POLICE DEPT. STREAMLINES REPORTING:
MOVE FROM PAPER REPORTING TO ONLINE PLATFORM YIELDS IMMEDIATE RESULTS

» CUSTOMER

Signal Mountain Police Department, Signal Mountain, Tennessee

» CHALLENGE

Replace a time-consuming, labor-intensive, and redundant paper-driven records system with a modern records management platform that provides access to historical data and full reporting capabilities to officers.

» SOLUTION

The fully integrated Omnigo Records Management platform, complete with Personnel, Asset/Fleet Management, and Duty Roster modules; TN NIBRS (TIBRS) integration; and detailed data collection and reporting capabilities.

» RESULTS

By deploying the fully integrated Omnigo solution, Signal Mountain Police Department has drastically reduced report writing and processing times. The customized platform has enabled on-demand access to historical data by name, address, and vehicle, in addition to tracking warnings and providing detailed reporting and data analysis to help identify trends that aid investigations and support budgetary decisions.

Located on Walden Ridge overlooking Chattanooga, Tennessee, the town of Signal Mountain is a small community of 8,753 people covering an area of 7.7 square miles (19.9 km^2). As the Signal Mountain Police Department actively patrols in town, officers also perform drug detection and enforcement, criminal investigations, call response, and community relations. In addition, the department supports a PD in the neighboring town and the unincorporated jurisdiction. Signal Mountain PD is comprised of 15 full-time officers in 12 patrol cars over three shifts, a civilian clerk, and an administrator. With officers dispatched by the county's centralized E911 system, staff were still using a paper-driven system implemented in the 1950's until 2017, when department heads modernized data collection, reporting, and statistic generation with the implementation of the Omnigo Records Management platform.

Signal Mountain Police Department proudly maintains one of the safest towns in the nation and recommends Omnigo to other local PDs.

Upon joining the department in 2014, Officer Troy Kennedy was tasked with streamlining the report writing, historical data collection, warning and citation aggregation, and infraction monitoring. "The majority of our calls involve noise complaints, ordinance violations, and misdemeanor property crimes, but we didn't have a way of tracking trends," he pointed out. "It's a tight-knit community here, so we're more apt to give a warning before we start issuing citations to our neighbors. But sifting through the filing system to see who'd been warned or cited for which infraction—and when—was time consuming. Some reports and citations were filed under year, some were filed under name, and all on paper going back to the 50s. Although well-organized, the system wasn't efficient."

Prior to Kennedy, paper reports were typed from handwritten notes taken in the field and then placed into a bin for review by the shift supervisor. Once reviewed,

the report was put in another bin to be entered into the criminal statistics computer system and registered in the state computer system by the records clerk. Reference cards by name and crime were created and the report was filed in a cabinet. Citations, on the other hand, were separated by type, whether it was referred to court, and whether it was associated with an arrest, before being filed in another cabinet.

IMPROVED DATA PRODUCES RESULTS

The priority for decision makers in Signal Mountain PD was an all-in-one records management system (RMS) that offered asset, fleet, and personnel management capabilities as well as an easy-to-use and reference duty roster. Having the ability to access and integrate data on demand from TN NIBRS (TIBRS) into the system was also a prerequisite, as was mobile accessibility to platform tools in the field to enable officers to review historical data on addresses, vehicles, or suspects prior to responding to calls and engaging the public.

Stakeholders also needed a solution capable of providing critical data to help inform budgetary decisions and bolster appeals to the State for grant funding to support infrastructure improvements and equipment. Because officers frequently attend court to defend citations and work overtime securing events, detailed duty roster management was high on the list. Another desired feature was the ability to address state accreditation needs by providing staff with insight to identify opportunities for improving their knowledge base.

"We spent a year researching the alternatives and actually discovered Omnigo at a trade show while testing hardware," Kennedy said. "We realized Omnigo's RMS solution checked all of our boxes, including some features we didn't anticipate. The system offers great value for the money and the support is excellent. It paid for itself within the first week."

In addition to realizing a quick ROI, the department experienced nearly immediate results through use of the new system. Within days of onboarding the Omnigo platform, an officer in the field accessed the system to investigate a stolen vehicle and recognized a pattern associated with a ring of car burglars who were using other access roads to move stolen items into neighboring jurisdictions. Utilizing the tools included with the Omnigo platform, Signal Mountain PD partnered with a police department in another jurisdiction to establish what is now an ongoing investigation.

"Since implementing Omnigo Records Management, the time spent on reporting and paperwork has been drastically reduced, enabling our officers to focus on policing, which has made our community safer," Kennedy concluded. "I've already recommended Omnigo to several other organizations and colleges in the area, so we can expand our network of communication and data sharing."

» SIGNAL MOUNTAIN P.D.

Located outside of Chattanooga, Tennessee, Signal Mountain is home to 8,753 people living within a 7.7 square mile (19.9 km^2) area. The department performs drug detection and enforcement, criminal investigations, call response, and community relations. The department chose Omnigo for the features and benefits the platform offers, allowing officers in the field more options and tools to better protect and serve the community.

» OMNIGO SOFTWARE

Omnigo Software is the leading provider of public safety, incident reporting, & security management solutions for law enforcement, education, healthcare, gaming, hospitality, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions. Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.

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