



Future-proof security solution achieves top grades for fast-growing school district

Motorola Solutions & Royse City Independent School District case study

Nestled in rural Texas, Royse City Independent School District (Royse City ISD) is a fast-growing public school district located 30 miles east of Dallas. The district is currently home to 10 outstanding schools, with four more opening soon, firmly establishing the city as an attractive destination for families. Royse City ISD has over 9,500 students enrolled, and over 1,200 staff help run the school district.

Royse City ISD's mission is to provide meaningful and innovative educational experiences that cultivate a passion for learning. However, to achieve this, a strong foundation of safety is needed to create an environment conducive to learning. Royse City ISD understands this and continues to look for security solutions that can enable it to be proactive rather than reactive when a threat appears on campus.

Customer

Royse City Independent School District
TX, USA

Industry

Education

Video security solutions

- Avigilon Unity Video management software (VMS)
- Avigilon H5A Dome cameras
- Avigilon H5A Fisheye cameras
- Avigilon H4 Multisensor cameras
- Motorola Solutions Orchestrate integration

Radio communications solutions

Three site MOTOTRBO Capacity Plus system, comprising:

- Infrastructure: SLR 8000 and SLR 5700 repeaters
- Portable devices: R7, XPR 7550e, XPR 3500e and SL3500e radios
- Mobile devices: XPR 5550e radios
- Programming tools: Radio Management server

Challenges

Royse City ISD is fortunate to have experienced security and technology teams that provide the solutions and services required to help keep students, staff and campuses safe. As the school district grows, so do the two teams led by Brianna Kayser, Chief Technology Officer, and Troy Burke, Director of Security. Both fully understand the challenges their respective teams face as more and more students and staff join the district and new schools open.

Mr. Burke's team includes 23 security officers, and their daily activities vary depending on the campus. Security officers are based on every elementary campus to meet state laws, interact with young students and foster strong relationships. Across their larger secondary campuses, their security detail is more focused on tackling student misconduct.

On the technology side, Ms. Kayser's team's daily activities are fast-paced and ever-changing. With a team member based on every campus throughout the day, they share the responsibility to ensure systems are working correctly and maintenance activities are carried out efficiently to establish strong communications across all levels of the organization, particularly with the security team.

Student misconduct and vandalism

As with any school district, student misconduct is a key focus for school administrators and security teams. Troubling behavior, trespassing on restricted spaces and vandalism are just a few of the incidents that Royse City ISD is dealing with but unable to effectively combat or investigate due to its unreliable video security system.

A core goal of the security officers is to develop strong relationships with students with a history of misbehaving to help ensure that their behavior stays on track and improves. However, to achieve this, an effective video security solution is required to detect and manage any misconduct and investigate when incidents occur. Unfortunately, Royse City ISD's legacy system was missing the mark.





Outdated technology and siloed systems

Royse City ISD's security systems were outdated and no longer up to the job of helping to safeguard those at the school and keep it secure. Both the security and technology teams struggled to perform their daily duties, finding the current setup inefficient as they needed to log in to separate systems to do their jobs.

As a result, productivity wasn't optimal, the security team was playing catch up when faced with threats and incidents and the systems in place were not suited to Royse City ISD's growth plans. A single sign-on solution that integrated multiple security systems to bring different departments together was required to help ensure efficient and proactive safety and security.

Growing pains

Royse City ISD is a rapidly growing school district. With that comes a requirement to ensure that the new schools have a cohesive security posture intertwined with the wider district's security and technology structure. In addition, the organization needed to upgrade the older schools to the latest security standards to ensure they are prepared to handle any security event.

Holding the organization back was the limited security resources that Mr. Burke's and Ms. Kayser's teams had due to their outdated and siloed security systems. This meant that as the school district grew, the teams were spread thin to cover all bases. As a result, teams were unable to carry out their daily duties to their full potential. A scalable but future-proof security solution was required to handle the school's growth and its security operations.



Solutions

With funding secured via bonds and the need to adhere to new security standards by the state of Texas, Royse City ISD wanted to use the money wisely to redevelop its security setup and install a solution that would scale as the school district grew.

After an informative and inspiring visit to the Richardson Innovation Center to experience Motorola Solutions' safety and security ecosystem, Royse City ISD knew they had found a technology partner that could help them achieve their goals. The organization noted the ease of use of Motorola Solutions' products and the vast number of integrations they supported.

A key benefit of investing in Motorola Solutions' technologies was its ecosystem of security products that worked in conjunction with one another. School administrators and officers could easily pull up every security system on one screen and have each separate system integrate with the other to create a unified solution that saved time, improved situational awareness and delivered greater safety.

Motorola Solutions' excellent support service made the choice even easier for Royse City ISD. They felt confident that Motorola Solutions was more than willing to answer questions, provide support and demonstrate how their technologies could improve the day-to-day activities of security staff and technology specialists across the school district.

As a result, Royse City ISD procured a range of video security technologies from Avigilon, part of Motorola Solutions' technology ecosystem. In particular, the school district invested in the on-premise Avigilon Unity suite of physical security solutions. This included Avigilon Unity Video, an on-premise, AI-powered video management software (VMS), and over 600 Avigilon cameras, including the panoramic H4 Multisensor, H5A Fisheye and Dome cameras.

