



# Chattanooga Police Department Real-Time Intelligence Center

## PRODUCT

Clarity Matrix G3  
LCD Video Wall System

## LOCATION

Chattanooga, Tennessee

## INDUSTRY

Public Safety

## APPLICATION

Control Room

## PARTNERS

Smart Systems

## Video Wall Upgrade Supports Chattanooga's Growing RTIC Operations

In 2017, the Chattanooga Police Department (CPD) established its Real Time Intelligence Center (RTIC) as a unit within the department's Intelligence Division. Charged with deploying advanced technologies to help prevent and respond to crime in real-time, the RTIC relies heavily on Chattanooga's network of public safety and city-owned cameras, along with video feeds from partnering businesses and other external sources. Using these integrated live streams, RTIC operators can deliver critical, real-time information to first responders in the field.

Over time, the RTIC has steadily expanded its use of video sources with operators accessing nearly 3,500 cameras across the city. In recent years, the system has grown to include body-worn cameras and drone-mounted feeds. While not actively monitored, local school cameras can also be accessed instantly in the event of a serious incident or threat.

Since its inception, the RTIC has operated with a Clarity® Matrix® LCD Video Wall System. As the number of integrated camera systems grew, and additional technologies and data sources were added, CPD recognized the need for a larger display surface and partnered with audio-visual integrator Smart Systems to deliver an upgrade. The new solution features the next-generation Clarity Matrix G3 LCD Video Wall System—a nearly 36-foot-long, 7-foot-high (9x3) array.

“They were very happy with their previous video wall, so it made sense to stick with the same product,” said Noah Stein, general manager at Smart Systems. Importantly, the updated Clarity Matrix video wall offered continuity. “RTIC operators were already familiar with Planar’s video control system for managing window layouts,” Stein said. “They had their presets in place and knew exactly how they wanted the system to operate—they just needed more screen real estate.”

## Integrated Response

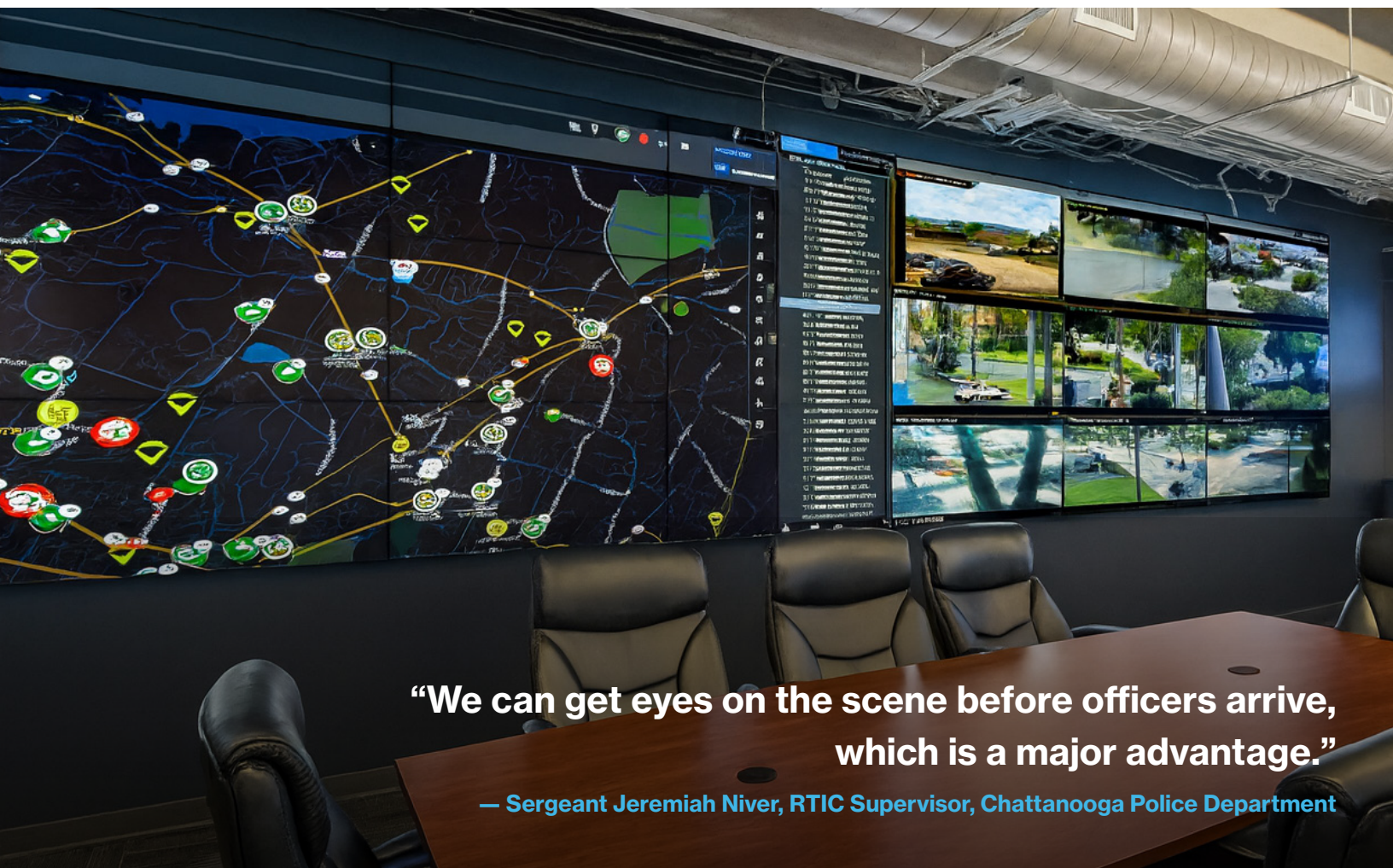
Sergeant Jeremiah Niver, RTIC Supervisor with the CPD, said the new Clarity Matrix G3 video wall serves as a focal point for real-time incidents and investigations. “It’s a large centerpiece that keeps everyone involved,” he said. “You might step away from your workstation, but you’re still actively engaged. The awareness is continuous.”

