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**Agency Name:** Morro Bay Police Department  
**Technology Program Name:** Technology Enhancement Projects  
**Competitive Category:** Innovation in Information Technology and Excellence in Communications and Interoperability

**Agency Size:** Small  
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**Executive Summary:**

The Morro Bay Police Department has implemented cutting edge technology in the area of mobile data communications and information streamlining. This past year, through the use of both Federal and State grants and local matching funds, the Morro Bay Police Department purchased and implemented mobile data computers in the police vehicles, GIS and vehicle locator systems in the police vehicles, installed a new Moducom 911/Radio Communications system for dispatch, and installed a Laserfiche document imaging system to scan and archive police records and electronically send reports to the District Attorney. These multiple projects and systems all integrate with each other and into the department's "PSNet" Computer Aided Dispatch/Records Management System.

The mobile data computer system consists of computers in the police vehicles and allows officers to complete police reports in the field, run computer checks on persons and vehicles directly without having to utilize dispatch, and allows dispatching through wireless technology from base station to mobile computer. The vehicles are also equipped with GIS that allows both dispatch and other units to see where all the police units are and increases response times by having a map of the city displayed for the officer as he/she travels to a call.

The new 911/Radio communications system is all computerized and replaced our old Motorola Centracom system. Information is now at dispatchers fingertips.

The new Laserfiche Document Imaging system is integrated with the PSNet system. Reports that have to still be handwritten and photocopied reports are now scanned into the Laserfiche system, integrated with the computerized reports and retrievable through PSNet. The new system eliminates the current problem of hard copy records storage. Scanned police reports can now be accessed remotely from other computer workstations in the department. The Laserfiche system also allows the electronic transfer of police reports to the District Attorney's Office where in the past, police reports had to be photocopied and driven 20 miles to the District Attorney's Office on a daily basis.

Each of these major technology achievements will enhance the efficiency and effectiveness of our department from the field officer to the communications/records section.

**Program Narrative:**

The Morro Bay Police Department serves a small community of 10,000 located on the Central Coast of California. The department has 20 sworn officer positions. Prior to the implementation of the technology described below, all police reports and contacts required the officers to return to the police station to document the incident thus taking them out of the field. All communications with field units had to be done via police radio. The communications center consisted of old, outdated Motorola push button radio equipment that was not integrated with the 911 phone system. All police reports were printed and photocopied and had to be stored in file cabinets and file boxes located wherever room could be found throughout the station. Locating and retrieving reports was difficult at best. In order to enhance the efficiency and effectiveness in these areas, the Morro Bay Police Department embarked on several technology projects this year.

The department researched vendors and equipment that would allow each area of technology to integrate with the other. The result of these projects is that they do all integrate with each other and the department's PSNet Computer Aided Dispatch/Records Management System. Federal and State Grants along with local matching funds allowed the department to purchase and implement these systems.

The first project involved the purchase of Mobile Computer systems from Palomar Display Products and the PSNet mobile computer software from Executive Information Services (EIS). The mobile computers communicate with the computer network at the police station through the use of wireless communications from Verizon Wireless. An additional enhancement to the system was the installation of GIS transmitters and software. This allows our communications center to track the locations and travel of the field units on a map display. The map display is also available in the vehicles which can assist with tactical situations and assist officers in finding streets and buildings in the city. Officers are now able to complete police reports in the field through their mobile computers, and have direct access to the department records system and all national and state databases (CLETS, NCIC, etc.). Dispatch can now communicate to the field units through the use of wireless data and keep radio communications to a minimum when needed. The federal grant also allowed the upgrade of all the department's network computer servers and storage system.

The second major project consisted of the complete replacement of the department's communications system. This project was paid for by the State of California 911 fund. The project included the purchase of new dispatch ergonomic furniture and computerized 911/radio system. The new system from "Moducom" combines the 911 and radio systems into one and automatically integrates 911 data into the PSNet Computer Aided Dispatch on each call. Geographic data, business information, and phone books formerly kept in rolodex files are now entered into the computer system for quick access and direct dialing capabilities. The radios and phones are now operated via a touch computer screen.

The last major project was the recent installation of a Laserfiche document imaging system. This system now allows the scanning and computer storage of all hard copy police reports. The Morro Bay Police Department is a small department with little storage room. Police reports were stored in every inch of space in telephone closets, hallways, etc. and were not easily accessible. All police reports once scanned into the system will be retrievable at any computer workstation. In addition, the Laserfiche system has two great features. It integrates with the PS Net Records Management system so reports that have to be handwritten can be scanned and retrievable with the rest of the computerized report in the PSNet system. In addition, scanned police reports can now be electronically sent to the District Attorneys Office thus saving an enormous amount of time. Prior to the implementation of Laserfiche, reports had to be photocopied and driven 20 miles to the DA's office on a daily basis.

This technology is a tremendous benefit to the department. It helps increase the officer's presence in the field, streamlines the processing of police reports, enhances communications with field units, enhances the ability of dispatchers, and provides storage relief and quick access to police reports. Productivity, efficiency, and morale have drastically increased as a result of the technology projects implemented this year at the Morro Bay Police Department.