

PINELLAS COUNTY SHERIFFS'S OFFICE

CHALLENGE

The consolidation of public safety communication centers is becoming a widespread practice in order to promote information sharing and regional communication. Two law enforcement agencies in Florida have taken great strides to implement the technology and business practices necessary to consolidate services without consolidating the agencies. The Clearwater Police Department (CPD) and the Pinellas County Sheriff's Office (PCSO) have implemented state-of-the-art technology enabling their respective communication centers the ability to share critical incident and resource information. A CAD-to-CAD interface enables the PCSO and CPD computer aided dispatch (CAD) and mobile data systems to seamlessly transfer incident information and updates, along with the ability to view locations and statuses of each agency's resources for efficient incident response and enhanced mutual aid.

BACKGROUND

Pinellas County is the most densely populated county for its size in the state of Florida. In this small space, the Pinellas Sheriff's Office, 11 police departments, and numerous other state and local public safety services operate. Out of a strong desire to promote information sharing among these agencies, Pinellas County government developed an information sharing organization known as the Pinellas Assembly.

The City of Clearwater is a member of the Pinellas Assembly, and early on, city leaders were committed to information sharing as a prerequisite for any new technology implemented by the Police Department. When the CPD began the process of procuring a new communications solution, including computer aided dispatch, mobile data, and records management systems, information sharing was an important component in their RFP. The CPD's existing system had become increasingly difficult to maintain and did not provide for any data sharing capabilities to communicate with other agencies and external jurisdictions.



CLIENT BENEFITS

Agency

Pinellas County Sheriff's Office

Dispatch for:

Pinellas County

Kenneth City Police

Indian Shores Police

Belleair Police

Vital Statistics

Area Served	608 sq. miles
Population	928,000
Annual Call Volume	300,000
Go Live	2007
Dispatchers	26
Call Taker Seats	34
Mobile Units	600+

Products

CAD Enterprise (formerly Inform CAD); Mobile Enterprise (formerly Inform Mobile); Advanced CAD-to-CAD Interface

An important requirement for the CPD's new solution was to include a bi-directional interface to the Sheriff's communications and dispatch system.

With this in mind, the CPD invited the Sheriff's Office to participate and provide input into their procurement



process, and a natural partnership was formed based upon the common goal of saving time and money through a joint procurement process. The combined team reviewed numerous RFPs, observed various vendor demonstrations and conducted site visits to other agencies where the proposed technology was already operational.

Following a thorough evaluation of all their options, the PCSO/ CPD team judged that CentralSquare (formerly TriTech) provided the best CAD and mobile solution. CentralSquare CAD Enterprise (formerly Inform CAD) software solution provided the flexibility they had been searching for to complete real-time information sharing with their partners at the Clearwater Police Department.

By opening the door to information sharing at one level, the benefits derived occurred at many other levels. In addition to partnering on the computer aided dispatch and mobile systems, Clearwater Police partnered with the Sheriff's Office on their records management and in-field computer reporting applications. The Clearwater Police Department was also able to share in the automated ticket writing program initially in place at the Pinellas Sheriff's Office.

While the two agencies partnered together in the procurement of the Enterprise (formerly Inform) software, it is important to remember that the Sheriff's Office and Clearwater Police are still two distinct and autonomous law enforcement agencies operating on separate communications systems. The CPD and the PCSO operate separate communications centers with separate CAD and mobile systems and infrastructure.