CPD utilizes Fusus, a real-time video integration platform used by law enforcement agencies to unify live camera feeds into a single operational interface. During an emergency call, Fusus automatically highlights the call location on a map displayed on the video wall. Nearby cameras are quickly identified, and live streams become instantly accessible.

“We can get eyes on the scene before officers arrive, which is a major advantage,” Niver explained. “It gives our first responders a clearer picture of what to expect.”

As incidents unfold, RTIC operators can rapidly display additional sources and data as it becomes available, such as intelligence reports or background information on a subject, according to Sergeant Benjamin Piazza, also an RTIC Supervisor with the CPD. Additional technologies at their disposal include Computer-Aided Dispatch (CAD) monitoring, mobile license plate recognition (LPR), and Clearview AI, a suspect photo comparison software.

When an incident is not in progress, the video wall serves as a collaborative tool that supports CPD’s ongoing intelligence work. “Because the video wall is so large, multiple investigators can display what they’re working on at the same time,” Piazza said. “It promotes visibility into active investigations and keeps everyone aligned.”



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**— Sergeant Jeremiah Niver, RTIC Supervisor, Chattanooga Police Department**



## Longevity In Action

After the new Clarity Matrix G3 LCD video wall was installed, Smart Systems repurposed several of the original Clarity Matrix displays to create a sidewall flanking the main installation. “They use it to monitor social media feeds, freeing up space on the new video wall,” said Frank Herreth, technical sales and engineering at Smart Systems. “The old system is still in use today.”

As long-time Chattanooga residents, both Herreth and Stein feel honored to support local law enforcement. “There’s definitely a sense of pride in being part of something like this,” Stein said. “It feels amazing to contribute to a project that helps improve the city we live in.”

## About the Clarity Matrix G3 LCD Video Wall System

Clarity Matrix G3 LCD Video Wall System is a 55-inch, mission-critical LCD video wall system with off-board power and powerful processing. With an ultra-narrow bezel, Clarity Matrix G3 features a nearly seamless digital canvas and outstanding tiled visual performance.