



VERTICAL MARKET: CITY/TOWN/MUNICIPAL

## KEYSCAN CASE STUDY

### THE CITY OF ABBOTSFORD - SECURED BY KEYSKAN

Small town charm meets big city crime. The city of Abbotsford, a progressive agricultural community with a growing population of 130,000 is located in the heart of the Fraser Valley, just outside of Vancouver, British Columbia, Canada. Its close proximity to Vancouver holds many perks, crime and vandalism is certainly not one of them. This reality is exactly what prompted a security review of all City run buildings including city hall, fire halls, police stations, recreational centers and maintenance yards.

One of the greatest challenges the City was facing was controlling access to their facilities. While they had an access control system in place, it simply was not measuring up to their needs and expectations. It was fraught with issues and reliability concerns and certainly did not instill the type of confidence that the City had planned, so they sought out to find a security solution that they could grow with, not out of.

When the job of installing a new security system was tendered, the choice to go with Rose Security Services, who had done similar applications in the past, seemed fairly obvious. With Keyscan behind them, Rose Security Services secured the project and began installation of the Keyscan access system in the Abbotsford City Hall. As described by Mr. John Rose of Rose Security Services, "having the manufacturer at the table with us was a big help. It was one thing for us to go to the City to sell the Keyscan product, but with the problems they had with their other access control system in the past, having the manufacturer at the table with us really showed that there was a committed relationship between the manufacturer and the security and

access control integrator." It really instilled confidence in the turnkey solution that Rose Security Services had pro-



Abbotsford City Hall

posed.

Once the first system in the City Hall building was installed, the City of Abbotsford took some time to test the value of the product. Mr. Rose says "they had a different access system previously, that they had a bad experience with, so they were reluctant to try again with a new product. **Once they had the Keyscan system in the City Hall building they were convinced that it had to be in all of their buildings.**"

Currently the Keyscan access control system is installed in approximately 20 of the City of Abbotsford buildings, including all 7 fire halls, the public works yard, the library and the police stations. There are approximately 120 readers throughout the City, each of the buildings requiring slightly different functionality, but all operating on a database maintained by employees at City Hall. The exception being the police station that needed to manage their own system, for greater control.

The City of Abbotsford has really put the flexibility of the Keyscan system to the test. Each of the buildings that is controlled by the Keyscan system had different requirements, that the system needed to be able to address. For example the use of the system is very different at City Hall where both perimeter and interior doors are secured with readers, than at the Public Works yard, where Keyscan is limiting access to heavy machinery owned by the city and the readers control gate access rather than a traditional door.

With some exceptions where particular sites needed to manage their own systems, the City of Abbotsford has their Keyscan system operating on their wide area network, and the system is managed by the Civic Facilities Manager, Mr. Victor Pankratz. "It's been great," says Mr. Pankratz, **"I can manage the Keyscansystem from my desktop at work or remotely from my laptop, whether I am at home or somewhere like Calgary."** The ability to remotely connect to the system is just one of many conveniences that the Keyscan system has been able to offer the City of Abbotsford.



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Controlled access without the hassle of keys

One of The City's favourite elements of the Keyscan system has been the Present 3 feature. In facilities such as their Exhibition Park, which consists of approximately 12 buildings, including show barns, and other various spaces that are rented to community groups, the Present 3 feature allows people on site to lock and unlock the doors for large groups that have not been equipped with access cards. Mr. Pankratz commented, "we have several buildings up there that have irregular users, when we need to open the building up it is very easy to do so."

The Keyscan system is also be-

ing used to arm and disarm their intrusion alarm. This allows individuals on site to use their access card to activate the alarm system. Mr. Pankratz finds this feature particularly useful. **"It is a huge time saver for arming the alarms. No one has to remember a code, which is a lot easier to manage, because it is all connected through the Keyscan system."**

This has been an especially useful feature for the fire department, where the building needs to be locked down on a moments notice. Prior to the installation of the Keyscan system, it was very difficult to secure the fire halls when leaving for an alarm, so buildings were quite often left open and there were several incidents of theft and vandalism. With the alarm panel integration enabled, fire fighters are now able to secure the fire hall on a moment's notice, providing these first responders with the peace of mind to do their job of saving the lives and property of Abbotsford residents.

The Keyscan system has also eliminated all problems associated with lost or stolen keys. Mr. Pankratz com-



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ments, **"it just works great, it enables us to control access very easily, it's great for our security needs, and the ability to cancel card holders rather than constantly reissuing keys, makes everything a lot easier."** As the Facilities Manager for the

entire city, the Keyscan system has made it easier for Mr. Pankratz to have outside contractors and individuals enter the buildings, while ensuring that their access to buildings is restricted to allotted time periods. "From a maintenance point of view, it is easier to access buildings with one card, rather than having many different keys."

The City of Abbotsford has been extremely happy with their Keyscan system, and the expert installation and service they have received from the entire team at Rose Security Services. Mr. Pankratz comments on his experience with Rose Security Services very positively. "Rose Security Services has exceeded our expectations; they walked us through the entire installation. Any time we need somebody on site they are there to help us." The City has plans to expand their system into several more buildings, and continue to add systems at existing sites. Mr. Pankratz concludes by stating **"The Keyscan system is so reliable and easy to use; we want it in all of our buildings."**

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