

CASE STUDY: Glendale's Integrated Solution



CUSTOMER PROFILE: Glendale Information Services

INDUSTRY: Public Safety and Emergency Services

LOCATION: Glendale, California, USA

BUSINESS NEED: Improve inter-agency communications

SOLUTION: NICE's recording solution with multi-channel search and replay software integrated with Motorola's SmartZone 4.1

RESULTS: A full end-to-end digital approach to capturing trunked radio communications



"The performance of the radio network is the single most important thing to us. It has to be perfect all the time because lives depend on it. That's why we picked NICE, because we knew we could rely on NICE's experience and technology in helping us ensure the safety of our citizens."

Steve Hronek, Glendale's information services administrator

ABOUT GLENDALE, CA

The Glendale Police Department currently has over 500 employees and serves a culturally diverse community of 207,000 people covering 30.6 square miles. Glendale is the third largest city in Los Angeles County and is noted for being one of the safest large cities in the country. Recently, the Department moved into a brand new 160,000 square foot facility, with a total upgrade of the computer and communications systems.

THE CHALLENGE

In 2001, Glendale, California embarked on a plan to upgrade its citywide radio system. But Steve Hronek, the City's information services administrator, had an even more ambitious plan that would improve inter-agency communications and interoperability throughout the entire region. The endeavor, dubbed ICIS (Interagency Communications Interoperability System), would create a region-wide trunked radio network and ensure seamless radio communications throughout the Greater Los Angeles Metropolitan Area. Glendale was the first city to go live on ICIS in 2002. Today, seven other cities are part of the ICIS JPA (Joint Powers Authority), operating on the shared Motorola SmartZone trunked radio network.

THE SOLUTION

Each of the jurisdictions using the ICIS network has its own local solution for recording their emergency communications, but Hronek invested in a separate specialized trunked radio recording solution from NICE to capture and proactively analyze the communications across the entire region-wide network. "We purchased the NICE solution to record our own local (Glendale government) agencies," he said, "but also because we need to be able to identify problems and track them down. We try to be extremely proactive. Being the NOC for so many different cities, we need to keep on top of things."

Along with NICE's recording solution, Glendale is using Scenario Replay, a powerful multi-channel search and replay tool. Scenario Replay saves time and improves productivity by providing advanced filters and search criteria for retrieving audio recordings. In addition to time and date and channel numbers, searches can be

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performed using ANI, ALI, unit IDs, talkgroup IDs, or a host of other data captured. All of the recordings relating to an incident - both phone and radio - can be sequenced and played back in chronological order, exactly as they occurred. Scenario Replay also gets evidence into the hands of the district attorney faster. Now, instead of waiting for a re-recorded tape, the DA can get a .wav file recording of the entire incident at the speed of email.

Hronek's NICE solution enables him to quickly research, troubleshoot and resolve potential problems that are reported by an operator or other user in the field, or come to his attention from monitoring calls. "It could be myriad problems," he said. "Most performance issues with subscriber equipment - mobile and portable radios - come about because the radio doesn't sound right to somebody. That could signify a microphone problem or a tuning problem in the radio. Digital radios need to be tuned very precisely," he added.

NICE offers Hronek a "full end-to-end digital approach" to capturing trunked radio communications, capturing audio for each of the ICIS Cities directly from the radio system DIUs. The system also decodes the ATIA (Air Traffic Information Access) stream to capture data associated with the transmissions (e.g., the unit IDs, talkgroup IDs, transmission times and dates, DIU number, system events and status messages, and other data). It's this data, coupled with the recording system's search and scenario reconstruction tools, that make it possible for Hronek to quickly pinpoint and remedy potential problems.

If he receives a complaint of audio that's too low, too loud, distorted or garbled, Hronek can access and replay the relevant recordings to diagnose the problem. "I can get down to a specific unit ID, talkgroup, or a specific DIU," he said. "This is the only system that allows me to do all three. It really simplifies pulling out the specific data you're looking for - you can type in a talkgroup ID, a unit ID or a

DIU ID and give it a timeframe, and it will pull up every transmission that correlates to your criteria."

With NICE's advanced digital recording solutions for trunked radio systems, Glendale can now record and search not just telephone calls but associated radio transmissions over their trunked radio networks, including pertinent data such as radio and talk group ID's and their associated aliases. Of primary importance to customers will be the ability to reconstruct incidents - using recordings of both radio transmissions and telephone calls - accurately and chronologically for both training purposes and to resolve potential legal issues that may develop later, either about the incident itself or about the official handling of it.

While some might see this level of quality control as overkill, Hronek doesn't. He contends that no less than perfection will do when you're dealing with emergency communications.

"We chose NICE because we need our system to be perfect 24/7 and 365. It's a life safety issue, and NICE gives us the confidence that the system's performance will be 100%." Hronek said.

About NICE

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™, based on advanced content analytics - of telephony, web, radio and video communications. NICE's solutions improve business and operational performance, as well as security. NICE has over 23,000 customers in 100 countries, including the world's top 10 banks and over 75% of the Fortune 100 companies. More information is available at www.nice.com.