

# VENTURA POLICE DEPARTMENT SAVES SECONDS AND LIVES

MOTOROLA NEXT GENERATION, EMERGENCY-RESPONSE SOLUTIONS



At the core of every public safety agency's ability to effectively protect its citizens and save lives is the need for an emergency response system that can immediately share real-time, mission critical information between dispatch operators and first responders.

Just ask the City of Ventura Police Department (Ventura PD) in California, which is utilizing Motorola's next generation PremierOne™ system with amazing results. Ventura PD is shaving life-saving seconds and minutes off its response times, pulling more criminals off the streets and improving the safety of its officers and citizens with a powerful combination of instant voice communications, multimedia enabled applications and mobile equipped first responders.

#### CUSTOMER PROFILE

The City of Ventura Police Department:

- Serves more than 110,000 residents
- Has a staff of 167 employees
- Handles 7,500 emergency and non-emergency calls a month
- Operates on a \$27 million budget

#### Key Benefits of PremierOne

- Increased officer safety
- Improved public safety
- Enhanced operational efficiencies
- More effective resource allocation
- Heightened situational awareness

## THE CUSTOMER

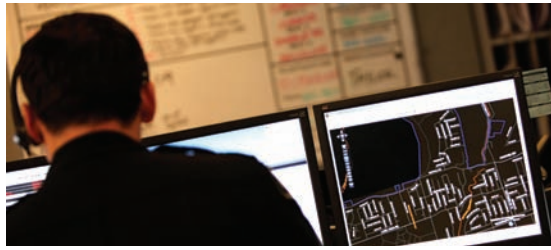
**Located 60 miles north of Los Angeles, Ventura PD serves more than 110,000 residents.** Operating under a \$27 million budget, its staff of 122 sworn officers handles 7,500 emergency and non-emergency calls a month. The Ventura PD was the first public safety organization in the nation to deploy Motorola's next generation computer aided dispatch (CAD) and mobile public safety applications, PremierOne CAD and PremierOne Mobile.

While actively executing a multifaceted strategic plan targeting the reduction of crime, improved response times and continued community accountability, Ventura PD recognized the need for a truly integrated, flexible and scalable public safety solution. Critical mandates of the strategic plan included improving assessment, communication, response and engagement of situations within the community.

## THE SOLUTION: A REVOLUTIONARY APPROACH TO COMMAND AND CONTROL

PremierOne public safety applications, the next generation in emergency response systems, delivers the advanced communication tools to protect the safety of first responders and the security of our communities in the 21st century with technology that is truly second nature. PremierOne is a powerful applications suite that gives command center operators and first responders real-time access to critical information and next generation, crime-fighting tools.

When Motorola first introduced the Ventura PD to PremierOne, Commander David Wilson immediately saw the potential it had to significantly enhance the police department's operations and improve the safety of both its



Ventura PD required a comprehensive solution to help improve the safety and quality of life for Ventura residents and optimize their agency operations by providing:

- Heightened situational awareness
- Increased officer safety
- Improved operational efficiencies
- Effective real-time allocation of resources
- Enhanced data accuracy

officers and its citizens. "The moment we were exposed to PremierOne, we quickly saw the advantages of the system. It's far superior to any emergency response system we've ever had or that I've ever seen," says Wilson.

Built on a common and open Microsoft .NET framework, PremierOne provides a unified platform across the command center and field operations bringing together mapping, records information, video security solutions, rich-media content, advanced land mobile radio (LMR) functionality and next generation 9-1-1 capabilities for smarter, faster decisions which result in better outcomes.

## ENHANCED SITUATIONAL AWARENESS AND IMPROVED RESPONSE

Motorola understands that the most effective responses require real-time, situational awareness of an incident as it unfolds. Thanks to PremierOne, first responders in the field are instantly notified of high-priority calls with more information than ever before. This provides them with critical and timely information that helps them do their jobs more effectively and results in faster, safer responses to calls especially in high-priority, potentially dangerous incidents.

