us manage all aspects of our safer cities program from one central point. We also adhere to extremely strict rules around data governance and security, and many features of the Milestone XProtect platform aid us in that."

Dylan Styles, City Security Project Officer, Hobart

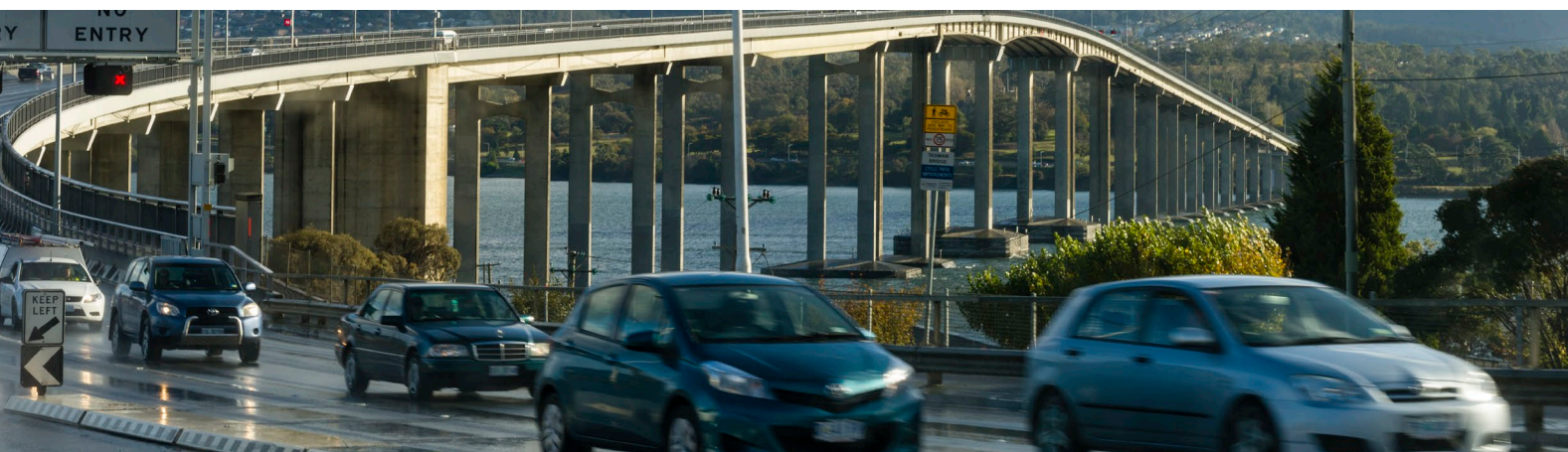### Fast License Plate Recognition Gives Speedy Search

Council carparks also benefit from the Smart City features, with Licence Plate Recognition (LPR) technology feeding into the Milestone platform. The council monitors the number of vehicles in a particular carpark, how long they are parking, and how many vehicles come and go at specific times of the day.

Using Milestone's advanced search tools, the City of Hobart Council can also provide fast and accurate evidence to police in the case of motor vehicle accidents. Rather than track through hours of camera footage looking for a specific incident, they can very quickly locate a specific time and event, helping police to intercede and, in certain cases such as hit-and-run accidents, trace and apprehend suspects.

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Milestone's search capabilities are very sophisticated. They have reduced the time it takes us to find specific footage by around **95 percent**, allowing us to pinpoint a specific time across all our camera streams accurately and quickly."

Dylan Styles, City Security Project Officer, Hobart

Safe City Hub remotely sees from a unified point

The Milestone XProtect solution has also empowered City of Hobart Council to set up a Safe City Hub with one single point of reference for all the cameras.

From there, administrators can efficiently track activity across the city network, as well as hold full accountability for the operation of cameras including firmware updates, changing resolution and camera angles, plus general remote maintenance of the cameras and network.

The Safe City Hub also provides a greater overview for big, special events such as street closures, open markets and sporting fixtures, whereby event stakeholders can engage with pedestrian traffic across the entire city or areas specific to their activities.

Smart City benefits attract investors

Positioning Hobart as a modern, Smart City also has farther-reaching benefits for potential investors. For example, should a developer express interest in a certain site with a view to building up a retail or commercial precinct, the City of Hobart Council is able to provide intelligence on that area to aid in the decision-making process.

"We can quickly supply interested parties with the volume of pedestrian traffic at an intersection at various times of the day, allowing them to make accurate and informed decisions about viable retail sites." — Robert Stevenson, Manager, Smart and Sustainable Hobart

Looking to the future, the Smart City team will explore expanding LPR technologies to gain deeper insights into traffic movement. Also in the pipeline is the development of integrated sports ground lighting, whereby administrators can switch in a camera at a sporting ground to confirm whether lights are actually on or off, reducing how much Council staff need to check a venue in person.

Results: Deep insights empower decision making

Following the deployment of Milestone XProtect and associated hardware, Hobart City Council has a state-of-the-art video network that gives greater visibility over public spaces, coupled with advanced capabilities to manage, control and understand the flow of pedestrian and motor vehicle traffic around the city. The addition of smart nodes and sensors at key points of the network provides deep insights for Council employees and empowers smart decision-making.

City of Hobart Council is now able to monitor pedestrian traffic discreetly and accurately at critical parts of the city, including road crossings and public spaces. This enables the City to make informed decisions about the safety of constituents, as well as optimising infrastructure such as traffic lights.

The Smart City features even extend to things like using a network of sensors to monitor rainfall and river levels, and automatically control elements of the city's lighting. The cameras become an integral part of the lighting system, so staff can remotely determine whether lights are on and working as intended.

With existing technology and plans for future expansion of its network and analytic capabilities, Hobart is at the forefront of Smart City development – not just in Australia, but across the world.

"The ability to link other systems to Milestone is great for us, providing the capability of looking at a specific area or incident, then activating other systems to help us resolve or understand further what is happening. It allows us to manage the city better." — Robert Stevenson, Manager, Smart and Sustainable Hobart

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Milestone is incredibly powerful when it comes to integrating with other systems. That flexibility enables us to innovate."

Robert Stevenson, Manager, City of Hobart

About City of Hobart

Founded in 1852, City of Hobart is the island capital in the Australian state of Tasmania. It has a diverse history and economy, with an emphasis on tourism and the beauties of its natural environment. The City has a central population of around 54,000 with twenty suburbs and a greater Hobart citizenry of 218,000. There are five major hospitals plus fire, police and emergency service headquarters, and the City Council operates with top efficiency to fulfill its Mission and Vision with a focus on the safety of its people, property and assets. The City's management planning includes a multi-year Community Safety Commitment.

Recognize the challenges?

Do you also need to increase efficiencies by combining disparate components centrally? Are you looking to upgrade city operations to improve daily life for all citizens and tourists, too?

Get in touch with us at milestonesys.com/book-a-demo and let's talk about what type of solution is right for you.

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About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security 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.