



GTSI's Mobile Evidence Capture Solution Is a Documented Success

A Federal agency in the southeastern part of the U.S. was responsible for patrolling a 130-mile-long strip of land that covered nearly 400 square miles. One-person patrols and the limited availability of technology resources impeded officers' ability to efficiently and accurately document criminal activities and traffic violations.

The agency's patrol car officers could only document incidents well after their occurrence, which meant they needed to rely on memory to piece together details. This not only resulted in inaccuracies, it also meant that officers did not have backup to their eyewitness testimony, which left the agency vulnerable when it attempted to prosecute criminals and traffic violators. Additionally, the hours required to complete the paperwork kept officers out of the field, further adding strain to a force that was already stretched thin.

Cross-functional team creates an integrated in-car video management system

GTSI met with the agency to discuss technology requirements and developed a proposal for a Mobile Evidence Capture solution. After the agency accepted the proposal's recommendations, GTSI formed a cross-functional team comprised of in-car video experts, engineers, and project managers and assessed the customer's physical environment as well as its existing communications infrastructure and server/storage management systems.

The GTSI team mapped out a plan for outfitting each of the customer's vehicles with a fully ruggedized mobile data terminal and digital video capture system and also recommended that the agency install a wireless network. This would connect all four offices and enable video files to be automatically uploaded and stored.

An on-site GTSI project manager, using PDIO methodology, provided oversight and coordinated the responsibilities of GTSI, vendor, and subcontractor staff during the installation, testing, and troubleshooting phases of the project. In addition to ensuring a successful deployment, GTSI trained agency personnel on how to operate the in-car video system and provided extended warranties so that the agency gained the full value of all hardware, software, and network components.

Accurate documentation of incidents keeps the records straight

GTSI delivered a fully functional Mobile Evidence Capture solution by the agreed-upon deadline. In operation for two years, the Mobile Evidence Capture solution lets agency patrol

officers automatically capture and document all incidents. In addition, at wireless access points, the video is automatically uploaded to an evidence management system.

The wireless network connecting all four offices, along with encryption software, provides the agency's staff with fast, secure access to video files that are used as reference points during case preparation. Additionally, authorized agency personnel can share files and review an abundance of real-time information, which increases staff productivity as well as the agency's enforcement effectiveness. These incident records also serve as effective training tools by exposing officers to real-life situations and human reactions without risk to staff or by-standers.