MOTOROLA *SOLUTIONS*

SAGINAW COUNTY SHARES CRITICAL DATA REGIONWIDE SAVING TIME, COSTS AND LIVES

PREMIERONE™
SMART PUBLIC SAFETY SOLUTIONS

SAGINAW COUNTY HOSTS A PREMIERONE RECORDS AND JAIL SYSTEM FOR NEIGHBORING PUBLIC SAFETY AGENCIES

BENEFITS OF A SHARED MODEL

AGENCIES
can join for a lower cost, with no on-premise hardware or software required.

INFORMATION
is shared with agencies in a secure, controlled environment

RECORDS
are shared in a single repository giving agencies greater control over logging, sharing and securing sensitive information

THE CHALLENGE

Michigan public safety agencies want to access and share critical law enforcement records data to make informed and safety-sensitive decisions more efficiently and cost-effectively.

In a post-9/11 world, public safety agencies recognize the critical importance of having access to and being able to share historical and real-time data. Multi-agency responses require it. Often lives depend on it. Yet ongoing financial constraints make investing in new valuable records management solutions difficult if not impossible for many. Finding ways to streamline operations, improve efficiencies and reduce costs remain an urgent operational goal.

SOLUTION

- Hosted Regional Records Management System ARMS
- PremierOne Records
- PremierOne Jail

"THE SAGINAW COUNTY SHERIFF'S OFFICE HAS REDUCED ANNUAL MAINTENANCE COSTS FOR RMS BY 75 PERCENT DUE TO THE ECONOMIES OF SCALE THIS PROGRAM AFFORDS."

William Federspiel, Saginaw County Sheriff

THE SOLUTION

The Saginaw County Sheriff's Office provides a hosted solution to regional agencies using PremierOne™ Records to provide real-time access to critical data.

The Saginaw County Sheriff's office has always prided itself on being a technology innovator. A few years ago, it took over the management of a regional records system after participating as one of its first pilot agencies. **The system, known as ARMS, leverages PremierOne Records and Jail. Today, more than 54 agencies take advantage of this hosted model, sharing data and resources to achieve much needed economies of scale.** Its waiting list continues to grow.

THE RESULT

The successful hosted program continues to expand throughout Michigan, allowing regional agencies to achieve information sharing goals while reducing operational costs.

Saginaw County's ARMS system has delivered measurable success in both the number of agencies currently deployed and the efficiencies the system has allowed them to achieve. It provides smaller agencies with resources and capabilities, to which they would not otherwise have access. **With the ability to leverage and share information for current and ongoing investigations by person, accident, traffic citation, even evidence collected across the region, agencies are able to accomplish more with less.** The shared model reduces maintenance and infrastructure operating costs as approved users connect throughout the state. New capabilities, including PremierOne Jail are being added, allowing agencies to effectively manage inmate booking and detention. Since its inception, the system continues to save money, increase efficiencies and improve collaboration across county lines.

"The fact we are a public safety agency hosting the data breaks down barriers to entry,"

"They trust us. We pay the same user fees they do, so they are more willing to jump on board."

Captain Phelps

"The hosted model is simply good government. It saves agencies money, increases efficiencies and improves collaboration across county lines – both from an administrative and investigative standpoint. Real-time incidents that occur across the county can be tracked and resolved using information available through the shared collective."

William Federspiel, Saginaw County Sheriff

> "The addition of corrections data will be even more valuable, because visibility to inmate booking and detention details will help further enhance investigative capabilities and eliminate current manual, time-intensive procedures."
>
> **William Federspiel,** Saginaw County Sheriff

INTUITIVE, EASY TO USE

A highly intuitive interface allows users to add, view or edit data depending on their role and permission level. Flexible, user-defined workflows conform to existing agency business processes, making the transition easy. Designed with advanced business logic, the system assures that users collect all pertinent information at the point of entry, reducing errors. Additionally, comprehensive master indices are built into the PremierOne Records platform in key categories – people, entity, property, vehicle and location data – so it can be entered once and reused throughout the system.

"We have worked hard over the years to identify and strengthen workflows for this system," said Captain Phelps, who has overseen IT since 1989 for the Saginaw County Sheriff's office. "Refinements continue as more agencies come online."

INTEGRATING CORRECTIONS DATA

Lack of visibility to corrections data related to inmate population and facility capacities generated strong interest in ARMS from Michigan's 83 counties and the jails associated with them. When Motorola Solutions' PremierOne Jail solution became available, Saginaw County sought a facility to test its capabilities. Ogemaw Jail took it live in 2012, and with it, their ability to manage their inmate population to an entirely new level.

According to Sheriff Federspiel, they described it as "light years ahead" compared to the DOS-based program they had been using.

One of the most valuable benefits of the system is the ability for law enforcement to track a person via their PremierOne Jail Master Record. **It allows intake officers to note risk classification as well as include accurate threat assessments of the person in jail.** And, it also provides key information to a jailor as they move through a decision tree – is the inmate in the right area, for example. These flags provide critical details that may be relevant to police once an inmate has been released. This added intelligence provides valuable situational awareness for officers before they approach a potentially high risk suspect.

INTEGRATED JAIL AND RECORDS SYSTEM

Available as an extension of Records, PremierOne Jail allows for the seamless sharing of information between jail and records. Utilizing the same code tables and databases, it reduces data entry by system administrators and increase the sharing capabilities of the information across applications. With strong support from the Governor's office, Sheriff Federspiel said he has little doubt they will achieve their goal of growing the solution footprint from 1500 to 6000 beds in the next five years.

"We are very proud of the ARMS program and the relationships we've built with the agencies that are now part of its footprint," he said. "**At a time when public safety agencies continue to struggle with budget and resource limitations, it provides a way to achieve significant savings and powerful operating efficiencies that ultimately will keep citizens safer."**

> "Bay City Chief Cantinin tells everyone in the county about how this system saves his agency immense amounts of money – 30 to 40 percent since joining the footprint – and delivers flawless uptime."
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> "He's enjoyed seven years of uninterrupted service. No downtime. Not a single issue reported."
>
> **Captain Phelps**

REDUCED COMPLEXITY SPEEDS AGENCY ON-BOARDING, SIMPLIFIES TRAINING

In collaboration with Motorola Solutions, Saginaw County has built an incredibly resilient and reliable shared records management solution. Now bringing an agency live on ARMS is a fairly straightforward process. Saginaw County warehouses all participating agencies' current data. Administrative permissions are created for system users and a per officer license fee is collected monthly. Users then access the system via a VPN they maintain. Once live, agency personnel are trained on the system and they, in turn, train the rest of the users in their department. This "train the trainer" approach has virtually eliminated all application support calls.

"Criminals are so mobile today, and that's a major issue for investigators. In the time it would take them to make a hundred calls or knock on doors all over the county to reveal key details about a suspect's whereabouts or criminal connections, another crime could be committed. It also prevents wasting manpower to search for someone already in custody in another county or the court releasing someone with active warrants in another county. Bringing full records access and management right to the desktop changes everything for agencies that are using, manual or old legacy systems. The savings in time and efficiency are off the chart."

Captain Phelps

TRANSFOR THE WAY YOU RESPOND AND CONNECT UNLOCKING THE FULL POTENTIAL OF AGENCIES WITH SMART PUBLIC SAFETY SOLUTIONS

To learn how PremierOne Smart Public Safety Solutions can help increase information access, accuracy and sharing, contact Motorola Solutions representative or visit: motorolasolutions.com/icc