



CUSTOMER INDUSTRY:

Public Safety

WEBSITE:

www.bethlehem-pa.gov

LOCATION:

Bethlehem, Pennsylvania

BUSINESS NEED:

Provide improved public safety through the integration of video surveillance and emergency call taking

NICE SOLUTIONS:

- NICE Inform
- NiceLog
- NICE Screen Encoder
- NiceVision

THE IMPACT:

- Improved response to public safety incidents
- Enhanced communication with responders through more complete incident information
- Improved training capabilities via real-life examples
- Synchronized incident files for efficient investigation and more effective prosecution

ON THE NICE SOLUTION

“We’re able to get a comprehensive picture of what happened during any event. We can see the dispatcher entering the call into CAD, hear the steps that were taken to transmit information to the caller or officers, and see the video, all on one screen. The integration of these elements gives us a complete and seamless record of events.”

Captain Robert J. Haffner, Bethlehem Police
Department Support Services Division



BETHLEHEM PENNSYLVANIA

ABOUT THE CUSTOMER:

The 7th largest city in Pennsylvania, Bethlehem is in the eastern part of the state and lies in Northampton and Lehigh counties. The city has approximately 75,000 inhabitants, and is home to several universities and colleges in addition to having the third-largest metropolitan area in the state.

THE CHALLENGE:

When the city of Bethlehem initially contemplated a video surveillance pilot program in high crime and high traffic areas, one of their first challenges was to identify who would monitor the video feeds. As a 24/7 operation, the 9-1-1 center was a natural choice. With live video feeds, telecommunicators would be better able to assess and respond to unfolding situations. In order to effectively do this, the right solution and training needed to be in place.

The city of Bethlehem PD Communication Center wanted a solution that could bring together and sync video, CAD entries, and other multimedia information together with telephony, audio and radio communications in order to form a consolidated and complete picture of any incident.

THE SOLUTION:

In 2011, the city of Bethlehem PD Communications Center became the first 9-1-1 center to deploy the NICE screen encoder which uses screen recording technology to continuously record the surveillance video as it's viewed on workstations in the 9-1-1 center. The screen encoders don't just record video; they also capture CAD entries, or for that matter, any activity on the telecommunicator's screen. The video recordings can then be combined with related 9-1-1/dispatch audio recordings for authentic incident reconstruction.

All of this multimedia information – video, screen captures and audio – is synchronized so it can be replayed in one audio-visual timeline through the NICE Incident Debriefing and Investigation solution interface.

- Since deploying a video surveillance solution, the Bethlehem PD has been able to solve more crimes and incident response has improved. 9-1-1 telecommunicators are able verify and have a clearer picture of events, and thus can initiate the appropriate response while supplying first responders more detailed information.
- Training has been raised to new levels with the ability to use real-life examples of recorded incidents as teaching and learning resources. Together with elevated training capabilities, improvements in procedures can be made as a result of the insights gathered from a complete and synchronized reconstruction of events.
- With NICE Inform's ability to provide complete, accurate synchronized multimedia incident files, police are able to solve crimes faster – and more of them. Additionally, prosecutors are able to use the Inform-generated incident files as irrefutable evidence, often eliminating the need for costly trials as criminals and defense lawyers enter pleas.

"Having evidence like this can actually deter prosecution in favor of a negotiated plea deal. Because once we call a suspect in and show them the evidence, they know there's no sense fighting it," explains Captain Robert J. Haffner, Bethlehem Police Department.

In one situation, a series of robberies had taken place on the south side of town. One day, the communications center received information about a particular robbery 15 minutes after it happened. They were able to go back into the camera system and replay video of the location that actually showed the robbers entering a house near by.

"Ultimately, we were able to provide information to the police that helped them affect an apprehension, and those arrests wound up solving 60 robberies that were all gang related," adds Haffner.

The screen encoder technology also provides a window into how the 9-1-1 center's technology, people and processes all come together to provide quality service to callers. By reviewing the voice and screen recordings, it's possible to see if the information a telecommunicator entered into CAD was consistent with what he was told over the phone.

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In addition, the 9-1-1 center is leveraging the screen encoders and Inform solution for valuable training benefits. The department's quality assurance supervisor can create training videos by performing the task correctly and then use the recorded scenario for training. Training for new procedures and new systems can be handled in a similar manner. This is far more effective than the previous method that was limited to static screen shots and text embedded in PowerPoint slide presentations.



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