



Customer Profile

Public Safety

Website

<http://www.co.monterey.ca.us/911>

Location

Salinas, California, United States

Business Needs

Provide improved management and distribution of multimedia incident records, to be collected from numerous sources and consolidated for centralized access

NICE Solutions

- NICE Inform
- NiceLog Record
- NICE Evaluator

The Impact

- Improved response to public safety incident records requests
- Synchronized incident files for efficient investigation
- Improved service quality and fine-tuned call handling skills with consistent call quality evaluations

On The NICE Solution

“Research that used to take eight hours can now be done in two or three, a time savings of 75 percent.”

Lynn Diebold, Director, Monterey County ECD

Centralizing Multimedia Incident Reconstruction to Improve Incident Management

About Monterey County ECD

As home to the first countywide 9-1-1 system in California, Monterey County embodies innovation. Monterey County Emergency Communications Department (ECD) is the consolidated communications center for 31 agencies serving a half-million people, which involves fielding hundreds of thousands of calls each year, and a proportionally high volume of requests for information and evidence.

The Challenge

Monterey County ECD found itself at a cross roads – between the past and future – when requests for information and evidence from District Attorneys, user agencies, citizens, and the media started to mount due to new domestic violence laws. The ECD team needed a better way to handle the growing workload and satisfy its customers' service expectations, while preparing for new multimedia challenges down the road.





The Solution

The ECD replaced its aging tape-based recording system with NICE Recording, a scaleable solution that combines unlimited online storage for instant accessibility with a powerful GUI that offers simplicity and ease of use. With the addition of NICE Inform, the ECD can capture and manage a full spectrum of multimedia information. Incidents can be synchronously reconstructed across various multimedia types (voice, video, and more) and securely shared with DAs and member agencies. Nice Evaluator was added for quality assurance (QA), giving ECD supervisors tools to assess service quality and fine-tune call handling skills for top-notch performance.

The department's old system made incident reconstruction difficult and time consuming. "With our old system, I was constantly behind. With NICE, the speed is phenomenal. I can be done in half a day and then move on to other things. It has freed me up to assist with other projects," says ECD's Records Custodian Dawn Law.

ECD Operations Supervisor Leslie Ragghianti agrees: "The NICE solution has really streamlined our reproduction process and saved a lot of time. Before, when a request came in, we'd have to go to different decks and tapes to pull the information together. Now it's all in one place. We simply put in the date, the time, the radio channel, console or phone number that we're looking for – and it's all there. So the speed NICE's technology delivers has really benefited our department."

Ragghianti also points out that, unlike the new NICE solution, the Department's old system didn't give them authentic incident reconstruction. "When researching an incident, we could end up with 10 separate audio segments for a 6 minute call." With NICE, the ECD Records Custodian can seamlessly reconstruct and save complete scenarios as a single .wav file which can be copied to a CD or emailed.

The Department also wanted to further automate the delivery of reproductions to District Attorneys and other customers, through the unique capabilities afforded by NICE Inform. To respond to arequests for records, they used to print out a hard copy of the computer aided dispatch system incident record and burn telephone and radio communications recordings onto a CD to be physically delivered. With NICE, voice recordings and other information are assembled and stored in incident folders in NICE Inform. Upon request, DAs can be provided with login credentials and invited to access the records directly.

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Lynn Diebold, Director, Monterey County ECD

ECD is pleased to be able to use NICE Inform incident folders to hold more than just voice recordings. "We've recently implemented a way for callers to send us incident scene photos via email, text messages with license plate numbers, and other information, so that can now be stored in the incident folder along with the audio recordings and the CAD record," Diebold notes. "If there's a need to provide that information, everything will be together in one place."

Diebold sees even more possibilities for improving efficiency and insight in the future. "I can see the value of including video from patrol car cameras for certain types of incidents," she says. "I could see where some of the agencies we support would be interested in that." Diebold also envisions that capturing AVL data along with CAD and radio channel audio could be useful in reconstructing major incidents. "Along with everything else connected to that incident, we'd be able to go back after the fact to determine a unit's response on-site at the time of the incident," she explains.

In the final analysis, Diebold says that NICE is helping to position the ECD to provide better service to all of its customers in the future. "It's nice to be on the leading edge for a change, and to be able to respond to an agency's request with 'Yes, we can do that,'" she says.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 4,000 organizations worldwide rely on NICE public safety solutions.

About NICE

NICE (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com

