



# REAL-TIME CRIME CENTER EMPOWERS FIRST RESPONDERS WITH UNIFIED PUBLIC SAFETY TECHNOLOGY

## CUSTOMER PROFILE :

Montgomery County Sheriff's Office, East Texas

## INDUSTRY :

Law Enforcement



Located forty miles north of downtown Houston, Montgomery County sits in the East Texas Timberlands Region. With a population of over 500,000 residents, the county features a diverse mix of rural and suburban developments, such as the Woodlands, a planned community of over 100,000 residents. Each development supports a unique community and culture. The Montgomery County Sheriff's Office is tasked with protecting over 1,000 square miles of the county and each neighborhood comes with its own needs and challenges. Montgomery County needed a solution that would help provide faster response times, more efficient use of resources, and high-quality intelligence. To meet these needs, the Montgomery County Sheriff's Office sought to create their first Real-time Crime Center (RTCC). The RTCC would need a comprehensive set of tools that could consolidate their technology under one system and allow for fast, reliable intelligence when and where it was most needed.

## SOLUTIONS

- + **CommandCentral Aware Real-Time Situational Awareness Software**
- + **Spillman Flex Computer-Aided Dispatch, Spillman Flex Mobile**
- + **Vigilant LPR (an addition to Motorola Solutions portfolio)**
- + **ASTRO LMR & APX Series P25 Two-Way Radios**
- + **VESTA® 9-1-1 Emergency Call Handling Software**

## BENEFITS

- ✓ Real-time video aggregation and threat detection allows deputies to receive the latest insights before they arrive on scene.
- ✓ Advanced search and query functions help analysts provide actionable intelligence to detectives and deputies, freeing them up to spend less time at the desk and more time in the community.
- ✓ Unified voice and data collaboration produces faster results with integrated technology, allowing analysts to support multiple units simultaneously and form larger teams to tackle emergencies.
- ✓ User-centric workflow and automation empowers team members to cut down response time and create personalized workspaces with the right tools at their fingertips.

# CHALLENGES

## ENHANCED DECISION-MAKING REQUIRES REAL-TIME INTELLIGENCE

Real-time information is critical when deputies are on patrol, responding to a call, or apprehending a suspect. Possessing the most up-to-date intelligence on suspects and situations can make the difference between a tense encounter escalating or being diffused. However, Montgomery County deputies would spend hours attempting to find the right information, conducting tedious research at a computer when that time would have been better spent in the community.

*"The deputies had very little in terms of front-loaded intelligence information when they would be responding to a call," said Captain Mac Mckelvy, Montgomery County Sheriff's Office.*

*"It wasn't a real fast turnaround on a lot of the data they required and that's how it went for a very long time."*

An RTCC could help transform the way deputies respond to calls and follow-up on leads. With analysts providing enhanced, real-time communication and intelligence abilities, deputies would be able to arrive on-scene empowered with vital, even life-saving, information. They could make decisions faster and more accurately, while spending more time in the community.

## LIMITED ACCESS TO INFORMATION SLOWED DOWN INVESTIGATIONS

Montgomery County detectives handle difficult, often complex and time-consuming cases. While working up to fifteen cases simultaneously, it was challenging to complete research, follow up on leads, and

juggle suspect interviews for all of them at once. Detectives were often forced to seek out intelligence themselves, causing inefficiencies and slowing down investigations.

*"Before, you would have to go get the information yourself by logging into different databases and pulling that information," said Detective Fadi Razk, Montgomery County Sheriff's Office.*

*"Depending on how big your case was, it could be for multiple individuals. It was just a long, drawn out process."*

With modern technology, an RTCC could provide detectives with more rapid intelligence to close cases faster and more accurately. Instead of spending valuable time on manual research, detectives could rely on highly efficient analysts using streamlined investigative tools.





## SILOED RESOURCES HINDERED COMMUNICATION BETWEEN UNITS

The Sheriff's Office has a support team of intelligence analysts who assist deputies and detectives. Previously, each analyst was assigned to a specific unit, such as auto theft or gangs. There was very little interdepartmental communication between analysts, which limited their ability to assist other deputies. In addition, analysts were often hindered by siloed databases and systems that didn't communicate with each other effectively. This meant time was wasted switching between platforms and seeking specific information.

*"A successful RTCC is a combination of analysts and technology," said Captain Mckelvy. "We required technology with deep integration capabilities that could help us centralize the technology and where to call. This would be a big time-saver for analysts and when you're talking about an RTCC, every second counts."*

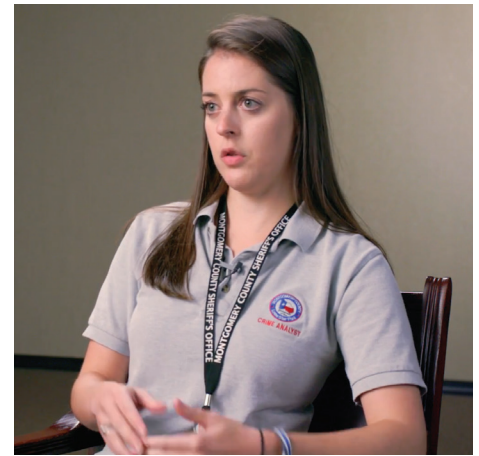
An RTCC powered by tightly integrated technology could help analysts work better as a team, gaining more use out of existing tools, while providing new functionality to better assist all deputies and detectives.

