PLATESMART Technologies

CASE STUDY
Perimeter Security

Promoting Hospital Safety & Managing Parking

AdventHealth is a nationwide non-profit organization that runs 48 hospital campuses with about 10,000 beds across 10 states. AdventHealth Orlando has 1500 beds and is one of the busiest hospitals in the U.S. It has been ranked among the top five best hospitals in Florida by U.S. News and World Report — the best in Orlando and the best nationally in children's specialty care.

AdventHealth Orlando

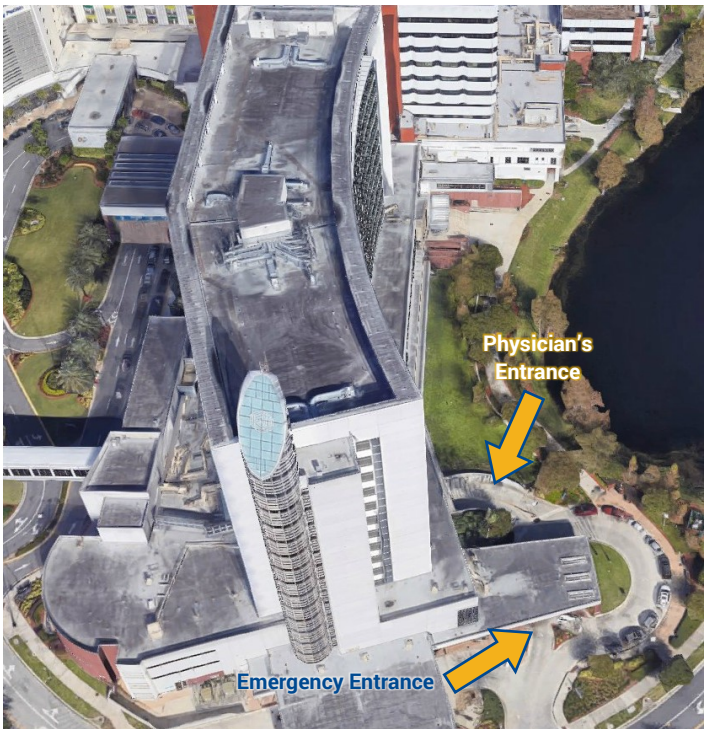
Location: Orlando, FL

No. of Beds: 1500

No. of Staff: 20,000

Challenges

The primary concern for AdventHealth Orlando was security. The hospital's security staff, although well-trained and conscientious, could not be everywhere at once. They needed extra "eyes" to catch what people could not. This was especially true in cases such as when a sick or injured person was hastily dropped off at the emergency room by a driver who then sped away. The local sheriff's office would have to document the incident and identify the driver, but the hospital's staff was unable to do that reliably.



AdventHealth Orlando. The hospital needed real-time analysis of facility traffic, such as staff vehicles entering and leaving. Security personnel also needed to monitor vehicles coming through the emergency area.

There was also a need for real-time analysis of traffic entering and leaving the hospital. This would tell the security staff how much parking was used by staff and patients and at what times of the day. The efficient operation of the hospital and plans for future growth depended on this data.

Finally, AdventHealth Orlando needed a secure automatic access control system for its staff garage. Existing methods required too much human intervention and did not reliably prevent nonstaff from parking in the garage.

Solution

The hospital chose the PlateSmart ARES® automatic license plate recognition (ALPR) solution to address all of these issues due to its accuracy and versatility. PlateSmart ARES would allow AdventHealth Orlando to not only monitor and record traffic activity in parking areas and other exterior zones, but also capture the license plate of each vehicle entering and leaving the property along with the location, date, time and a full-color image. Getting accurate counts of both staff and patient vehicles would now be a matter of running a simple report.

The system would also provide complete documentation for investigative purposes. In the event of criminal activity, the hospital could provide a license number to police along with a vehicle image and the exact date, time and location where the suspect arrived.

Implementation

PlateSmart installed ARES with a total of 30 fixed-location ALPR cameras in the hospital's parking garages and at key entrances and exits in the main building. One security vehicle was also outfitted with a mobile ALPR unit tied to the main ARES system. Of the 30 cameras, 26 perform a dual function. In addition to providing ALPR and monitoring for security purposes, they also perform automatic access control for the garages, allowing staff to enter and exit based on their vehicle's license plates without having to use an ID badge.

By applying PlateSmart ARES in the hospital's parking structures, hospital staff could perform analyses to help plan for growth of the facility.

Results

Members of the security staff at AdventHealth Orlando say that the PlateSmart ARES solution has been vital in helping address a multitude of situations, including the prevention of workplace violence, solving crimes and resolving patient disputes. Among other advantages, they cite the speed with which ARES retrieves information as key in helping them to do their jobs more efficiently. They also point out that ARES is used hand-in-hand with traditional security methodologies and is not a replacement for hard-working security personnel. It is an indispensable and reliable helping hand.

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