To illustrate how PremierOne delivers real-time information to officers in the field within seconds, Commander Wilson gave an example of a 9-1-1 call. "When a high-priority call

comes into the command center, the dispatcher simply pushes a button to have the address automatically inserted into the system; all they have to do is type in two fields and the call is entered," said Wilson. "After the dispatcher enters the call, PremierOne sends the incident with details to every officer in the field equipped with a mobile computer, without the dispatcher taking another action. With PremierOne, we can enter a call and automatically notify every field officer of that call within two to three seconds," he adds. "When you're talking about an incident where someone is injured or in harm's way, literally just five or 10 seconds makes a big difference in the outcome for that victim."

### ABOUT PremierOne™

The PremierOne next generation suite of dynamic applications is transforming the way public safety agencies operate, collaborate and share information. PremierOne uses a common technology platform based on service oriented architecture (SOA) designed on the Microsoft® .NET Framework and also incorporates the Windows Server® operator system, Microsoft SQL Server® data management software and SQL Server Reporting Services.

## CASE STUDY

Common, intuitive user experiences and meaningful data flow across command center applications help streamline operations and improve response times. "PremierOne is so much more user-friendly than anything we've seen or used before. Everything is right at your fingertips both for dispatchers and for officers in the field," stated Wilson. "Once you enter a call and are looking at an incident, you can click on tabs to get everything you need about the incident, such as prior incident information, potential hazards, maps and multimedia attachments. It's much easier to operate the system to get the job done."

PremierOne Mobile seamlessly extends CAD, records and other critical data out to first responders to enhance the safety of field personnel and improve situational awareness. "What used to be available only to dispatchers in the police department can now be in the hands of those responding to the scene," said Steve Mayes, director of integrated command and control product management at Motorola. For instance, officers headed to a disturbance at a large apartment complex can quickly access critical information on that location, including whether a weapon was involved in a previous incident at that address or if hazards are present at the site. Officers can access a map of the apartment complex, to quickly find the location of a certain residence. Incidents which present life-threatening hazards can be "flagged" to instantly notify officers of potential danger.

"In our previous system, we might not have checked prior calls to that site because you had to go through too many steps and screens to find the right information," explained Wilson. "With PremierOne, this information is presented to you with just one click."

Advanced mapping/geographical information system (GIS) capabilities, supported by PremierOne Mobile, are vital to coordinating and protecting field resources as well improving response times. PremierOne's mapping capabilities allow officers and command center operators to see, at a glance, the exact location of backup vehicles via distinctive and customizable icons. The command center can monitor all responding vehicles in real time to help guide officers to the best routes during pursuits and other incidents.

Additionally, most officers now use the driving directions supported by the system to travel to every incident, which also makes a "huge difference in our response time," said Wilson. "Today's police officer almost demands this kind of technology".

## THE MULTIMEDIA ADVANTAGE

Increasingly, multimedia is becoming a key component in command center operations. In an integrated multimedia command center, voice, data and video will converge to optimize real-time decision making where it matters most.

This real-time, media-rich collaboration between the command center and responders in the field will dramatically enhance situational awareness and result in better outcomes.

Today, PremierOne enables both field officers and command center operators the ability to view and share multimedia files such as pictures and video instantly by simply attaching the media file to an incident. In the case of an America's Missing Broadcast Emergency Response (AMBER) Alert™, the parent of a missing child can email a picture of that child directly from their mobile device to the dispatcher. Once the dispatcher attaches it to the case file, it can immediately be viewed by officers in the field.



"Before PremierOne, we would have to get a hard copy of the photo of a missing child, drive to the nearest retail copy store, copy it and get it to the officers in the field," said Wilson. "Now they just click on the incident record and the picture pops up on their computer screens."

The ability to attach multimedia files to the incident record and view them in the field has also helped the Ventura PD more effectively identify potential criminals. For example, a Ventura officer recently encountered an incident where a suspicious female was stopped and questioned. The female gave the officer her name and date of birth but did not have any identification, so the officer was immediately suspicious. Using PremierOne, a driver's license was located and the photo on the license did not match the female in question.