## LACK OF TECHNOLOGY PERSONALIZATION SLOWED ANALYSIS AND RESPONSE

In the Montgomery County Sheriff's Office, every call is unique and so is the response. However, some situations tend to escalate faster than others and require quickly-gathered intelligence. To keep up with these rapidly escalating events and help deputies respond to calls faster, analysts needed more powerful, personalized technology that could help them find information in seconds, easily collaborate when needed, and work more accurately.

*"When I started 25 years ago, Montgomery County was mostly a rural county with a little bit of a suburban vibe to it," said Montgomery County Sheriff R and Henderson. "In those 25 years, the population growth has really changed the dynamics of Montgomery County. We're not this sleepy little town anymore and have very complicated crimes that we deal with. So keeping up with technology and the best practices in law enforcement is extremely vital to our success."*

With more personalized and powerful technology at its core, an RTCC could help Montgomery County analysts personalize their workflows so they could gather intelligence and respond to rapidly escalating situations faster.



*"Each analyst was stationed within a specialized unit and those analysts usually only supported those units. So, there was not a whole lot of support for patrol deputies."*

**Jennifer May**  
RTCC Intelligence Analyst,  
Montgomery County Sheriff's Office

# SOLUTION

The Montgomery County Sheriff's Office chose to power their new, modern Real-time Crime Center with a comprehensive, tightly integrated ecosystem of public safety technology from Motorola Solutions. The ecosystem includes a full suite of technology solutions, encompassing everything the Sheriff's Office needs to make the RTCC a cutting-edge crime-fighting facility.



## **CommandCentral Aware Real-Time Situational Awareness Software**

provides a comprehensive platform for RTCC communications and analytics capabilities. It ingests aggregate camera feeds, GPS, radio data, incident information, resource locations and other alerts into a single interface. Analysts can view information on a map or monitor activity with all associated information in one place.



**Spillman Flex Computer-Aided Dispatch** gives operators and analysts the ability to aggregate streaming video, real-time alerts, and resource tracking, along with radio dispatch, and layered geospatial mapping. Spillman Flex Mobile brings all of these benefits to the field. Using the Flex Mobile modules for laptops or the Spillman Touch® app on tablets and smartphones, deputies and detectives can access agency records, follow CAD activity, and even file reports from the field.



**Vigilant LPR** (an addition to Motorola Solutions portfolio) provides fast license plate scanning and intelligence. It includes powerful analytics that help find known suspects.



**ASTRO LMR and APX Series P25 Two-Way Radios** provide crystal-clear communications and the assurance of instant, reliable communication. More than simple radios, they provide extreme durability, mission critical data, and sophisticated features.

All of these solutions are seamlessly integrated into one public safety ecosystem from Motorola Solutions, with CommandCentral Aware at its core. Now, Montgomery County benefits from an end-to-end public safety tool that includes everything they need for a transformative RTCC experience. They have breakthrough solutions that help maximize their technology investment today, along with a strong foundation to support tomorrow's advances.

*"We're growing at an unprecedented rate and because of that growth and the modernization technology required to deal with the influx of people and construction, we had to step up our game," said Captain Mckelvy. "We selected CommandCentral Aware because it combined the primary things that we need. It's a great foundational piece of software. It ties in the CAD, RMS, video, GPS, and radio systems. It can do all of that in one function. So, the analyst can simply look at CommandCentral Aware and half their job—which is finding things to provide intelligence for—is done."*

*"Motorola has always been looked to as the vendor of choice for a lot of technology. CommandCentral Aware was something that we had to implement to be able to make this work."*

## **Sheriff Rand Henderson**

Montgomery County  
County Sheriff's Office

# BENEFITS

The RTCC provides deputies, analysts, and detectives with an integrated solution for fast information gathering and distribution, so everyone has the information they need at the right time. Now, analysts are able to send a comprehensive information package to deputies before they arrive on scene, often including detailed, nuanced information on suspects such as their appearance, vehicle, pertinent background information, and even social media intelligence.

“The information we’re able to send to deputies empowers them because now they know exactly who they’re looking for,” said Jennifer May, Intelligence Analyst at the Montgomery County Sheriff’s Office RTCC. “Often, we can get them information faster than dispatch can. Now, they have more information before they get to the scene and they know we’ll be there for them for the duration of the call. We can confirm or deny information and they can call us and ask for additional information.”

