

Case Study

DIGITAL JUSTICE SOLUTION™

***CITY OF HENDERSON,
NEVADA***

BACKGROUND

Located in the heart of the Las Vegas Valley, the City of Henderson ("Henderson"), Nevada has been the fastest growing city in the United States for the last decade. With a population of 223,000 and an area of 97 square miles, Henderson experienced a 190% growth rate during the 1990's.

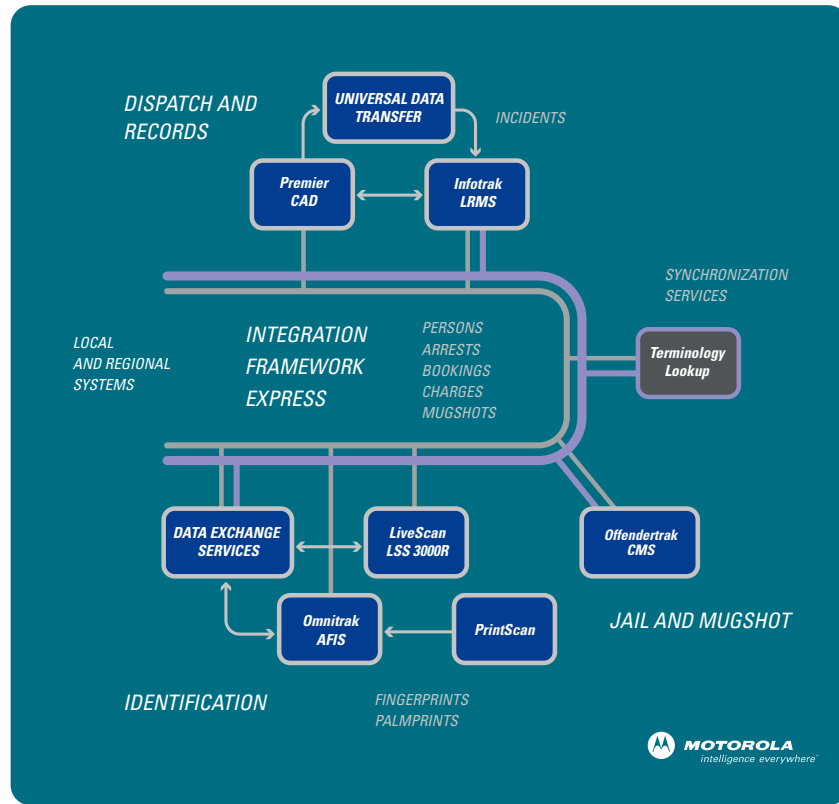
With their population growing at such a rapid rate, it was critically important for Henderson to have an integrated information network that provides information sharing among Henderson's various departments including the police and fire departments, the municipal courts and the City Attorney's office. In order to improve operational efficiency among these departments Henderson needed to be able to work from one system that offered an integrated platform for their computer aided dispatch, records management, automated fingerprint and palmprint identification, booking, jail and corrections management needs, all while providing cross functional workflows.

MOTOROLA DIGITAL JUSTICE SOLUTION

"The City of Henderson is truly leading the way for other agencies throughout the country with the implementation of this integrated public safety network."

Tony Marshall
MCEI Vice President
and General Manager
Public Safety Business Unit
Integrated Solutions Division

Motorola's Digital Justice Solution integrates modular, scalable applications that are flexible and allow for evolution over time as requirements change.

