# Nampa Police Department

## An integrated ecosystem helps Nampa police keep pace with growth

Located in the third largest city in Idaho, the Nampa Police Department (Nampa PD) serves a population of roughly 116,000 and works tirelessly to protect the city's citizens. Guided by its three core values of integrity, teamwork and excellence, Nampa PD utilizes every tool at its disposal to keep the people, property and places of Nampa safe.

With a new Integrated Command Center, Nampa PD uses unified technologies to provide real-time intelligence capabilities to officers in the field, helping them to resolve incidents faster and with greater situational awareness.

**Customer**
Nampa Police Department

**Location**
Nampa, Idaho, USA

**Industry**
Public Safety

**Solutions**
- Flex CAD
- Flex Mobile
- CommandCentral Responder
- Avigilon Unity Video
- CommandCentral Aware
- Flex Records
- CommandCentral Evidence

**Outcomes**
- Faster, more informed responses to incidents
- Increased safety for police officers
- Seamless information and evidence sharing
- More effective use of time and resources
- Real-time collaboration for rapid response and decision-making

**MOTOROLA** *SOLUTIONS*

# Challenges

Nampa is one of the fastest-growing cities in Idaho, with its population increasing by roughly 5,000 people each year. This rate of growth is outpacing the increase in available Nampa PD resources, putting pressure on everyone from dispatchers to patrol units to evidence technicians.

Amid budget pressures and staffing challenges while serving an ever-growing population, the department must streamline its processes as much as possible. Quickly gathering crucial information about ongoing incidents before seamlessly sharing it with officers is the key to efficiency. Previously, like many police departments nationwide, Nampa PD was struggling with siloed systems that made it difficult to share information. They needed to figure out how to do more with less and augment their existing systems and processes with innovative, cost-effective technology.

# Solutions

Nampa PD worked with Motorola Solutions to expand their existing technology ecosystem centered around their core infrastructure; a Flex software suite consisting of a Computer-Aided Dispatch (CAD), Mobile, and Records Management System (RMS).

For almost 20 years, Nampa has been using Flex to easily share information throughout the department with one integrated system. Dispatchers, officers in the field and record management staff are all on the same page every step of the way, resulting in timely and effective incident response.

Flex helps responding officers have as much information as possible. In addition to accessing the data uploaded to Flex by dispatchers, officers can use Flex Mobile to look up further background information on the people and property involved in the incident. So, if there are causes for concern, such as previous weapon offenses or gang affiliations,

the officer can go in prepared and ready to handle the situation accordingly.

After wrapping up on the scene, officers can seamlessly upload their report to the Flex system, saving crucial time and allowing the officer to move on to the next call sooner. Still, Flex is only part of the solution.

## Integrated Command Center

To address the need for more officers with limited budget, Nampa PD invested in technology to provide force-multiplying support to officers in the field. They established the Integrated Crime Center (ICC) in partnership with the City of Nampa traffic division to unify departments and assist in solving crimes, resolving incidents and improving situational awareness.

A key part of the ICC is the Real-Time Crime Center (RTCC), which provides real-time intel to Nampa police officers out in the field. Highly trained analysts and officers collaborate to gather, analyze and disseminate critical information to support rapid response and decision-making. Through a network of traffic cameras, license plate readers and advanced software, the RTCC provides real-time situational awareness, enabling the Nampa PD and its partners to proactively address emerging threats. The RTCC works closely with the Traffic Monitoring Center, Crime Analysis Unit and Emergency Operations Center, all co-located together in the department.

The RTCC is so effective because it integrates with Nampa PD's existing core systems, like its CAD, RMS and mobile applications. With CommandCentral Aware, Nampa PD can view and interpret multiple data sources on a single map, including camera locations, CAD incidents, alerts and personnel status via GPS location. This not only provides a real-time, consolidated operating picture to inform decision-making but also alerts operators to priority incidents as they arise.

Using this regulated and secure technology, Nampa PD has successfully located and arrested several suspects in three separate traveling theft rings. The theft rings were well organized and transient, moving from state to state, victimizing people and businesses before moving on.

"We want our community to know what we are doing, what technology we are using, and what processes we're using with that technology. The community support we have is truly humbling and we don't take it for granted."

– Carmen Boeger, Nampa PD's Community Engagement Coordinator

## Field evidence capture and management

Nampa's ecosystem of technology extends beyond the ICC. In the field, officers are using the CommandCentral Responder mobile application to quickly gather evidence and testimonials. Images captured in the Responder app are automatically uploaded and tied to the incident without the officers having to return to the station. All evidence, including RTCC snapshots of an incident or suspect, as well as files shared by the community, can seamlessly be stored and managed within CommandCentral Evidence. Digital evidence is secure and can be shared and used accordingly to build the strongest case possible.

This connected technology ecosystem bolsters Nampa PD's ability to share data, reduce duplicate data entry and improve communication between units. All this leads to more streamlined operations and stronger outcomes.

# Success story: unified systems

Nampa's public library's four-story parking garage, while open to the public, suffers from illegal activity on its restricted fourth floor. To combat this, Nampa PD partnered with the library, integrating real-time video feeds from the city's Avigilon Unity system into their RTCC. The system's analytics flag suspicious behavior, such as individuals loitering in stairwells for extended periods.

This proactive approach proved highly effective in a recent incident involving a 54-year-old man providing meth to a 15-year-old girl on the top floor. The RTCC's clear video feed allowed officers to obtain detailed descriptions of both individuals, observe the man concealing a meth pipe and track the girl's escape route through the garage. This real-time intelligence enabled officers to make swift and informed arrests, recovering the drug paraphernalia. The successful collaboration between Nampa PD and the city highlights the benefits of combining advanced technology with proactive policing strategies to enhance public safety.

# Connected ecosystems for safer communities

By evaluating its systems, identifying areas for improvement and seeking out partnerships and resources to implement innovative technology solutions, Nampa PD has developed an integrated ecosystem that has enhanced their services. Adding new technologies to enhance their core workflow, the department has used Motorola Solutions as a force multiplier to help keep officers safe, reduce crime and improve response times.

From Flex CAD and Records to CommandCentral solutions, Nampa PD is utilizing connected solutions that help them keep up with a growing population and the increasing need for its vital services. The result is a safer Nampa.

> "The technology that we're using has helped us do our jobs more efficiently. It's led to more case resolution, which is highly important for the citizens of our city. It has saved hundreds of man-hours on the back end for our officers, which helps us do our jobs more efficiently and be able to process cases in a more timely manner to get justice for our citizens."
>
> – Brandon Feldman, RTCC Officer, Nampa Police Department

Find out more about how Motorola Solutions can help your organization:
**www.motorolasolutions.com/en_us/products/command-center-software/public-safety-software.html**

**MOTOROLA** SOLUTIONS