NICE®
Intent. Insight. Impact.™

CUSTOMER INDUSTRY:

Public Safety

WEBSITE:

www.nyc.gov/html/nypd

LOCATION:

New York, USA

BUSINESS NEED:

Efficient - More accurate incident inquiry
More effective scenario reconstructions
Better service for the public

NICE SOLUTIONS:

- NICE's Audio Recording Solution

- NICE Inform"

THE IMPACT:

- More accurate incident inquiry

- More effective scenario reconstructions

- Better service to the public"

ON THE NICE SOLUTION

"Without NICE's solutions for incident reconstruction, we would have wasted valuable time."

Sergeant Claude Armstrong, Commanding Officer of the Tape & Records Unit at NYPD

NEW YORK POLICE DEPARTMENT

ABOUT THE CUSTOMER:

The Communications Section of the New York Police Department (NYPD) is one of the largest commands in the NYPD with over 1,200 civilian supervisors, operators and dispatchers. This command is responsible for receiving 9-1-1 emergency calls from the public and servicing them in a prompt and efficient manner. In one year alone, as many as twelve million calls can be received, resulting in the dispatch of a patrol resource to nearly five million radio runs.reports.

THE CHALLENGE:

The Police Department was given an edict to develop and maintain the primary emergency communications system in New York City. In accordance with this mandate, the Department has developed the first of two Public Safety Answering Centers (PSACs) that houses state-of-the-art components which needed to provide fast, efficient, emergency 9-1-1 service to the citizens and visitors of New York City.

THE SOLUTION:

To increase the effectiveness and accuracy of incident inquiry the PSAC turned to NICE's solution for incident monitoring and reconstruction. This solution enables efficient and effective capturing, managing, replaying and analyzing of voice transmissions over emergency communications networks and trunk radio systems.

By utilizing NICE's powerful applications for scenario reconstruction the NYPD's PSAC can make a thorough and effective review of events and confirm what happened, where and when it happened, and who was involved. By dramatically speeding up location and retrieval of recordings, what once took hours, or even days, is now reduced to minutes. And more importantly, the accuracy of incident inquiry has significantly improved, greatly enhancing the agency's effectiveness.

For example, the 911 center received a mid-morning call from parents who had entered a toddler's room to discover the child had stopped breathing. Detectives and an ambulance were immediately dispatched to the home assuming that this was a case of crib death. However, tests indicated that the actual time-of-death was 8 to 10 hours earlier.

In an interview with the mother, it was discovered that she had, in fact, phoned the 911 center sometime during the night. She stated that she did say the child had stopped breathing, but then said she was mistaken and everything was okay. Because she hung up before the call taker could ask for any personal information there was no computer entry in the system.

With the NICE solution, instead of needing to search all 110 operator positions and the incoming calls over a 12-hour period, all that was needed was the parent's telephone number and the search was done. In the past, that search could have taken nearly a week, but now the process was completed in seconds.

The insight extracted from the recorded interaction between the caller and the center gave the detectives a solid timeline of the events and the earlier conversation, allowing them to conclude that this was not crib death but a potential homicide.

"IT IS VERY IMPORTANT TO BE PROACTIVE AND ACCURATE. AND BEING ABLE TO DO SO WITHOUT WASTING TIME OR MANPOWER IS EXTREMELY PRODUCTIVE AND A GREAT SERVICE TO OUR PUBLIC AND OUR INVESTIGATORS."

ABOUT NICE FOR FIRST RESPONDERS

NICE deploys solutions that enable First Responders and government agencies to provide better public service through efficient and accurate reconstruction, analysis and distribution of emergency communications. The solutions are based on network-based capture, storage and replay of all types of communications media, including traditional telephony, VoIP, radio, fax, and email. NICE enable First Responders to better understand of and respond to multiple communications media, and increase the efficiency and accuracy of incident inquiry and evidence delivery

ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structures and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

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