



## CUSTOMER PROFILE: TARRANT COUNTY SHERIFF'S OFFICE, TX

Tarrant County Sheriff's Office, TX  
Chief Deputy Jeff Nicholson  
300 West Belknap Street  
Fort Worth, TX 76102  
817.884.1367

### DEPARTMENT PROFILE

NUMBER OF SWORN OFFICERS:	456
POPULATION SERVED:	1,620,479
SQUARE MILES:	2,000
911 DISPATCHED CALLS (2006):	23,843
SELF-INITIATED CALLS (2006):	390,941
TELECOMMUNICATORS:	24
INVESTIGATORS:	12
CARS:	140
MOBILE UNITS:	120
JAIL BEDS:	4,600
JAIL FACILITIES:	4

### 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)

### Tarrant County Sheriff's Office

The Tarrant County Sheriff's Office is a large, modern, urban law enforcement agency that employs the latest crime-fighting strategies and tools. At the same time, the County embraces the rich heritage and lore of the Texas lawman. The combination of western history reverence and dedication to progressive law enforcement makes the Tarrant County Sheriff's Office one of the most effective law enforcement agencies in Texas.

As a progressive agency committed to multi-partnerships for solving community problems, Tarrant County recognizes the diversity of its county and strives to reduce crime and increase officer safety while building trust with its citizens. The Sheriff's Office understands and accepts its responsibility, so the department patrols approximately 2,000 square miles, houses more than 4,600 inmates in four separate jail facilities, receives and attempts to serve more than 35,000 warrants a year, and provides security for more than 60 courtrooms.

The Tarrant County Sheriff's Office Operational Bureau consists of five major divisions, including Patrol, Investigations, Recruiting/Training, Courts, and Communications. The Patrol Division handles citizens' calls for 100 square miles of unincorporated Tarrant County. With offices in the north and south, the division also includes:

#### Sheriff's Environmental Enforcement Division:

- Mounted Unit
- Livestock Enforcement Estray Program
- Sheriff's Community Oriented-Policing & Enforcement

#### Investigations Division:

- Criminal Investigation
- Warrants
- Narcotics
- Crime Scene
- Victim's Assistance
- Sex Offender Registration
- Internal Affairs

#### Communications and Technology Division:

- Dispatch
- Records
- Property and Evidence
- Information Technology

As the third largest county in Texas, 40 municipalities sit in Tarrant County. The Sheriff's Office dispatches for their Patrol and Warrants Divisions. It also dispatches and provides contract law enforcement for the cities of Haslet and Edgecliff Village. In addition, it dispatches for all eight Constable Precincts as they serve all the civil warrants in Tarrant County. All 911 calls from the unincorporated areas are handled by the Sheriff's Office; however, Fire and EMS calls are routed to the appropriate agency. The Sheriff's Office employs SunGard Public Sector's OSSI Public Safety Suite of fully integrated applications, which includes Computer-Aided Dispatch, Records Management System, Jail Management System, Mobile Computing, and Mobile Field Reporting.





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### OSSI Computer-Aided Dispatch (CAD) and Mobile Computing Technology (MCT)

The combination of OSSI CAD's intuitive graphical user interface (GUI) and MCT functions have simplified Tarrant County's call taking and dispatching. Prior to implementing the OSSI CAD system, telecommunicators had to know all call code types and addresses. Now with features, such as address verification, drop-down code lists, and drag-and-drop capabilities, telecommunicators streamline the call-taking process, which increases productivity. MCT provides voiceless dispatch, status updates, car-to-CAD messaging, car-to-car messaging, and information queries from vehicles, reducing dispatcher's workloads and improving overall dispatching efficiencies.

Communications between Tarrant County dispatchers and field officers are a two-pronged exchange. Telecommunicators supply pre-arrival information, and field officers access CAD information via MCT. Because the CAD system and the officer's mobile unit are interfaced, the officer can pull a lot of the same information as the telecommunicator, including hot spots, prior visits to a residence, or warnings. For example, to indicate a domestic disturbance hot spot, Tarrant County has pre-set the alert to 24 hours. If an officer visits the same residence within 24 hours, then the Hot Spots Tab on the officer's laptop screen flashes red indicating an officer has been dispatched to the location in the past 24 hours. By providing instantaneous information about previous events, hazardous materials, or other dangers at a location, Tarrant County telecommunicators help increase the safety of responding units. In the past, field officers were dependent upon telecommunicators to run state/NCIC or local warrant checks. With OSSI MCT, field officers can access local, state, and national warrants, stolen vehicle and property information, mug shots, and records management information. This provides field officers instant notification about information without dispatcher assistance and allows the dispatch staff more time to serve the public better.

The OSSI CAD system also aids Tarrant County with resource management. CAD's GUI provides telecommunicators and field supervisors with a visual snapshot of their resources—who's on call or not and who to dispatch. Add an integrated map and automatic vehicle locator (AVL) to that display, and they can see the exact locations of the different types and number of units—whether it's a two-man patrol car, canine unit, or crime scene van. By simply dragging and dropping unit-specific icons, the telecommunicator picks the optimal resource for answering the call, even if it means taking someone out of his/her district.

