IBM

# *Curtailing crime through a renewed focus on wireless technologies.*

## Curbing crime in an expanded community

Bullhead City, Arizona is a thriving community located across the Colorado River from Laughlin, Nevada, a popular gambling site. It annually hosts more than five million tourists who travel through the town while visiting the casinos of Laughlin. In fact, the population of Bullhead City frequently doubles on the weekends and holidays.

The population growth brought about by the influx of tourists, gamblers and casino workers has contributed to a rise in crime rates and traffic incidents. Realizing that its traditional methods

for dealing with these problems were inadequate, the Bullhead City Police Department (BCPD) turned to information technology (IT) solutions as a way to help ensure safety and institute new crime-prevention programs.

## Detailed planning: Key to successful installation

The BCPD officials found that IBM met its requirements for both fiscal stability and public safety expertise. As a result, IBM Global Services was selected to provide an IT solution for the BCPD.

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| **Challenge** | Integrate the use of mobile computers with existing police applications to provide fast and accurate accessibility to critical data |
| **Solution** | Design and deliver wireless access to dispatch and records-management systems based on IBM SecureWay® technologies |
| **Benefit** | Fast and efficient wireless system with improved policing initiatives |



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Using an IBM Global Services engagement methodology, the team of consultants conducted a series of interviews and workshops with department staff to discuss existing operational procedures, problems and goals. Together, the BCPD and the IBM team identified operational objectives, formed a strategy and selected the appropriate technology to fulfill the department's business and IT requirements. Focusing on end-user needs, this detailed planning workshop revealed the BCPD's desire to improve and streamline its use of rugged, mobile computers in officers' patrol cars.

## Extensive support for a wireless environment

The BCPD's existing dispatch and records applications, which run on IBM AS/400® machines, were no longer supported by the vendor that had developed them, but were suitable for use in a wireless environment. Rather than replacing hardware or rewriting the software, IBM consultants designed enhancements to the BCPD's current system using IBM SecureWay products. The wireless communications system has improved the safety and productivity of the BCPD officers by:

• Providing silent dispatch over a private data communications network, eliminating eavesdropping on police calls

• Reducing errors caused by voice communications

• Developing new end-user screens, which enabled brighter, easier-to-read touchscreen icons

• Providing direct access to local, state and federal databases

• Reducing the number of paper forms used to report non-criminal incidents.

## Bullhead City PD: On call and ready to respond

The software also equips police officers with the ability to see 911 calls along with the dispatcher's comments. Officers can now respond to calls closest to their location by simply touching an icon on their mobile computer monitors. According to BCPD Captain Mark Moss, "This system has proved to be extremely beneficial in that it has helped us reduce over-the-air time for dispatchers by at least 50 percent and increased the accuracy of information received." This helps ensure efficient use of time, as well as increase officer availability for crime prevention programs.

The Bullhead City Police Department was very pleased with the entire project and outcome. Says Glenn Walp, BCPD Chief of Police, "Not only has it inspired the officers, but this technology has enabled and empowered them to, in effect, become stakeholders in departmental processes. It's helping them to self-initiate and do their jobs more efficiently and effectively."

## For more information

To learn more about IBM Global Services and its mobile and wireless solutions, contact your IBM sales representative or visit:

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