In addition to the video security solution, Royse City ISD allocated budget to develop its radio communications. This included investing in a three-site MOTOTRBO Capacity Plus system, comprising:

- **Infrastructure:** SLR 8000 and SLR 5700 repeaters
- **Portable devices:** R7, XPR 7550e, XPR 3500e and SL3500e radios for the Admin and Security team
- **Mobile devices:** XPR 5550e radios for the Transportation team
- **Programming tools:** Radio Management server



The benefits

Unified communications

By unifying its security and communication systems, Royse City ISD now has the tools it needs when it needs them. This single-pane-of-glass approach, where security officers, members of the technology team and school administrators can access video security, alarm and access control systems on one platform, has simplified district-wide operations.

Users no longer have to log in to each security system or request further access from other teams. Software such as Avigilon Unity Video enable operators to easily assign role-based permissions so team members can access what they need to perform their duties.

This integrated ecosystem of technologies allows the school district flexibility to continue integrating further security products and systems when needed, helping the security team and school administrators take a more proactive approach to safety. The days of playing catch up and responding to incidents after the fact are a thing of the past.

For example, if an unauthorized individual trespasses on campus after hours, the unified security solution allows the school district to instantly detect the threat using their AI-powered Avigilon security cameras and powerful video analytics. That alert is sent to the operator via Unity Video's Focus of Attention (FoA) interface, from where they can verify the threat, issue a mass communication via radio communications and initiate an informed response – all in a matter of seconds.

“ The Avigilon system's ease of use for my security staff to find video footage and use it has been great. The improvements have been amazing – it is pretty much night and day with what we used to use.

– Troy Burke, Director of Security at Royse City ISD

For the technology team, decisions on the network side can now be made in conjunction with the security, infrastructure and network teams to ensure everyone is heading in the right direction. With this collaboration, there is less back-and-forth and improved communication as teams are pulling together to achieve their common goals. Motorola Solutions helped kickstart this collaboration by taking the time to understand what each team at the school district needed and included the leaders of each department in all conversations throughout procurement, testing and implementation.



Instant detection, faster responses

The difference between Roysce City ISD's video security operations before and after the procurement of the Avigilon Unity solution is night and day.

From their elementary schools to their high school campuses, Mr. Burke's team of security officers can now utilize the strength of Avigilon's AI-powered security cameras, such as the panoramic H4 Multisensor and H5A camera line, to provide reliable and detailed coverage of vast spaces and minimize blind spots for enhanced situational awareness.

Now, staff are instantly alerted to potential threats, such as student misconduct, vandalism or trespassers, captured by the AI-powered security cameras via Unity Video's FoA interface, allowing them to respond and bring events to a safe conclusion. Where the legacy solution was slow, glitchy and difficult to navigate, the Unity security suite brings reliability and simplicity to day-to-day operations. In the past, finding footage for investigatory purposes could take hours. Now, it only takes minutes, if not seconds, to find the required video and export it for further use or sharing with relevant authorities. The time savings have led to improved productivity, better staff morale and a greater ability to help ensure safety and security across the district.

As a result of their investment in Motorola Solutions radios, communication has greatly improved across various teams. Teams no longer struggle with reception problems around the district. Security officers and school administrators can now take advantage of district-wide communications that are clear and fast, resulting in quicker responses to incidents.

Not only that, but feedback from staff across the school district using Motorola Solutions' various technologies has been incredibly positive. In fact, Mr. Burke's and Ms. Kayser's teams are no longer hearing negative feedback or frequent requests for training and access, proving the value the solutions have brought to the school district and how they've made the jobs of those across the campuses easier.



“ The support from Motorola Solutions has been wonderful, and that's what made us feel comfortable when making our decision. When you're talking about this many moving technologies working together in a critical time, I need to know that it will work.

- Brianna Kayser,
Chief Technology Officer
at Roysce City ISD





Conclusion

Choosing Motorola Solutions as its trusted security technology provider has been immensely beneficial for Royse City ISD. From video security to critical communications and plans to adopt access control and mass communications systems, the school district is well on its way to building a safety and security ecosystem that supports its growth plans and school safety goals.

On the video security side, Motorola Solutions' Avigilon Unity technology suite provides clear images, streamlined processes and seamless integrations. As a result, Royse City ISD can achieve faster response times, speed up investigations and enhance situational awareness.

In the coming months, Royse City ISD is looking to procure more cameras from the Avigilon Unity portfolio, including the new H6A and H5A Multisensor cameras for its new school buildings. The school district also plans to train its staff to make full use of the powerful AI video analytics capabilities of their Avigilon Unity Video software and install the Unity Access system across the school district to help secure doors across campuses.

Meanwhile, upgrading their radio communications has helped security teams communicate faster and smarter, making a significant impact on communication across the district. The school district is already working to integrate

their Motorola Solutions radios with Avigilon Unity through the Orchestrate integration, enabling quicker responses with instant security alerts from Unity Video.

On top of that, the school district is adding further Motorola Solutions security products to its technology ecosystem by implementing the Avtec dispatch solution in its new Emergency Operations Center, purchasing Motorola Solutions body-worn cameras and integrating Rave Mobile Safety's mass notification and incident management system.

With plans to grow the district by at least four more schools, a cohesive security posture is critical. Going forward, the Motorola Solutions technology ecosystem will play an integral role in helping ensure the safety of schools, campuses, staff and students.





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We pride ourselves on partnerships – and have gotten a true partnership with Motorola. We haven't had a problem they couldn't solve or help us solve.

– Troy Burke, Director of Security at Roysce City ISD

To learn more, visit: www.motorolasolutions.com



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