

Building a Modern Emergency Operations Center to Strengthen Community Safety



Customer Overview

This NJ Police Department located in Passaic County, New Jersey, is responsible for maintaining safety and security across a diverse urban community. The department's mission extends beyond traditional law enforcement and plays a central role in emergency management, coordinating responses that involve transportation, public works, schools, and community infrastructure.

Industry: Public Safety / Law Enforcement

Yorktel Services: Maintenance & Help Desk, Consultation, Design Engineering, Fabrication, AV Integration, Installation, Training, Project Management

The Challenge

The NJ Police Department needed a purpose-built Emergency Operations Center (EOC) capable of supporting multi-agency coordination and situational awareness during critical incidents.

Their initial plan to retrofit a small room proved unworkable as the space was too constrained to accommodate the required technology and operators. Recognizing this limitation, Yorktel's team conducted a full assessment of available facilities across the department and recommended combining four smaller rooms into a single, larger EOC.

Critical Needs:

- Centralized monitoring of all citywide cameras and traffic systems
- Improved communication and collaboration across agencies
- Scalable visual display and situational awareness tools
- A right-sized environment for emergency coordination

Our Solution

Yorktel provided an end-to-end solution that transformed the four smaller rooms into a single, high-performance Emergency Operations Center equipped with state-of-the-art AV and collaboration technologies.

At the heart of the EOC is a video wall solution built around LG commercial displays, providing a seamless visual experience without visible lines or interruptions across the screens. The system allows operators to display anywhere from 14 to 16 individual feeds, or to merge multiple displays into a single, full-screen view for critical monitoring.

The setup integrates directly with traffic and security camera systems across Passaic County, enabling real-time visualization of incidents, road conditions, and live emergency scenes.



Consultation & Design Engineering – defining system requirements and layout to fit the new combined room



Project Management & Training – ensuring seamless deployment and user adoption



Fabrication & Integration – building and installing the custom video wall system



Maintenance & Help Desk Services – providing ongoing support and reliability assurance

Results & Impact

While quantitative results are forthcoming, the transformation has already:

- Improved efficiency** with one command center
- Enhanced communication and collaboration** across agencies
- Accelerated response times** for situations
- Flexibility to visualize and manage multi-location live feeds** simultaneously

With this new EOC, NJ Police can coordinate faster, communicate clearer, and protect the community with greater confidence and precision.



Yorktel at a Glance

Yorktel is a trusted provider of secure collaboration, audiovisual, and managed services for federal, state, and local government agencies. For over four decades, we have supported mission-critical environments that demand reliability, scalability, and compliance with federal standards.

From secure video conferencing and command centers to managed service operations and cloud collaboration platforms, Yorktel helps public sector organizations communicate with confidence and operate with efficiency.

Seamless Transitions, Smarter Operations

with Yorktel's Public Sector Services.

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About Yorktel

With over 40 years of experience supporting Global Fortune 1000 companies and government agencies, Yorktel delivers Next-Gen Global Integration and holistic Managed Services to optimize your technology estate, maximize productivity and reduce costs.

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