NICE®

Customer Profile
Public Safety

Website
www.henricopolice.org

Location
Henrico, Virginia, USA

Operational Needs
Dependable, user-friendly, latest technology 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 West Intrado VIPER 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
- Strong support in achieving improved emergency response
- Improved teamwork and job satisfaction

"We've had NICE solutions for years, because their products are solid and dependable. We constantly look for better ways to handle calls and NICE solutions help us with this focus, whether it's by facilitating live call monitoring or supporting our quality assurance and training programs."

Stephen Weis
911 Communications Manager
Henrico County Police Department

High Performance Achieved with Reliable Call Recording and Consistent Quality Monitoring and Training

About Henrico Police Division

One of the oldest counties in the United States, the County of Henrico, Virginia, is part of the original Virginia Colony. The County of Henrico has endured for more than 400 years, proving itself resilient through the centuries. According to industry surveys, the County is now one of America's best places to live.

Henrico Police Division is an internationally accredited law enforcement agency on a mission to enhance the quality of life in the County through innovative crime prevention strategies and partnerships. The County's team of 76 Emergency Communications Officers is at the heart of public safety operations, serving as the critical link between citizens in need and public safety providers. It applies extensive training and uses the latest technology to save lives and preserve property. This team dispatches nearly 200,000 calls for police, fire and EMS annually.

The Challenge

The County's Division of Police is committed to maintaining and improving its already high performance standards as it supports a rapidly growing population. This challenge extends to the 911 communications team that answers 911 calls and non-emergency police calls, dispatches police, fire, and rescue units, and communicates with other jurisdictions. The team is committed to providing the best possible service to the community, treating each need presented to them as their own. This requires a combination of personal dedication and professional expertise. 911 communicators understand that consistent speed and precision promotes safety and improves response, and it can only be achieved with reliable recording of all emergency and non-emergency communications, consistent quality monitoring, and thorough training.
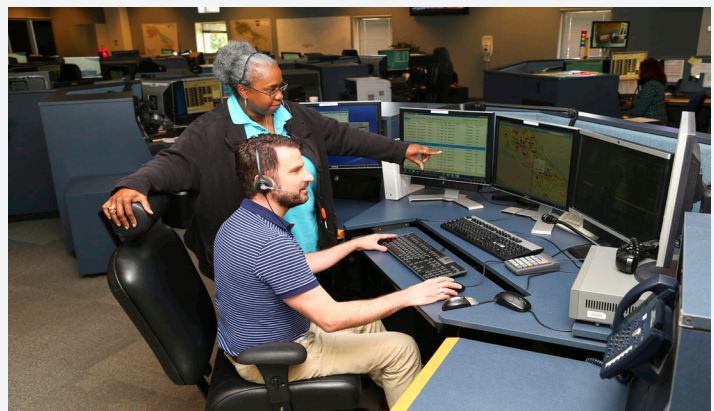
The Solution

NICE Inform has earned the County's trust as a reliable, easy to use solution for recording calls and radio transmissions and supporting the evidence management, quality assurance, and training processes. "We've had NICE equipment for years," said Stephen Weis, 911 Communications Manager at Henrico Division of Police. "NICE has been around for a long time. Its products are solid and dependable."

Jim Burns, the County IT Systems Developer in charge of technical upkeep of the NICE solution agreed: "We've had the latest version up for 18 months and it is completely reliable – we have not lost any calls or radio traffic whatsoever. We are now buying a new NICE recording system for the 911 center and will continue to use NICE Inform for access to recordings. It is very user friendly."

NICE Inform is primarily used by the communications manager and supervisors who monitor live calls, assemble recordings to reconstruct incidents in response to subpoenas from defense attorneys and other audio requests, and manage quality assurance. Employees can playback their own calls, whether to review and sign off on their quality evaluations, or to replay recent calls to improve emergency response.

"We also enhance our training program with recordings of 911 calls that were handled particularly well," said Weis. "Our fire department is the most frequent user of call recordings for training. But if we find good calls during any type of review, we use them as resources for our Communications Academy – the new hire training." The Communications Training Coordinator can also pull up her own calls for use with training materials. She reviews all calls taken by new hires for 6-8 months, while they are in their probation period. "She shares outstanding as well as inadequate calls with supervisors and with me," added Weis. "We can then recognize employees for job well done or follow up with remedial coaching. We constantly look for better ways to handle calls and are open to creative solutions." Positive reinforcement and mutual support are among the most important values for the 911 team as it strives for excellent service. Feedback from call reviews is received in that spirit - by trainees as well as experienced 911 communicators.

The County's Quality Assurance process requires periodic review of 911 calls taken by each employee from two categories: police and EMS calls. Supervisors easily find them in NICE Inform interface based on CAD records. "Our QA review templates have 10 questions," explained Weis. "Once a supervisor fills out the form, it automatically gets emailed to the employee who has to review it and sign off on it. If the score is under 80%, the supervisor will call the employee aside and play that call to them in person in a coaching session."

> "NICE technical support is absolutely fantastic. I put in a ticket, and within a half hour to an hour, I get a phone call or email from someone at NICE. Important items are resolved within a day. And even my minor tickets are usually addressed in a day or two. Customer service is definitely my favorite thing about NICE.
>
> Jim Burns, IT Systems Developer, Henrico County

For incident reconstruction, supervisors use NICE Inform Reconstruction interface to find, assemble, and export calls into a shared network folder. "One thing I like particularly well about it is that you can redact call audio right in the same Reconstruction interface. It saves us time when we need to mark a call and cut off a portion of the recording that we don't need prior to exporting it," explained Weis. "Overall, my experience with NICE has been very positive. The County IT has taken over technical aspects of the system. I only engage with NICE team when I have a user interface question – they are always very helpful."

"NICE is a wonderful company to work with," confirmed Burns from the IT perspective. "NICE technical support is absolutely fantastic. People don't believe me when I tell them how good it is. I put in a ticket, and within a half-hour to an hour I get a phone call or email from somebody at NICE. And they are really good at what they do. If I have any questions, they answer them thoroughly by email, so I can keep that information in my records. The longest ticket I've had with NICE was for 2 days, and even that was about something that wasn't that important. Important items are resolved within a day. And even my minor tickets are usually addressed in a day or two. The quality of customer service is definitely my favorite thing about NICE."

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.