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Elk Grove Police Department Achieves High-Tech Communications Center Through Intergraph Technology

Thanks to their new state-of-the-art communications and dispatch center from Intergraph, the Elk Grove Police Department is one of the few agencies in the region that is fully staffed around the clock.

NEW INTEROPERABLE SOLUTION INCREASES POLICE RESPONSE AND SAFETY

THE CHALLENGE:

The City of Elk Grove, incorporated in 2000, was acknowledged as one of the fastest growing city in the nation in 2006. Originally contracting their law enforcement services through the nearby Sacramento County Sheriff's Office, Elk Grove soon saw the need to establish their own independent city police department. With the goal to build a world-class department from the ground up, Elk Grove set out to find a solution that would replace all existing products and procedures. Given only 18 months to become a stand-alone department, Elk Grove was truly starting from scratch. They required a communications center and computer-aided dispatch (CAD) system that could capture and track reports, evidence, and property; monitor case assignments; report statistics; and provide crime analysis. Additionally, the new department needed an effective way to transmit data back and forth to field officers.

THE PROJECT OBJECTIVES:

- Develop a fully integrated solution that supports CAD, records management, mobile services, automated field reporting, and property management from one central command-and-control system

- Create a scalable, interoperable communications response system that could expand as the department grows

THE SOLUTION:

Elk Grove PD first focused on finding a computer-aided dispatch/records management system vendor that would not only meet their immediate needs, but also share their vision for future scalability. Ease of use, interoperability, and the reputation and status of the company were also at the top of their list. Because Elk Grove was a new police department, they had the opportunity to develop policies and procedures built around the industry's best practices, allowing them to take full advantage of all the functionalities the products had to offer without extensive customization.

PROFILE:

Name – Elk Grove Police Department

Web site – www.elkgrovepd.org

The Elk Grove Police Department, located in Elk Grove, California, is a premier public safety agency – serving a population of more than 131,000 across 45.3 square miles. With 122 sworn officers and 65 non-sworn staff, Elk Grove PD is dedicated to continuing an open, proactive, and creative environment in which both the community and the police department flourish.

KEY BENEFITS:

- Round-the-clock access to accurate and up-to-date information from one central source

- Increased officer safety and response to incidents

- Minimal learning curve on new systems as a result of Intergraph solution's user-friendly interface

- Ability to share pertinent information to other agencies throughout the region

PRODUCTS USED:

- I/CAD suite of products

- I/LEADS suite of products

- I/Mobile

- GeoMedia®

- Advanced Public Safety suite of products

After considering 11 different vendors and conducting site visits and live systems tests, Elk Grove selected Intergraph for their fully integrated public safety product suite – including computer-aided dispatch (I/CAD), records management (I/LEADS), mobile (I/Mobile), automated field reporting (AFR), and property management. Intergraph's suite of products work together to provide one central, integrated solution, with a consistent look and feel throughout. Intergraph also offered Advanced Public Safety (APS) products through their contract – including QuickTicket™, QuickVoice™, and QuickCrash™.

Intergraph's first task was to implement the I/CAD and I/Mobile segments of Elk Grove's communications and dispatch center. These systems are the foundation of a successful police department – serving as an accessible warehouse to vast amounts of data such as reports, CAD information, employee data, digital recordings of conversations, crime scene photographs, victim documentation, and much more. During the implementation process, the Intergraph team provided system training to all levels of employees at Elk Grove PD, as all members of the department will contribute and/or consume data from these systems. Working under a tight deadline, Intergraph was able to deliver these solutions within six months – a very fast pace by today's standards.

The availability of this data to officers both in the office and in the field is a huge benefit to all involved. With Intergraph's integrated solution, Elk Grove has also been able to offer other agencies in the area access to their data through a regional sharing program, which is currently under development. Elk Grove is the first in the region to make such an offer.

A dynamic geographic information systems (GIS) map is another key aspect of the Intergraph I/CAD system. Intergraph and Elk Grove PD invested time and talent to create one of the best maps in the nation. Because their city is growing so rapidly, Elk Grove updates their map every 30 days to ensure dispatchers and field personnel have the latest information available. For example, only two weeks after going live with their new CAD system, Elk Grove was hit with two robberies within hours of each other. Accessing their new map, Elk Grove dispatchers led both officers on the ground and police helicopters in the air directly to the suspects – even though they had traveled outside the city limits. Elk Grove PD now has one of the most comprehensive CAD and mapping products in their region, allowing them to access timely, up-to-date information, thus increasing officer safety.

The next phase of the Elk Grove PD implementation is the Intergraph records management system – I/LEADS. Every single employee in the department will use this tool at some point in their day, whether it's administrative personnel retrieving employee and supply information or detectives accessing case-related data from their office or the field. Through the use of I/LEADS, Elk Grove PD looks forward to making more effective use of their employees' time, enabling them to devote more energy to proactive law enforcement measures.

THE FUTURE:

For the Elk Grove PD, their state-of-the-art communications and dispatch center is just the beginning. They have already began talks with Intergraph about using some of their same technology to track items to reduce theft, such as vehicles or appliances in newly constructed homes; tie cameras located in patrol cars and busy intersections directly to the I/CAD system; and much more. One thing is evident – Elk Grove PD will continue to expand and develop along with technology, and Intergraph will be right there with them – supporting them every step of the way.

Sergeant Kathy Dewante with the Elk Grove Police Department couldn't agree more. "Elk Grove police have a saying, 'If it's not broken, then break it.' Chances are, there's another way to make it work better. Intergraph has been an absolutely perfect fit for Elk Grove since day one. We here at the Elk Grove Police Department look forward to a very long and successful relationship with Intergraph."

For more information, visit www.intergraph.com.

ABOUT INTERGRAPH

Intergraph Corporation is the leading global provider of spatial information management (SIM) software. Security organizations, businesses and governments in more than 60 countries rely on the company's spatial technology and services to make better and faster operational decisions. Intergraph's customers organize vast amounts of complex data into understandable visual representations, creating intelligent maps, managing assets, building and operating better plants and ships, and protecting critical infrastructure and millions of people around the world.

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