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Final Copy of Case Study

Status:
Laureate

Year:
2013

Organization Name:
Long Beach Police Department

Organization URL:
http://www.longbeach.gov/police/

Project Name:
Using Innovative ECM Technology to Curb Crime

Please select the category in which you are submitting your entry:
Safety & Security

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

Long Beach, California, home to the country's second busiest container port, has struggled for years with gang-related violence and crime. Gang injunctions are a tactic used to reduce crime by legally allowing police officers to arrest gang members for injunction violations in certain "safety zones." The Long Beach Police Department (LBPD), however, faced a major roadblock: before an officer can legally make an arrest, he would have to call the records department to verify that the gang member has been served the court papers. The process could take several minutes up to an hour, and by that time, the gang member was likely to have moved on. In 2009, LBPD was only able to make 25 gang-injunction arrests, a number that easily should have been doubled or even tripled. The LBPD knew they needed to significantly improve their processes/procedures and

looked towards technology for the answer. The LBPD's IT department worked closely with Laserfiche, Tiburon and SAP to create an innovative, integrated system which could deliver mobile, remote access to information patrol officers need to make arrests. Here's how it works: Once gang injunction paperwork is processed, a document proving a gang member was properly served the court papers is scanned and stored in Laserfiche's system. Using Crystal Reports from SAP, an automated report is run every hour which picks up the latest scans, including profiles and photos of all gang members, dates of birth and information about when the member was served. Scans also include maps of "safety zones" which are uploaded to Laserfiche's server. All of this is tightly integrated and viewable via a laptop that's mounted in the squad car. Ultimately, the system enables officers to make accurate, timely arrests, stopping gang activity and crime before it happens.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

Initial implementation of the project began in August 2009 when the city of Long Beach selected Laserfiche as its enterprise content management provider. It was at this point that Laserfiche helped the LBPD migrate three million documents and nearly ten million images from the department's legacy system. The LBPD was able to add 20 years' worth of arrest records and 10 years' worth of crime reports to Laserfiche's repository. The process was seamless. This, however, was just the beginning. In 2010, the LBPD officially installed Laserfiche Rio Enterprise Content Management, which has enabled officers to make a number of gang-related arrests in the field. Over the past three years, the project has taken on a life of its own, boasting improvements and enhancements each year.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

While implementation of this project is complete, Laserfiche is continuously working to improve and refine the system. Currently, the LBPD is exploring the idea of adding photos of gang members' tattoos and other distinguishing marks to the system to help verify identities.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

This project showcases a powerful way in which technology can be used for the betterment of society. The technology has benefited the entire community of Long Beach by enabling its PD to increase the number of gang-related arrests, allowing it to fight crime more effectively. In 2009, before the project was implemented, the LBPD was able to make merely 25 gang-injunction arrests. In 2010, the year the system was installed, there were 140 arrests, and in 2011, 181. In 2012, the LBPD made close to 250 gang-injunction arrests and that number is expected to increase exponentially. Thanks to the innovative system, in November of 2010, the LBPD announced a massive gang injunction against more than 100 known gang members with ties to the Mexican Mafia both local street gangs and their umbrella organization. Currently, the LBPD has five gang injunctions that name more than 600 gang members. "The gang injunction link allows us to be more proactive in our policing by decreasing the amount of time officers spend on administrative tasks and giving them fast access to the information they need to make decisions in the field," said Jim McDonnell, chief of the Long Beach police department. "We're proud to report that, by pairing technology with recently implemented gang injunction policies, we've been able to reduce violent crime, despite severe budget constraints. Armed with the intelligence accessible through the gang injunction link and the sweeping arrest powers provided by the injunction, the LBPD has had a significant impact on the ability of the Mexican Mafia to sell drugs, expand into new territories and recruit new members," continued McDonnell. "With the help of three great technology systems and many talented individuals, we are making the streets of our community safer, and that is our ultimate objective."

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

For the first time ever, enterprise content management and records management technology has been used to successfully fight crime. Police officers now have information literally at their fingertips, allowing them to make better decisions in the field. This day in age, gangs are getting smarter and more resourceful, and the bottom line is, technology must keep up. Based on the success achieved by Long Beach's police department, this innovative technology can and should be implemented by other police departments and organizations to help fight crime across the entire country.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

So what about mobile? The LBPD is currently in the process of implementing a mobile strategy, with the goal of equipping officers with smartphones and tablets, which will ultimately help them do their jobs more effectively and efficiently. As a city, Long Beach is working to get the infrastructure and security in place to support mobile devices. Once this is done, the police department will work with Laserfiche (which already develops iPhone and iPad apps) to integrate the existing ECM system capabilities to work across mobile devices. This means an officer could pull up the system, including gang injunctions, right on his or her smartphone, and make an arrest without having to be anywhere near the patrol car.