

## Residential gated-community deters vandalism and trespassing with Axis network cameras.

California association advances security for its residents with network surveillance.



Organization:  
Serrano El Dorado  
Owners' Association

Location:  
El Dorado Hills,  
California, USA

Application:  
Remote monitoring,  
perimeter security,  
access control

Axis partner:  
Stagecoach Wireless

### Mission

As a large, 4000-property private community facing increasing security challenges, the Serrano El Dorado Owners' Association needed additional support for its security guards and patrol units. With 21 gated entrances and 53 miles of road spread out over 3,500 acres, the security staff was finding it difficult to quickly identify incidents of damaged gates, loitering groups and illegal visitors, putting the community and its property at risk.

### Solution

Stagecoach Wireless, a provider of large-scale IP-based monitoring solutions for residential communities and an Axis partner, installed 84 network surveillance cameras strategically at all 21 gates around the community. The cameras are connected using a variety of wired and wireless networking technologies allowing for remote monitoring from the gate security stations, as well as any desktop computer with the appropriate security access.

### Result

Immediately after installation, the Axis network cameras were leveraged to help the patrolling officers and stationary security guards identify criminals and provide video footage to the El Dorado Sheriff for legal prosecution. Overall, the system has significantly decreased security issues such as gate vandalism and forced entries, and the security staff can quickly respond to security events before issues escalate or perpetrators leave the scene, including drunk driving and hit-and-run incidents.

"In order to protect our community, finding a system that would work for our specific needs was vital. The quality of technology we received from this network video system went beyond our expectations and has truly proven that there is no better way to monitor our community and provide our residents the level of security they expect."

John C. Bowman, General Manager, Serrano El Dorado Owners' Association.

### The need for surveillance

With one security vehicle patrolling the property and guards manning only two of the 21 gates of the 4000-property community, it became a challenge for the Serrano El Dorado Owners' Association to quickly identify incidents such as illegal visitors, loitering and gate damage. After complaints began to crop up from residents – ranging from allegations that the gates had damaged their vehicles to groups of teenagers loitering on the grounds – the Association realized that they needed additional surveillance.

"We desperately needed to increase our ability to monitor and record activity at all gated entry points," said John Bowman, general manager of Serrano El Dorado's HOA. "The easiest and most effective solution was to add network surveillance cameras around the property to help complement our live security patrol."

### A network system for residential needs

The Association turned to Axis partner Stagecoach Wireless, who selected an array of 60+ Axis network cameras for installation, including outdoor, vandal-resistant fixed dome cameras with day/night capabilities. The integrator also devised network-enabled PoE IR-license plate capturing cameras using Axis video encoders.

The Axis cameras were strategically placed to allow for better verification of all inbound and outbound traffic. To maximize system reliability and cope with broadband constraints, Stagecoach opted for a de-centralized system layout. A variety of wired and wireless network technologies were employed to enable remote access and monitoring from the two security stations, as well as any desktop computer with valid security credentials.

"The video quality is incredible," said Marc Moore, security manager at Serrano El Dorado. "Axis' cameras have been instrumental in helping our security team strengthen perimeter security, including features that we never thought were possible for our installation, like night monitoring. This surveillance system goes beyond what anyone else could have provided for us."

The cameras' compression technologies, coupled with Stagecoach Wireless' air-conditioned open-source VMS systems, allow recording of quality video up to 18 months. Before the new system, video footage was only stored for a month. "We were not only impressed with the superior image quality of the Axis cameras, but also with the many smart built-in hardware and software features of the cameras and the freedom to customize the cameras to our customer's needs" said Beat Naef, CEO/CTO, Stagecoach Wireless.

### A safe and secure community

Before leveraging network video, the security staff could only hope to be in the right place at the right time. Now the Association can quickly dispatch its patrolling officers during an incident. They've seen a significant decrease in vandalism and gate damage, as well as loitering and illegal tailgating throughout the community. Shortly after installation, the security staff identified a teenager who had forgotten his access code and attempted to drive around the gate, causing costly damage to the gate and surrounding landscaping.

"We used the cameras to determine the license plate number of the young man," said Moore. "Using the high-quality footage, the security team was able to easily identify the resident and hold him accountable for the property damages."

Additionally, thanks to quick video retrieval capabilities and high-resolution images, Serrano often provides video evidence to local law enforcement. Serrano's security team has helped identify drunk drivers as well as charge perpetrators for leaving the scene of an accident. With the success of the network surveillance system, the Association plans to implement a future installation in the community's 15 parks. "In order to protect our community, finding a system that would work for our specific needs was vital," added Bowman. "The quality of technology we received from this network video system went beyond our expectations and has truly proven that there is no better way to monitor our community and provide our residents the level of security they expect."



"Axis cameras enable any on-duty staff to simultaneously monitor multiple locations from the main gate security station, giving us the proper versatility and digital image quality during day and nighttime that our type of surveillance requires," said Serrano's Marc Moore. "It's the first video surveillance system we've implemented and will definitely be the only one we use to keep the community safe."