This prompted another search within PremierOne and the officer found a previous incident that involved two sisters, which also included photographs. The officer was able to view the photographs using PremierOne Mobile and make a positive identification of the detained individual, who had a warrant out for her arrest.

"The suspect originally used her sister's name to avoid arrest on an outstanding felony warrant," remarked Wilson. "The advanced search and multimedia capabilities of PremierOne saved valuable time and essentially made it possible to identify and put a wanted felon back behind bars."

"I've seen other systems, but the features of PremierOne are clearly the best out there. The bottom line is that PremierOne makes us better cops."

Cmdr. David Wilson  
Ventura PD

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## CASE STUDY

Soon, it will become commonplace for an officer in the field to access real-time streaming video of an incident. This arms first responders with visual information about the best way to respond to the situation and potentially allows for a quick identification of a suspect fleeing the scene who might have otherwise escaped.

"The crime-fighting applications for multimedia are just endless," said Mayes. "We've designed PremierOne so it can easily adapt to support new functionality as next generation technology applications continue to grow."

## INSTANT DISPATCHER DEPLOYMENT TO THE MOBILE COMMAND CENTER

With PremierOne, public safety agencies are better able to handle the day-to-day operations of the command center as well as support emergency operations in the case of a more widespread disaster. For example, using PremierOne, public safety organizations can now deploy dispatchers to an emergency command center in the field within minutes, not hours.

"In a large scale incident such as a wildfire, we'll put a dispatcher in the field, and that used to be a huge undertaking that often took hours," reported Wilson. "With PremierOne, a dispatcher in the field can do anything those in the command center can do within just minutes."

In one incident, for example, Ventura PD used PremierOne command center capabilities in the field during a potential hostage situation. Ventura's SWAT team was deployed when a local resident threatened to kill his wife in a populated residential neighborhood. "He was firing multiple shots from an assault weapon towards his neighbors and responding officers," Wilson said. "Using PremierOne, the dispatcher looked up information on the suspect that helped during negotiations and at the same time directed the location of responding units and SWAT team members—all from the field."

## SYSTEM UPGRADES WITHOUT SYSTEM DOWNTIME

Mission critical operations require confidence that your operations are available 24/7. With PremierOne, system administration is simplified by being able to perform upgrades to the CAD system without any system downtime. Previously, CAD system upgrades often required Ventura PD dispatchers to record calls manually for many hours, thus significantly increasing the chances of error and increasing response times. "When you go to manual mode, all it takes is the slightest slip of a pen and you could end up going to the wrong house," said Wilson. "Your risk of endangering your officers and the public probably quadruples when you go manual."

System upgrades to the mobile fleet also do not require any system downtime. Instead, mobile computer upgrades can be completed over a secure, wireless broadband network, without requiring officers to bring in their computers or their vehicles for maintenance. This allows officers to spend more time out on the street protecting the community while reducing system administration costs.

## THE BEST OUT THERE

Wilson has demonstrated the capabilities of PremierOne to many public safety organizations as well as to members of the general public. "They are amazed every time," he said. On the flip side, Wilson has also viewed the latest emergency response systems operated by other public safety organizations and he continues to tout the comparative advantages of PremierOne.

"When you couple a good police officer with really good technology, it's just going to make him or her that much more effective. And when a technology solution helps us do our jobs better or improves the safety of a community or an officer, the system is worth every dime." Wilson concluded. "I've seen other systems, but the features of PremierOne are clearly the best out there. The bottom line is that PremierOne makes us better cops."

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## NEXT GENERATION PUBLIC SAFETY

At the heart of every mission is the ability to communicate in an instant to coordinate response and protect lives. Today, Motorola is putting real-time information in the hands of mission critical users to provide better outcomes. Our powerful combination of next generation technologies is transforming public safety operations by strengthening the mission critical core with broadband connections, rich-media applications, collaborative devices and robust services. It's Technology That's Second Nature. To find out more, visit [motorola.com/nextgen](http://motorola.com/nextgen).

Motorola, Inc. 1301 E. Algonquin Road, Schaumburg, Illinois 60196 U.S.A. [motorola.com/nextgen](http://motorola.com/nextgen)

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