The RTCC has transformed how deputies respond to calls and follow-up on leads. Today, they’re more informed and able to make faster, life-saving decisions. Deputies stay safer and communities are more secure.

## FAST INTELLIGENCE GATHERING EMPOWERS DETECTIVES

To find the right information, detectives and deputies previously had to spend hours hunting down research and leads. Potential evidence found at the scene had to be manually cross-referenced with existing evidence, after returning to headquarters.

The speed of intelligence gathering is further enhanced with Vigilant LPR. Now, Montgomery County’s patrol cars act as another set of eyes and ears for deputies.

Today, detectives have the tools they need to close cases much faster and more accurately. Instead of struggling with office work, they can spend their time more efficiently, investigating suspects and interacting with the community.



*“Now, my first thought when I get a case is to see how much info I can get from RTCC. We ask them for an information packet on X, Y, and Z people and they’ll get it for us. It’s really cut down investigations from weeks to days.”*

**Detective Fadi Razk**  
with the Montgomery County  
Sheriff’s Office

## SUPPORTING PERSONNEL WITH A UNIFIED TECHNOLOGY SOLUTION

RTCC analysts now rely on a unified tool-set that helps remove technology complexity, so they can focus solely on better assisting deputies and detectives. The system's tight integration helps analysts cut down their response time and find critical answers in minutes.

*"We wanted a product that could consolidate most of the functions that the analysts needed to do into basically one or two screens," said Captain Mckelvy.*

*"With Spillman CAD integrated into CommandCentral Aware, we can see the call and the call notes on the same screen as the radios, as well as see the deputies and how close they are to being on-scene," said RTCC Analyst Supervisor Hortman. "We may have one minute to get them information, we may have five minutes to get them information, depending on where they are in relation to the call."*

The RTCC's unified solution also helps the Sheriff's Office wring more value from their technology investment, with an ecosystem that is far greater than the sum of its parts. Today, analysts can work more efficiently both individually and as a team, armed with new functionality and streamlined features.

*"We've had great results and the analysts just provide tremendous information," said Sheriff Henderson. "Even without asking, the analysts are gathering information on hot calls and pumping that into patrol cars. They now have 'one stop shopping' [to track down information and research] and it's been a tremendous benefit."*



## AUTOMATION, PERSONALIZATION, AND COLLABORATION

Using the RTCC, the Montgomery County Sheriff's Office is able to maximize resources, receive more intelligence, and get that intelligence to deputies and detectives when and where they need it. Much of that speed comes from CommandCentral Aware's ability to mold workflows to the needs of the user. Many repetitive tasks are now automated and no longer require analysts' attention. In addition, unified voice and data collaboration with integrated messaging, allows for easy ad-hoc teaming when necessary.

*"I love that I can personalize CommandCentral Aware to how I function best," said Intelligence Analyst May. "I use it every minute of every day, so I have personalized my product to see the things that I use most commonly."*

*"The rules engine is a great feature in CommandCentral Aware," said RTCC Analyst Supervisor Hortman.*

*"We can set up rules to capture video before it's displayed on the screen, as well as rules for specific service calls."*

Instead of fighting against technology, analysts are empowered to work in the style they prefer. Now, they're empowered to create workflows that simply work better for them.



*“Technology is not something that we’re waiting to incorporate in law enforcement; it’s here and we have to take advantage of it. Our real-Time Crime Center is a modern-day crime fighting success. It’s the technology that’s going to make us the successful department that we want to be in combating the crime rate and keeping it low forever.”*

**Sheriff Rand Henderson**  
Montgomery County Montgomery  
County Sheriff’s Office

## THE MONTGOMERY COUNTY SHERIFF’S OFFICE AND MOTOROLA SOLUTIONS: A TRUE CRIME-FIGHTING SUCCESS

The RTCC has been a tremendous crime-fighting success, a testament to the hard-working men and women of the Montgomery County Sheriff’s office. Empowered with a unified suite of technology solutions, they have gained the edge they need to cut down response times, keeping personnel and

the community safer, with actionable intelligence available at a moment’s notice. Deputies and detectives can work more efficiently and accurately, spending less time in the office and more time in the community apprehending suspects and solving cases.

*“I would recommend to any department that doesn’t have a Real-time Crime Center, that they need to look into it and see what they can do to establish one,”* said Lieutenant John Sanchez. *“It makes all of the units in the department more effective, more efficient, and faster. Period.”*

# SEE WHAT'S POSSIBLE FOR YOUR AGENCY

For information on law enforcement solutions from Motorola Solutions visit <http://www.motorolasolutions.com/lawenforcement>

For more information CommandCentral Aware, visit <http://www.motorolasolutions.com/aware>

Learn more about Motorola Solutions law enforcement communication solutions or contact your local Motorola Solutions Authorized Distributor for more information.



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