

“[Encore] is a good tool if you want to make sure your employees are where they are supposed to be. It increases accountability when you know exactly what they are supposed to be doing and when.”

- May Walker,
Precinct 7 Constable

Profile

Harris County Constable Precinct 7 is located in Houston, Texas, and serves a population of more than 400,000 people. This precinct is committed to having “Law Enforcement with Integrity” in the community and has the responsibility of serving all civil processes, traffic law enforcement, neighborhood contract patrol, and more.

Challenges

Patrolling the third-largest county in the United States is not easy. Deputies patrol 24/7; however, citizens do not always see the deputies, resulting in increased call volume and a decline in community satisfaction with law enforcement. The precinct needed a way to monitor its deputies' whereabouts, verify time and location of patrols, and increase integrity.

Solution

Harris County Constable Precinct 7 chose Actsoft's Encore because of its affordability and comprehensive GPS tracking. Features such as location tracking, breadcrumb trails, and historical data quickly became an essential component to their patrolling practices.



Benefits

Encore's GPS data allows the precinct to view a deputy's travel history and speed while on patrol. This feature locates a deputy in near real-time, and adds an additional safety measure that contributes to the protection of the person on patrol.

Using the “Closest-to” feature, Precinct 7 can view within seconds the closest deputies available to respond to an emergency, which results in better response times than larger police departments.

Trust within law enforcement increased when Precinct 7 was able to show improvements in scheduled patrol times after adopting this software. Reports show active deputies on patrol, as well as a detailed history of scheduled patrols versus actual beats patrolled. This allows county officials to validate the response rate of each officer when community members question a deputy's patrol pattern.

During one particular routine check, one deputy went missing for several hours during her assigned patrol schedule. Before panic ensued, Encore located her at home (outside of the precinct area), resulting in a change of departmental regulations. The precinct's deputies now have a stronger sense of accountability because they know the management team monitors their actions.