



## COMMUNITY CONNECTIONS

### BUILDING A COST-EFFECTIVE, EFFICIENT, DATA-SHARING CONSORTIUM — ONE CITY AT A TIME

#### CONTACT INFORMATION

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#### DEPARTMENT PROFILE

Sworn Officers	40
Population Served	30,136
Square Miles	7

#### ALLIANCE PROFILE

Sworn Officers	1758
Population Served	2,273,191
Square Miles	830

#### PRODUCT PROFILE

Computer-Aided Dispatch (OSSI CAD)  
Records Management System (OSSI RMS)  
Jail Management System (OSSI JMS)  
Mobile Computing (OSSI MCT)  
Mobile Field Reporting (OSSI MFR)

#### MEMBERS

##### WAYNE COUNTY SHERIFF'S OFFICE

And the following communities:

- Allen Park
- Ecorse
- Huron Township
- Lincoln Park
- Melvindale
- Redford Township
- River Rouge
- Romulus
- Southgate
- Sumpter Township
- Wyandotte



"We had just taken Wyandotte live with mobiles, and within a few minutes of the BOL broadcast, the suspect rode by a Wyandotte officer. The officer recognized the suspect's face from the mobile photo, stopped the suspect, and positively identified and arrested him." — Sergeant Scott Hayes

#### SITUATION:

In 2002 the Southgate, MI Police Department initiated an RFP process for a public safety software solution. Detailed specifically for the police department, the system required Computer-Aided Dispatch, Records Management, and a Jail Management System, as well as mobile functionality.

While the initial proposal was crafted for a stand-alone agency, Southgate soon recognized the value in providing a system that could connect multiple agencies in the region to one another. "Having a multi-agency system would allow smaller cities like Southgate to implement cutting-edge technology that was within their budget," explains Sergeant Scott Hayes. "The potential cost and data-sharing benefits were substantial, so we needed to choose a system that fit our current and future requirements."



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## SOLUTION:

Southgate decided to implement SunGard Public Sector's OSSI Windows®-based system with the anticipation that once they had a successful, fully executed operation, other agencies would be interested in joining together to form a consortium of agencies committed to sharing both information through the OSSI software and the costs associated with maintaining the system's infrastructure.

"The OSSI system far surpassed other systems in features and functions—we knew it was the system that would allow us to reach our goals," says Hayes, one of the key players in forming the consortium of agencies. "Choosing and implementing SunGard Public Sector's OSSI system was the first phase—demonstrating Southgate's successes to other agencies was our next step."

Because many agencies already had thriving systems, Southgate remained sensitive to agencies buying into a reality, not a dream. This meant promoting the OSSI software to other police in the area through simple word-of-mouth and real-world demonstrations of its usefulness.

"Once the OSSI CAD, RMS, Jail, and mobile units were up and running, we just started talking," says Hayes. "Officers had the OSSI Mobile Computing (MCT) in their cars, so if they stopped and spoke with an officer from another city, they talked about their new capabilities—like writing electronic tickets, completing electronic reports, and pulling down photos to their cars. Quickly, it became apparent that instant information could increase officer safety and productivity, as well as help reduce crime. Eventually, the word just got out. If the road officers weren't spreading the word, then we were working with the politicians. The Southgate mayor was 100 percent on board with our consortium, so eventually we sat down with other mayors and city officials to explain our vision and the benefits."

The system's configuration calls for housing the central CAD and RMS/JMS servers at the Southgate Police Department, while individual agency locations retain a CAD, RMS, and Jail workstation as well as a mobile unit in each police car. Since most agencies have hardware, the only start-up costs are license fees. However, agencies joining the group need to pay the group a "buy-in" and a maintenance fee. Southgate's finance director calculated the buy-in fee by dividing the original server cost by the number of member agencies; the maintenance fee was established to fund the purchase of new servers.

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## IMPACT:

Although most of them have yet to go "live," with their software, twelve of the agencies near Southgate have committed to joining the consortium and utilizing SunGard Public Sector's OSSI software. By joining the consortium and using the system's structure, these agencies are saving **40 to 60 percent**. They will receive leading-edge technology at a cost that is significantly less than if they bought a stand-alone system.

Because the system is multi-jurisdictional, the consortium will share information at a new level. If an officer stops a vehicle, and the driver has had an incident in a consortium community, the officer will be able to see the incident, whether it was a warning, hit and run, or BOL. The information-sharing benefits have already paid off in a tangible way through the most important metric of all—increased arrests.

"Recently, a Southgate police officer sent a BOL (be on the lookout) broadcast with the name and photo of a CSC (criminal sexual conduct) suspect over the system," says Hayes. "We had just taken Wyandotte live with mobiles, and within a few minutes of the broadcast, the suspect was spotted by a Wyandotte officer. The officer recognized the suspect's face from the mobile photo, stopped the suspect, and positively identified and arrested him."

The consortium also leveraged a Michigan public act to form an independent voting board: the Southern Michigan Information Alliance. The board has an inter-governmental working agreement, which stipulates that one member from each community must sit on the board. Board members can vote on the consortium's operations, but there are safety guidelines that protect the core software system. If there is a proposed change to the system, then it must get presented to the board. However, the alliance is a more than just a legislative body—it bestows ownership, connects people, and imparts influence.

"The consortium brings a group of people together and it gets everybody working together. Since we tend to work on the same projects within our city boundaries, we can leverage past experiences and alternative ideas to accomplish them. Recently we worked on a large project and were able to share ideas with one another. We learned some short cuts and better ways to execute—having this was a huge resource," adds Hayes.

"What started out as a small assembly has grown beyond anyone's belief—we now have twelve agencies, and we expect future expansion," says Hayes. "Besides bringing communities together, the consortium is an extremely cost-effective and efficient way to fight crime, share data, and increase officer safety."