

## Intergraph Mobile Technology Helps Toronto Police Service Protect Canada's Largest City



Intergraph's mobile dispatch solution gives officers in the field the power to quickly respond to emergency incidents.

### MOBILE DISPATCH AND VEHICLE TRACKING SOLUTIONS BOOST RESPONSE TO URGENT SITUATIONS

#### THE CHALLENGE:

Toronto, the largest city in Canada, has a population of more than 2.5 million residents, and serves as Canada's economic capital. It is well known for its cosmopolitan and international flavor, as well as its low crime rates, clean environment, and generally high standard of living.

The Toronto Police Service, known in the Canadian police community for their visionary efforts, is a long-time Intergraph customer. After a standard procurement process in 1991, Toronto Police selected Intergraph largely due to the map-based and graphical interfaces that were unique at the time. They implemented their first Intergraph Computer Aided Dispatch system in 1994, migrating from a home-grown system to Intergraph's commercially available solution. With the initial implementation, many Toronto Police-developed applications needed to be interfaced to Intergraph's computer-aided dispatch offering. The applications requiring integration included in-house systems allowing duty sergeants to view street activities, alternate reporting unit applications to take care of lower priority calls, and third-party in-car screens.

Intergraph and the Toronto Police Service worked closely together through the challenges of those early years to build a strong relationship and stronger product. Much of the functionality in today's dispatching application had its roots in the operational requirements and technological challenges of those early years. Toronto Police became an early adopter of Intergraph's Microsoft® Windows®-based dispatching system in the late 1990s. Through the years, the organization began to add other Intergraph applications to address their operational requirements, such as Intergraph's Web-based dispatch applications. They also sought to replace their legacy, internally developed CAD mobile system with a state-of-the-art mobile dispatch solution that would provide automatic vehicle location (AVL) integration and real-time, in-car mapping and navigation.

#### PROFILE:

Name – Toronto Police Service

Web site – [www.torontopolice.on.ca](http://www.torontopolice.on.ca)

Toronto Police Service is dedicated to delivering police services in partnership with our communities to keep Toronto the best and safest place to be. Toronto is the largest city in Canada and the fifth most populous municipality in North America, with more than 2.5 million residents. More than 7,000 Toronto Police Service employees help serve and protect Toronto – 5,000 uniformed officers and 2,000 civilian personnel.

#### KEY BENEFITS:

- Ability for uniformed police supervisors to monitor resources within their own unit while in the field via mobile dispatch and an in-car map
- Increased officer safety and response to incidents
- Ability to set up perimeters for major incidents such as natural disasters, criminal manhunts, large citywide functions, and more
- Map routing capabilities that help officers new to the city obtain directions to the location of a dispatched event

#### PRODUCTS USED:

- I/Calltaker
- I/Dispatcher
- I/Mobile
- I/NetViewer
- I/Tracker
- I/TDD

## THE PROJECT OBJECTIVES:

- Replace Toronto Police Service's legacy CAD mobile system with a state-of-the-art solution that would provide in-car mapping capabilities
- Continue evolving and enhancing their emergency response solutions

## THE SOLUTION:

Intergraph worked closely with the Toronto Police Service Information Systems Division to ensure a seamless integration of mobile dispatching with their existing computer-aided dispatch system. Intergraph configured the mobile solution to fit Toronto Police Service's specific needs, based on extensive input from field personnel. Configurations included creating function key and touch screen capabilities instead of mouse-only drop down lists. The Service-wide rollout, which included installing mobile workstations in 500 vehicles and training 1,800 officers, was completed in five months – both on time and on budget.

Intergraph's mobile dispatch solution enables uniformed supervisors to monitor and track the location of field personnel via the integrated CAD map and automated vehicle location (AVL) capabilities, which displays the location of unit and events. As soon as a field officer logs into their mobile dispatch system, they are trackable. These new tracking capabilities both enhance officer safety and optimize the dispatch of officers to events.

The mobile CAD map also enables officers new to the Toronto area to find specific locations quickly and easily via visual routing maps and directions. Additionally, since Toronto is such a melting pot of many nationalities, the mobile dispatch solution provides a user-friendly language skills search which allows Toronto Police to quickly locate and contact officers with translation skills needed for a particular situation. All this can be done from the officer's patrol car – saving time and streamlining the entire process.

With Intergraph's mobile dispatch solution, Toronto Police can also cordon off areas due to emergency events, natural disasters, criminal investigations, or city-sponsored activities. For example, two weeks after Toronto Police Service's implementation, the new system was

put to the test. Responding to a breaking and entering offense currently in progress, Toronto Police supervisors used the mobile CAD map to set up perimeters and position police cars to block and impede the progress of the perpetrator.

## THE FUTURE

Toronto Police Service continues to evolve their emergency response systems with Intergraph's maintenance, support, and state-of-the-art technology. They look forward to enhancing their mobile capabilities to include the integration of an aerial map with the current street-line map within the mobile dispatch system. This additional feature would give officers the ability to obtain improved situational awareness when searching for suspects or missing persons, or responding to an officer's call for assistance.

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## ABOUT INTERGRAPH

Intergraph Corporation is the leading global provider of spatial information management (SIM) software. Security organizations, businesses, and governments in more than 60 countries rely on the company's spatial technology and services to make better and faster operational decisions. Intergraph's customers organize vast amounts of complex data into understandable visual representations, creating intelligent maps, managing assets, building and operating better

plants and ships, and protecting critical infrastructure and millions of people around the world. For more information, visit [www.intergraph.com/](http://www.intergraph.com/).