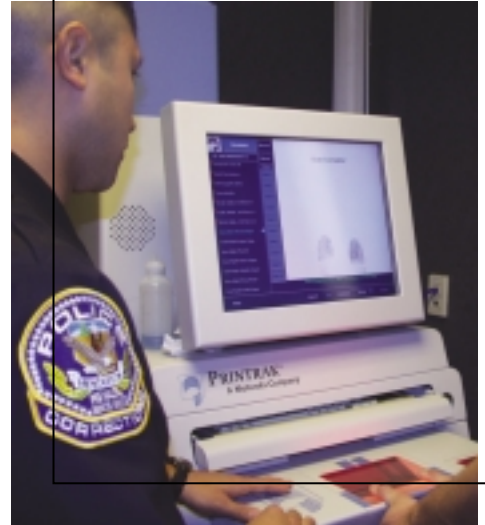


HENDERSON'S CHALLENGE TO THEIR PROPRIETARY LEGACY INFORMATION SYSTEM

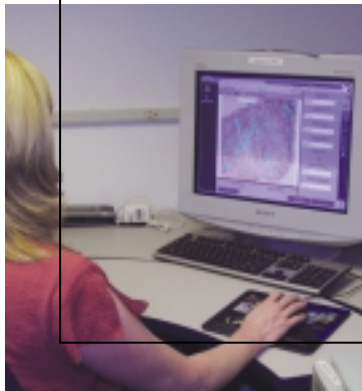
Henderson's prior system was text-based and required continual customization to work as the City had intended, failing to keep pace as their needs changed over the years. Accessing information on their previous system required highly technical skills to utilize. This meant that the system was cumbersome to use and required extensive training for users, which was both time intensive and costly. With implementation of the old system lasting approximately four years, the system was outdated when it finally went live. Henderson became frustrated over time, as several of the modules lost their original functionality in order to allow for other parts of the system to work correctly. This often compromised the quality of the data that Henderson was able to access.

"Our vision of providing a fully integrated law enforcement and public safety system has become a reality. Henderson was one of the first customers to embrace this idea and help us to make it a reality. This is a major accomplishment for both Motorola and the City of Henderson."

Juergen Stark
Corporate Vice President and General Manager
Motorola
Integrated Solutions Division



With Henderson PD submitting an average of 3,000- 4,000 criminal fingerprint submissions per year, the impact of the Omnitrak system on Henderson's criminal fingerprint processing is significant.



In 2001 Captain Chambers put together Henderson's Technology Optimizing Premier Public Safety Team (TOPPS). The TOPPS team included 35 members and included Henderson's key public safety personnel as well as Motorola's project and implementation teams.

MOTOROLA'S DIGITAL JUSTICE SOLUTION™

Henderson implemented Motorola's Digital Justice Solution (DJS) product portfolio to answer its information sharing needs in 2003. The DJS meets the needs of today's law enforcement and public safety agencies who are consistently trying to connect the dots between their disparate information systems.

The Digital Justice Solution utilizes a component-based enterprise application integration approach, designed around the Motorola portfolio of law enforcement and public safety products and Motorola's Integration Framework Express. Motorola's DJS is designed to combine the best of these products and align them along a unified messaging platform with a common information model to exchange and synchronize data across systems. It provides standard, reusable interfaces between products and easy upgrade paths that allow for seamless expansion and future product upgrades.

The DJS offers more than a dozen cross-functional business workflows and nearly 100 cross-product use cases among the various products. This functionality is allowing Henderson to leverage Motorola's technology throughout its network to meet various criminal and civil needs. Motorola's DJS shares Master Person information across major system components, including demographics and biographics, backed up by positive biometric identification, creating the first known

single-vendor implementation of its kind. This process helps to filter out duplicate person records, prevents false identification and catches aliases used by repeat offenders and applicants with criminal backgrounds. Access to information is strictly controlled by extensive role-based security on every DJS product.

Motorola's Integration Framework Express facilitates the numerous cross-functional workflows that encompass Motorola products as well as existing legacy and regional systems. Integration Framework Express utilizes PublicSpeak, Motorola's Common Information Model, to provide a universal XML schema across applications. PublicSpeak was specifically designed to model data elements and information exchange in the public safety enterprise and is a core component of Motorola's DJS suite. For Henderson, Integration Framework Express extends the DJS workflows from the Motorola product suite to allow data exchange with the existing City Attorney's case management system and the municipal court system.

As part of this system Henderson is utilizing Motorola's Omnitrak™ AFIS/ Palmprint Identification Technology to identify individuals for criminal and civil purposes. On the criminal side Omnitrak gives Henderson the ability to identify suspects who have been arrested more quickly and more accurately by providing a comprehensive fingerprint and palmprint system.



As part of its DJS network Henderson is also using Motorola's Premier CAD™ computer aided dispatch system. With over 250,000 calls for service per year Henderson needed a system that could handle its growing population and call volumes. During major events that require a multi-agency response, with Premier CAD all agencies now will be able to work from the same incident data and dispatchers will immediately know what resources have been committed.

"Our response times have improved dramatically," said Tammy Jones, Communication Supervisor for Henderson PD's Communications Center. "With Premier CAD and the Automatic Vehicle Location module our field units are able to respond to incidents more quickly using the best route available, which ultimately saves lives." Henderson has also implemented Motorola's Infotrak LRMS™ (Law Records Management System) as part of the DJS network. Infotrak LRMS is enabling Henderson to effectively manage the recording, indexing and tracking of criminal and non-criminal related incidents and individuals throughout their enterprise.

