



## Customer Profile

Public Safety

## Website

[www.phoenix.gov/police/police-communications](http://www.phoenix.gov/police/police-communications)

## Location

Phoenix, Arizona, USA

## Operational Needs

User-friendly, reliable recording solution for the assurance that every call and radio transmission is recorded, stored for prescribed amount of time, and securely accessible—for the management of liability, efficiency of investigation support, and effective aid in achieving high employee performance.

## NICE Solutions

- NICE Recording of Intrado Positron consoles and Motorola Astro Radio communications systems
- System redundancy across 2 sites and automated management of records retention
- NICE Inform Reconstruction, Verify, Monitor and Organizer

## The Impact

- Reliable protection from liability
- Improved incident reconstruction
- Strong support in achieving improved emergency response
- Better teamwork and higher job satisfaction

“NICE is a robust, reliable recording system that helps us better manage the sheer volume of calls we handle at the 9-1-1 Communications Bureau. It is secure and easy to use and maintain. And when it comes to incident investigations, it is a great accountability tool for our staff.”

Court Hood  
Administrative Supervisor  
Phoenix Police Department

# Comprehensive Incident Management with Redundant Recording of 9-1-1 Communications

## About the City of Phoenix Police Department

The City of Phoenix Police Department is one of the largest law enforcement agencies in the country. Its Communications Bureau is comprised of over 270 employees who work out of two separate 24/7 telecommunications centers. The Communications Bureau operates 102 9-1-1 call taking positions and 52 radio dispatch workstations. The centers answer emergency calls for service on 9-1-1 lines, as well as calls on the City of Phoenix non-emergency line, called Crime Stop.

Phoenix Police Communications Operators are assigned to one of two functions each day: answering calls or dispatching officers. During an eight to ten hour shift of processing calls, a Communications Operator will potentially answer an average of 110-150 calls in total between the 9-1-1 and Crime Stop lines.

## The Challenge

Each of the city's seven precincts is assigned a dispatcher who is in constant communication with the officers in a designated area of the city. The dispatchers for these precincts are responsible for sending calls for service to available officers and maintaining an accurate status of where officers are at all times. In addition to the precinct dispatchers, there are dispatchers available to handle emergency incidents, information requests from officers, and any additional radio traffic as situations require it. In the year 2015, the Phoenix Police Communications Bureau answered over 2.3 million incoming calls, which averages out to just under 6,400 calls per day. With such a huge service load, managing compliance and quality required a robust, reliable voice logging solution that would be also easy to maintain and use for incident reproduction and in support of quality assurance,



@PhoenixPolice



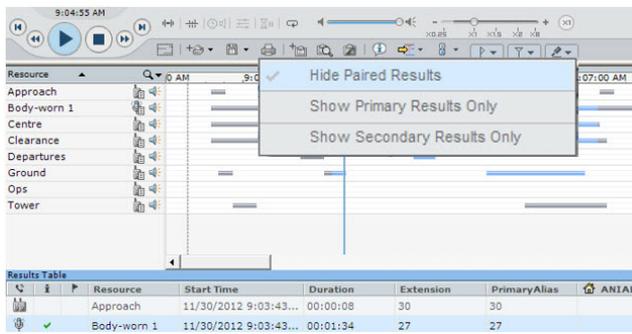
## The Solution

"We had a legacy system but needed IP recording instead that would be more appropriate for the 21st century. The NICE recording solution was the right fit. We can always rely on it. And it improved our processes in every way," said Court Hood, Administrative Supervisor at Phoenix Police Department.

### Operational Continuity with Redundant Recording

The Department uses NICE technology to record calls and radio communications at two locations. The solution is configured for geographic redundancy, where one site captures and stores backup recordings for the other site. There is no single point of failure that would put critical voice recordings at risk. The parallel recording also prevents interruptions during routine software updates.

NICE Inform makes access to recorded calls and radio transmissions convenient for all users with secure centralized search and replay interface. It allows the related recordings to be paired, but can suppress the display of duplicate calls. This means that although the calls are recorded twice, only a single call is presented to a user in his or her search results.



Two main groups at the Communications Bureau are frequent users of NICE Inform interfaces—the 32 operations supervisors and the 5 members of the records unit.

"Each of our supervisors is assigned up to 10 operators who take 9-1-1 calls and manage dispatch radio communications. "They use recordings for monitoring purposes, either in live monitoring sessions or they playback calls after the fact with their Inform Reconstruction tools. They also pull calls for coaching," explained Hood. "Supervisors listen to calls of note such as high priority calls, as well as randomly selected calls. They generally try to listen to an hour's worth of 9-1-1 calls for each call taker and dispatcher every month and then also an hour or two of radio communications. As they listen, they make comments on the calls for remedial coaching. If a call is particularly good, it would be saved. We play these calls for new hires, or we use them for community events where we play portions of audio recordings."

"NICE Inform helps us fully reconstruct all events and reproduce a timeline of an incident with all types of communications synchronized. It's good to have the assurance that we can always find every single call recorded and stored in the NICE system."

Court Hood, Administrative Supervisor, Phoenix Police Department

### Invaluable Support in Investigations

The calls captured by NICE help with investigations, whether this relates to an incident reconstruction requested by detectives or district attorneys, or internal investigation due to a complaint. This is another area where redundant recording provides peace of mind.

"For example, we had a high profile incident where a previously innocuous, unremarkable call turned out to be something of great importance. It's good to have the assurance that we can always find every single call recorded and stored in the NICE system," remarked Hood.

"When we have a high-stress incident or an officer involved in an incident, we go back and pull audio from every single relevant call that came in during that timeframe. This includes 9-1-1 calls, supervisor lines, calls between our buildings, and all the different radio traffic on every channel," added Hood. "NICE Inform helps us fully reconstruct all events and reproduce a timeline of an incident with all types of communications synchronized."

"There are also times when there is a need to review an incident and evaluate an operator's performance. Having the recordings readily available for review is an important accountability tool for our staff," concluded Hood. Now that NICE Inform has their back, 9-1-1 telecommunicators can better focus on the most gratifying part of their job—helping people.

## 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 3,000 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](http://www.nice.com)

