

Case Study

REGIONALIZED PUBLIC SAFETY SOFTWARE

COMPUTER ASSISTED DISPATCH (CAD), LAW RECORDS MANAGEMENT SYSTEM (LRMS), PREMIER MOBILE DATA COMMUNICATIONS (PMDC)

LOGIS MUNICIPALITY CONSORTIUM, GOLDEN VALLEY, MINNESOTA



"Motorola's Public Safety solutions are allowing us to achieve another major milestone in LOGIS' 32-year history of saving taxpayer dollars by sharing technology costs."

Mike Garris,
Executive Director

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Local Government Information Systems (LOGIS) is a consortium of Minnesota local government units. The purpose of LOGIS is to provide effective, reliable and adaptable technology solutions to Minnesota public agencies through the sharing of ideas, risks, resources and costs in a cooperative partnership that evolves with agencies' needs.

"What makes LOGIS unique is that we are a joint powers organization. Our members own us. We serve a little more than one million people in four different counties but not the Twin Cities themselves. Minneapolis and St. Paul are each large enough to support their own systems," says LOGIS Executive Director Mike Garris.

LOGIS provides its members with a broad range of training, technical support, network and Internet services as well as a wide range of technical applications. Among the applications now available to LOGIS members are:

- Financial/payroll/human resources
- Utility billing
- Property data/special assessments
- Geographic information (GIS)
- Permit and inspection management/business license/code enforcement
- Parks and recreation
- Equipment (fleet) management
- Connectivity
- Animal impound management

But the application viewed as most critical by LOGIS members and the constituents they serve is public safety management. That's why LOGIS turned to Motorola. LOGIS is now implementing its latest offering to its members, Motorola technology, which includes computer-aided dispatch (CAD), records management, mobile applications and reporting technologies. This system will allow city and county level member agencies throughout the region to share information and communicate more effectively.

Motorola's Premier CAD streamlines the dispatching process for LOGIS member agencies by further automating all call taking and dispatching functions. With Premier CAD, dispatchers have the ability to utilize the same system to initiate and manage incidents and dispatch resources. Automating this information expedites communications between the public and an agency's field units.

The system also includes Infotrak LRMS (Law Records Management System). With Infotrak's state-of-the-art database technology, participating agencies can effectively manage the recording, indexing and tracking of criminal and non-criminal related incidents. With Infotrak, reports are stored electronically, which accelerates the retrieval and routing process and eliminates the need for paper records.

As part of this system, LOGIS agencies have installed Premier MDC in some 250 public safety vehicles. Premier MDC is Motorola's wireless mobile data solution that allows officers to quickly and securely access critical information on incidents, vehicles and individuals.

For Garris the greatest challenge was the need to have two parallel operations teams running simultaneously. "We needed one team to support our old legacy systems and a second team to configure and implement the new systems."

This took all of Garris' resources and then some. To get it all done he had to add a couple of new staff members. But even so, he believes in the cost-justification of the new \$3.3-million Motorola solution.

"We had to get off our legacy system because it was a dead end. We were running old HP3000 machines, which will not be supported in the future. It was a forced march to replace them. New technology is always more expensive, of course. But the technology we're getting from Motorola is so much more robust and feature-rich – and offers such improved functionality – that LOGIS



"We needed reliable and highly advanced public safety technology to support the LOGIS network. Motorola's CAD, RMS and Mobile technologies exceeded our expectations and will provide an integrated public safety platform for our members' police and fire agencies for years to come."

Mike Garris,
Executive Director



members were unanimous in their desire to participate in our new system. In fact, we acquired some new members that joined LOGIS specifically to take advantage of our new Motorola technology. This alone communicates a great deal about Motorola's leading edge technology and their track record in the public safety industry," says Garris.

"Usually in this kind of multi-jurisdictional set-up, a major city buys the technology and extends it to include other smaller municipalities. But the big city calls the shots. Logis is different. All our member cities are equal."

Can such a multi-jurisdictional, multi-agency approach among equal partners work in the real world? According to Garris, "We're proving that it can every day." He points to the six LOGIS members that have their own public safety answering points (PSAPs), physical locations where 911 emergency telephone calls are received and then routed to the proper emergency services.

"The six agencies have independent dispatch functions. Yet they are cooperating in that they use the same Motorola CAD system, the same software, and the same geofiles. And they all use Motorola mobile technology in the field. Another 12 member agencies will be implemented on the system, using its CAD and LRMS records. Some of them may choose the mobile technology. The whole package of Motorola technology is there for their use and LOGIS members can pick the whole package or choose just those parts that suit their needs. And LOGIS and Motorola will accommodate them."

To make this happen meant customizing the solution to operate six totally independent dispatch centers, all using the same software, the same data and the same geo file (which tells the system how to load and calibrate an image it so that the software can determine the exact position of each pixel). It was necessary to convert all the data in our legacy system to our new system. This was a huge task – and more complex than it sounds – since each municipality has its own codes for areas, beats and criminal offenses.

Garris notes that the two newest members posed the greatest conversion challenge because, unlike existing LOGIS members, they were on completely different systems.

As high as those expectations were, Garris reports that working with Motorola has proven "a very positive experience. They are giving us a lot of attention and an excellent project manager to work with. He has been particularly helpful in being our spokesman within Motorola. He has gone above and beyond the call of duty in helping us adapt this terrific technology to our specific needs."

"Implementation has been very much on schedule. We've hit every target date for going live. That's pretty amazing because in today's technological environment, it doesn't always happen that way," Garris adds.

"LOGIS chose Motorola because we wanted the same vendor to provide applications and functionality across all three areas – CAD, records management and mobile applications. This was extremely important to us and only Motorola offered the technology and support that met our expectations."

Mike Garris,
Executive Director

"LOGIS exists because of economies of scale. A city of 20,000 to 30,000 people might be able to afford today's sophisticated government technology. But put 20 or so of these cities together and now you have the buying power to get Tier 1 software that usually only the largest cities can afford."

Mike Garris,
Executive Director

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