



COMMUNITY CONNECTIONS

STREAMLINING COMMUNICATIONS DELIVERS RESULTS IN ROCK ISLAND, IL

CONTACT INFORMATION

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DEPARTMENT PROFILE

Rock Island County Consortium, IL includes:
East Moline Police Department
Milan Police Department
Moline Police Department
Rock Island County Sheriff's Office
Rock Island Police Department
Silvis Police Department

PRODUCT PROFILE

Computer-Aided Dispatch (OSSI CAD)
Records Management System (OSSI RMS)
Jail Management System (OSSI JMS)
Mobile Computing (OSSI MCT)

SITUATION:

Nestled along the Mississippi River on the Illinois/Iowa border between Chicago and Des Moines, Rock Island County is part of the Quad Cities Metropolitan Area and has a population of approximately 360,000 residents. The Rock Island Consortium is composed of six law enforcement agencies, using a single multi-jurisdictional OSSI Records Management System (RMS) and Jail Management System (JMS), as well as individual OSSI Computer-Aided Dispatch (CAD) and Mobile Computing Technology Systems (MCT).

The Rock Island Police Department Communication Center (RICOMM) dispatches for the police, fire, and EMS departments and shares records and jail information with four other police departments and the sheriff's department. Even though the agencies share information, it was apparent that field officers needed a way to stay connected with the communications center and their station, as well as with personnel from surrounding cities. The Rock Island Police Department required a secure, streamlined solution that would allow them to push information to the field.



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SOLUTION:

In 2006, the Rock Island Police Department added 26 mobile laptops with SunGard Public Sector's OSSI MCT to their squad cars. This gave officers the ability to leverage the functionality of their OSSI CAD, RMS, and JMS systems. The MCT application provides voiceless dispatch, status updates, car-to-CAD messaging, car-to-car messaging, and information queries from vehicles. Field personnel can access local, state, and national warrants, stolen vehicle and property information, mug shots, and records management information.

OSSI MCT provides voiceless dispatch, reducing the amount of radio traffic previously used to dispatch a call. "Prior to using the OSSI mobile system, anything we said over the radio could be accessed by citizens via a scanner," says patrolman Timothy Metzger. "We use the mobile computers to en route, arrive, and clear ourselves from calls. When a dispatcher sends me to a call, I am notified over the laptop with any notes on the call. And because this all happens over the computer and not the radio, suspects and wanted criminals don't know that we are coming for them. And if it's a sensitive call, we can send messages back and forth among the squads or with our supervisors.

"When I'm not dispatched to a call, I can run plates through our mobile system, without involving our dispatchers," notes Metzger. "I can run 20-100 plates a day, and more often than not, I get people driving with suspended driver's licenses—a violation that is often linked with open arrest warrants. Because I can see any outstanding warrants, I can immediately take the individual into custody, then serve the warrant, making me more productive and the streets a little safer."

Integrated mapping delivers geographic analysis and visual reference to field personnel. Using the same map engine as the OSSI CAD system, real-time graphical representation of officers' locations and call information is available. "With the general status screen, I can see the location of all the other

units and know what kind of calls they are on, so if they need backup, I can help them out," explains Metzger. "The mapping portion is huge—a lot of officers are new to this town, so they don't know all the areas. There are areas of this town that you 'can't get there from here,' so if you're not familiar with the area, the mapping feature is a great tool."

OSSI MCT supplies critical information about previous events, hazardous materials, or other potential dangers at a location, as well as mug shots. "Having access to mug shots has helped increase officer safety and remove criminals from the streets faster," says Metzger. "Prior to this functionality, if we wanted to see a mug shot, we had to go to the county sheriff's office, which took us out of our beat, and now we have them electronically at the station and in our cars. Also, if an officer writes a ticket to someone in Moline or E. Moline, then any agency has access to that information."

IMPACT:

"When we first got the mobiles in the cars, the officers literally fought over them. If they got in a squad with no computer, nobody would want to drive it—that's how big of a deal it was," explains Metzger. "It makes that much of a difference. It's an everyday occurrence on traffic stops to identify people—and people lie to me every day about their names. Just recently, I pulled a car over and the woman gave me a false name; eventually, we got a partial name. I entered it into the computer, and the system showed me that she had been arrested in Rock Island County, so we had a mug shot on her. The system also revealed that she had a warrant for arrest, so we took her into custody and served the warrant. Without OSSI MCT, we probably could not have proven who she was and would have had to let her go. With OSSI MCT, we were able to take a dangerous person off the street, making the community safer for everyone."