

The San Mateo Police Department relies on SafetyNet from Hitech Systems—powered by Rocket U2 software – to provide real-time information to officers through iPhones, iPads and other mobile devices.



San Mateo, California, is located south of San Francisco, and is home to nearly 100,000 residents. The city's police force is responsible for covering 16 square miles of densely populated territory in one of the largest suburbs in the Bay Area.

Situation

"In order to be effective, police departments need to have access to the most current information," says Detective Lieutenant Wayne Hoss of the San Mateo Police Department's investigations division. "Being able to look up statistics and crime reports a week or two after an event doesn't really help us with day-to-day police work – we need to have the latest information at our fingertips, and we also need to be able to share information with other police departments so that we can have access to each other's data. We found that the best technology solution to give officers the information they need was SafetyNet from Hitech Systems."

Solution

Hitech Systems is a Los Angeles-based company that builds reliable, customizable and cost-effective solutions to meet the increasingly complex system-integration challenges of forward-thinking public safety agencies. Company president Henry Unger says, "Emergency responders in many communities now carry iPads and iPhones, so we developed a tool that lets them access the information they need, no matter where they are. Now officers in the field can actually see a map on a handheld device that shows where previous incidents have occurred, where the trouble 'hot spots' are, and even know the locations of other emergency responders, while allowing the officers to drilldown and view the details of the units and incidents. The best part is that the mobile application is connected directly to the main systems, so all of the information is completely accurate and up-to-the second. Rocket Software's UniVerse multivalued database is at the heart of our SafetyNet suite of public safety applications, and it gives us the power and flexibility to quickly and easily respond to our customers' ever-changing requirements."

Hoss says that the terrorist attacks of September 11, 2001 accelerated the need for police departments to share information with each other and get data to officers in the field as quickly as possible. "Hitech was an early adopter of sharing data among law-enforcement agencies, and after 9/11 the need for this kind of communication became apparent. We now use the system in all of our patrol cars, and it's how we

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Powering Business Solutions

Key benefits:

- Easy access to data from multiple police departments
- Instant access to relevant data
- Full, instant integration between emergency-response systems
- Expanded ability to communicate with community through social networking

“Rocket U2 is the fastest database in the police world.”

— Detective Lieutenant Wayne Hoss, San Mateo Police Department



track all of the crime data in the city. When a call comes in to our dispatch center, it goes into our system and is sent simultaneously to iPhones and other mobile devices so all of our responders have the information. And when our officers write their reports in their cars, the information is automatically sent to the station and is then reported to the FBI and state police.

In addition, crime data is loaded onto crimereports.com every day at 6 AM, so the public can have the same data as the police because it's important for local residents to know where the crime is happening. Hitech Systems is really opening up so many doors for us as we move into social networking with the community.”

Benefits

“We've been working with Hitech Systems for many years, and their SafetyNet CAD is one of the top computer-aided dispatch systems in the country,” says Hoss. “One of the key reasons is that the Rocket U2 database is the fastest database in the police world. We can look at 100,000 records in a few seconds – in contrast, SQL takes a lot longer. Using SQL would cripple our investigations because it's so slow. That's one of the major reasons we use Hitech Systems. It's also incredibly easy to transfer data, so our systems are able to communicate seamlessly with each other.

Rocket U2 Office

4600 South Ulster Street
Suite 1100

Denver, CO 80237

Tel: (720) 475-8000

Fax: (720) 475-8009

www.rocketsoftware.com/u2

