



## Customer Profile

Public Safety

## Website

[www.lvmpd.com](http://www.lvmpd.com)

## Location

Las Vegas, Nevada, USA

## Business Needs

Replace inefficient incident reconstruction software and process with a modern solution that streamlines the capture and assembly of recordings and data, while also assuring consistent distribution of recordings to requestors.

## NICE Solutions

- NICE Recording of Airbus VESTA 9-1-1® consoles and Motorola IP Radio communications with Redundancy at 2 sites
- NICE Inform Organizer

## The Impact

- 25% improvement in efficiency of incident reconstruction processes
- Increased consistency in records distribution
- Improved teamwork and job satisfaction

# Streamlining 9-1-1 Incident Reconstruction and Sharing of Records

## About Las Vegas Metropolitan Police

The Las Vegas Metropolitan Police Department (LVMPD) is committed to its mission to protect the community through prevention, partnership and professional service. That commitment and dedication extends to the millions of visitors that Las Vegas plays host to each year. LVMPD serves as the primary PSAP for Las Vegas and Clark counties, taking over 3.5 million calls and dispatching responders for over 1.5 million incidents annually. LVMPD is a proud holder of 6-Star CALEA Accreditation.

## The Challenge

LVMPD research office processes all requests for recordings and data evidence, averaging about 400 cases per month. They process subpoenas for criminal cases and civil lawsuits, requests from district attorneys, public defenders, private attorneys, non-subpoena attorney requests, pre-trial investigators from the city and the county, as well as requests from citizens, media, in-house detectives, sergeants, and lieutenants for pursuits, and letters for litigation holds from attorneys. They also satisfy in-house requests from quality assurance supervisors, and from the Critical Incident Review and Force Investigation teams. These teams are responsible for thorough reviews of recordings of all communications related to incidents where force was used.

Prior to implementing NICE solutions, the programs in use did not save or keep track of incident reconstruction work. Team members were not able to ascertain whether any work was done on any case, so they often duplicated efforts and produced results without the ability to assure consistency when different requestors needed records on the same case.





## The Solution

"NICE Inform Organizer has been very beneficial in helping us share our workload," said Stacy Fason, Research Assistant and Communications Training Officer at LVMPD. "With NICE Inform Organizer, one person can pick up where the other left off and continue the research without wasting time. It's easy for me to review what's been done on a case and add to these records as needed."

NICE Inform Organizer also adds order and transparency to incident record keeping – recordings and data can now be organized into a clear structure of folders and subfolders. "We organize our evidence based on CAD event numbers," clarified Fason. "Our CAD system issues an event number whether it's just an incident or an arrest. We use these numbers to record and save evidence in our NICE system. Under each CAD event number, we create subfolders to separate phone calls from radio traffic, and we at times create other subfolders as well, such as for phone calls where a supervisor or a suspect was recorded."

NICE Inform Organizer supports multiple user security roles, from full control to view-only access for internal users, and limited-scope access for invited external parties. At LVMPD, the research office team and relevant supervisors receive full control privileges. "That means that any of these people can rename the case, add or remove audio recordings, or edit what's been saved," said Fason. "Any authorized user can distribute recordings that have been assembled in NICE Organizer. Everything that we store and distribute is consistent and transparent to all users with access rights. That way, there is no question what we've provided to each requestor."

The State of Nevada requires that voice recordings are retained for five years. With NICE recording system, this retention is automated at LVMPD. Each audio file is automatically purged once it reaches the five-year mark. However, when recordings under investigation need to be retained longer than five years, NICE Inform Organizer lets users set custom retention rules for recordings in incident reconstruction folders, to include indefinite litigation hold.

Distribution of recordings to requestors is easy with NICE Inform Organizer. "We can save groups of recordings locally under the correct CAD event number, and email them as Windows media files for our detectives," explained Fason. "If it's a subpoena request or our attorney's request, then we burn the set of recordings on a CD and distribute it that way." The system also offers an option to grant direct, limited access to specific case evidence for external users, though this feature is currently not in use at LVMPD.

"We now save tons of time in not having to duplicate work when we receive requests for recordings from the same case, such as from a DA, private attorney or public defender. With NICE Inform Organizer, we can be sure that each party receives the identical set of recordings, no questions asked."

Stacy Fason, Research Assistant and Communications Training Officer,  
Las Vegas Metropolitan Police Department

Benefits of NICE solutions stand out especially well when large-scale incidents require extensive capture, assembly, and analysis of evidence by a team. One such example involved an ambush and a murder of two officers while they were on their lunch break. The two suspects ran across the street to a nearest department store, firing in the air. The store was evacuated and the suspects barricaded themselves inside. Eventually, one was shot by a responding officer and the other ended up committing a suicide. Numerous phone and radio communications were captured during this incident response.

"The incident was opened for nearly two days straight. Many on-site police and EMD responders were required, and they were supported by neighboring agencies and others. Large number of detectives was assigned to the case," recalled Fason. "It took us about a week to gather all audio recordings from that incident, and it required teamwork, as other subpoenas needed to be processed at the same time. This would have been truly difficult to accomplish without NICE Inform Organizer."

## 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)