The OSSI CAD system enables Tarrant County to conduct departmental analysis. The system allows users to specify search criteria and extract information that can be used in a meaningful way. For example, during budget time, the Sheriff must know the number and locations of calls for service. Getting that information out of the system helps make the decision to get funding for another officer, resize the beats and districts, or remain the same. The OSSI CAD system has become a statistics keeper for the agency, helping the County use its enforcement assets more efficiently.

### Records Management System (RMS) and Mobile Field Reporting (MFR)

Tarrant County relies on the OSSI RMS to collect, store, and provide access to information gathered by its law enforcement personnel during their daily activities. Hand-in-hand with RMS, MFR allows officers to generate and forward field reports electronically to their supervisors for review and approval, including accident reports. When filling out an accident report, an officer enters the collected data directly into a laptop. Once the fields are populated, a Texas-specific accident report is generated. The result is a printed report that is identical to previously handwritten reports. In addition any data in approved reports populates RMS fields, making information instantly available to case administrators. Completing and submitting reports wirelessly allows Tarrant County officers to remain visible to the public while reducing records personnel workloads.

MFR's features have automated the time-consuming report writing process, saving Tarrant County officers valuable time. A master name module stores the names of individuals, gangs, aliases, and businesses. Officers enter names that are automatically checked against RMS master names records. They can choose or edit existing names or create a new name record. Since data is entered only once, duplication efforts are reduced, securing the data's integrity. With the availability of drop-down boxes and toggle switches, officers complete, spell-checked, timely reports. MFR requires officers to fill out certain fields with standardized information, and like many electronic forms, prevents an officer from moving on when an error is made.

Because Tarrant County has a common interface, different departments can share data at any given point. Members of the Warrants Division can see data entered by the Constables. Suppose they need to serve a warrant for John Doe, but the computer record indicates John Doe was evicted two weeks ago. Now, there is no reason to serve the warrant.





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### OSSI Jail Management System (JMS)

In later part of 2007, Tarrant County will implement SunGard Public Sector's OSSI JMS. This system will push the booking process into the field, further streamlining the process for bringing people into jail. When making an arrest in the field, officers will be able to prepare classifying and booking information in the car, which will expedite the process and increase efficiencies. Because JMS will be fully integrated with the County's RMS, it will eliminate duplicate data entry. As soon as the person gets to the jail facility and walks through the back door, corrections officers will already know the inmate's cell and tank. Preparing pre-arrival information will be especially beneficial if the inmate has had a prior incarceration. For example, if history reveals that the person is violent, then the facility can station extra staff at the back door.

An integrated state-of-the-art mug shot capturing system will display the inmate's photograph, allowing positive identification during booking, release, inmate movement, and work release. The same mug shots will be integrated with RMS and mobile units.

Employing technologies such as biometrics, bar coding, and mobile devices, Tarrant County will be able to automate its day-to-day operations, inmate tracking, data collection, and jail management. Fingerprint biometric technology will assist with accessing inmate records and verifying the inmate's identity. Bar coding technology will help automate Tarrant County's operations and data collection, as well as increase productivity. It will be used with mass movement, commissary orders, inmate ID cards, wrist bands, file labels, and reports. JMS functionality can be extended to handheld devices, which will allow the staff to create log records while away from computer workstations. For example, corrections staff can record inmate medication distributions and special observations on a handheld device, and then download the information into JMS, eliminating hours of manual data entry.



### IMPACT

"The city of Ft. Worth has more officers, more cars, more resources than we do," said the system administrator, Tarrant County Sheriff's Office. "Until recently, Ft. Worth officers couldn't get a mug shot into their cars. Their SWAT team had a situation where they were going to serve a warrant at a hotel on a murder suspect, but they didn't have a picture of the suspect. So they called one of our lieutenants who was in the area. The Tarrant County Lieutenant brought his laptop over to the SWAT team, and they pulled up the suspect's mug shot. However, within a few minutes the Lieutenant was dispatched to another call, but was able to disconnect and leave his laptop with the Ft. Worth officer. As a result, the Ft. Worth SWAT team served the warrant knowing full well what the suspect looked like."

The administrator added, "We recently worked a situation with a North Carolina Police Department. A multi-national male reported to the agency that he paid a man \$10,000 to smuggle his wife and child into the United States. Two weeks after he paid the money, he was told that his wife and child were being held hostage and unless he paid another \$10,000, his family would be killed. He told the police that he didn't have another \$10,000, but they needed to find the wife and child.

"Unfortunately, the multi-national male did not know the man's name or where he lived; the only piece of information he had was the man's cell phone number. So the agency got a subpoena, pulled the cell phone records, and obtained the man's name. The North Carolina agency ran the name through OSSI Police-to-Police (P2P) and found the suspect. Two months prior, the Ft. Worth Police Department handled him, so there was a mug shot on file in Ft. Worth. Using the mug shots on file in Ft. Worth, the agency generated a photo lineup from P2P. The multi-national male identified the suspect as the man who threatened his family. Having the ability to share data with an agency over 1,000 miles away resulted in an arrest and a family being re-united."