Intergraph’s I/LEADS Records Management System Reduces Violent Crime by More Than 10 Percent in the System’s First Year

Intergraph technology gives Mesa’s police officers access to current information in the field.

**MESA POLICE DEPARTMENT USES INTERGRAPH® RECORDS MANAGEMENT TO STREAMLINE FIELD REPORTING AND REDUCE CRIME**

**THE CHALLENGE:**
The Mesa Police Department in Mesa, Arizona, protects the lives and property of more than 460,000 residents, which places substantial demands on officers in the field. These highly trained personnel needed live access to law enforcement records to respond quickly and appropriately to critical incidents. They also required the means to easily enter accurate data into the records management system at the scene to ensure current and correct information is immediately available throughout the department. The agency also needed to manage incident records in a single database to promote cross-jurisdictional communications and collaboration, pinpoint incident trends, and take appropriate measures to reduce the risks of specific types of crimes.

**THE PROJECT OBJECTIVES:**
- Empower field officers with access to current and reliable law enforcement records to make informed decisions at the scene of every incident
- Allow officers to quickly enter accurate data into the records management system in the field and avoid the need to return to the station to prepare reports
- Consolidate data into a single source to facilitate information sharing with local, state, and federal agencies
- Use law enforcement records information to measurably reduce crime by targeting high-risk areas and times and improve resource allocation

**THE SOLUTION:**
An early user of Intergraph®’s Computer-Aided Dispatch (I/CAD) system, the Mesa Police Department chose Intergraph’s law enforcement records management system (I/LEADS). Public safety agencies use I/LEADS to create, query, and manage law enforcement records, and provide reports used to deliver National Incident-Based Reporting System (NIBRS) and Uniform

**PROFILE:**
Name — Mesa Police Department

The City of Mesa Police Department serves the third largest city in Arizona, home to approximately 460,000 residents. The department, which shares its dispatch center with the city’s fire and emergency medical services, responds directly to approximately 450,000 calls annually. The police force consists of 850 sworn officers, 450 of which are patrol-oriented; approximately 120 are on patrol at any given time. In addition, 24 civilian crime-scene technicians are trained to capture data at the scene of criminal incidents.

**KEY BENEFITS:**
- Makes accurate law enforcement records available to field personnel, who can then make informed decisions at the scene
- Gives field officers and crime scene technicians a quick and easy way to enter information while in the field, eliminating the need to return to the station for reporting
- Serves as a tool for highlighting high-risk crime areas and times, which allows the Mesa Police Department to better allocate resources and take other crime-reducing measures

**PRODUCTS USED:**
- I/CAD
- I/LEADS
Crime Reporting (UCR) documents to state governments. Mesa chose I/LEADS because of the department’s decade-long satisfaction with Intergraph’s technology and customer service. This choice further ensured Mesa of easy integration of computer-aided dispatch with law enforcement records.

Intergraph performed installation and configuration services, as well as intensive instruction. This training has resulted in the availability of in-house trainers, who continue to teach newcomers how to use the system.

Mesa’s subsequent decision to expand I/LEADS to the field, using an interface from Citrix and cellular phone service, empowered the department’s 450 field officers with access to live, accurate data and on-the-scene reporting capabilities. With I/LEADS in the field, officers can perform name searches, retrieve vehicle data such as license plate numbers, and access other critical information. The solution also allows the department’s 24 civilian crime-scene technicians to capture accurate data at the scene of an incident, and improves interagency data sharing by integrating I/LEADS with COPLINK®, an application used by many public safety agencies.

The benefits of I/LEADS, both in day-by-day operational improvements and ongoing crime reduction, have been significant. Shirl Butler, police technical services administrator at Mesa, describes an incident in which results were quickly apparent.

“A perpetrator entered a supermarket, robbed and shot a store clerk, and fled,” says Butler. “Fortunately, an officer who had participated in the Intergraph training program was called to the scene. He took a small piece of information on the vehicle type, keyed it into the I/LEADS system, and immediately found an address. Within a couple of hours, the perpetrator showed up at that address and was immediately arrested.”

Butler also credits the city’s reduction in part one (violent) crime to the effectiveness of I/LEADS in the field. These reductions totalled more than 10 percent in the system’s first year and 9.8 percent in its second year, as shown by the department’s improved COMPSTAT reporting using I/LEADS.

“Much of the reduction in part one crime is attributed to the fact that there’s timely and accurate data available about what’s going on in the crime scene area, so officers can make their plans accordingly to fight those crimes,” he says. “The system has also allowed us to target our efforts to prevent other crimes. For example, if we’re experiencing an increase in home invasions, we can use the data to create focused campaigns with residents, such as advising them to close garage doors and take other preventive measures.”

THE FUTURE:
Plans are underway for the department to integrate I/LEADS with its Laboratory Information Management System, which handles all crime lab data. Integrating these two systems will simplify workflows related to entering and accessing information such as mug shots. Additional plans include expanded use of the I/LEADS jail management system module, which will be scaled based on the current and future needs of Mesa’s incarceration facilities.

ABOUT INTERGRAPH
Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph’s industry-specific software to organize vast amounts of data into understandable visual representations and actionable intelligence. Intergraph’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, and operation of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the defense and intelligence, public safety and security, government, transportation, photogrammetry, utilities, and communications industries.

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