



Industry:
Public Sector
Police Department

Serving more than 400,000 citizens, this police department is responsible for overseeing all civil processes, traffic law enforcement, and neighborhood patrols.

CHALLENGES

Patrolling such a large population 24 hours a day is no easy task. However, since citizens don't always see the deputies, the result is an increase in call volume and a decline in community satisfaction with law enforcement. The precinct needed a way to better monitor its deputies' whereabouts, verify the locations of patrols, and increase integrity.

SOLUTION

Encore became the go-to solution 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 practice, giving them greater insight into officers' whereabouts.

BENEFITS

Encore's GPS data lets the precinct view a deputy's travel history 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. They can choose the closest deputies available to respond to a call, meaning they have better response times now. Trust increased when they were able to show improvements in scheduled patrol times and provide reports that show active deputies and a history of their patrols. Accountability improved after one incident that involved an officer who went "missing" during their shift. The software's quick monitoring capabilities revealed that the officer was actually at their home, and this discovery resulted in further changes in department regulations.



GEOFENCES

Get notifications when officers leave areas.



GPS TRACKING

Get full transparency in officer locations.



REPORTS

See a history of each officer's whereabouts during patrols.

Learn more about our solutions at workforce.actsoft.com/encore