

California State University, Long Beach – Police Department Relies on Nextel Dispatch Integration for Voice and Data Interoperability



CHALLENGE

With approximately 40,000 students, faculty and staff onsite, California State University, Long Beach (CSULB) is the second largest university in California. Its 84 permanent buildings are spread across 323 acres of land. It is the CSULB Police Department's job to monitor this vast campus and ensure that it is peaceful, safe and secure.

Communication is a critical aspect of the CSULB Police Department's operations, both between officers and between the Department and other University staff members, such as Facilities Management personnel. For some time, the CSULB Police relied on conventional 2-way Land Mobile Radios (LMRs). These systems had several limitations: a range of only 5–6 miles; no way to prevent scanners from intercepting conversations; significant costs to operate, maintain, and upgrade; no access to features like cell, data, messaging; and interference with other analog networks. The Police Department's Motorola dispatch console was also aging and in need of replacement. At the same time, Facilities Management adopted a new computerized work order system and wanted access to that functionality—receive work orders, order parts, and update time records—without actually having to sit down at a computer.

SOLUTION

When the Police Department replaced its dispatch system with the Motorola Centracom Gold Elite Console it learned that it could use Nextel Dispatch Integration to open up new communication possibilities for both voice and data. Through Nextel Dispatch Integration, patrol officers with LMRs and detectives with Nextel handsets are able to communicate critical information to each other through Dispatch.

In addition, using GeoSpatial Technologies' (GST) latest Multi-Agency Mobile Mapping and Tracking Interoperability Solution, CSULB Police have integrated their existing Computer Aided Dispatch (CAD) system into one common screen for mobile resource management. Dispatchers using the primary console and field officers using mobile data computers now view the same map in real time, instantly locating the caller, identifying whether the call came from a land line or cell phone, and determining if the incident is within jurisdiction or needs to be transferred to a neighboring agency for response. With multiple layers of spatial data in the map, they can pinpoint the location of the caller with detailed reference information, quickly identify the location of assets closest to the incident, including vehicles and Nextel handsets, and map the fastest route to respond.

ONE OF THE LEADING PUBLIC UNIVERSITIES IN THE WEST, CALIFORNIA STATE UNIVERSITY, LONG BEACH attracts a large and growing population. To keep its nearly 40,000 students, faculty and staff secure, the University relies on a Police Department comprised of almost 40 patrol officers, detectives, sergeants and staff.

As sworn law enforcement officers, the members of the CSULB Police Department meet all mandatory California peace officer standards and training requirements. The officers' jurisdiction extends a mile beyond the 323 acre boundaries of the University's campus.

To find out more about CSULB and the Police Department, go to www.csulb.edu.

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Further extending the communications system, Facilities Management turned to Nextel handsets for data capabilities and connectivity to the computerized work order system. The Nextel handsets were also much more cost-effective than a wireless PDA option, rugged enough to withstand heavy use in the field, and had the potential to consolidate the LMR, pager, and cell phone functions needed by their personnel into one device. Facilities Management personnel are able to communicate instantly and securely with each other and the CSULB Police Department.

BOTTOM LINE

The CSULB Police Department now has the power of voice and data interoperability so that dispatch personnel, field officers and Facilities Management personnel enjoy an unprecedented level of communication and coordination. CSULB Police Department detectives use Nextel handsets to communicate instantly and securely, without the limitations and operational isolation of conventional LMRs. The CAD integration into the dispatch system provides a common real-time view of incidents and field officer locations for quick, coordinated, and efficient response. Facilities personnel can contact or be contacted by the Police Department in the event of an emergency like a gas leak or broken water line. Management has saved time and increased efficiency by being able to quickly locate staff with the Nextel Walkie-Talkie service.

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— Greg Pascal, Communications and
Technology Supervisor
CSULB Police Department

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