



SAN DIEGO COUNTY SHERIFF'S DEPARTMENT, UNITED STATES

San Diego County Sheriff's department is the chief law enforcement agency in San Diego County, with more than 4,300 employees. The department provides law-enforcement, detention and court security services. It also performs civil processes, provides regional investigative support and tactical emergency response for more than one million county residents.

The county has a long history of embracing innovation, with a high saturation of technology within nearly every aspect of the organization. When the pandemic struck, however, it was traditional mission-critical voice communications that proved most essential to the agency's response.

CHALLENGE

Public safety agencies in many regions of the country use disparate radio communication systems from one jurisdiction to the next. This is problematic because incidents - crime, weather events, pandemics - don't stop at jurisdictional boundaries. The importance of interoperable communications was never more clear than it was when COVID-19 hit and emergency services were overwhelmed. This highlighted the struggles that some agencies had to communicate, collaborate and effectively share resources.

SOLUTION

San Diego County Sheriff's Department benefited from having a vast, mobile radio network connecting agencies within and around the county and by leveraging its experience in interoperable emergency response. The department will augment radio with data in the future, but insists that reliable and mission-critical voice communications will remain most important.

BENEFITS

An existing investment in radio interoperability meant San Diego County Sheriff's Department and neighboring public safety agencies were able to respond efficiently to the pandemic, listening to one another's radio traffic, seamlessly communicating and working together to address calls for emergency services.



"Interoperability allows us to communicate with other jurisdictions. Because of the way our voice radio system is set up, agencies can help each other out by listening to each other's radio traffic and taking over or handing off an incident as it moves across an area. Also, when there's a critical situation or incident, we're able to patch these separate agencies in such a way that the officers, as well as dispatch centers, are able to communicate seamlessly and exchange voice traffic easily."

Ashish Kakkad
Chief Technology Officer
San Diego County Sheriff's Department



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