"We used to use a text-based records management system that wasn't very user friendly and therefore was rarely used by our patrol officers," said Cindy Aguilar, Police Records Administrator for the Henderson PD. "Infotrak has taken our records process to a whole new level. Infotrak's Investigative Query allows our officers to access the database, submit queries and create ad hoc

reports through the Web. The system is so easy to use that the officers are actually able to enter and search for information, which streamlines the whole records process."

Motorola's Offendertrak™ Corrections Management System is providing yet another piece of Henderson PD's DJS network. The Offendertrak Corrections Management System encompasses a suite of state-of-the-art, integrated applications that automate operational and administrative functions of today's correctional facility. With responsibility for approximately 12,000 bookings per year and a daily population of approximately 110 offenders, Henderson needed an effective solution to help manage the massive amounts of offender data that the county needs to access on a daily basis.

"We were impressed that with the Digital Justice Solution we are able to add, upgrade and replace components at anytime without having a negative impact on other systems within the integrated network. Motorola's products all serve as self-contained modular applications within the larger integrated DJS framework. It is truly an end-to-end solution. We are able to enter information once and share it among our different departments. This provides a huge benefit to our organization."

**Captain Jutta Chambers,
Henderson Police Department**

Agencies are leaning towards information systems that provide an open architecture for increased interoperability. In recent years there has been a dramatic shift towards integrated systems that incorporate applications that support electronic records management.

"Motorola technology is allowing the City of Henderson to bring AFIS and LiveScan technology beyond the criminal mainstream with various civil workflows,"

Darrin Reilly
MCEI Vice President and General Manager
Printrak Biometrics Business Unit
Integrated Solutions Division



ROBERT A SWADELL
CITY OF HENDERSON
JUSTICE FACILITY
Henderson Municipal Court

"This system is already greatly improving the quality and efficiency with which my team is able to identify individuals," said Rick Workman, Criminalistics Bureau Administrator for Henderson PD. "This innovative technology will increase the accuracy of our database and allow us to solve more crimes in less time. This is essential in ensuring the safety and security of our community."

Henderson has also implemented Motorola's LiveScan Station 3000 - Ruggedized™ unit (LSS 3000R™) to identify individuals as part of their integrated system. The LSS 3000 is an automated booking management system designed to capture a subject's fingerprints and palmprints efficiently without the use of ink in a high traffic environment. The LSS can capture fingerprints, palmprints, digital mugshot/photo and body images, and provides a means of inputting demographic information not previously captured in the other integrated DJS components. Henderson is using both Omnitrak and the LSS 3000R for civil purposes with several additional workflows including processing of childcare, state gaming and work ID applicants as well as tracking convicted sex offenders and juveniles.

"When you are in the business of solving crimes and saving lives failure is not an option. We need to get the right information immediately to those that need it. It is mission critical that our technology is able to assist us in achieving these goals."

Captain Jutta Chambers
Henderson Police Department

"With Motorola's help we have implemented the first palmprint system in the region. Immediately after Omnitrak was deployed we had several key positive identifications (hits) on palmprints and latent fingerprints. These are exactly the results we were hoping for."

Rick Workman
Criminalistics Bureau Administrator

Henderson's Police and Fire Departments are using an existing 800 MHz Motorola Trunked Radio System. The system is part of the region-wide Southern Nevada Area Communications Council (SNACC) Motorola Simulcast Trunked System. Henderson has been a part of SNACC using Motorola mobile and portable radios for almost three years.

The Future

THE FUTURE

Motorola's DJS offers the broadest product portfolio in the industry with best-of-breed products in multiple categories. Now with its integrated information enterprise running smoothly, Henderson is looking into the future for new ways to utilize Motorola's state-of-the-art technology to further streamline their operations.

"We set out to find the best AFIS, CAD, Records, Jail and LiveScan systems in the market and we found all of these systems with Motorola," added Capt. Chambers. "In the future we hope to expand this technology to other local law enforcement and public safety agencies in the county and throughout the state of Nevada. Agencies throughout the country should take a look at what we have accomplished with this system and consider implementing this technology in their own organizations."

"Just in the short time that we have been using the DJS system we have seen a significant savings in money, time and resources," said Chief Mayberry. "This technology is a truly valuable asset to our organization."

With over 65 years of public safety and law enforcement experience Motorola continues to provide single vendor support for integrated systems to customers worldwide.

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